SASB Index 2022

"Software & IT Services" industry standard

All reported data is for the year ended December 31, 2022.

Topic	Code	Metric	Disclosure
Environmental Footprint of Hardware Infrastructure	TC-SI-130a.1	1. Total energy consumed 2. Percentage grid electricity 3. Percentage renewable	1. 81,640 GJ (scope 1 & 2 only) 2. 59% 3. 0% Consumption data used in the GHG footprint was gathered primarily from site-specific utility bills. Where data was missing, estimates were made based on similar geographies and time of year. Value were converted from liters and kWh to GJ using the **U.S. EIA's conversion tools** as it is listed in the SASB standard to be one of the preferred sources for energy conversion factors.
	TC-SI-130a.2	1. Total water withdrawn 2. Total water consumed Percentage of each in regions with High or Extremely High Baseline Water Stress	HERE does not currently report out on water usage.
	TC-SI-130a.3	Discussion of the integration of environmental considerations into strategic planning for data center needs	Because of the nature of our business, the most significant factor on the environmental footprint of our infrastructure is our energy usage. We have assessed the power usage of our data centers and the carbon emissions from our cloud services. Since 2021, HERE has included sustainability as one of the primary pillars of our cloud sourcing strategy.
Data Privacy & Freedom of Expression	TC-SI-220a.1	Description of policies and practices relating to behavioral advertising and user privacy	Refer to our Privacy Policy at **https://legal.here.com/privacy/.**
	TC-SI-220a.2	Number of users whose information is used for secondary purposes	HERE does not process personal data for secondary purposes. We maintain strict policies to ensure that user consent is acquired for any processing purpose not compatible with the original purpose of processing. For additional information, refer to our Privacy Policy at **https://legal.here.com/privacy/.**
	TC-SI-220a.3	Total amount of monetary losses as a result of legal proceedings associated with user privacy	None
	TC-SI-220a.4	1. Number of law enforcement requests for user information 2. Number of users whose information was requested 3. Percentage resulting in disclosure	No law enforcement requests received for user information in HERE's possession.
	TC-SI-220a.5	List of countries where core products or services are subject to government-required monitoring, blocking, content filtering, or censoring	We are not aware of targeted measures that apply to HERE.

Topic	Code	Metric	Disclosure
Data Security	**TC-SI-230a.1**	1. Number of data breaches 2. Percentage involving personally identifiable information (PII) 3. Number of users affected	1. 0 breaches involving HERE Technologies products or services 2. 0% 3. None
	TC-SI-230a.2	Description of approach to identifying and addressing data security risks, including use of third-party cybersecurity standards	HERE uses a risk-backed approach to the governance, implementation, maintenance, and continual improvement of a global, certified Information Security and Privacy Information Management System (i.e., ISO 27001 and 27701 certified ISMS and PIMS). HERE demonstrates its commitment to security and privacy through several compliance certifications and attestations including ISO 27001, ISO 27701, ISO 27017, ISO 27018, TISAX, CSA Star Level 2, SOC 2 Type 2 for platform services, and a GDPR attestation. HERE contracts with an external third-party penetration test partner at least annually to conduct penetration tests of its platform products and services. Controls supporting both best practices and HERE's compliance portfolio are based on OWASP, NIST, MITRE, ISO, COSO, and other industry/governmental frameworks for technical security controls. Amongst those controls, HERE regularly conducts SAST, DAST, dependency scanning, and secret detection scanning for services. HERE utilizes a 24x7x365 SOC (security operations center). The SOC monitors alerts for security incidents, which can be from scanners, internal emails, external emails, etc. When an alert or notification is confirmed, it is prioritized. Each priority level has SLA's for responding. SOC also maintains playbooks for various incidents to handle them quickly. For more information about data security at HERE, please refer to our Information Security page at **https://legal.here.com/en-gb/security.**
Recruiting & Managing a Global, Diverse & Skilled Workforce	**TC-SI-330a.1**	Percentage of employees that are: 1. Foreign nationals 2. Located offshore	As a truly global company, our teams are made up of diverse talent drawn from our different locations. Exact metrics of nationality of workforce were either not available at the time of reporting or not reportable. For example, in the European Union, employees who hold citizenship of a member state or of EEA are not considering 'foreign nationals'. Our workforce percentage distribution can be found in the Gender and Diversity at HERE section in our Sustainability Report 2022, p.33.
	TC-SI-330a.2	Employee engagement as a percentage	73% as of 2022 HERE Pulse internal survey, conducted 28 November – 9 December. Based on Engagement Index, average of all engagement outcomes: • Feel valued 78% agree, 12% neutral, 10% disagree • Enthusiasm for work 79% agree, 13% neutral, 8% disagree • Confidence in the future 63% agree, 24% neutral, 13% disagree • Recommend work 68% agree, 18% neutral, 14% disagree • Intent to stay 74% agree, 16% neutral, 10% disagree
	TC-SI-330a.3	Percentage of gender and racial/ethnic group representation for: 1. Management 2. Technical staff 3. All other employees	Refer to the Gender and Diversity at HERE section in our Sustainability Report 2022, p. 33. Note: Ethnicity statistics are not collected in geographies other than the United States, per local law.

Topic	Code	Metric	Disclosure
Intellectual Property Protection & Competitive Behavior	**TC-SI-520a.1**	Total amount of monetary losses as a result of legal proceedings associated with anticompetitive behavior regulations	None
Managing Systemic Risks from Technology Disruptions	**TC-SI-550a.1**	1. Number of performance issues 2. Number of service disruptions 3. Total customer downtime	Not currently reported. Current and historical service availability can be found at **https://status.here.com.**
	TC-SI-550a.2	Description of business continuity risks related to disruptions of operations	Business disruptions can occur for various reasons such as natural disasters, cyber-attacks, power outages, supply chain disruptions, or unpredictable reasons such as an unforeseen chain of escalating events. These disruptions can have a significant impact on an organization's ability to conduct continual operations and cause disruptions to critical business functions.

Activity Metrics	**TC-SI-000.A**	1. Number of licenses or subscriptions
		2. Percentage cloud based
			Licenses and subscriptions are reported for application and laptop/PC quantities. The further breakdown of cloud-based is assumed to be SaaS vs. Non-SaaS. The counts are for approved production use IT systems.
			
			• Application count:
			  • SaaS: 134
			  • Non-SaaS: 53
			• Total licenses from count: 334,554
			• Total PCs assigned: 8592
			• Total PCs unassigned: 1017
			• Total PCs in repair: 61
			• Total Count: 9670

	TC-SI-000.B	1. Data processing capacity 2. Percentage outsourced	Data processing capacity is broken down by physical, virtual and cloud. The entire capacity is considered outsourced because physical, virtual and cloud capacity are all managed by 3rd-party vendors. • Physical count: 0.0001M units • Virtual count: 0.0017M units • Cloud count: 208M hours • Percentage outsourced: 100%

	TC-SI-000.C	1. Amount of data storage
		2. Percentage outsourced
			The amount of data storage is broken down by physical and cloud. The entire amount is considered outsourced because both physical and cloud are managed by 3rd party vendors.
			
			• Total storage: 95 PB
			  • Physical: 0.06 PB
			  • Virtual: 95 PB
			• Percentage outsourced: 100%