2021 ESG Report

Safe. Smart. Sustainable.
Dear Stakeholders,

Respecting the environment, promoting social responsibility, and leading with responsible governance are fundamental to who ADT is and guide our safe, smart, and sustainable business practices.

In this, our first comprehensive ESG report, we highlight our ESG foundation built over ADT’s rich history and outline opportunities for continued progress in not only 2022 but beyond as we incorporate ESG into our business.

ESG principles are vital to our business and mirror those of our stakeholders, but I am particularly gratified that ADT — in our 147th year of operation — still excels at our central purpose: To help protect people and keep them safe. We help save lives every day, and that continually inspires us to innovate and improve every day.

In 2021, we formed a cross-functional ESG Working Group and conducted rigorous research with outside experts to ensure we prioritize what’s meaningful to our key stakeholders — employees, dealer partners, customers, investors, suppliers, and communities. This resulted in identifying and benchmarking eight pillars that we will report on going forward. We are also providing relevant information from 2020 that will illustrate our past accomplishments as well as our future opportunities, and importantly, clarify the direction we’re headed.

Our People Are The Difference

Our people are ADT’s greatest asset, and our best-in-class employees remain our fundamental strategic advantage. ADT is committed to fostering a culture where every team member feels safe, included, inspired, trusted, and supported so they can be and achieve their best. Simply stated, if we take exceptional care of our employees, they’ll continue to take exceptional care of our customers.

I had hoped 2021 would mark an end to the pandemic, but we once again found our resilience tested. Recognizing that these past two years have been difficult for team members, we are striving to support their total well-being from a physical, social, financial, and mental health lens.

Taking Action On Climate

Of our numerous efforts to help combat climate change, our solar acquisition in 2021 was a logical extension of our ecosystem and will significantly increase ADT’s role in reducing greenhouse gases (“GHGs”). Our smart home capabilities already help our customers control their energy use. The addition of ADT Solar firmly positions us in energy management by offering residential solar customers an alternative to traditional or non-sustainable energy sources. Solar energy provides peace of mind at a time when our confidence in reliable power, at a consistent cost, is being tested due to climate and geopolitical uncertainty. Undoubtedly, solar is the right energy alternative at the right time.
CEO Letter

Making Privacy A Priority

Our commitment to safety is more than products and services. Our customers’ safety, security, and privacy are fundamental to our core promise. ADT has a strong consumer privacy policy and robust systems in place which we continually assess and enhance. We strive to incorporate best practices, like privacy-by-design principles, and technologies to better manage and protect customer data and to inform and empower customers about their privacy options.

Unrelenting Customer And Community Focus

Our customers are our North Star — squarely at the center of our decisions and our actions. We demonstrate this commitment across our business every day, but it is accentuated when we serve the communities where we live and work through volunteerism and philanthropy. Several times a year, we celebrate this by arranging a reunion between impacted customers and the ADT monitoring professional who alerted them to an emergency and contacted 911 for a quick rescue. In 2019, I had the honor of hosting our 100th “LifeSaver Celebration” in Minnesota with a family that was saved from deadly levels of carbon monoxide. From experience, I can confidently say these ceremonies are powerful moments, showcasing the emotional connection between our employees and our customers while underscoring that ADT is a purpose-driven company.

Integrating ESG Into Our DNA

ADT’s Executive Leadership Team is collaboratively establishing specific ESG goals tailored for our individual business units. Though we’re still early in this journey, we’re committed to integrating ESG into the DNA of how we conduct our business and to transparency in communicating our progress.

Respectfully,

Jim DeVries
President & CEO
ADT

Initial ESG Focus Areas

- Foster a diverse and inclusive workplace
- Reduce our carbon footprint
- Reduce the environmental impact of our vehicle fleet
Company Overview

Innovative offerings, unrivaled safety, and unmatched quality and service are the hallmarks of ADT, Inc. (the “Company” or “ADT”).

As the most trusted brand in smart home and commercial security, ADT’s products, partnerships, extensive network of security professionals, and affordable rooftop solar and energy storage help our customers stay safe with smart and sustainable solutions at home, work, and on the go.

Our 24/7 superior monitoring as well as our lifestyle-driven solutions via professionally installed, do-it-yourself, mobile, and solar offerings provide a complete suite of safe, smart, and sustainable solutions for homeowners and commercial customers.

“ADT is building the next generation of smart home security so we can provide safe, smart, and sustainable solutions that empower people to protect and connect what matters most.”

Jim DeVries
President & CEO
Company Overview

On a typical day, ADT systems:

- Process Over half a billion Motion Sensors and Open/Close Signals
- Record 52 million Video Clips
- Arm and Disarm Systems 7 million Times
- Lock and Unlock Doors 2 million Times
- Adjust the Temperature 1.3 million Times
- Activate Lights 1 million Times
- Adjust the Temperature 1.3 million Times
- Activate Lights 1 million Times
- Answer 65,000 Calls
- Handle 63,000 Alarms
- Visit 15,000 Homes in Person and Another 2,400 Homes Virtually
- Call First Responders to 2,000 Homes

And we will help save lives and livelihoods — and deliver peace of mind.
Company Overview

More Than 20,000 Employees

268 Locations

Revenues $5.3 billion

6.6 million Protected Customers

More Than 2,400 Highly Trained Monitoring Agents

9 UL-Listed Monitoring Centers
Key Services

Smart Home and Small Business Security
Personalized options for a wide variety of home and security needs, including burglary and life safety professional monitoring and helpful smart solutions, such as video doorbells, connected locks and lighting, climate management, and much more.

Commercial Security and Fire
Business solutions ranging from security and fire protection, access control, electronic article surveillance and risk consulting, to future innovation in robotic and virtual guarding.

Mobile Safety
SoSecure by ADT
A mobile app that connects people to always-on help while on the go.
Safe by ADT
A mobile platform that integrates with third-party apps and services, adding convenience to safety and security.

Health and Senior Safety
Medical alert systems for every lifestyle — in the home or away — as well as connected smart home solutions for aging in place.

Solar
Residential and commercial rooftop solar and energy storage and reduction solutions enabling greater energy independence and peace of mind.
## 2021 Awards, Accolades and Recognition

<table>
<thead>
<tr>
<th>Customer Service</th>
<th>Industry</th>
<th>Mobile</th>
</tr>
</thead>
<tbody>
<tr>
<td>Voted Most Trusted Home Security brand by American shoppers in the BrandSpark® Most Trusted Awards</td>
<td>CES® Innovation Awards Honoree Blue by ADT Smart Home Hub</td>
<td>TIME’s Best Inventions SoSecure</td>
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<tr>
<td></td>
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<td>Mobile Breakthrough Award for “Business App of the Year” SoSecure</td>
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<td>The Monitoring Association and Security Sales and Integration’s Monitoring Technology “Marvel” Award SoSecure</td>
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<td>American Business Awards’ Stevie Award for Product Innovation SoSecure</td>
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<td></td>
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<td>Campus Security &amp; Life Safety’s Secure Campus Awards SoSecure</td>
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### ADT by the Numbers as of December 31st:

<table>
<thead>
<tr>
<th>Category</th>
<th>2021</th>
<th>2020</th>
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</thead>
<tbody>
<tr>
<td><strong>Executive Leadership Team</strong></td>
<td></td>
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<tr>
<td>Female</td>
<td>18%</td>
<td>11%</td>
</tr>
<tr>
<td>Racially and Ethnically Diverse</td>
<td>18%</td>
<td>0%</td>
</tr>
<tr>
<td><strong>Salaried Employees</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Female</td>
<td>25%</td>
<td>22%</td>
</tr>
<tr>
<td>Racially and Ethnically Diverse</td>
<td>34%</td>
<td>30%</td>
</tr>
<tr>
<td><strong>Hourly Employees</strong></td>
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<tr>
<td>Female</td>
<td>37%</td>
<td>36%</td>
</tr>
<tr>
<td>Racially and Ethnically Diverse</td>
<td>49%</td>
<td>45%</td>
</tr>
<tr>
<td><strong>Total Population</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Female</td>
<td>33%</td>
<td>31%</td>
</tr>
<tr>
<td>Racially and Ethnically Diverse</td>
<td>44%</td>
<td>39%</td>
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<tr>
<td><strong>Greenhouse Gas (GHG) Emissions</strong></td>
<td>103,329 tCO2e*</td>
<td>91,288 tCO2e</td>
</tr>
<tr>
<td><strong>Energy Consumption</strong></td>
<td>205,018 GJ**</td>
<td>159,094 GJ</td>
</tr>
<tr>
<td><strong>Fuel Consumption</strong></td>
<td>9,404,314 gallons***</td>
<td>7,867,927 gallons</td>
</tr>
<tr>
<td><strong>Employee Safety Total Incident Rate</strong></td>
<td>1.42 TRIR****</td>
<td>1.27 TRIR</td>
</tr>
</tbody>
</table>

Notes:
- Compass Solar Group LLC (“Sunpro Solar”), now ADT Solar, was acquired by ADT on December 8, 2021 and is not included in this report.
- The Executive Leadership Team (ELT) includes the CEO and direct reports, plus certain senior leaders selected by the CEO. There were 11 and 9 members of the ELT as of December 31, 2021 and 2020, respectively.
- Salaried employees include those employees who receive a fixed annual wage spread evenly across pay periods that does not fluctuate based on hours worked. ELT members are also included in the salaried employee’s category.
- Hourly employees receive an hourly wage for work performed.
- “Racially and ethnically diverse” includes employees who identify as Asian, Black/African American, Hispanic/Latino and other. “Other” is defined as Native American or Alaska Native, Native Hawaiian or Pacific Islander, or two or more races.
- GHG emissions are calculated utilizing third-party Greenstone’s Greenhouse Gas (GHG) Emissions wizard. All GHG emissions are calculated applying the Greenhouse Gas Protocol methodology, a global framework used to measure GHG emissions, and location-based emission methodologies and factors are automatically selected from the 1m+ emission factors maintained in Greenstone’s Enterprise solution library. Emissions sources include energy (electricity and natural gas) and transport (fleet fuel). ADT’s Energy usage reported is based on 86% of sites for electricity and 61% of sites for natural gas. ADT does not track specific usage for all of its locations, where, for example, electricity is included in lease charges. The increase is primarily driven by fuel consumption (see below).
- Energy usage reported is based on 86% of sites for electricity and 61% of sites for natural gas. ADT is unable to track specific usage for all of its locations, where, for example, electricity is included in lease charges. The increase is due to the inclusion of natural gas in 2021 reporting. Fuel consumption is not included and is shown separately below.
- Additional fleet and vehicle use is due to the Defenders acquisition and 3G replacement project.
- Total Recordable Incident Rate (injuries per 100 Full-time Employees): Prior to 2021, we had experienced year over year decreases in our TRIR rate dating back to 2012. Due to several acquisitions, including Defenders, our rate increased in 2021.
ESG Management

The principles of environmental respect, social responsibility, and leading with responsible governance are core to ADT’s business. In recent years, ADT took steps to formalize its ESG program by:

- Embedding oversight responsibility for ESG issues into the mandate and charter of the audit committee of our Board of Directors (the “Board”).
- Producing our first Sustainable Accounting Standards Board (“SASB”) Report.
- Establishing a cross-functional, management- and executive-level ESG Working Group to lead ESG efforts across the Company.
- Assessing and integrating ESG-specific risks and opportunities into the Company’s risk management practices.
- Conducting a materiality assessment to identify, define, and prioritize the ESG issues of greatest potential impact to ADT’s stakeholders and business performance.

“Incorporating ESG into what we do is not only the right thing, it’s the safe, smart, and sustainable thing to do for our shareholders, employees, customers, and our communities.”

Jeff Likosar
Chief Financial Officer & President
Corporate Development
ESG Management

The materiality assessment was implemented by:

1. Identifying relevant ESG issues in global reporting standards and frameworks, such as Global Reporting Initiative (“GRI”), Sustainability Accounting Standards Board (“SASB”), Task Force on Climate-Related Financial Disclosures (“TCFD”), and CDP Global (“CDP”), through a peer review, media review, and regulatory landscape review.

2. Engaging select stakeholders and conducting desktop perception and sentiment reviews of key stakeholder groups to prioritize the ESG issues.

3. Reviewing and refining the ESG issue prioritization with executive leadership, including ADT’s CEO and CFO.

4. Reviewing and discussing the material focus areas with ADT’s audit committee.

In 2022, ADT aspires to expand and evolve its ESG program, which includes producing this first annual report, releasing our first annual CDP Climate Change Disclosure, setting certain ESG targets, aligning ESG initiatives to support the United Nations Sustainable Development Goals, and evolving the ESG Working Group into a chartered ESG Steering Committee.

ADT’s Eight ESG Pillars

Our commitment to respect the environment, promote social responsibility, and lead with responsible governance is fundamental to who we are and guides our safe, smart, and sustainable business practices.
ADT prioritizes strong corporate governance, believing that this is the foundation for financial integrity and superior performance.

Our Board is responsible for the oversight of ADT’s business and approves the Company’s operating values which are reflected in our Code of Conduct (the “Code”). The Board also oversees the principal risks of our business and makes sure practical procedures are in place to effectively monitor, manage, and mitigate those risks.

The Board maintains four standing committees, each of which reports on their activities to the full Board: executive; compensation; nominating and corporate governance; and audit. The audit committee, which is comprised of independent directors, oversees financial risks, and monitors the management of the principal risks that could impact our financial reporting, including cybersecurity and privacy risks. It also oversees, reviews, and periodically discusses the implementation and effectiveness of the Company’s compliance and ethics programs with management.

The audit committee is responsible for the Company’s ESG strategy, policies, and public disclosures. The ESG Working Group — comprised of representatives from legal; government affairs; human resources; environment, health and safety; public relations; marketing; internal audit; and investor relations — provides periodic updates to the audit committee.
Risk Management
In 2021, ADT began assessing ESG-related risks, including those involving climate. Going forward, ADT will formalize and disclose the Company’s climate risk strategy and governance approach, as well as identify risks and management processes and climate-related metrics and targets, in its first-annual CDP disclosure. ADT will use the TCFD framework to guide its climate risk strategy and governance approach as well as its disclosures.

Policies and Training
We are committed to ensuring all ADT employees uphold our core Company values of trust, collaboration, service, and innovation. This begins with the Code which describes our commitment to our customers, investors, communities, and each other. The Code outlines employee expectations and helps foster a culture of integrity.

The ADT Ethics Office oversees the employee ethics hotline as well as ethics training programs including an introduction, overview, and summary of the Code. The Code is supplemented by a variety of additional policies applicable to all team members, including non-retaliation; equal employment opportunity; anti-harassment; information technology security; personal data protection and privacy; conflicts of interest; intellectual property and the protection of confidential information; insider trading; anti-bribery and corruption; and the approval of transactions with related persons.

Data Privacy and Cybersecurity
ADT believes the safety, security, and privacy of our customers are fundamental to the services we provide. Our policies guide us as we continuously enhance methods, best practices, and technologies to better monitor and protect customer data and inform and enable customers to make choices about their data privacy. We carefully consider data privacy when developing our own products and when incorporating products provided by our business partners, also known as “privacy by design.” We conduct privacy impact assessments and empower our employees to effectuate these privacy considerations on an ongoing basis. In fact, ADT published the first consumer privacy guidelines for the security industry. All ADT team members are required to complete and acknowledge annual training to raise awareness of current security risks and behavior, and around our Information Security and Privacy policies. Additional education and training are also required for specific groups based on their roles within the organization. Our Information Security program is further strengthened by technology designed to monitor anomalies that could indicate an active attack. ADT regularly monitors legislative activity regarding data privacy laws, regulations, and guidance in all relevant jurisdictions. We engage in an annual privacy assessment with TrustArc to identify any required (or desired) changes to our data related policies, procedures, and best practices. Our security controls are generally aligned with ISO 27001 and NIST Cybersecurity Framework, and we are an externally audited, Level 1 PCI Certified Merchant.
Supply Chain and Procurement

ADT does not own or operate any manufacturing facilities and therefore relies on suppliers and distributors to create and deliver our products. We require product suppliers and distributors to adhere to and comply with our Guide to Supplier Social Responsibility, which covers human rights, child and forced labor, worker welfare, corruption, and bribery policies as well as environmental sustainability, and diversity. We have also begun to track supplier diversity to leverage and promote suppliers owned by multiple diversity classifications including women- and minority-owned businesses, which we intend to publish in future years.

We continuously monitor global supply chain disruptions to secure deliveries of the equipment needed to install and service our customers. Supplier reviews are conducted annually, semi-annually, or quarterly based on the supplier’s importance and risk to the business, and address supplier performance and contract compliance.
At ADT, we believe everyone deserves to feel safe. This includes creating a workplace that encourages sharing different ideas and perspectives, sees value in diversity, and provides resources, space, and opportunity to grow and succeed. We want our team members to be themselves and develop into the people they want to be.

In 2020, we took a meaningful step on our journey to foster an inclusive and diverse work environment by establishing our Inclusive Diversity and Belonging ("IDB") strategy. This included creating an IDB Council. The Council helps lay the groundwork to advance our mission of promoting diversity and inclusion across the enterprise. Committee members represent a broad cross-section of the Company and help elevate IDB by setting IDB Commitments and Priorities in partnership with their respective business areas.

As we continue our IDB journey, we will strive to reflect and expand the communities we serve more broadly.

DeLu Jackson
Senior Vice President & Chief Marketing Officer
One important element of this effort is the 2021 activation of eight *Business Employee Resource Groups* ("BERGs") with a ninth for young professionals launching in 2022. Enthusiastically received by employees and leadership alike, each BERG has at least one executive or senior sponsor who works collaboratively with participants. Our leaders and team members are engaged and fully committed to making meaningful cultural change and advancing understanding and appreciation of each other.

Just getting underway, the BERGs serve a valuable role in building a sense of belonging, and supporting personal and professional development, learning, and networking opportunities, and are consistently growing in membership. Like the IDB Council, BERG members come from all business areas. We are developing a platform of networking, and ongoing learning and exchange that will benefit business results, the workplace, and our communities. Each BERG engages in several activities, including lunch and learns, community engagement, mentoring programs, and advocacy.

"Our people must feel they can bring their whole selves to work — regardless of who they are, what interests them, or their individual style. The power to connect is critical — that’s why I love the BERGs."

**Harriet Harty**
Executive Vice President &
Chief Administrative Officer
Employee Well-Being and Development

Employees Are Our Strength

We strive to create a culture where every team member feels empowered to collaborate and achieve business results and is valued for who they are and what they bring to ADT. This is particularly important in today’s tight labor market as we focus on increasing retention and reducing employee turnover.

In January 2021, we launched our annual employee well-being program. Available to all team members, it includes a variety of education and coaching programs, as well as periodic well-being sessions. Employees enrolled in our self-funded medical plans are eligible for cash incentives by completing certain activities.

We are measuring the success of this program by looking at participation, engagement, behavioral and clinical measures, productivity, and perceived organizational support of the program. We plan to continue to evolve the ADT Wellness Program to best meet the needs of employee emotional, financial, physical, and social well-being.

ADT leaders engage with team members through a variety of communication channels and events such as town halls and leadership forums to highlight our shared values and priorities, while focusing on beliefs which drive high performance.

Other 2021 highlights:

- Released monthly podcasts to bring program awareness and solutions to employees and their families
- Continued to raise awareness of our Employee Assistance Program (“EAP”)
- Promoted resources across multiple Business Employee Resource Groups (“BERGs”)
- Promoted webinars on benefits-related topics of interest to BERG members and offered webinars on well-being and implemented “Mindfulness Monday Meditation” sessions to teach and guide employees through meditation exercises per a Mental Wellness BERG and Human Resources collaboration
Employee Well-Being and Development

Reaching out and understanding what is important to our employees is imperative to our overall success. In 2021 we continued our “employee listening” approach by conducting employee surveys and focus groups, and having senior leaders meet with team members at their work locations.

Early in the year, we surveyed technicians to better understand their daily work experience and included our technicians and their leaders in the planning and implementation of several initiatives which resulted in: employee and team member recognition events, increased communication, senior leadership site visits, enhanced support of career development, and the creation of a technician council. ADT is also investing in licensing requirements and considering integrating “soft skills” learning into technical skills training.

Acknowledging the importance of two-way communication, we conducted a companywide Employee Sentiment Survey in 2021. Topics ranged from our company mission to how we work and communicate with each other. Our strengths included relationships with managers, teamwork, and communications — foundational elements critical to an organization’s success. We have room to develop, however, around empowering employees, fostering true cross-functional collaboration, and rewarding and recognizing employees’ good work. We take neither the high marks nor the low marks for granted, and ADT leadership has already started to create action plans to help ensure a fulfilling employee experience. We are committed to listen, learn, and improve.

Employee development efforts are underway on multiple levels. We have increased online learning opportunities and are continually tailoring our offerings to meet the needs and provide the best access points for team members. We are committed to providing more personal and professional growth opportunities to keep employees engaged and happy.

“Our team is our strategic advantage and is comprised of the best, most experienced people in our industry.”

Keith F. Holmes
Executive Vice President & Chief Revenue Officer
ADT Safety

Product Safety and Quality  P. 26
Free ADT App Extends Protection to Anyone, Anywhere  P. 28
Employee Health and Safety  P. 29
Driver Safety  P. 30
We Are What We Protect  P. 30
Consolidating Office Space in a New World of Working  P. 30
We are committed to continuously developing new and better solutions to help protect lives, families, businesses, livelihoods, property, pets, and data. Our goal is to help customers feel:

- Safe at home, or while walking on campus, or at work
- Safe from home emergencies, burglaries, or retail theft
- Safe to stay at home as they grow older, to leave tools in their truck, or withstand rising energy prices

Product Safety and Quality

Our customers depend on ADT to provide safe, smart, and sustainable solutions. We go to great lengths to serve our customers with the highest caliber of products and services. We manage an engineering test group responsible for assessing products, hardware, software, and applications. Additionally, we are becoming more engaged with our suppliers in the design and manufacturing process.

ADT has increased its focus on environmentally friendly products and has analyzed the use of recycled materials. Our Google partnership is a catalyst to explore the use of “greener” plastics and more recycled materials, so our products are compatible with our ESG pillars. We have also developed a program and will create additional programs to give us greater control over our products. This includes an environmentally focused approach to design and manufacturing.
ADT operates nine national monitoring centers listed by Underwriters Laboratories (“UL”). We provide 24/7 professional monitoring to our customers, with three of our centers also providing outsourced monitoring services for other security companies. To obtain and maintain a UL listing, a security company’s monitoring center must be in a building meeting UL’s structural requirements, have back-up computer and power systems, and meet UL specifications for staffing and standard operating procedures. Our monitoring centers are fully redundant, which means all monitoring operations can be automatically transferred to another center in case of an emergency such as a natural disaster, major interruption in telephone or computer service, or other event affecting the center’s functionality. During 2020, in compliance with updated UL standards, we implemented pandemic-driven work-from-home policies which affected most of our monitoring professionals. During a customer’s alarm activation, our professionally-trained monitoring center agents relay details of the emergency to 911 facilities who then dispatch first responders. Given that every second counts in an emergency, ADT’s newly launched System Monitoring and Response Technology (“SMART”) can significantly improve response time by providing higher quality information to first responders. The result can be more lives saved and less property damaged. SMART also helps reduce false alarms, benefiting firefighters, EMTs, and law enforcement officers who risk their lives responding to these calls. Additionally, the environment is impacted with fewer emergency vehicles responding to false alarms, generating less GHG emissions. Another innovation which broadly contributes to the betterment of our communities and helps protect people is our mobile app, SoSecure by ADT, which was selected as one of TIME’s “100 Best Inventions of 2021.” A free-to-use, consumer-facing app, SoSecure provides a myriad of smart and discrete ways for users to get emergency assistance when they need it most, extending ADT’s always-on protection to everyone, anywhere. SoSecure was developed to help ensure people can feel safe wherever they are — be it in the park, in a ride sharing service, on a first date, or on campus.
Free ADT App Extends Protection to Anyone, Anywhere

Imagine it’s nighttime, you are outside, alone, and feel threatened. With a quick swipe, a personalized phrase, or tap of a widget on your mobile device, you can connect with an ADT monitoring agent who can alert 911 with your location.

Maria Colespring, ADT Director of Go-to-Market Emerging Markets, was instrumental in rolling out the app two years ago. Available for free in the App and Google Play stores, SoSecure has surpassed half a million downloads. “It’s rewarding to know that we are advancing ADT’s belief that everyone deserves to feel safe by helping protect people during their most vulnerable moments.”

According to the American Journal of Emergency Medicine, reports of domestic violence spiked during the pandemic when partners were confined to homes. With the SoSecure app, domestic violence victims could discreetly summon help. Attorney General Ashley Moody of Florida, further validated this tool saying “ADT’s new app, SoSecure, will help victims of domestic violence call for help discreetly. Their ability to access an individual’s location and text, instead of call, will help safeguard a victim from alerting an abuser — giving law enforcement more time to act before the abuser even knows help was sought.”

* www.myfloridalegal.com 5/8/2020
ADT Safety

Employee Health and Safety

Our Environmental, Health, and Safety (“EHS”) vision is built on our values of People, Prevention, and Accountability. We strive to incorporate these attributes into our business and our daily decision-making to build a culture that promotes safe behaviors on each task, achieves zero incidents, enhances employee wellness, and minimizes our environmental impact. Many of our COVID-19 protocols remain in place, and we are closely and continuously adjusting and evolving.

We believe that nearly all occupational injuries, as well as environmental incidents, are generally preventable, and the EHS management system we’ve implemented includes expectations for compliance, accountability, sustainability, and continuous improvement to help mitigate risk. The goal for our team members is to understand and follow safety rules, as well as identify, avoid, and correct unsafe actions, behaviors, or situations. This is especially true as we work to integrate ADT Solar into our ADT EHS structured safety program, where enhanced training, standards, and protocols have already resulted in improved results.

Over the past eight years, we have seen significant annual improvements in safety metrics. Our proactive prevention programs have helped achieve these reductions including continual support and investment in safety programs and initiatives such as:

- Promoting risk assessment by ensuring field teams identify and control potential hazards before each task begins
- Emphasizing accountability for our nine behavioral “safety absolutes”
- Providing personal protective equipment to help minimize risk
- Providing monthly instructor-led, interactive safety training courses
- Ensuring management visits team members to discuss safety while on a job
- Holding monthly EHS Council and incident review meetings in each location
- Distributing regular safety communications and alerts
**ADT Safety**

**Driver Safety**
Vehicle collisions typically cause most injuries, so we’ve implemented several programs to improve fleet safety. These include mandatory driver safety training, signing the ADT Driver Code of Conduct, and compliance with our Motor Vehicle Safety Absolutes. Our telematics program was rolled out in 2010 and provides instant alerts of poor driving habits, allowing managers to quickly coach drivers. We continue to see improvements in collisions per million miles across the enterprise.

We review our fleet safety initiatives on an ongoing basis through membership in the Network of Employers for Traffic Safety (“NETS”) where we can benchmark our programs to determine if there are other Company initiatives that could be implemented within ADT.

**We Are What We Protect**
Every team member has the right to feel safe from workplace violence (“WPV”) defined as any act or threat of physical violence, harassment, intimidation, or other disruptive behavior — on or off Company premises. WPV can happen at any time across any industry, and proactively identifying potential risk factors and becoming aware of early warning signs can help prepare employees to detect and mitigate potential acts of violence. Corporate Security is implementing new technology for large, soft-target ADT sites, and in 2021, we expanded our WPV training to include active shooter preparedness. Approximately 1,000 team members received training, and we plan training for another 3,000 people in 2022.

**Consolidating Office Space in a New World of Working Anywhere**
As more ADT employees continue to work remotely, we are shedding some of our office space around the United States.

One example is in the West Henrietta suburb of Rochester, NY where ADT has operated two buildings, side-by-side, for 20-plus years.

In February 2022, a leased 45,825 square foot building closed, because over 90% of the 500 employees who worked there were permanently assigned to work from home. Remaining employees were consolidated into the ADT-owned building next door, and hundreds of fewer people on the roads a day means less fuel being burned in cars.

“Not only are these team members being more efficient, and productive while working at home, but they are also helping us reduce our corporate footprint which, in turn, helps us reduce our environmental footprint,” said Amy Root, Vice President, Operations Support Centers.
Community Impact

ADT In the Community P. 32
A Denver Couple Lives, Works, and Volunteers Together P. 33
Lifesaver Award Program P. 33
Community Impact

ADT In the Community

Our social engagement is varied and widespread across the Company and the communities we serve.

Throughout America, our team members give back as part of ADT Always Cares, a corporate-wide citizenship program comprised of employee-directed volunteerism and philanthropy.

In 2021, we contributed approximately $750,000 to more than 100 non-profits, ranging from local food banks and homeless shelters to many national organizations.

In 2020, ADT’s contributions were significantly higher, at approximately $1.6 million, to address social issues that were exacerbated by the pandemic, including food insecurity and homelessness. We also supported ADT customers whose small businesses were affected by social unrest.

Employee volunteer hours were dramatically impacted by the pandemic, dropping from several thousand hours in prior years to a combined 2020/2021 total of approximately 2,500 hours of time. ADT team members are very passionate about their communities, and we are looking forward to returning to normal levels of volunteerism.
Additionally, we identified five students to receive four-year scholarships and ongoing mentoring from ADT leaders as part of our support for the United Negro College Fund. ADT Always Cares also supports Inclusive Diversity and Belonging initiatives by contributing to causes involving our BERGs.

Through our LifeSaver Awards program, we support first responders, especially volunteers, which comprise about 70 percent of all firefighters and EMTs nationwide, according to the National Volunteer Fire Council (“NVFC”). In smaller communities, volunteer fire departments are on the front lines — the only defense against fires, natural disasters, and other emergencies. During the pandemic, many of these departments, which heavily depend on fundraising, were unable to hold events and experienced budget shortfalls. In 2021, ADT granted $10,000 to each of the five volunteer fire departments it selected in partnership with the NVFC, to recognize their service and ensure they are set up for success with equipment, training, and other needs for a quick and thorough emergency response.

Community Impact

A Denver Couple Lives, Works, and Volunteers Together

In Colorado, Mike George and Christina Oldham are the dynamic duo of ADT Always Cares. Not only are they married, but they work together and volunteer together at the ADT office in Aurora where both have been employed a combined 35 years.

They have also served their community with an estimated 1,500 hours of volunteerism since 2010, supporting about 35 different non-profits.

“We really enjoy being involved and rolling up our sleeves to make blankets, paint houses, and plant trees among other activities,” said Christina.

Mike is a Leadership Development Program Manager and Christina supports IT as a senior manager. They’ve been together for 15 years.

“One of the things that attracted me to Christina was her passion to help others,” said Mike. “We love making a difference, and showing the community that ADT cares.”
Environmental Management

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Dumpster Cameras Reduce Garbage Truck Runs P. 36
ADT Manager Helps Create Virtual Service P. 37
Virtual Service P. 37
Water P. 37
Energy P. 37
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Fleet P. 38
The “Conservation Queen” of ADT Commercial P. 38
Environmental Management

In 2021, we invested significant resources on:
- Reducing waste
- Dispatching fewer service vehicles while improving customer service
- Becoming energy managers by adding ADT Solar to our portfolio
- Decreasing the GHGs emitted in connection with our buildings
- Piloting the use of fully electric trucks

“We are committed to reducing our impact on the planet, and ADT Solar provides the platform for us to make meaningful contributions to the environment, furthering our safe, smart, and sustainable approach to business.”

Jamie Haenggi
Executive Vice President & Chief Operating Officer
ADT Solar
Environmental Management

Waste

The ADT Environmental Absolutes program is a large component of our stewardship. This initiative ensures ADT aligns with environmental requirements but goes further by monitoring proper disposal of waste streams and promoting recycling of materials including 100% of electronic waste (including aerosols, lamps, adhesives, smoke detectors, hazardous liquid waste related to e-waste), and 100% of all used batteries.

Company efforts to manage our carbon footprint include a reduction in the number of facilities we operate as well as square-footage. As a result of our work-from-home policies, we can achieve these outcomes without downsizing employees. We view this as a win-win-win — helping the environment, giving our team members flexibility, and increasing the pool of potential employees by not being tied to a geography.

We are also reducing waste by using recycled plastics and sustainably designed packaging in new hardware and security system components. We continue to work with manufacturers to generally reduce the amount of packaging and installation instructions.

Compology

We expanded this initiative in 2021 to reduce unnecessary trash hauls in partnership with our vendor, New Market Waste. Dumpster sensors at 76 locations monitor waste levels and significantly decreased trash hauls and subsequent emissions. We anticipate this number continuing to improve, especially as we reduce our footprint with hybrid and work-from-home arrangements.

Compology Sensors

- In 2021, sensors in 76 locations with 2,200 fewer trash hauls
- In 2020, sensors in 47 locations with 1,000 fewer trash hauls

<table>
<thead>
<tr>
<th>Non-Hazardous Waste</th>
<th>2021</th>
<th>2020</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sent to Landfill</td>
<td>2,844 mt</td>
<td>2,683 mt</td>
</tr>
<tr>
<td>Recycled or Reused</td>
<td>2,805 mt</td>
<td>4,941 mt</td>
</tr>
</tbody>
</table>

Onsite recycling including paper, cardboard, and organics — with local collection sites in all offices.

Dumpster Cameras Reduce Garbage Truck Runs

David Brightly loves talking trash, especially when it involves helping the environment and saving ADT money. As Senior Director of EHS, Compliance, and Business Continuity, David teamed with a company in 2020 to install cameras into hundreds of dumpsters that ADT uses across the United States.

The devices monitor waste levels, helping reduce unnecessary trash hauls.

“It’s great for the environment because instead of a garbage truck coming daily, now it might be a few times a week and that means less driving and fewer carbon emissions,” according to David.

ADT dumpsters are also monitored to see if any unwanted materials are deposited in recycling containers.

“As we drive toward being a more sustainable company, technology, even in trash cans, can help us achieve our goals,” according to David.
ADT Manager Helps Create Virtual Service

Stranded on vacation when the pandemic began in March 2020, John Miller had nothing to do so he volunteered to start a pilot program to virtually serve ADT customers.

Leveraging his experience as a former ADT Technician who had been in thousands of customer homes, John worked nights and weekends, through trial and error, to help perfect the program.

“I thought we could still deliver the same level of customer service but have technicians provide their expertise remotely via phones or live-streaming from laptops,” John explained.

Two years later, Virtual Service has reduced daily truck rolls of ADT Technicians by nearly 30% — while maintaining great customer service satisfaction scores.

The result means a significant reduction in fuel emissions and less potential for traffic accidents with fewer vehicles on the road. “Assistance from a distance,” is clearly working for ADT, the environment, and its customers.

Virtual Service

In 2021, we launched Virtual Service, which gives customers both choice and flexibility in how they can be assisted.

With Virtual Service, an agent can use the customer’s smart phone to be the agent’s eyes and ears to verbally troubleshoot together. This approach not only exceeds customer expectations but also benefits the environment. In a typical day, ADT would dispatch 10,000 trucks to service customers. With Virtual Service, that number was reduced by nearly 30% to 7,200 a day, and we are working to reduce it even further. The reduction in truck rolls helps decrease our environmental impact by using less fuel thereby emitting fewer GHGs.

Water

ADT’s ability to monitor water usage is limited to the facilities we own and/or operate or receive direct billing for usage. We monitor excessive use through a vendor and reduce water consumption by largely using:

- Low-flow faucets and toilets
- Motion-sensing faucets
- Climate-appropriate landscaping and optimization of irrigation systems
- Closed-loop chiller designs

Energy

The realities of the COVID-19 pandemic combined with the direction towards Do It Yourself (“DIY”) have driven substantial innovation in the way we serve our customers.
**Environmental Management**

**Emissions**

At larger ADT locations, we have significantly invested resources to reduce building GHGs and have focused on efficiency improvements in lighting, air handling, and data operations. At Company-owned sites we’ve implemented and utilized:

- Energy management systems
- Motion-sensors and/or timers to control lighting
- Heating and air conditioning
- LED lighting
- Temperature control alerts energy reductions measures

**Fleet**

ADT keeps exploring ways to reduce GHGs generated by our nationwide fleet. We introduced telematics to technician vans to monitor driver behavior and provided coaching around eco-driving behaviors such as idling, rapid acceleration, and hard braking.

As part of our commitment to reduced GHGs, in 2021 ADT joined the Corporate Electric Vehicle Alliance (“CEVA”) — a collaborative led by companies focused on accelerating the transition to electric vehicles.

To achieve better gas mileage, our technicians sometimes drive smaller vans for service and installation, and we added hybrid vehicles for ADT Patrol.

In 2021, we acquired approximately 1,000 Ford 2021 transit Connect vehicles. These models are +2 MPG over the previous models due to an improved engine configuration and new 8-speed transmission. A total of 7,381 light-duty vans and trucks, cars, and SUVs were used to transport our installation and service technicians, a portion of which are hybrid with the remainder gas powered.

The “Conservation Queen” of ADT Commercial

Tondria Lopez-Lopez, in her role as an Area Vice President of ADT Commercial, is passionate about saving energy and helping improve the environment.

A 29-year veteran of ADT, Tondria has pioneered several energy efficiencies in the facilities she manages in Southern California. These enhancements include tinting windows, installing LED lights, and reducing paper consumption.

Recently, Tondria added two Ford C-MAX Hybrid cars to her fleet. Each car can travel 570 miles per tank of gas, saving significant amounts of fuel.

“Every bit helps as we work together to be better corporate citizens and help save the planet,” Tondria stated.
Respecting the environment, promoting social responsibility, and leading with responsible governance are fundamental to who we are and guide our safe, smart, and sustainable business practices. ADT, Inc. (“ADT” or the “Company”) has used the Sustainable Accounting Standards Board (“SASB”) voluntary standards to guide the Company’s ESG reporting. The tables below reflect ADT’s reporting metrics utilizing the SASB “Professional & Commercial Services” and “Software & IT Services” industry standards as guidance.

The data provided represents the metrics as of or for the year ended December 31, 2021, and the metrics exclude Compass Solar Group, LLC (“Sunpro Solar”) which was acquired by ADT on December 8, 2021.

Management of ADT is responsible for the completeness, accuracy, and validity of the metrics included in this 2021 SASB Index Report. Management asserts that the metrics reported in this 2021 SASB Index Report are presented in accordance with the assessment criteria set forth below. Management is responsible for the selection of the criteria, which management believes provide an objective basis for measuring and reporting on the metrics.

Management has developed processes over the collection, verification and reporting of information and our Internal Audit team reviewed for accuracy, completeness, and validity. We worked with an outside advisor in the process for defining the report content, including engaging internal stakeholders to review the reasonableness and materiality of all metrics reported. In 2021, we engaged PricewaterhouseCoopers LLP (PwC) to perform an attestation review to obtain limited assurance on specified metrics, which are identified by the “◆” symbol. PwC’s Report of Independent Accountants can be found at the end of this 2021 SASB Index Report.

For more information please contact:
Jill Greer
SVP – Finance
Investor Relations & Communications
jillgreer@adt.com
### ADT's Response: Data Security

Our Chief Information Security Officer is responsible for maintaining and supervising our data security programs. ADT is committed to protecting the data we collect and maintain on behalf of our customers. Our data security program is based on: centralized coordination; administrative, technical, and procedural safeguards; risk assessment and management; monitoring, testing, and reporting; and clear training and awareness. The Audit Committee receives enterprise risk management reports at their regularly scheduled meetings. The Board receives an annual update. ADT tracks all of our risk assessments and reporting activities.

<table>
<thead>
<tr>
<th>Description of approach to identifying and addressing data security risks</th>
<th>Qualitative</th>
<th>N/A</th>
<th>SV-PS-230a.1</th>
</tr>
</thead>
<tbody>
<tr>
<td>ADT's Response: Our Chief Information Security Officer is responsible for maintaining and supervising our data security programs. ADT is committed to protecting the data we collect and maintain on behalf of our customers. Our data security program is based on: centralized coordination; administrative, technical, and procedural safeguards; risk assessment and management; monitoring, testing, and reporting; and clear training and awareness. The Audit Committee receives enterprise risk management reports at their regularly scheduled meetings. The Board receives an annual update. ADT tracks all of our risk assessments and reporting activities.</td>
<td></td>
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</tr>
</tbody>
</table>

### ADT's Response: Description of policies and practices relating to collection, usage, and retention of customer information

ADT's information security policies include: Risk Management Policy; IT Security Policy; IT Security Acceptable Use Policy; ADT Code of Conduct; Information Classification Guidelines; Protecting Personal Identifiable Information (PII) Policy; Personal Data Protection and Privacy Policy; Addendum A to ADT Interim Remote Work Policy; ADT Asset Protection Policy; ADT Asset Protection Policy; ADT IT Security Standards; ADT Records Management Policy; ADT Contact Center Remote Work Policy; and ADT Social Media Policy.

We reinforce these policies through regular trainings for the relevant employees, as well as annual security awareness training for all ADT team members. ADT maintains automated cybersecurity monitors in addition to an around the clock team of certified security operations professionals to detect potential malicious activity.
<table>
<thead>
<tr>
<th>Topic</th>
<th>Accounting Metric</th>
<th>Category</th>
<th>Unit of Measure</th>
<th>Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>Data Security</td>
<td>(1) Number of data breaches,</td>
<td>Quantitative</td>
<td>Number, Percentage (%)</td>
<td>SV-PS-230a.3</td>
</tr>
<tr>
<td></td>
<td>(2) Percentage involving customers’ confidential business information (CBI)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>or personally identifiable information (PII),</td>
<td></td>
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<td></td>
</tr>
<tr>
<td></td>
<td>(3) Number of customers affected</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>ADT’s Response:</strong></td>
<td>(1) Number of data breaches: 1</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>(2) Percentage involving CBI/PII: 0%</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>(3) Number of customers affected: 7 customers / 150 individuals</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

ADT’s security operations investigated a malware alert for a legacy system server still used by seven business customers. The server was isolated and the seven customers were contacted. We observed no evidence that data was exfiltrated.
### ADT’s Response:

ADT is committed to building a culture of diversity and inclusion for our employees. We believe our employees should reflect the communities where we live and serve, and we strive to hire and retain a workforce that is truly representative of our markets. Percentage as of the year ended December 31, 2021:

**Female**<sup>(a)</sup>  |  **Racially and ethnically diverse**<sup>(b)</sup>  
---|---
Executive Leadership Team (ELT)<sup>(c)</sup>  | 18%  | 18%  
Salaried employees<sup>(c)</sup>  | 25%  | 34%  
Hourly employees<sup>(c)</sup>  | 37%  | 49%  
Total population  | 33%  | 44%  

<sup>(a)</sup> Modified to align to ADT’s historical reporting of “Female” only and exclude SASB categories of “Male” or “Not disclosed/available”.

<sup>(b)</sup> Modified to present as single “Racially and ethnically diverse” category only. “Racially and ethnically diverse” includes employees who identify as Asian, Black/African American, Hispanic/Latino and other. “Other” is defined as Native American or Alaska Native, Native Hawaiian or Pacific Islander, or two or more races.

<sup>(c)</sup> Modified to align to ADT’s job categories: the Executive Leadership Team (“ELT”), salaried employees, and hourly employees. The ELT consists of the CEO and direct reports, plus certain senior leaders selected by the CEO. Salaried employees include those employees who receive a fixed annual wage spread evenly across pay periods that does not fluctuate based on hours worked. ELT members are also included in the salaried employees category. Hourly employees receive an hourly wage for work performed.
ADT’s Response:

Employee engagement as a percentage: 74% ♦

From December 1, 2021 to December 30, 2021, ADT conducted a company-wide Employee Sentiment Survey that was administered by a third-party, Perceptyx Inc. 19,240 employees were invited to participate, excluding employees hired within the month the survey was sent and those on leave of absence. 55% of employees responded to the survey. Employee engagement is measured based on three specific questions that are directly tied to engagement (1. I would recommend ADT as a good place to work; 2. I intend to stay with ADT for at least the next 12 months; 3. My work gives me a strong sense of personal accomplishment). The percentage is calculated as the weighted average of employees who responded favorably (strongly agree or agree) to the questions out of the total number of employees who responded to the survey.
### ADT’s Response

ADT maintains a robust Ethics & Compliance Program (the “Program”) that includes the ADT Code of Conduct (the “Code of Conduct”) that sets forth, among other things, ADT’s commitment to full compliance with all relevant laws. The Program includes monitoring compliance with the Code of Conduct and periodic evaluations of the effectiveness of the Program and our policies. The Program also provides an ethics reporting system whereby ADT’s employees and agents can report or seek guidance regarding potential or actual criminal or unethical conduct anonymously and without fear of retaliation.

ADT has established policies and procedures that incorporate a culture of compliance into our day-to-day operations including policies and procedures that directly address bribery, corruption, gifts and entertainment, and conflicts of interest, among others. All employees are regularly trained on ADT policies and the Code of Conduct and are required to affirmatively review and re-commit to abiding by the Code of Conduct on an annual basis. Adherence to the Code of Conduct is a condition of employment.

ADT has also established the ADT Ethics Line for anonymous reporting of any suspected violations of the Code of Conduct and has a strict zero tolerance policy against retaliation for making good faith reports of concerns. ADT’s Code of Ethics is accessible through the Company’s website.
## SASB | Professional & Commercial Services Standard

<table>
<thead>
<tr>
<th>Topic</th>
<th>Accounting Metric</th>
<th>Category</th>
<th>Unit of Measure</th>
<th>Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>Professional Integrity</td>
<td>Total amount of monetary losses as a result of legal proceedings associated with professional integrity</td>
<td>Quantitative</td>
<td>Reporting currency</td>
<td>SV-PS-510a.2</td>
</tr>
</tbody>
</table>

**ADT’s Response:** We have no material litigation or legal proceedings associated with professional integrity that could have a material adverse effect on our financial position or the business. Legal proceedings associated with professional integrity that may have a material adverse effect on ADT’s financial position or the business would be disclosed in our public filings with the Securities and Exchange Commission.
### SASB | Professional & Commercial Services Standard

<table>
<thead>
<tr>
<th>Topic</th>
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<th>Category</th>
<th>Unit of Measure</th>
<th>Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>Activity</td>
<td>Number of employees by:</td>
<td>Quantitative</td>
<td>Number</td>
<td>SV-PS-000.A</td>
</tr>
<tr>
<td></td>
<td>(1) Full-time and Part-time,</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>(2) Temporary,</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>(3) Contract</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**ADT's Response:**

Number of employees\(^{(a)}\) as of the year ended December 31, 2021 by:

1. **Full-time:** 20,640
2. **Part-time:** 112
3. **Temporary:** 17
4. **Contract\(^{(b)}\):** Not available

---

\(^{(a)}\) Employee headcount is based on data from the Human Resources Information Systems (HRIS) as of December 31, 2021. Full-time is defined as an employee working 35 hours or more a week, including severance COBRA. Part-time is defined as an employee working less than 35 hours a week. Temporary employees are interns.

\(^{(b)}\) ADT works with several companies to fulfill contractual employment needs that arise. Contractors are not currently tracked in HRIS.
## SASB | Software and IT Services Standard

<table>
<thead>
<tr>
<th>Topic</th>
<th>Accounting Metric</th>
<th>Category</th>
<th>Unit of Measure</th>
<th>Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>Environmental Footprint of Hardware</td>
<td>(1) Total energy consumed, (2) Percentage grid electricity, (3) Percentage renewable</td>
<td>Quantitative</td>
<td>Gigajoules (GJ)</td>
<td>TC-SI-130a.1</td>
</tr>
<tr>
<td>Infrastructure</td>
<td></td>
<td></td>
<td>Percentage (%)</td>
<td></td>
</tr>
</tbody>
</table>

### ADT’s Response:

1. Total energy used 205,018 GJ\(^{(a)}\). Energy sources include purchased grid electricity and natural gas. Note that natural gas was included in 2021 reporting and fleet fuel consumption is excluded.
2. 75% of total energy used was supplied from grid electricity
3. 0% renewable energy

\(^{(a)}\) Energy usage reported is based on 86% of sites for electricity and 61% of sites for natural gas. ADT does not track specific usage for all of its locations, where, for example, electricity is included in lease charges.
### SASB | Software and IT Services Standard

<table>
<thead>
<tr>
<th>Topic</th>
<th>Accounting Metric</th>
<th>Category</th>
<th>Unit of Measure</th>
<th>Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>Environmental Footprint of Hardware Infrastructure</td>
<td>(1) Total water withdrawn, (2) Total water consumed, percentage of each in regions with High or Extremely High Baseline Water Stress</td>
<td>Quantitative</td>
<td>Thousand cubic meters (m³) Percentage (%)</td>
<td>TC-SI-130a.2</td>
</tr>
</tbody>
</table>

**ADT’s Response:**

1. Total water withdrawn 95,947.2 m³\(^{(a)}\), all sourced from municipal water supplies.
2. Total water consumed 95,947.2 m³\(^{(a)}\). ADT does not store water, so our consumption and withdrawal statistics are the same.

7.5% of ADT sites are in high or extremely high baseline water stress areas.

\(^{(a)}\) Water usage reported is based on 24% of sites. ADT does not utilize water in its core operations and therefore does not track specific usage for all of its locations where, for example, water is included in lease charges.
**Environmental Footprint of Hardware Infrastructure**

- **Accounting Metric**: Discussion of the integration of environmental considerations into strategic planning for data center needs
- **Category**: Qualitative
- **Unit of Measure**: N/A
- **Code**: TC-SI-130a.3

**ADT’s Response**: ADT is committed to ensuring environmental sustainability and efficiency at its data centers. We have invested significant time and resources focusing on efficiency improvements in data operations, air handling, and lighting. For example, at our larger centers, we strive to employ and improve upon best practices including by replacing older hardware with energy efficient alternatives, employing dynamic operations methods to improve the efficiency of our network, and updating cooling and lighting systems where more environmentally friendly alternatives are available.
**SASB | Software and IT Services Standard**

<table>
<thead>
<tr>
<th>Topic</th>
<th>Accounting Metric</th>
<th>Category</th>
<th>Unit of Measure</th>
<th>Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>Data Privacy and Freedom of Expression</td>
<td>Description of policies and practices relating to behavioral advertising and user privacy</td>
<td>Qualitative</td>
<td>N/A</td>
<td>TC-SI-220a.1</td>
</tr>
<tr>
<td></td>
<td><strong>ADT’s Response:</strong> ADT is committed to protecting the data we collect and maintain on behalf of our customers. Our data security program is based on: centralized coordination; administrative, technical, and procedural safeguards; risk assessment and management; monitoring, testing, and reporting; and clear training and awareness. ADT’s information security policies include our: IT Security Policy, Computer Security Incident Response Policy, Acceptable Use Policy, Risk Management Policy, Privacy Policy, Information Classification Guidelines, and Code of Conduct, as well as internal data privacy and retention policies.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Number of users whose information is used for secondary purposes</td>
<td>Quantitative</td>
<td>Number</td>
<td>TC-SI-220a.2</td>
</tr>
<tr>
<td></td>
<td><strong>ADT’s Response:</strong> Per our Privacy Policy, ADT does not sell customer personally identifiable information (“PII”) to third parties for their own marketing purposes. ADT shares PII with partners for our specified business purposes and thus, these partners may use such PII as necessary to provide services to ADT. To the extent that a partner intends to use PII information for other purposes, customers must provide authorization and have the option to revoke or modify such authorization.</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
### Data Privacy and Freedom of Expression

<table>
<thead>
<tr>
<th>Topic</th>
<th>Accounting Metric</th>
<th>Category</th>
<th>Unit of Measure</th>
<th>Code</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Total amount of monetary losses as a result of legal proceedings associated with user privacy</td>
<td>Quantitative</td>
<td>Reporting currency</td>
<td>TC-SI-220a.3</td>
</tr>
</tbody>
</table>

**ADT’s Response:** Legal proceedings associated with user privacy that may have a material adverse effect on ADT’s financial position or the business would be disclosed in our public filings with the Securities and Exchange Commission.

1. Number of law enforcement requests for user information,
2. Number of users whose information was requested,
3. Percentage resulting in disclosure

<table>
<thead>
<tr>
<th>Topic</th>
<th>Accounting Metric</th>
<th>Category</th>
<th>Unit of Measure</th>
<th>Code</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Quantitative</td>
<td>Number, Percentage (%)</td>
<td>TC-SI-220a.4</td>
<td></td>
</tr>
</tbody>
</table>

**ADT’s Response:** ADT receives requests from state and federal law enforcement agencies. Any requests by law enforcement that may result in a material adverse effect on ADT’s financial position or the business would be disclosed in our public filings with the Securities and Exchange Commission.
### SASB | Software and IT Services Standard

<table>
<thead>
<tr>
<th>Topic</th>
<th>Accounting Metric</th>
<th>Category</th>
<th>Unit of Measure</th>
<th>Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>Data Privacy and Freedom of Expression</td>
<td>List of countries where core products or services are subject to government-required monitoring, blocking, content filtering, or censoring</td>
<td>Quantitative</td>
<td>Reporting currency</td>
<td>TC-SI-220a.5</td>
</tr>
</tbody>
</table>

**ADT’s Response:** ADT’s core products and services are offered only in the United States. ADT is also occasionally required to provide services in other jurisdictions outside of the U.S. for our U.S.-based customers.
SASB | Software and IT Services Standard

<table>
<thead>
<tr>
<th>Topic</th>
<th>Accounting Metric</th>
<th>Category</th>
<th>Unit of Measure</th>
<th>Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>Data Security</td>
<td>(1) Number of data breaches, (2) Percentage involving personally identifiable information (PII), (3) Number of users affected</td>
<td>Quantitative</td>
<td>Number, Percentage (%)</td>
<td>TC-SI-230a.1</td>
</tr>
</tbody>
</table>

**ADT’s Response:**

(1) Number of data breaches: 1  
(2) Percentage involving CBI/PII: 0%  
(3) Number of users affected: 7 customers / 150 individuals

ADT’s security operations investigated a malware alert for a legacy system server still used by seven business customers. The server was isolated and the seven customers were contacted. We observed no evidence that data was exfiltrated.
<table>
<thead>
<tr>
<th>Topic</th>
<th>Accounting Metric</th>
<th>Category</th>
<th>Unit of Measure</th>
<th>Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>Data Security</td>
<td>Description of approach to identifying and addressing data security risks, including use of third-party cybersecurity standards</td>
<td>Qualitative</td>
<td>N/A</td>
<td>TC-SI-230a.2</td>
</tr>
</tbody>
</table>

**ADT’s Response:** ADT is committed to protecting the data we collect and maintain on behalf of our customers. Our data security program is based on: centralized coordination; administrative, technical, and procedural safeguards; risk assessment and management; monitoring, testing, and reporting; and clear training and awareness. The Board receives enterprise risk management reports at their regularly scheduled meetings. ADT tracks all of our risk assessments and reporting activities.
<table>
<thead>
<tr>
<th>Topic</th>
<th>Accounting Metric</th>
<th>Category</th>
<th>Unit of Measure</th>
<th>Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>Recruiting and Managing a Global, Diverse and Skilled Workforce</td>
<td>Percentage of employees that are (1) Foreign nationals and, (2) Located offshore</td>
<td>Quantitative</td>
<td>Percentage (%)</td>
<td>TC-SI-330a.1</td>
</tr>
</tbody>
</table>

**ADT’s Response:** Percentage as of the year ended December 31, 2021:

1. Foreign nationals: At least 2.1% *(a) ●
2. Located offshore *(b): 0% ●

 *(a) ADT has digitized citizenship data available for 47% of employees. While citizenship data is not currently tracked in ADT’s digitized citizenship system for all of ADT’s 20,769 full-time, part-time, and temporary employees, the percentage was calculated based on the digitized citizenship data available (numerator) and total population of employees (denominator).

 *(b) Offshore is defined as employees located outside of the U.S. and Puerto Rico.

Risks related to conducting offshore business activities are not applicable to ADT as all ADT employees are based in the U.S. and Puerto Rico. Management has not identified any significant risks related to recruiting foreign nationals.

<table>
<thead>
<tr>
<th>Topic</th>
<th>Accounting Metric</th>
<th>Category</th>
<th>Unit of Measure</th>
<th>Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>Employee engagement as a percentage</td>
<td>Employee engagement as a percentage</td>
<td>Quantitative</td>
<td>Percentage (%)</td>
<td>TC-SI-330a.2</td>
</tr>
</tbody>
</table>

**ADT’s Response:**

Employee engagement as a percentage: 74% ●

From December 1, 2021 to December 30, 2021, ADT conducted a company-wide Employee Sentiment Survey that was administered by a third-party, Perceptyx Inc. 19,240 employees were invited to participate, excluding employees hired within the month the survey was sent and those on leave of absence. 55% of employees responded to the survey. Employee engagement is measured based on three specific questions that are directly tied to engagement (1. I would recommend ADT as a good place to work; 2. I intend to stay with ADT for at least the next 12 months; 3. My work gives me a strong sense of personal accomplishment). The percentage is calculated as the weighted average of employees who responded favorably (strongly agree or agree) to the questions out of the total number of employees who responded to the survey.
## SASB | Software and IT Services Standard

<table>
<thead>
<tr>
<th>Topic</th>
<th>Accounting Metric</th>
<th>Category</th>
<th>Unit of Measure</th>
<th>Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>Recruiting and Managing a Global, Diverse and Skilled Workforce</td>
<td>Percentage of gender and racial/ethnic group representation for (1) Management, (2) Technical staff, (3) All other employees</td>
<td>Quantitative</td>
<td>Percentage (%)</td>
<td>TC-SI-330a.3</td>
</tr>
</tbody>
</table>

### ADT’s Response:

ADT is committed to building a culture of diversity and inclusion for our employees. We believe our employees should reflect the communities where we live and serve, and we strive to hire and retain a workforce that is truly representative of our markets. Percentage as of the year ended December 31, 2021:

<table>
<thead>
<tr>
<th>Category</th>
<th>Female&lt;sup&gt;(a)&lt;/sup&gt;</th>
<th>Racially and ethnically diverse&lt;sup&gt;(b)&lt;/sup&gt;</th>
</tr>
</thead>
<tbody>
<tr>
<td>Executive Leadership Team (ELT)&lt;sup&gt;(c)&lt;/sup&gt;</td>
<td>18% ◆</td>
<td>18%</td>
</tr>
<tr>
<td>Salaried employees&lt;sup&gt;(c)&lt;/sup&gt;</td>
<td>25%◆</td>
<td>34%</td>
</tr>
<tr>
<td>Hourly employee&lt;sup&gt;(c)&lt;/sup&gt;</td>
<td>37%◆</td>
<td>49%</td>
</tr>
<tr>
<td>Total population</td>
<td>33%◆</td>
<td>44%</td>
</tr>
</tbody>
</table>

<sup>(a)</sup> Modified to align to ADT’s historical reporting of “Female” only and exclude SASB categories of “Male” or “Not disclosed/available”.

<sup>(b)</sup> Modified to present as single “Racially and ethnically diverse” category only. “Racially and ethnically diverse” includes employees who identify as Asian, Black/African American, Hispanic/Latino and other. “Other” is defined as Native American or Alaska Native, Native Hawaiian or Pacific Islander, or two or more races.

<sup>(c)</sup> Modified to align to ADT’s job categories: the Executive Leadership Team (“ELT”), salaried employees, and hourly employees. The ELT consists of the CEO and direct reports, plus certain senior leaders selected by the CEO. Salaried employees include those employees who receive a fixed annual wage spread evenly across pay periods that does not fluctuate based on hours worked. ELT members are also included in the salaried employees category. Hourly employees receive an hourly wage for work performed.
### Intellectural Property Protection and Competitive Behavior

<table>
<thead>
<tr>
<th>Topic</th>
<th>Accounting Metric</th>
<th>Category</th>
<th>Unit of Measure</th>
<th>Code</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Total amount of monetary losses as a result of legal proceedings associated with anti-competitive behavior regulations</td>
<td>Quantitative</td>
<td>Reporting currency</td>
<td>TC-SI-520a.1</td>
</tr>
</tbody>
</table>

**ADT’s Response:** We have no material litigation or legal proceedings associated with anti-competitive behavior regulations that could have a material adverse effect on our financial position or the business. Legal proceedings associated with anti-competitive behavior regulations that could have a material adverse effect on our financial position or the business would be disclosed in our public filings with the Securities and Exchange Commission.
### Managing Systemic Risks from Technology Disruptions

<table>
<thead>
<tr>
<th>Topic</th>
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<th>Category</th>
<th>Unit of Measure</th>
<th>Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>Managing Systemic Risks from Technology Disruptions</td>
<td>Number of (1) Performance issues, (2) Service disruptions, (3) Total customer downtime</td>
<td>Quantitative</td>
<td>Number, Days</td>
<td>TC-SI-550a.1</td>
</tr>
</tbody>
</table>

**ADT’s Response:** The scope of performance issues, service disruptions, and total customer downtime is limited to security monitoring system incidents\(^{(a)}\) that result in a delay in the answering of high-priority customer alarms\(^{(b)}\).

1. Performance issues\(^{(c)}\) = 1
2. Service disruptions\(^{(d)}\) = 5
3. Total customer downtime\(^{(e)}\) = 110 minutes

There were no significant service disruptions\(^{(f)}\).

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\(^{(a)}\) Security monitoring system incidents are limited to those tracked in ADT’s BMC Remedy IT system, classified as high- or critical-priority, and that require a root cause analysis.

\(^{(b)}\) High-priority customer alarms are fire, burglar, smoke, heat, and carbon monoxide.

\(^{(c)}\) Modified to define performance issues as any unplanned security monitoring system incidents causing a delay, of more than 10 minutes but less than or equal to 30 minutes, in the answering of high-priority customer alarms.

\(^{(d)}\) Modified to define service disruptions as any unplanned security monitoring system incidents causing a delay, of more than 30 minutes, in the answering of high-priority customer alarms.

\(^{(e)}\) Modified to define customer downtime as the total delay in answering high-priority customer alarms related to performance issues and service disruptions, reported in minutes.

\(^{(f)}\) A service disruption is considered significant when the cost to correct is material or it is disruptive to a large number of customers.
### Managing Systemic Risks from Technology Disruptions

**Description of business continuity risks related to disruptions of operations**  
Qualitative  
N/A  
TC-SI-550a.2

**ADT’s Response:** To minimize business interruption, ADT maintains a Business Continuity Management Office ("BCMO") with the purpose of ensuring operational contingency of business operations, employee safety, customer services, product availability, and brand protection. The BCMO collaborates with key functional partners to develop Business Interruption Plans for our business-critical functions. ADT performs annual disaster recovery exercises for mission and critical applications based on guidelines put in place by the BCMO.
<table>
<thead>
<tr>
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<th>Category</th>
<th>Unit of Measure</th>
<th>Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>Activity</td>
<td>(1) Number of licenses or subscriptions,</td>
<td>Quantitative</td>
<td>Number, Percentage (%)</td>
<td>TC-SI-000.A</td>
</tr>
<tr>
<td></td>
<td>(2) Percentage cloud-based</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>ADT’s Response:</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>(1) 6.6 million customers</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>(2) 0% in public cloud</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>(1) Data processing capacity,</td>
<td></td>
<td>Quantitative</td>
<td></td>
<td>TC-SI-000.B</td>
</tr>
<tr>
<td></td>
<td>(2) Percentage outsourced</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>ADT’s Response:</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>(1) 8,294 servers</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>(2) 17% in public cloud</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
### SASB | Software and IT Services Standard

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<th>Unit of Measure</th>
<th>Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>Activity</td>
<td>(1) Amount of data storage, (2) Percentage outsourced</td>
<td>Quantitative</td>
<td>Petabytes, Percentage (%)</td>
<td>TC-SI-000.C</td>
</tr>
</tbody>
</table>

**ADT’s Response:**

1. 6.3 petabytes
2. 47% in public cloud
Report of Independent Accountants

To the Board of Directors of ADT Inc.

We have reviewed ADT Inc.’s ("ADT") management assertion that the 10 metrics as identified by the "♦" symbol in the accompanying 2021 SASB Index Report (the "specified metrics") are presented in accordance with the assessment criteria set forth in the 2021 SASB Index Report. ADT’s management is responsible for its assertion and for the selection of the criteria, which management believes provide an objective basis for measuring and reporting on the specified metrics. Our responsibility is to express a conclusion on management’s assertion based on our review.

Our review was conducted in accordance with attestation standards established by the American Institute of Certified Public Accountants (AICPA) in AT-C section 105, Concepts Common to All Attestation Engagements, and AT-C section 210, Review Engagements. Those standards require that we plan and perform the review to obtain limited assurance about whether any material modifications should be made to management’s assertion in order for it to be fairly stated. The procedures performed in a review vary in nature and timing from, and are substantially less in extent than an examination, the objective of which is to obtain reasonable assurance about whether management’s assertion is fairly stated, in all material respects, in order to express an opinion. Accordingly, we do not express such an opinion. Because of the limited nature of the engagement, the level of assurance obtained in a review is substantially lower than the assurance that would have been obtained had an examination been performed. We believe that the review evidence obtained is sufficient and appropriate to provide a reasonable basis for our conclusion.

We are required to be independent and to meet our other ethical responsibilities in accordance with relevant ethical requirements related to the engagement.

Our firm applies the Statements on Quality Control Standards established by the AICPA and, accordingly, maintains a comprehensive system of quality control.

The procedures we performed were based on our professional judgment. In performing our review, we performed inquiries, performed tests of mathematical accuracy of computations on a sample basis, read relevant policies to understand terms related to relevant information about the specified metrics, reviewed supporting documentation in regard to the completeness and accuracy of the data in the specified metrics on a sample basis, and performed analytical procedures.

Based on our review, we are not aware of any material modifications that should be made to ADT’s management assertion in order for it to be fairly stated.

May 3, 2022

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www.pwc.com/us