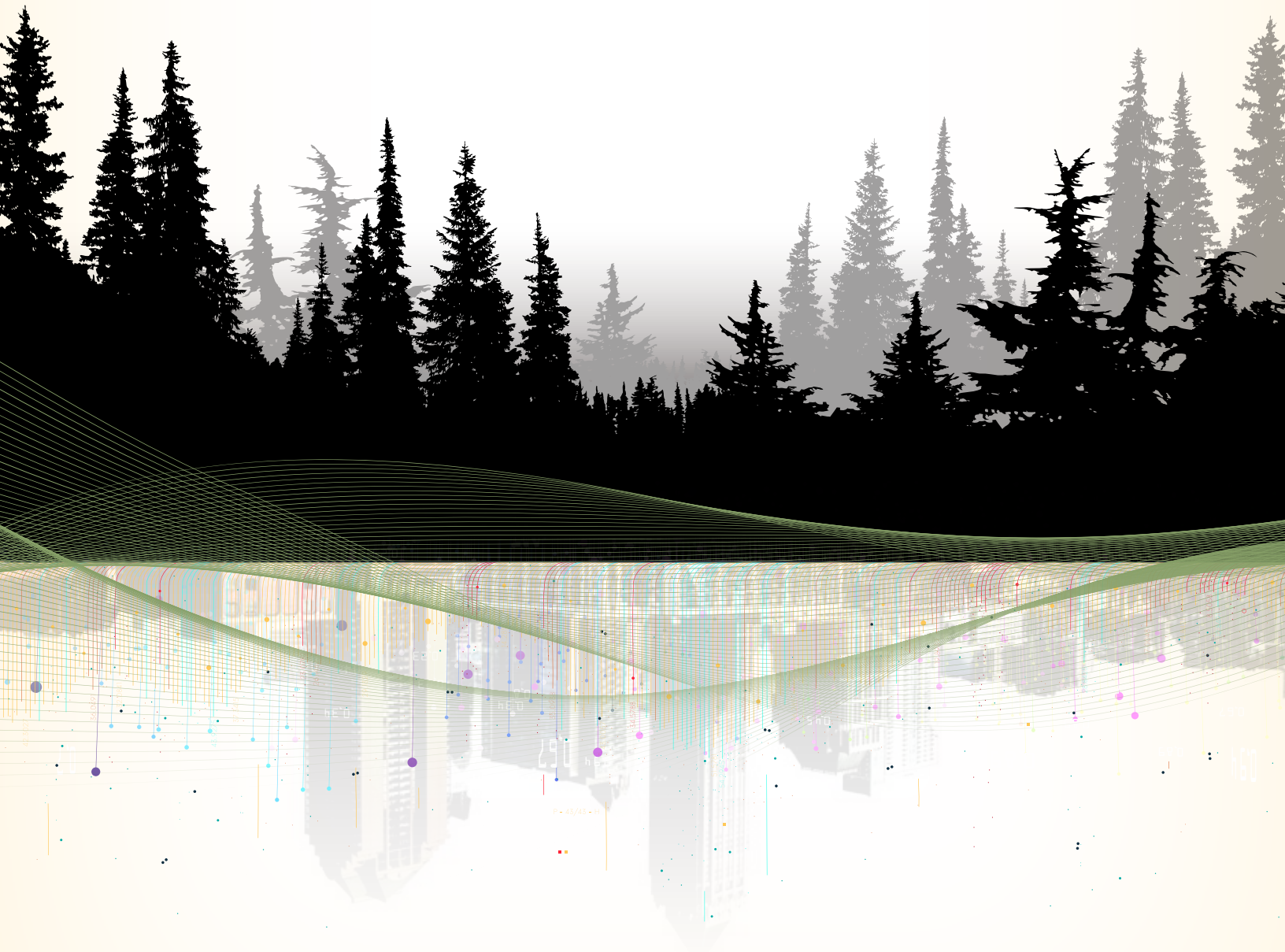




2020-2021

CORPORATE SOCIAL RESPONSIBILITY

**NEW DAY. NEW ANSWERS.**  
INSPIRED BY CURIOSITY.



# TABLE OF CONTENTS

**3** LETTER FROM THE CEO

**5** SNAPSHOT OF SAS IMPACT

**7** EDUCATION & PHILANTHROPY

**18** DATA FOR GOOD

**25** ENVIRONMENTAL PROGRAM

**46** EMPLOYEES & CULTURE

**54** GOVERNANCE & MANAGEMENT

**63** ABOUT THIS REPORT

**68** GRI INDEX



## CEO LETTER



While we are all still grappling with the effects of the global COVID-19 outbreak on our daily lives, we are also more keenly aware of just how closely connected we are and how we can truly make an impact by working together. The disruption and uncertainty of the last year has left us with new questions about how to adapt, respond and improve, but our curiosity, empathy and creativity led us to new answers. At SAS, we know the power of technology in helping find better answers to drive better decisions – decisions that protect our environment, save lives and make our world a better, safer place.

SAS' spirit of curiosity has inspired us to build innovative solutions for over four decades. These solutions address far more than business problems alone; we are constantly searching for new ways to use analytics and AI to address society's biggest challenges – from poverty to education access to climate change. We rally behind the [United Nations' Sustainable Development Goals](#), closely aligning our social innovation efforts to education, health and climate goals. Our commitment to social innovation gives us the opportunity to do something meaningful, inspiring activists, inventors and business leaders, and help them succeed with analytics. And these social impact programs couldn't happen without the curiosity and expertise

of SAS employees who are passionate about using their skills for social good.

To us, a better world means investing in the future through education and data literacy. Our commitment goes beyond profitability and ensures that we live up to our purpose of accelerating human progress. With deep roots in academia, we've always held [education](#) as our primary philanthropic focus. And as the global analytics leader, we are uniquely positioned to be a pioneer in educating students at every level – starting at elementary school – on data literacy, computational thinking and coding to help the next generation of innovators solve the challenges of tomorrow. With new advanced technologies comes an increased need for a data-literate generation. Our worldwide education initiatives in computer science and STEM strive to meet this new and growing demand.

A defining aspect of SAS has always been our commitment to put people first and use data for good. When we empower and support employees, it helps spark their curiosity and inspires them to make a difference in the world. As an [innovator](#), we rely on our employees' unique creativity and perspectives to create great software that can make an impact. SAS' workplace culture

continues to receive [accolades and recognition](#) for focusing on employee well-being through work/life integration and for inspiring employees with its innovative and creative environment while embracing everyone's distinct contributions and abilities.

As an organization committed to social responsibility, SAS has prioritized being a good corporate citizen, consistently expanding our [sustainability and conservation efforts](#) at our campus headquarters and global offices. SAS not only helps customers develop smarter operational models and green business strategies through our renowned analytic expertise and powerful software solutions, we also foster our own sustainable initiatives ranging from energy conservation and solar projects connect-

ed by our smart campus technology to green buildings, recycling and boosting bee populations. We have updated our company's climate strategy to include a 2050 net-zero carbon emissions goal and validated science-based emission reduction targets.

We've seen first-hand the impact data and analytics can have on the world and how treating people like they matter makes a difference. By sharing a belief that together we know we can do great things, we are relentless in our pursuit of improving our world. I am proud to share the environmental, social and economic impacts we have made in our 2020 Corporate Social Responsibility Report.





# SNAPSHOT OF SAS IMPACT



## EDUCATION & PHILANTHROPY



- Education was a key pillar of the company's \$1 billion AI investment, announced in 2019.
- For preschool-secondary, SAS offers free digital tools, resources and apps through Curriculum Pathways.\* With more than 2.5 million educators and students who used the resources in 2019, nearly 50,000 teachers and 200,000 students created new accounts during 2020.
- Downloads and registrations of the no-cost registrations of free SAS software for academics jumped 59% in 2020.
- Additionally, to meet the needs of learners and professionals adapting to new daily routines brought on by COVID-19, SAS launched flexible, free options for learning SAS. This resulted in more than 44,000 activations of the SAS Academy for Data Science and SAS Learning Subscription trials.
- The SAS Education division provides training and teaching materials to help professors and instructors incorporate SAS into their teaching. Nearly 20,000 educators and students attended more than 600 academic events in 27 countries in 2020.
- SAS donated more than \$51 million in total to nonprofits across the globe in 2020, including \$50 million of in-kind training, software, hardware, services, volunteer time, and surplus equipment and furniture.

## DATA FOR GOOD



- With GatherIQ, SAS is bringing global issues into the classroom. The free app details 17 Global Goals set by the United Nations for a better world and can inspire the next generation of changemakers to help solve sustainability issues.
- Boosted healthy bee populations through advanced analytics and IoT.
- Made better, data-driven decisions to help serve those in need within the community.
- Combated deforestation through the power of crowdsourcing and AI.
- Optimized well placement to eliminate water poverty.
- Used AI to reveal racial disparities in New York City homeownership.
- Ensured mental health patient safety during a global pandemic.
- Fought the pandemic and helped to keep citizens safe through advanced analytics.
- Improved the quality of life for those living with pulmonary disease.
- Achieved better health outcomes via coordinated care.

## ENVIRONMENT



- Committed to 2050 net-zero carbon emissions.
- Submitted 2025 and 2030 emission reduction targets to the Science Based Targets initiative (SBTi) for review.
- Established more aggressive 2018 base year for emission targets and expanded to include scopes 1, 2 and 3.
- Achieved Energy Star certifications for 11 buildings.
- SAS emissions across all scopes were 39.5% lower than the SBTi 2018 base year submission.
- Global emissions across all scopes decreased 37.7% in 2020 from 107,267 to 66,875 MTCO<sub>2</sub>e.
- Achieved 40% by 2025 energy use intensity target for office buildings – a 46% base year improvement.
- Achieved 50% by 2025 carbon use intensity target for office buildings – a 56% base year improvement.
- Diverted 50% of operational and construction waste from landfills globally.
- Generated 3.8 million kWh of clean, renewably sourced energy from rooftop and ground-mounted solar systems.
- Published an employee Environmental Sustainability Handbook to provide guidance for increasing environmental stewardship across SAS operations globally.

## EMPLOYEES & CULTURE



- Commitment to diversity and inclusion through CEO Action for Diversity and Inclusion pledge, establishing a Diversity & Inclusion Action Board, Employee Inclusion Groups, diversity and inclusion programs and partnerships.
- Forbes ranked SAS as one of [America's Best Employers for Diversity](#).
- SAS won many [workplace awards](#) including ranking in the top 10 of the [World's Best Workplace](#) by Great Place to Work,<sup>®</sup> [Fast Company's Best Workplace for Innovators](#) and one of [People magazine's Companies That Care](#).
- In the US, the average SAS employee tenure is 7.3 years, compared to an industry average of 4.2 years.
- At the end of 2020, SAS had 13,999 employees worldwide and hired 1,096 employees during the year.
- Approximately 96% of employees participated in professional training including additional webinars and mandatory training on diversity and inclusion, totaling 201,500 hours.



### MEETING THE CHALLENGES OF TOMORROW

Our children are growing up in extraordinary times – where the limitless creation and consumption of data is woven into every facet of their lives. They see it pouring out of their phones and laptops every second of every day. So much so that they run the risk of becoming more complacent, rather than curious.

The rise of new technologies demands a new generation of skills. For decades, SAS has supported education at all levels to shrink the analytics skills gap and prepare more students for college, work and success in the analytics economy. Education was a key pillar of the company's \$1 billion AI investment, announced in 2019.

SAS has deep roots in academia. Its founders were part of a consortium of eight universities to analyze vast amounts of agricultural data. These bold minds were pioneers in using data for the greater good. Decades later, education is still its primary philanthropic focus. From preschoolers to graduate students, SAS supports countless educational programs to help students from all backgrounds reach their full potential as future leaders and innovators.

As an essential part of its commitment to education and philanthropy, SAS contributes to charitable initiatives in the US and abroad to build stronger foundations for brighter futures. By driving efforts to improve education and society, SAS embraces its role in the greater global community.

## Preschool to Secondary Education

Data is everywhere and is the driving force behind much of today's innovation. But rarely do students have the opportunity to work with data in authentic, meaningful experiences beyond the math classroom. Thus, many students are not achieving data literacy.

As the global analytics leader, SAS is uniquely positioned to be a pioneer in educating students on data literacy and computer science. SAS understands the power of data to help us understand our world, to do good and to solve problems. In our connected and data-rich society, the ability to apply and use data in everyday life is essential for everyone, not just data scientists and mathematicians. SAS is committed to developing relevant resources for data literacy, computational thinking and coding to educate students born and raised in a world of data.

Examples include the free app CodeSnaps, which teaches fundamentals of coding using robots and is perfect for classroom lessons. Another is Math Stretch, which provides a suite of activities that develops elementary math skills and number sense. For preschool to secondary education, SAS offers free digital tools, resources and apps through Curriculum Pathways®.

Originally scheduled for retirement in July 2020, Curriculum Pathways has remained available to accommodate the surge in online learning due to COVID-19. Nearly 50,000 teachers and 200,000 students created new accounts during the pandemic.



SAS is also bringing global issues into the classroom with [GatherIQ™](#). The free app is based on the 17 global Sustainable Development Goals set by the United Nations for a better world. Users can download the app to learn more about the goals while exploring global issues through interactive data visualizations, quizzes and other multimedia activities.

Held for the first time in 2020, the SAS Wonder Challenge (in partnership with Science Olympiad) required students to see data in ways that help them interpret the world around them. Revolving around the Sustainable Development Goals, the Wonder Challenge asked students to use data to explore stories behind the people who are making a difference and celebrate innovation in our communities.

*"Providing kids from lower-income families with a good education is a path out of poverty."*

Jim Goodnight, SAS CEO

## GLOBAL AND NATIONAL EFFORTS

### SUPPORT FOR STEM CAREERS

In 2020, SAS had to rethink how to support students and teachers who were no longer in the classroom. SAS continued its participation in the Hour of Code and Computer Science Education Week, by SAS partnering with Sphero on a virtual coding challenge to help students learn how to make a meaningful impact on the world around them. #ShowWithCode2020 challenged students to show their coding skills and how they support the UN's Sustainable Development Goals.

Additionally, SAS supported the STEM Career Showcase for Students With Disabilities, where students in grades six through 12 meet role models with disabilities who have thriving careers in STEM fields.

SAS also supports other organizations devoted to improving the quality of education, including the Institute for Emerging Issues, BEST NC, NC Public School Forum, Business Roundtable and other nonprofit organizations.



### DISCOVER. LEAD. SOLVE.

SAS has always been passionate about enabling curious and capable people to transform the world. To stir the kind of curiosity that leads to transformation, people need to be reached early on – long before students ever enter the workforce. In 2020, over 100 high school students traveled to SAS world headquarters to attend "Discover. Lead. Solve.", an annual event designed for students taking SAS® programming courses to see beyond code and connect to the broader impact of SAS technology. With the help of SAS employees, students walked away with a better understanding of why SAS skills are so important – not just as a resume builder but to help them change the world.

## GLOBAL EDUCATION INITIATIVES

Employees at offices around the world participated in several preschool-secondary projects that supported education initiatives. Here are a few examples:

- SAS Australia and New Zealand offered a virtual student experience – Save the Rainforest: Using Data to Serve the Greater Good – which incorporated SAS' AI platform and expertise for children to use an app to help with combating deforestation in the Amazon rainforest.
- SAS Denmark Initiated a project with Science Talenter to promote STEM careers through education within the analytics area, AI and machine learning. Employees are also teaching local elementary students through a project called Coding Class to help motivate students' creativity and innovation with coding.



## LOCAL EFFORTS

### STEM CAREER SHOWCASE FOR STUDENTS WITH DISABILITIES

SAS partnered with the North Carolina Museum of Natural Sciences to create an annual event where students with disabilities in grades six through 12 interact with college students and professionals with a variety of disabilities who have forged successful career paths in STEM fields. Students network with role models who are pushing the boundaries of knowledge, building innovative products and creating the technologies of the future. The 2020 event was held virtually.

### TRIANGLE HIGH FIVE MATH COLLABORATIVE

This collaborative effort has helped mathematics teachers identify and engage in highly effective instructional practices and address disparities in math achievement related to race and income. Schools in the Triangle High Five partnership, which includes five public school districts, are striving to prepare more students to be successful in math and achieve their highest potential. In 2020, the SAS-sponsored Triangle Math Alliance Summit attracted almost 1,000 elementary and middle school teachers to its virtual professional development event. Held at SAS for the first seven years, it is now hosted by fellow partner NC State University.

### SAS EDUCATION POLICY PRIORITIES

SAS continues to support a statewide education attainment goal in North Carolina developed through the myFutureNC initiative. This goal will help ensure that North Carolina businesses will have the talent they need as required educational degrees and credentials continue to rise. This work also involves determining the impact of COVID-19 on the more near-future skills needs, as well as the long-term outlook to 2030. A particular focus of this work is helping under-represented student and adult populations attain degrees and credentials needed for a rewarding career.

It should come as no surprise that teaching children to read at an early age sets them up for greater success in school. In fact, students who can't read proficiently by the end of third grade are four times more likely to leave school before graduating. SAS is a strong advocate for better reading proficiency among young children and for providing more 4-year-olds access to high-quality pre-kindergarten classrooms.

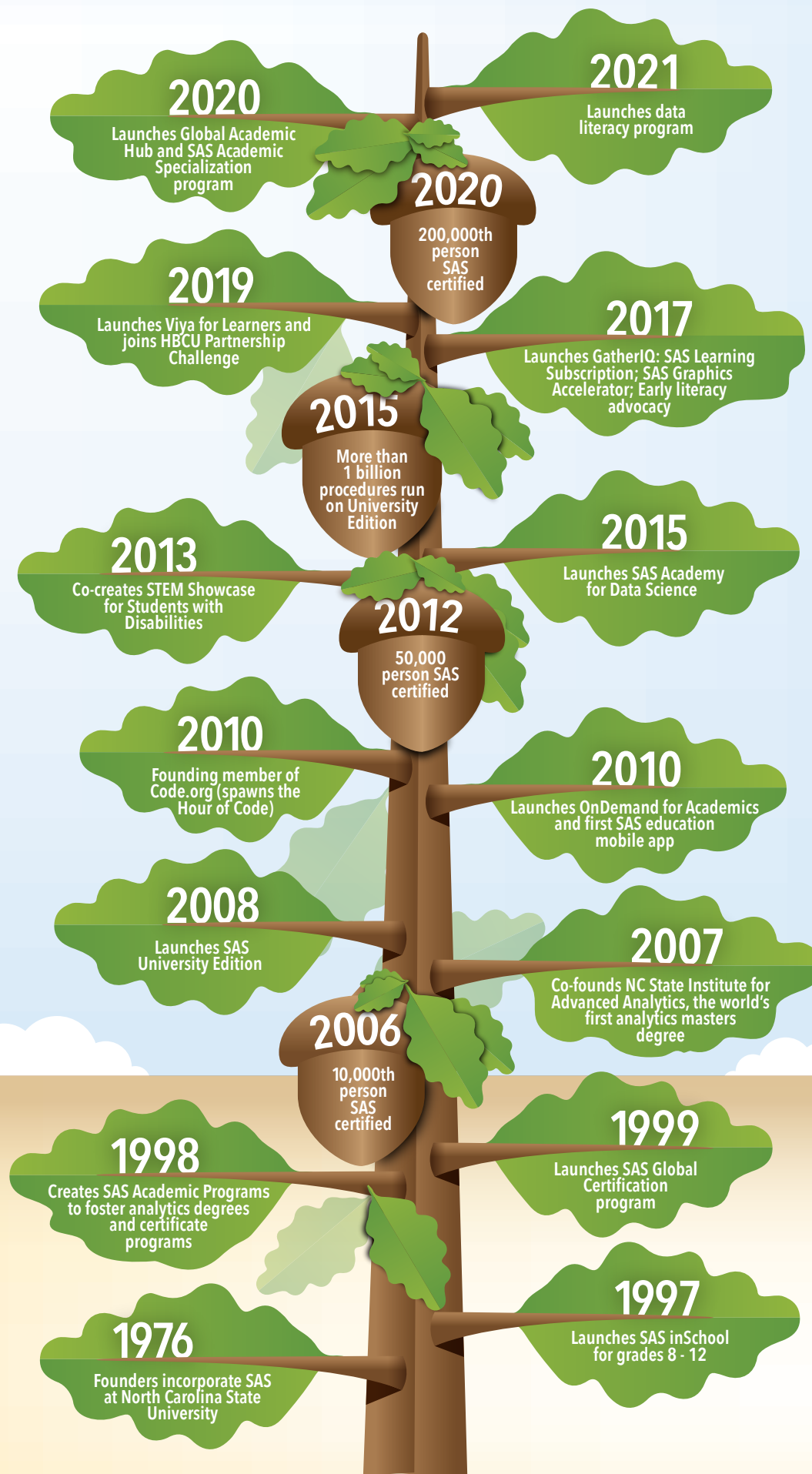
SAS CEO Jim Goodnight continues to lead a group of North Carolina CEOs who are seeking to increase third-grade reading proficiency in North Carolina – a key educational milestone that better ensures students will succeed in school and into the workforce. This work includes efforts to:

- Increase access to the NC Pre-K program, a high-quality program for at-risk 4-year-olds and proven to lay the foundations for reading proficiency.
- Strengthen the effectiveness of educators teaching early reading skills, aligning their instruction with the “science of reading.”

Because of the success of this third-grade reading proficiency work in North Carolina, Goodnight will be leading a national effort to increase third-grade reading proficiency through his work with the Business Roundtable in Washington. This work has special urgency because of the wide disparities, worsened by COVID-19, in achievement between more economically advantaged students and those from low-income families, as well as the disparities in achievement between white students and students of color. Increasing early reading proficiency for all students is a key component of ensuring racial equity in our education system and into the workforce.



# TIMELINE OF SAS EDUCATION INITIATIVES





## HIGHER EDUCATION

### PREPARING THE NEXT GENERATION

Big data has created an unprecedented demand for analytics talent that outpaces qualified applicants. Last year, nearly 159,000 job postings listed SAS as a desired skill, according to Emsi, an aggregator of labor market data. To address that skills gap, SAS Academic Programs offers free software, university partnerships and compelling user communities focused on helping students gain new skills and fostering more education and career opportunities. SAS has helped launch more than 350 joint programs in analytics and related disciplines.

### FREE SOFTWARE FOR HIGHER EDUCATION AND ADULT LEARNERS

Educators, students, researchers and independent learners have free access to SAS software for teaching and learning valuable analytics skills. Downloads and registrations of free SAS software for academics jumped 59 percent in 2020. This includes more than 25,000 users of SAS® Viya® for Learners, which offers free access to data science and machine learning software for post-secondary educators and students. By learning with SAS Viya – the company's most advanced, open software offering – learners will gain experience with the latest tools in data management, visual analytics, predictive analytics and text mining.

Additionally, to meet the needs of learners and professionals adapting to new daily routines brought on by COVID-19, SAS launched flexible, free options for learning SAS. This resulted in more than 44,000 activations of the SAS Academy for Data Science and SAS Learning Subscription trials.

### SUPPORT AND OUTREACH TO UNIVERSITIES AND COMMUNITY COLLEGES

The SAS Education division provides free training and teaching materials to help professors and instructors incorporate SAS into their courses. Nearly 20,000 educators and students attended more than 600 academic events in 27 countries in 2020. SAS also provided numerous guest lecturers to universities and community colleges – at no cost to the institutions.

### DEGREE AND CREDENTIAL PROGRAMS

SAS partners with traditional and nontraditional higher education institutions programs around the world to create programs that generate the analytical talent organizations need to make the most of big data. In 2020, the company launched the SAS Academic Specialization program, which gives higher education institutions more options for engaging with SAS to create degree, certificate and other programs. More than 40 new specializations were created in 2020 in eight countries, including ones at Texas A&M University, the University of South Florida, Colorado State University-Global Campus and Stonehill College.



### SAS STUDENT PROGRAMS AND SCHOLARSHIPS

SAS has many programs that recognize, support and propel students toward a career in analytics or other STEM fields. Through opportunities such as the SAS Student Ambassador Program, SAS Global Forum Student Symposium and others, students receive valuable assistance, experience, networking and professional exposure.

### COMMUNITIES CONNECTING STUDENTS AND OPPORTUNITIES

The Learn SAS community connects students and independent learners with resources to develop and certify their SAS skills. In addition to peer-to-peer support, SAS online communities provide a space for collaboration on global programs such as the SAS Hackathon, SAS Global Forum and regional SAS users groups. These global connections among professional and student users help to advance the experience and expertise of SAS practitioners.

### GLOBAL EDUCATION INITIATIVES

Supporting SAS' education initiatives is a global effort - and truly is something employees are passionate about. From teaching to events, they lend their time and talents to skilling up the next generation. Employees at SAS offices around the world participated in numerous projects and here are a few examples:

- In 2020-21, SAS Australia partnered with the Sydney Business School at the University of Wollongong to form the Graduate Certificate in Business Analytics and Master of Business Analytics degree programs, resulting in more than 200 new student enrollments. This was extremely helpful to a workforce looking to reenter or pivot following the job loss effect of the pandemic.
- SAS China continued to partner with a local universities (Dongbei University of Finance and Economics, Peking University and Tsinghua University) to teach SAS courses online.
- SAS Denmark supported several education initiatives including free SAS certification for university students, availability of studying facilities for students, and free access to SAS software for scientists.
- SAS Norway initiated a partnership with BI Business School and held its first internship program. Students hailed from several countries including India, South Africa, Switzerland, Mexico and, of course, Norway.
- SAS R&D India launched a scholarship program for engineering graduates in partnership with the Cummins College of Engineering for Women. The office also held a free virtual workshop for engineering students at the Pune Institute of Computer Technology, where nearly 200 students participated.
- SAS Sweden held a Learning Conference in November that drew 223 attendees from 22 countries.
- SAS United Kingdom partnered with the University of Bradford and launched the SAS STEP program to help equip the unemployed workforce with the vital data and analytics skills needed for in-demand jobs. Due to the success, the program will be rolled nationally in 2021 to boost the number of digital and analytically skilled workers - especially in the most excluded parts of the country and society - and to drive up employment, opportunities and productivity throughout the region.







## PHILANTHROPY

The cornerstone of SAS' philanthropic efforts is education. SAS believes education can change what's possible by empowering each new generation. SAS supports global education initiatives that promote early learning and literacy for all, foster STEM skills and build diversity in a technology-driven workforce.

As part of its philanthropic efforts, SAS provides in-kind donations of computer hardware, software, office equipment and other tangible items to nonprofit organizations in the community. SAS offers free digital tools, resources and apps to students of all ages - and the company partners with colleges and universities around the world to prepare more graduates to succeed in analytics and data science careers.

Programs must generate a long-term impact and affect significant numbers of people, and not discriminate on the basis of race, color, national origin, sex, gender identity, sexual orientation, age or disability. Examples include:

- #GivingTuesday, a global day of giving. Since its inception in 2012, the movement has raised over \$1 billion in the US alone.
- Computer Science Education Week, including Hour of Code. This is a national effort that SAS joins by providing volunteers with training, activities and materials to work with students and pique their interest in computer science.
- Deans for Impact, preparing educators to measurably improve student learning.
- DonorsChoose.org, a national nonprofit that connects donors with classrooms in need. SAS matched employee contributions to the cause. In 2020, the total impact was \$30,000.
- EducationNC.
- EDGE 6 Raleigh Chamber of Commerce, spearheading economic development and growth for Raleigh, Wake County and the local community.
- Leadership NC, supporting improvements in government, education, health and human services, economic development and the environment.
- Morehead Planetarium and Science Center.
- NC Chamber Education and Workforce Conference.
- NC Science Fair Foundation.
- NC Science Olympiad.
- NC Society of Hispanic Professionals.
- NC State College of Education Math Summit, promoting equity and excellence in math education and providing

teachers with an opportunity to network, develop leadership skills and share ideas.

- NC State Student Aid Association.
- NC State University Foundation.
- North Carolina Chess Achieves, which encourages young people to take up chess, a known gateway to STEM careers.
- North Carolina Science Festival, a statewide showcase of science activities.
- Professional Engineers of NC Education Fund.
- Public School Forum of NC.
- University of Arkansas Foundation.
- University of North Carolina Data Dashboard, an interactive online database built by SAS that gives students, parents, policymakers and taxpayers expanded access to detailed UNC system data to track system performance.
- University of North Carolina Educator Quality Dashboard, an interactive online tool built with SAS data visualization software that enables citizens to analyze and display data on the UNC system's efforts to prepare more and higher-quality teachers and school leaders for the state's public schools.
- Wake Ed Partnership.
- Wake Technical Community College Foundation.
- YMCA of the Triangle, strengthening communities through nurturing youth development, improving health and well-being and fostering a sense of social responsibility.

## 2020 DATA

As shown below, SAS donated more than \$51 million in total to nonprofits across the globe in 2020, including \$50 million of in-kind training, software, hardware, services volunteer time, and surplus equipment and furniture.

2020 DONATIONS	TYPE	GLOBAL TOTAL
Cash donations	Worldwide cash	\$698,676
In-kind	Software, hardware, etc.	\$13,980,484
	Additional JMP® software	\$673,230
	Value of in-kind global training	\$35,796,623
	Surplus equipment, etc.	\$69,975
<b>Total</b>		<b>\$51,218,988</b>

## COMMUNITY ENGAGEMENT

As an integral part of SAS culture, SAS strives to support its community through charitable and philanthropic activities. SAS chooses to sponsor many different charitable causes, especially those related to STEM education and related fields. SAS encourages employees to be involved in these initiatives or any causes they are passionate about.

Although SAS has made education its primary philanthropic focus, SAS believes that service to others makes the world a better place and actively encourages employees to get involved in their communities. Through its Volunteer Time Off program, SAS provides eligible employees with an opportunity to engage in meaningful and purposeful volunteerism. SAS Volunteer Time Off Policy provides details on how the program works, which allows for 20 paid hours for full-time employees and 10 hours for part-time employees per calendar year for volunteer activities to eligible organizations described in the policy.

Some examples include:

- SAS Auckland and Wellington participated in the Pink Ribbon Walk that raised AUD\$1,400 for the Breast Cancer Foundation of New Zealand. The New Zealand offices also participated in the Christmas Gift Drive for the Foster Hope organization by purchasing gifts for local foster care children.
- SAS Austria, Germany and Switzerland donated to several causes including:
  - Serving as main sponsor for Enjoy Jazz, an internationally renowned festival.
  - Support of Classic Scouts, promotion of young talent initiative, as part of the classical music festival Heidelberger Frühling.
  - As title sponsor of SAS Halbmarathon, the internationally important and largest sport event in the region with around 4,000 participants.
  - Supporting rugby youth development in cooperation with the Rugby Association Baden-Württemberg.
  - Helping with local efforts focused on aiding the socially disadvantaged and in-home care for sick children.
  - Participating in a fundraising campaign around Giving Tuesday to support three sustainable education and health projects in Africa. Also donated IT equipment to two regional vocational schools.
- SAS Belux employees donated to several causes including:
  - Youthstart, a nonprofit that provides training to underprivileged youth that helps build confidence and entrepreneurial behavior.
  - Poverello, a charity that provides meals, clothing, overnight stay, medical help and guidance to people living in poverty.
  - Pelicano, a foundation that fights against child poverty.
- SAS Canada employees participated in several volunteer opportunities including Market Lane reading buddies and donations that helped support several food banks, humane societies and health care professionals.
- SAS Canberra participated in the “Envision Hands” initiative and Bikes 4 Tykes, where they provided push-bikes for the local HeartKids organization.
- SAS China employees participated in Giving Tuesday through a variety of online donation activities.
- SAS Denmark employees participated in several activities including:
  - Establishing a team of “Heart Runners” where runners commit to help local heart attack patients. Team members are notified via an app and then directed to the nearest defibrillator to bring to the person in need.
  - Participating in a clothing drive and donations to the Red Cross as well as a virtual relay race with other companies for Giving Tuesday.
- SAS Germany employees helped to make masks for people in need.
- SAS Hungary collected monetary and material donations for Déméter House during Giving Tuesday. This organization provides a sterile home environment for children recuperating from a bone marrow transplantation so parents can be present during the long recovery process.
- SAS Malaysia donated money and goods to various organizations including HOPE worldwide, Pertubuhan Pengurusan Pusat Jagaan 1, PERAK, Rumah Shalom, Sungai Buloh Hospital and The National Autism Society of Malaysia (NASOM).
- SAS Melbourne participated in the “Envision Hands” project that helps disadvantaged job seekers.
- SAS Netherlands employees made meals for elderly people and for physicians and their families.
- SAS Norway participated in a knitting campaign with The Church City Mission to knit scarves for the homeless.
- SAS Philippines employees participated in a donation drive to help local victims that were affected from the typhoon that hit the region in November. They also donated to CRIBS Foundation, a nonprofit organization that provides temporary care to children in need.
- SAS R&D India participated in several programs this year including:
  - Online donations during Giving Tuesday to a variety of nonprofit organizations, including a virtual musical charity gala.
  - Virtual Festive Fair to celebrate Diwali, which supported nonprofit organizations.
- SAS Singapore donated 900 Bento lunch boxes to the Singapore General Hospital to show appreciation of



health care workers. Employees also participated in Giving Tuesday, partnering with the Salvation Army to provide donations to those less privileged.

- SAS South Africa employees participated in a food drive to help local families in need.
- SAS Spain is offering free online courses and tutorials through a partnership with Fundae, an organization that helps the unemployed secure new jobs through training. The office also donated vegetables from its garden to a local charity.
- SAS Sweden participated in several activities including:
  - o Supported the Friends organization, which helps prevent bullying among children and young people through research, with advent calendar purchases.
  - o For Christmas, employees participated in donation activities that prepared meals for a local women's shelter and supplied gifts to local charities.
- SAS United Kingdom employees participated in several volunteer activities including:
  - o Raised £5,500 for Mental Health UK, Mental Health Ireland and Aberlour Children's Charities through the Around the World well-being/fitness challenge in October.
  - o Redecorated and landscaped a local charity run outdoor adventure center that helps young adults stay active.
  - o Volunteered at a local food bank and at a local village Help Hub, a charity supporting vulnerable individuals who are self-isolating.



## 2020 DATA

On #GivingTuesday, SAS employees in every corner of the globe rallied to help the less fortunate in their communities. In addition to SAS world headquarters, offices around the world and across the US embraced giving efforts that helped those in need and brought employees together as safely as possible for a common good. At SAS world headquarters, employees participated in the below activities:

- Raised over \$22,000 to support research and recovery programs at the UNC Center of Excellence for Community Mental Health.
- Provided clothes and toys for 390 Salvation Army Angels.
- Donated food and drinks to a local hospital working in the COVID-19 unit.



## COMMUNITY BOARD MEMBERSHIP

SAS staff members carry the company's corporate responsibility values outside the office by serving on the boards of community organizations that support education, disaster relief, the arts, science innovation, environmental conservation and other issues important to employees.

- Business Council
- Business Roundtable
- BEST-NC (Business for Educational Success and Transformation in North Carolina)
- Cary Academy Board of Directors
- CEO Roundtable on Cancer
- CSC Strategic Advisory Board at North Carolina State University – Board Emeritus
- Dix Conservancy
- Friday Institute for Educational Innovation (North Carolina State University)
- Inter-Faith Food Shuttle
- Lipscomb University Computing and Technology Board
- Meredith College Board of Trustees
- myFutureNC
- North Carolina State University Industrial and Systems Engineering Advisory Board
- North Carolina State University School of Business HR Advisory Board
- North Carolina Museum of Natural Sciences – Friends
- North Carolina Science Festival
- North Carolina State University Board of Trustees
- Oklahoma State University Corporate Advisory Board
- Sall Family Foundation
- Smithsonian National Museum of Natural History, Advisory Board
- The Nature Conservancy's Africa Council
- United Nations Global Compact
- WildTrack
- World Wildlife Fund US
- YMCA of the Triangle
- Youth Thrive





## ANALYTICS HELPING HUMANITY

There is widespread evidence that big data analytics helps achieve short- and long-term development goals around the world. As the global leader in analytics, SAS is passionate about applying its cutting-edge technology and expertise to help solve some of society's biggest problems such as poverty, disease, hunger and illiteracy.

SAS has always been an organization motivated by challenges to use its technology to build a better world. As the UN Sustainable Development Goals work to reduce inequalities and ensure healthy living, SAS seeks out opportunities where it can help create a brighter future for all. SAS' social innovation initiative works to find creative ways to accelerate global progress and move the world toward a more sustainable future. One of the ways that SAS supports this goal is through the [Data for Good](#) movement, which encourages using data in meaningful ways to solve humanitarian issues around poverty, health, human rights, education and the environment. From helping to boost healthy bee populations and combating deforestation to revealing racial disparities in homeownership and investing in patient wellness, SAS is contributing to building a better world for the people and the planet.

SAS' social impact programs rely on the curiosity and expertise of SAS employees who are passionate about using their skills for social good. Thanks to these efforts as well as the company's partnerships with customers, industry groups, nonprofits, governments and global organizations, SAS continues to discover new opportunities for analytics to serve the greater good.





### BOOSTING HEALTHY BEE POPULATIONS THROUGH ADVANCED ANALYTICS AND IOT

Saving the bees is of utmost importance to our food supply, and advanced analytics may be the key to maintaining their future and ours. With SAS' Internet of Things (IoT), machine learning and visual analytics capabilities, we might get closer to maintaining and [supporting healthy bee populations](#).

In 2020, SAS participated in three separate projects where technology monitored, tracked and improved pollinator populations around the globe. First, researchers at SAS developed a noninvasive way to monitor the real-time conditions of beehives through auditory data and machine learning algorithms. SAS also worked with Appalachian State University on the World Bee Count to visualize world bee population data and understand the best ways to save them. In addition, the SAS® Viya® Hackathon winners decoded bee communication through machine learning in order to maximize their food access and boost human food supplies.

"The World Bee Count allows us to crowdsource bee data to both visualize our planet's bee population and create one of the largest, most informative data sets about bees to date. SAS' data visualization will show the crowdsourced location of bees and other pollinators. In a later phase of the project, researchers can overlay key data points like crop yield, precipitation and other contributing factors of bee health, gathering a more comprehensive understanding of our world's pollinators."

**Joseph Cazier**

*Professor and Executive Director, Appalachian State University's Center for Analytics Research and Education*



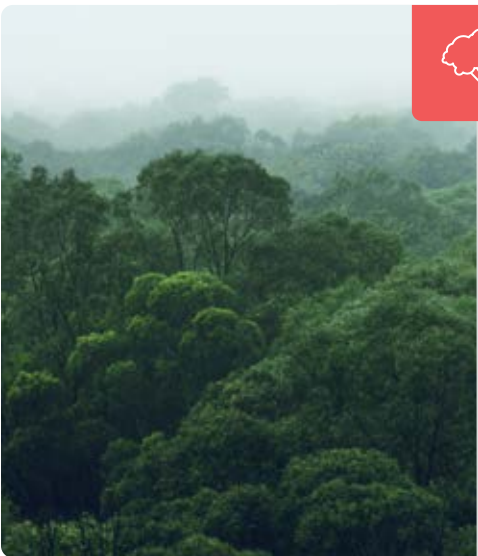


### UNDERSTANDING THE BEST SUPPORT TO HELP THOSE IN NEED

Many struggling with homelessness turn to [The Caring Place \(TCP\)](#) for guidance and support in their efforts to become self-sufficient. With 27 years' worth of data among piles of handwritten documents and inconsistent spreadsheets, TCP turned to SAS to help better measure indicators of participant success and provide families the help they deserve. SAS volunteers analyzed data from participating families including demographics, insurance, housing, veteran status, disability status and budget files, then chose a model that could best support TCP's needs. Now, TCP understands the fundamentals of data and is continuing to move through the analytics life cycle to make better, data-driven decisions to serve its community.

"Our priority is to help families through the hardest seasons of life, and much of that work is supporting the homeless who are hidden in plain sight. That's what we do best. SAS was able to take the data right in front of us and uncover hidden insights we couldn't see before. That's what they do best. It was honestly the perfect combination."

**Leslie Covington**, *Executive Director, The Caring Place*



### COMBATING DEFORESTATION THROUGH THE POWER OF CROWDSOURCING AND AI

The Amazon, which is home to more than 2,000 animal and plant species, is at risk as humans destroy more than 800 square kilometers of forest every month. SAS, the International Institute for Applied Systems Analysis ([IIASA](#)), and participants around the world are teaming up to address this critical issue and tackle deforestation one image at a time. Our online crowdsource-driven app gathers the collective intelligence of the crowd as they identify human impact among satellite images of the rainforest. Concerned citizens can help improve the AI algorithms and expedite the analyzation process, helping to drive vital policy responses to better protect our forests.

"The urgency required to address these transformations demands the application of best-of-breed technology solutions. By combining the power of our environmental science research platforms, SAS' AI and computer vision technologies, and the sheer intellectual power of concerned citizens, we will develop AI models that will exponentially increase the value of human insights and strive to deliver near-real-time assessment of global environmental change."

**Albert van Jaarsveld**, *CEO, IIASA*





### OPTIMIZING WELL PLACEMENT TO ELIMINATE WATER POVERTY

**Water for Good** aims to end water poverty in the Central African Republic (CAR) by drilling clean water wells throughout the country and creating systems to maintain them for long-term success. To better achieve its goals of eliminating water poverty in particularly underserved regions of the CAR and, by 2030, the entire country, the nonprofit had to better understand the status of its existing wells and determine the optimal locations to drill new ones. A team of SAS volunteers created a custom dashboard, built using **SAS Visual Analytics**, that overlays many key data points regarding water access on one map in order to suggest the optimal locations for new wells. In a second project, SAS and Water for Good aimed to help the organization collect more accurate population data in the CAR, using satellite data from public online sources to supplement the manually collected census data from the organization. With both the custom visualization map and the better understanding of population data in the country, Water for Good can make better, data-driven decisions to best provide clean, lasting water to millions across the region.

“The analysis of our data really helped us to think about the next phases of our data visualization methods. We aim to reach everyone in the Central African Republic with clean water, and it is important to properly visualize the population’s water needs for planning our operations and coordinating with the government and other organizations at the national level. This is a level of complex analysis that we would not have been able to do on our own. SAS gave us a better sense of the reliability of this data as we plan for projects in the future.”

**Jon Allen, CEO, Water for Good**

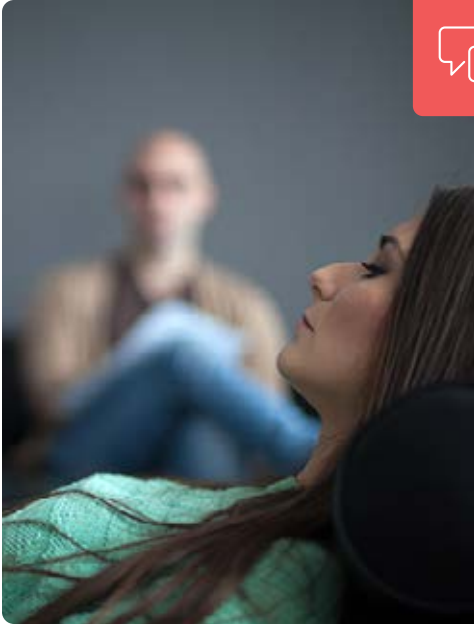


### USING AI TO REVEAL RACIAL DISPARITIES IN NEW YORK CITY HOMEOWNERSHIP

A collaboration between SAS and the [Center for NYC Neighborhoods](#), one of the largest nonprofits committed to protecting affordable homeownership for low- and moderate-income families, revealed racial disparities in homeownership, home loans and foreclosures in NYC. A team comprised of SAS data scientists and analytic volunteers, including many members from SAS' Black Initiatives Group, joined forces with the center to analyze NYC housing data and discovered that neighborhoods with a higher proportion of Black and Hispanic homeowners have lower home values even when home age and square footage are the same. Additionally, the findings revealed that the total cost of acquiring home purchase loans is higher for Black and Hispanic borrowers than for other races, even when controlling for differences in down payment and home value. To further explore disparities in homeownership, the center will use SAS models and visual analytics dashboards to develop and implement targeted programs to help increase Black homeownership and address key challenges Black homeowners face, including more foreclosures, more tax liens and higher unemployment rates than their non-Black counterparts.

"Our collaboration with SAS demonstrates the power of analytics to unearth trends that can be used to empower Black communities at a time of urgent discourse around systemic racism. The findings will be used by the center's Black Homeownership Project to design new programs and to advocate for policy changes that can help to close the racial wealth gap."

**Christie Peale**, CEO/Executive Director, **Center for NYC Neighborhoods**

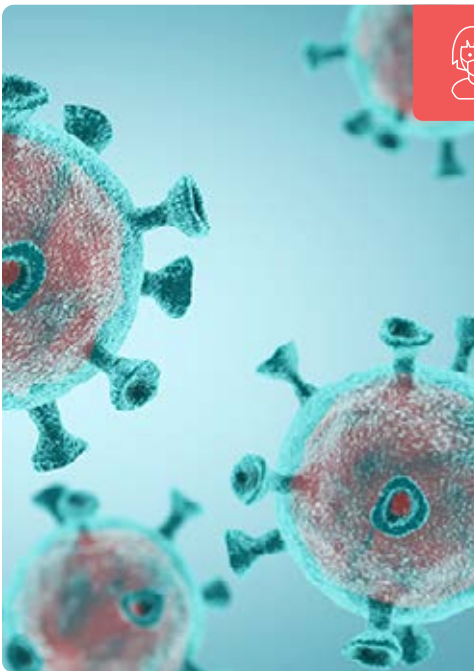


### ENSURING MENTAL HEALTH PATIENT SAFETY DURING A GLOBAL PANDEMIC

In March 2020 at [Copenhagen Regional Psychiatric Centers](#), management needed to find a way to ensure mental health patients' needs were being met while limiting the risk of contagion for patients and staff, both from within hospitals and from the outside. SAS' Nordic health care team helped set up an automated dashboard in SAS Visual Analytics that gives hospital management an overview of the most important data regarding the COVID-19 pandemic's impact on the care centers. The dashboard plays a key role in daily management meetings and gives a status on COVID-19 cases for the centers in total as well as the individual centers, helping inform decisions about whether it is safe to receive patients at different locations and how high the sick-leave numbers are for staff. All of this information is vital to assess how the pandemic is affecting the centers' ability to provide psychiatric care.

"In a situation where we are constantly having to make decisions that can mean that in order to preserve patients' and staff's physical well-being we risk compromising patients' mental health, it is crucial that we have the best information available to us in one easy overview, both on an aggregated and center level."

**Martin Lund**, *Director*, **Copenhagen Regional Psychiatric Centers**



### COMBATING THE PANDEMIC AND HELPING TO KEEP CITIZENS SAFE THROUGH ADVANCED ANALYTICS

The [Government of Odisha](#), an eastern India state on the Bay of Bengal, is using an advanced analytics and visualization platform powered by SAS Viya to better understand and control the effects of the COVID pandemic on its 46 million residents. Odisha's citizens and government officials proactively use the Odisha State COVID-19 dashboard as the single, trusted source for tracking trends in infection rates, hospitalizations and available medical resources. Using this platform, high volumes of data around citizen registrations, contact tracing, health conditions and quarantine compliance are aggregated, transformed and processed to generate insights. In addition to rich visualizations, this data has been successfully used in forecasting peak infection times and modeling the optimal infrastructure augmentation and distribution by the state. In essence, the dashboard has enabled Odisha to stay ahead of the virus and save lives.

"Odisha is pushing the frontiers of digital transformation by investing in emerging technologies such as big data and advanced analytics. We looked at COVID-19 as an opportunity to use data to make proactive decisions and remain one step ahead in our war against the pandemic."

**Manoj Kumar Mishra**, *Secretary of Electronics and Information Technology*, **Government of Odisha**





### IMPROVING QUALITY OF LIFE FOR THOSE LIVING WITH PULMONARY DISEASE

When the COVID-19 pandemic ramped up, the 320 million people suffering with chronic obstructive pulmonary disease (COPD) felt more vulnerable than ever. But SAS Viya and its built-in artificial intelligence (AI) strengths helped the [COPD Foundation](#) explore unstructured data, identify patterns and create meaningful reports for its members. Collectively, this allowed the organization to pinpoint topics that were the most concerning for members – access to oxygen, medicine, jobs and pulmonary rehabilitation services. It made the foundation's support and outreach more relevant in the early days of COVID when members needed it most.

"Using SAS to sift through volumes of text data and analyze sentiment, we were able to quickly pivot our focus and concentrate on topics relevant to our community. It's extremely valuable for us to obtain feedback so quickly because we're able to provide answers and support in real time."

**Ruth Tal-Singer**, *President and Chief Scientific Officer*, **COPD Foundation**



### ENSURING BETTER HEALTH OUTCOMES VIA COORDINATED CARE

Just east of Los Angeles in Southern California, [Riverside County](#) serves the health needs of nearly 2.5 million people. In recent years, Riverside County has worked to improve whole person care (WPC) for probationers, an initiative funded by California's 1115 Medi-Cal Waiver WPC pilot program, which provides funding to counties to coordinate health resources to help improve the well-being of Medi-Cal beneficiaries. Riverside County turned to SAS to help improve its data integration and implement a better data-driven approach to whole person care. Combining advanced analytics, data visualization and data preparation capabilities with SAS Visual Analytics on SAS Viya helps Riverside County prepare data quickly for analysis with the flexibility to grow and continue to improve health and wellness outcomes for its citizens.

"If we can get an integrated look at every client and reduce our siloed efforts, we can get everyone in the county to their health and wellness goals more quickly."

**Judi Nightingale**, *Director*, **Population Health at Riverside County**





## ENVIRONMENTAL PROGRAM



### STRATEGIC GROWTH THROUGH INNOVATIVE SUSTAINABILITY PRACTICES

A sustainable future requires developing solutions grounded in science and data to address climate change mitigation and adaptation. Reducing environmental impacts and ensuring continued availability of natural resources is a shared responsibility that starts with intentional and ambitious goals and actions.

To implement these green business strategies and develop smarter operational models, leading organizations have relied on SAS' renowned analytic expertise and powerful software solutions. As an unwavering supporter of the Paris Climate Accord, SAS not only has a long-standing reputation advocating for clean energy but also uses its own analytics to support environmental initiatives across its operations. As a corporate sustainability leader and advocate, SAS works closely with employees, suppliers and customers to reduce its environmental footprint with programs focused on energy conservation, emissions management, pollution mitigation, water conservation, green building and other programs. From streaming data to improve operations through its smart campus project to powering office buildings with clean energy from its solar farms, the company uses SAS® Visual Analytics to collect, manage, calculate and report its [environmental performance](#).

SAS is proud of its top 2020 achievements and progress against environmental goals.

### GREENHOUSE GAS



39.5%

Absolute greenhouse gas reduction from 2018 base year

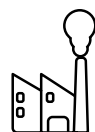
### ENERGY EFFICIENCY



46%

Energy use intensity improvement for office buildings

### CARBON EFFICIENCY



56.2%

Carbon use intensity improvement for office buildings

### PAPER CONSERVATION



94%

Reduction in paper use per employee

### LEED CERTIFICATION



82%

LEED-certified office space at headquarters

## EMISSIONS

TARGET	TARGET YEAR	BASE YEAR	2020 PROGRESS	STATUS
Net-zero emissions for scopes 1, 2 and 3	2050	2018	Restated to align with SBTi targets. Changed base year from 2011 to 2018 and expanded commitment to include all emission scopes. Global emissions decreased 37.7% in 2020 from 107,267 to 66,875 MTCO <sub>2</sub> e.	Restated / On target
25% greenhouse gas (GHG) emissions reduction	2025	2018	Restated to align with SBTi targets. Changed base year from 2011 to 2018 and expanded commitment to include all emission scopes. Global emissions decreased 37.7% in 2020 and 39.5% compared to 2018 base year.	Achieved
50% greenhouse gas (GHG) emissions reduction	2030	2018	Restated to align with SBTi targets. Changed base year from 2011 to 2018 and expanded commitment to include all emission scopes. Global emissions decreased 43,593 or 39.5% compared to 2018 base year.	Restated / On target
75% greenhouse gas (GHG) emissions reduction	2040	2018	Restated to align with SBTi targets. Changed base year from 2011 to 2018 and expanded commitment to include all emission scopes.	Restated / On target
50% office building carbon use intensity (CUI) improvement	2025	2010	Global CUI improved 56% from 2010 base year – down 24.7% the past year to 8.8 CO <sub>2</sub> pounds per square foot.	Achieved
Establish SBTi science-based targets	2021	N/A	Submitted scopes 1, 2 and 3 targets to SBTi for assessment.	On target

## ENERGY

TARGET	TARGET YEAR	BASE YEAR	2020 PROGRESS	STATUS
40% office building energy use intensity (EUI) improvement	2025	2010	Global EUI improved 46% from 2010 base year – down 25% the past year to 11.2 kWh per square foot.	Achieved
Achieve 1.35 power usage effectiveness (PUE) rate for data centers	Annual	N/A	Achieved for 10th consecutive year.	Achieved
Generate 3.5M kWh from solar installations	Annual	N/A	Renewable energy generation from solar installations totaled almost 3.8 million kWh.	Achieved

## GOVERNMENT AND POLICY

TARGET	TARGET YEAR	BASE YEAR	2020 PROGRESS	STATUS
Support the Paris Climate Agreement	Ongoing	2016	SAS is committed to supporting the aim of the Paris Agreement, to limit global temperature rise to 1.5°C above preindustrial levels and reach net-zero by 2050.	On target
Support the NC Clean Energy Plan development	Ongoing	2017	Participated in stakeholder meetings to help develop Plan-recommended clean energy and carbon policy designs.	On target

## GREEN BUILDINGS

TARGET	TARGET YEAR	BASE YEAR	2020 PROGRESS	STATUS
LEED Gold minimum for all new construction projects	Ongoing	N/A	Initiated LEED recertification for 1 existing building in 2020.	Achieved
Energy Star certification for all primary office buildings (HQ Only)	2025	2018	Achieved Energy Star certification for 11 of 13 primary office buildings.	On target

## PAPER

TARGET	TARGET YEAR	BASE YEAR	2020 PROGRESS	STATUS
75% employee paper use rate reduction	2025	2009	Globally, paper use for 2020 was significantly less due to reduced operational schedules caused by the pandemic – down 71% from 2019.	Achieved
30% average post-consumer recycled content for all purchased paper	Annual	N/A	Average recycled content for all purchased paper was 30% for 2020.	On target
70% paper consumption reduction	2025	2009	2009 Print on demand and digital document delivery technologies has helped reduce paper use by 94% since 2009.	On target

## TRANSPORTATION

TARGET	TARGET YEAR	BASE YEAR	2020 PROGRESS	STATUS
50% increase in electric vehicle charging stations	2020	2017	No activity.	Achieved



## WASTE AND RECYCLING

TARGET	TARGET YEAR	BASE YEAR	2020 PROGRESS	STATUS
50% landfill diversion rate	Annual	N/A	Diverted 50% of operational and construction waste (384 metric tons) from landfills.	Achieved
100% e-waste diversion rate from landfills	Annual	N/A	Diverted 100% of e-waste from landfills by repurposing equipment, recycling through certified vendors and donations to educational institutions.	Achieved
50% reduction of operational waste processed for disposal	2025	2012	Waste volumes decreased 57% in 2020– down to 766 metric tons.	Achieved
75% paper & commingled volume reduction	2025	2012	Paper and single-use plastics volumes decreased 77% in 2020. Since 2012, from 442 to 12 metric tons – a 97% improvement.	Achieved
70% of construction waste diverted from landfills	Annual	N/A	SAS did not have any construction projects in 2020.	On target
0% hazardous waste spills	Annual	N/A	SAS did not have any hazardous material spills or environmental compliance fines in 2020.	Achieved

## WATER

TARGET	TARGET YEAR	BASE YEAR	2020 PROGRESS	STATUS
20% water use efficiency (WUI) improvement	2030	2011	Office building WUI improved to 4.82 gallons per square foot – a 50% prior year improvement.	On target

## PROCUREMENT

TARGET	TARGET YEAR	BASE YEAR	2020 PROGRESS	STATUS
At least 30% of Strategic Sourcing and Procurement training will address sustainable procurement	Annual	N/A	Initiated 2020 sustainability training plan for Strategic Sourcing and Procurement employees.	Initiated



## ENVIRONMENTAL ACHIEVEMENTS

While accomplishments in 2020 reflect a sustained commitment to reducing SAS environmental impact, they are also reflective of the global decrease in business activity because of COVID-19. Doing everything possible to keep employees safe, the company learned to work smarter and discovered new ways to conduct business that are better for the environment. Insights gained by working from home helped SAS to question business-as-usual practices such as air travel to conduct in-person meetings and daily office commutes. Given the urgency of addressing climate change, many of these practices are no longer sustainable. SAS is exploring options and implementing new business models to help the company reduce its impact and achieve environmental goals.

For 2020, SAS continued building on its corporate sustainability leadership and IoT technology prowess by progressing on its smart campus project at Cary, NC, headquarters. The use of SAS advanced, real-time analytics is improving energy usage while proactively monitoring equipment performance to boost operational longevity. Starting with a handful of buildings and on-site solar installations, the project will eventually span across most of the 25 buildings on campus. By using analytics to help SAS operate more efficiently and identify ways to make improvements on campus, the company can pass on the firsthand insight of products and best practices to customers for their smart initiatives.

SAS' top 2020 environmental program achievements include:

- Committed to 2050 net-zero carbon emissions.
- Submitted 2025 and 2030 emission reduction targets to the Science Based Targets initiative (SBTi) for review.
- Established more aggressive 2018 base year for emission targets and expanded to include scopes 1, 2 and 3.
- Published an employee Environmental Sustainability Handbook to provide guidance for increasing environmental stewardship across SAS operations globally.
- Awarded Energy Star certifications for 11 buildings.
- SAS emissions across all scopes were 39.5% lower than the SBTi 2018 base year submission.
- Global emissions across all scopes decreased 37.7% in 2020 from 107,267 to 66,875 MTCO<sub>2</sub>e.
- Achieved 40% by 2025 energy use intensity target for office buildings – a 46% base year improvement.
- Achieved 50% by 2025 carbon use intensity target for office buildings – a 56% base year improvement.
- Diverted 50% of operational and construction waste from landfills globally.
- Generated 3.8 million kWh of clean, renewably sourced energy from rooftop and ground-mounted solar systems.

## ENVIRONMENTAL GOVERNANCE

SAS' sustainability performance is reviewed by executive leadership to provide guidance on conducting global operations in a sustainable manner.

Implementing environmental goals and strategies is largely the domain of the SAS Environmental Management Program and Chief Environmental Officer. The program facilitates environmental efforts at company headquarters in the US, collects and reports key environmental performance indicators for global operations, conducts environmental risk and impact assessments and provides guidance and support to all offices worldwide. Offices around the globe have personnel who manage site-specific environmental initiatives.

### ENVIRONMENTAL POLICY

SAS recognizes that its most material environmental issues are related to the use of energy and related greenhouse gas emissions from site operations, data centers and the development of software solutions.

SAS requires its operations around the world to support corporate environmental goals and to minimize environmental impact by conducting business in a manner that continually optimizes operational efficiencies, reduces harmful emissions and air pollutions, responsibly sources materials, reduces waste, increases recycling, and complies with all environmental regulations. Employees are additionally asked to abide by the following mandates.

### ENVIRONMENTAL MANDATES

SAS conducts business in accordance with the Ten Principles of the United Nations (UN) Global Compact and supports their Sustainable Development Goals. The following corporate mandates provide guidance for adhering to policy and establishing priorities for environmental initiatives.

- Corporate priority: Establish policies, goals, programs and practices for conducting operations in an environmentally sound manner while ensuring environmental equity remains a key consideration in the transition to a net-zero carbon future.
- Integrated management: Integrate environmental policies, programs and practices into all functions, business units and global office locations.
- Continual improvement: Continue to raise the bar on performance, aligning with technological developments, scientific understanding and stakeholder expectations.
- Assessment: Conduct impact assessments of existing and planned operations to understand environmental impact.
- Facilities and operations: Conduct business operations with ongoing consideration for minimizing resource consumption, environmental pollution and other adverse environmental impacts, and ensuring waste is handled responsibly.
- Products and services: Provide products and services that have no undue environmental impact throughout the product life cycle – from material sourcing, product development and delivery, to ensuring responsible use and disposal.
- Employee education: Educate, train and motivate employees to conduct activities in an environmentally responsible manner.
- Customer support: Advise and educate customers, distributors and the public in the safe and environmentally responsible use, transportation, storage and disposal of SAS products.
- Suppliers and contractors: Promote the SAS [principles of sustainable procurement](#) to all suppliers and contractors – encouraging and (where appropriate) requiring improvements.





## ISO COMPLIANCE

The Environmental Management Program applies best practice ISO 14001 Environmental Management System processes and structure to drive continual improvement across business operations, and in the development of solutions and services to address its environmental impacts. These include:

- Using SAS software solutions and other tools to measure, report and improve environmental performance.
- Ensuring environmental affairs are addressed by executive management.
- Addressing short-immediate and long-term impacts of products, services and processes on the environment.
- Providing global direction about addressing environmental concerns through the allocation of resources, assignment of responsibility, and ongoing evaluation of practices, procedures and processes.
- Enabling continual improvement of environmental processes.

SAS uses its own technology to measure and analyze the performance of its sustainability initiatives. SAS software calculates the company's global carbon footprint and the impacts of business processes and mitigation initiatives. SAS solutions support the application of global standards such as the Greenhouse Gas Protocol and the Global Reporting Initiative.

## PRECAUTIONARY APPROACH

Aligning with UN Global Compact Principle 7, SAS supports a precautionary approach to environmental challenges and minimizing anthropogenic impacts from business operations. This aligns with SAS' philosophy in five meaningful ways:

1. To ensure business operations do not expose the public and environment to harm.
2. To comply with all environmental regulations.
3. To encourage the development and diffusion of environmentally friendly technologies.
4. To promote environmental awareness via increased transparency and access to meaningful data so analytics can be used to make intelligent and responsible decisions.
5. To show that environmental responsibility is not just about goodwill; it makes good business sense.

## ENERGY AND EMISSIONS

SAS remained committed to the goals of the Paris Climate Accord and joined the [Business Ambition for 1.5°C](#). By doing so, SAS was recognized as one of the first 1,000 companies to set a 2050 carbon-neutral goal and commit to establishing science-based targets. In 2020, SAS submitted 2025 and 2030 emission reduction targets to the Science Based Targets initiative (SBTi) for review. These targets expand on SAS' path to net zero by changing the base year for interim targets from 2011 to 2018 and now include scope 3 emissions that are affected by how the company operates.

**SAS** COMMITTED TO REDUCING ABSOLUTE  
SCOPE 1, 2 AND 3 GHG EMISSIONS 25% BY 2025  
AND 50% BY 2030 FROM A 2018 BASE YEAR.

To achieve its net zero ambitions, SAS assigns top priority to minimizing energy consumption and related emissions from its operations. Key energy and emissions mitigation initiatives include establishing aggressive energy and emission reduction goals, building and maintaining facilities to LEED® guidelines, installing electric vehicle charging stations, investing in renewable energy, pursuing smart energy-efficient technologies for office buildings and data centers, encouraging teleconferencing to limit travel, and developing analytic tools to help employees understand the environmental impacts of their business decisions.

SAS is also using its own software to improve processes for collecting, understanding and managing energy and emissions requirements for facilities worldwide, increasing the ability to report and proactively influence consumption trends. The environmental program uses SAS software to identify reduction strategies; develop and monitor performance indicators; understand relationships between measures; determine initiatives with the greatest effect; and communicate strategy, goals and objectives to facilitate execution. [Click here](#) to access dynamic environmental reporting using SAS Visual Analytics.

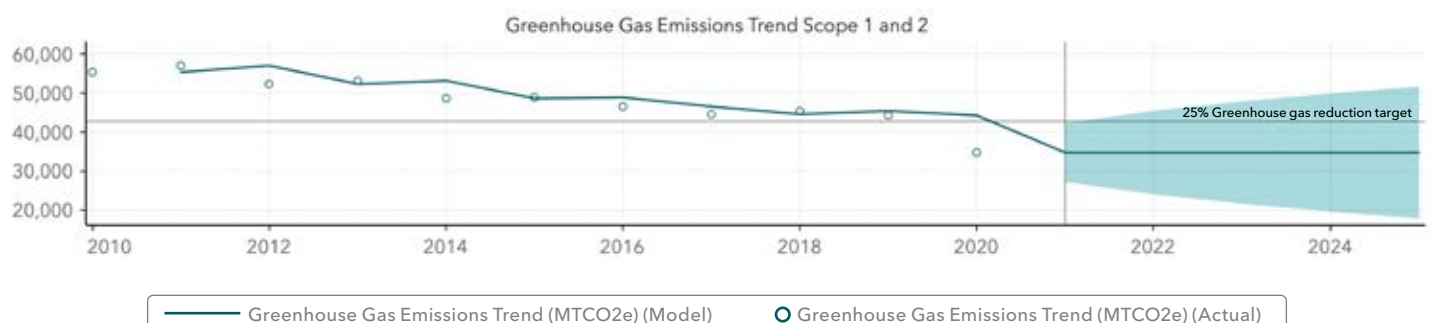
In support of UN Sustainable Development Goal 7: Affordable and Clean Energy and Goal 13: Climate Action, SAS actively advocates for the deployment of renewable energy and the economic and environmental benefits of clean energy. After the SAS solar farm was selected as the site for North Carolina Governor Roy Cooper to sign an Executive Order for a clean energy economy and support for the Paris Agreement, SAS has continued to participate in stakeholder meetings to help develop clean energy and carbon policy designs as recommended in the state's Clean Energy Plan. Aligning with UN Sustainable Development Goal 11: Sustainable Cities and Communities, SAS also partners with organizations such as the Smart Cities Council, Envision America and the Research Triangle Region Cleantech Cluster (RTCC) to help municipalities become smarter by harnessing the explosion of data sourced from connected devices, social media and the Internet of Things (IoT). Increasing the understanding of interdependent technologies such as artificial intelligence (AI), broadband wireless, cloud computing and IoT networks will help improve efficiencies, reduce costs, identify opportunities and mitigate the impacts of climate change.

## Global Greenhouse Gas Emissions by Scope

Scope	Sources	2020 (MTCO2e)	2019 (MTCO2e)	2018 (MTCO2e)	2018 Var%
Scope 1		3,639	7,304	6,981	-47.9%
Scope 2		31,134	37,013	38,448	-19.0%
	All Other Purchased Goods & Services	20,968	30,178	31,353	-33.1%
	Commercial Air Travel	4,855	18,492	19,901	-75.6%
Scope 3	Data Center Services	2,611	3,583	2,726	-4.2%
	Employee Commute	3,396	9,962	10,537	-67.8%
	Waste	272	734	521	-47.8%
Subtotal: Scope 3		32,102	62,949	65,038	-50.6%
Total		66,875	107,266	110,467	-39.5%

CHARTS CREATED BY SAS VISUAL ANALYTICS

## Greenhouse Gas Emissions Trend Scope 1 and 2



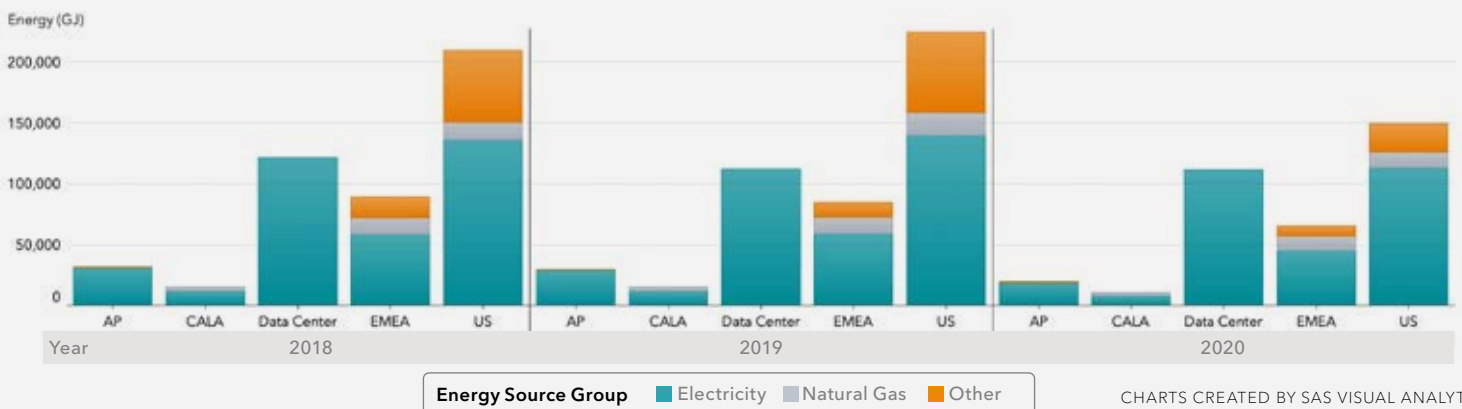
CHARTS CREATED BY SAS VISUAL ANALYTICS

## GLOBAL ENERGY USE AND VARIANCE BY REGION

Regions Group	2020 (GJ)	2019 (GJ)	2018 (GJ)	2020-19 Variance	2020-19 Var. %
AP	19,207	29,566	31,722	-10,359	-35%
CALA	10,819	15,261	15,228	-4,442	-29%
Data Center	111,564	112,482	121,502	-918	-1%
EMEA	65,584	84,820	89,624	-19,236	-23%
US	149,678	224,442	209,431	-74,764	-33%
<b>Total</b>	<b>356,852</b>	<b>466,572</b>	<b>467,507</b>	<b>-109,720</b>	<b>-24%</b>

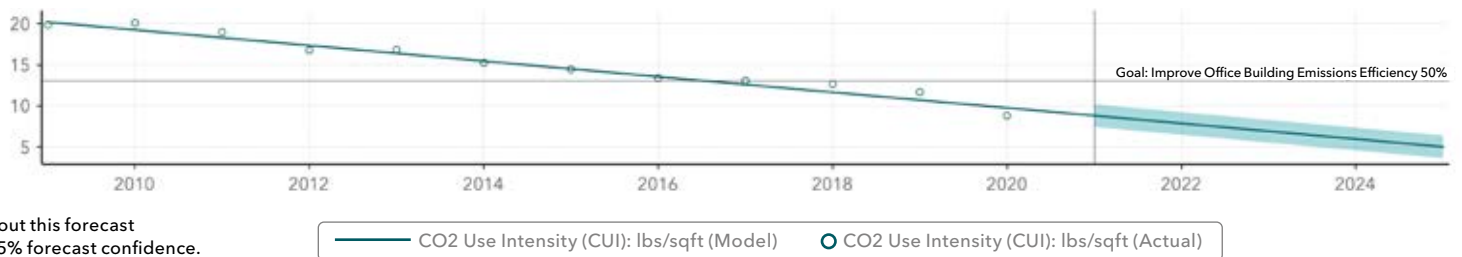
CHARTS CREATED BY SAS VISUAL ANALYTICS

## GLOBAL ENERGY USE BY REGION AND SOURCE



CHARTS CREATED BY SAS VISUAL ANALYTICS

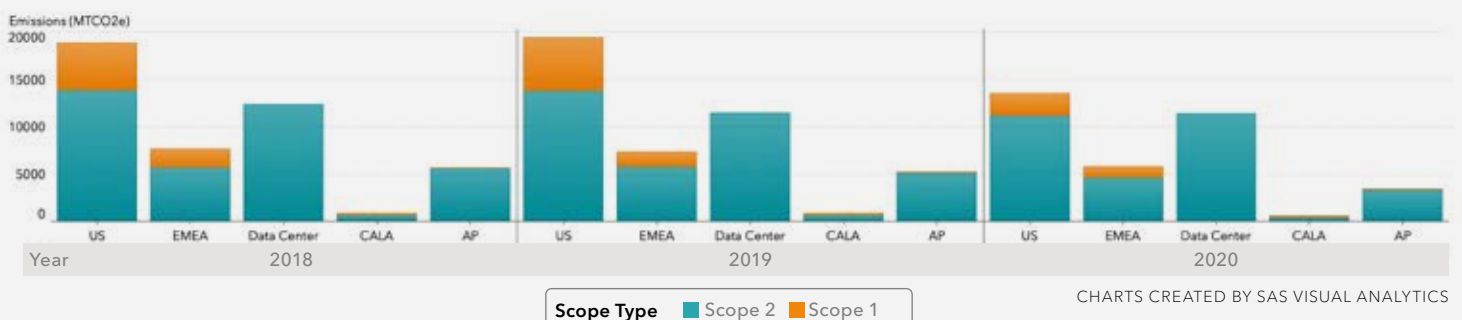
## CO2 USE INTENSITY (CUI): LBS/SQFT



~ About this forecast  
• 95% forecast confidence.

CHARTS CREATED BY SAS VISUAL ANALYTICS

## GLOBAL EMISSIONS BY REGION AND SCOPE



CHARTS CREATED BY SAS VISUAL ANALYTICS



## EMISSIONS MANAGEMENT AND MITIGATION

SAS' use of advanced, real-time analytics helps to improve energy usage while proactively identifying ways to make improvements on campus. SAS decreased energy consumption by 24% and reduced emissions by 37.7% across all scopes in 2020. This progress helped SAS achieve our 25% by 2025 absolute emission's reduction goal. Since 2018, scope 1, 2 and 3 emissions are down 39.5%.

## ENERGY EFFICIENCY

SAS analyzes operational data to optimize development and delivery of its products and services to customers. The efficiency charts below highlight a sustainable trend of decreasing energy growth against increasing revenues. In 2020, SAS' revenue was approximately the same as 2019, but overall energy consumption decreased 24%. SAS' long-term progress is resulting in a reduced environmental impact for the solutions it provides to customers. SAS' office energy use intensity improved by 46% from its 2010 base year - a reduction of 25% this past year to 11.2 kilowatt hours per square foot. Emissions per square foot decreased 56% from the base year - down to 8.8 CO2 pounds per square foot. Efficiencies, regardless of the COVID-19 impact, helped SAS achieve its 2025 targets of 40% energy use efficiency and 50% carbon use intensity per square foot improvement for office buildings.

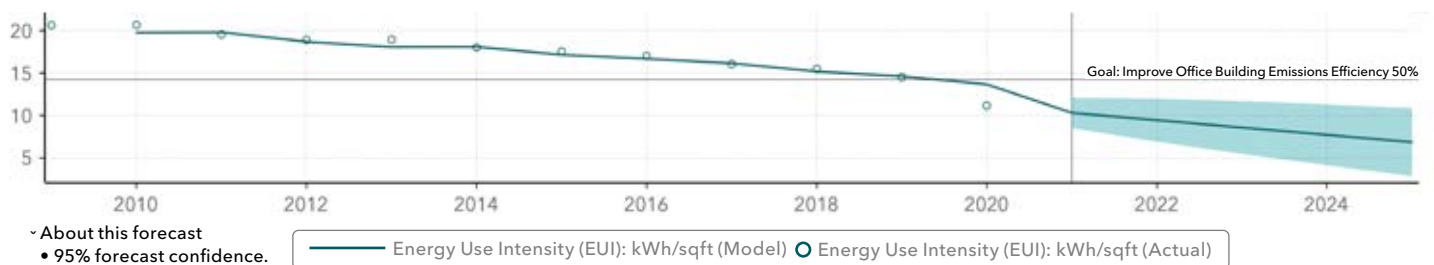
## ENVIRONMENTAL SURVEYS

SAS annually completes the CDP and EcoVadis Supply Chain surveys to show its customers how environmental and social responsibility is incorporated across operations. In 2020, SAS achieved CDP climate change and water security performance scores of B and an A- for supplier engagement. SAS achieved Silver recognition and is ranked in the top 12% of all suppliers on the EcoVadis supplier assessment.

## DATA CENTER OPERATIONS

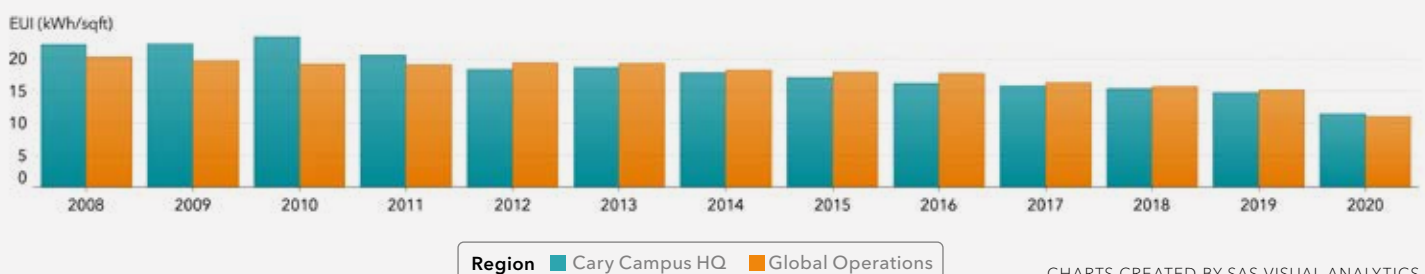
Energy for data center operations is the largest contributor to SAS' environmental footprint. A core growth area for SAS is its cloud and managed hosting business. SAS is deploying software for its customers in a variety of cloud-friendly configurations. This entails hosting data and solutions for those customers on infrastructure in its data centers, as well as on public cloud infrastructure. SAS invests in the highest-efficiency technologies in its dedicated computing facility at its world headquarters - emphasizing efficiency, flexibility and sustainability. SAS data center operations regularly achieve an average power usage effectiveness (PUE) of 1.35 or better. A PUE closer to 1.0 indicates greater efficiency - as every watt above 1.0 is consumed in support of the IT equipment - for cooling and power distribution.

### ENERGY USE INTENSITY (EUI)



CHARTS CREATED BY SAS VISUAL ANALYTICS

### OFFICE SPACE ENERGY USE INTENSITY (EUI)



CHARTS CREATED BY SAS VISUAL ANALYTICS



### **SOLAR AND RENEWABLE ENERGY**

Since 2008, when SAS broke the solar energy 1 megawatt barrier for the southeast US, the capacity of solar installations in North Carolina has grown to 7,875 MW – ranking the state No. 2 nationally. The clean energy industry in North Carolina now boasts more than 15,000 renewable energy systems and provides more than 113,000 jobs. SAS proved solar was viable, and the community responded.

SAS' nine global solar installations generated 13,670 gigajoules of clean renewable energy. Since 2008, SAS has generated more than 150,000 gigajoules of solar energy – approximately 52% was sold to North Carolina utilities in support of the state's Renewable Energy Portfolio Standard.

At a combined 2.3 MW in capacity, SAS' solar farms are located on 12 acres at world headquarters in Cary, NC. The photovoltaic (PV) solar arrays generate 3.8 million kilowatt-hours of clean, renewable energy each year.

### **ELECTRIC VEHICLE SUPPORT AND THE ECO-COMMUTER PROGRAM**

The SAS Eco-Commuter Parking Program encourages employees to mitigate the environmental impacts of their daily commute by providing specially marked preferred parking spaces for plug-in electric vehicles (PEVs), low-emission vehicles and active carpool participants.

Eco-Commuter parking globally includes designated PEV spaces with access to 115 charging stations. SAS provides free charging for all employees and visitors at most of its buildings at headquarters and many global office locations.

Employees share the charging station infrastructure by following the SAS Electric Vehicle Supply Equipment Use Policy and Guidelines.

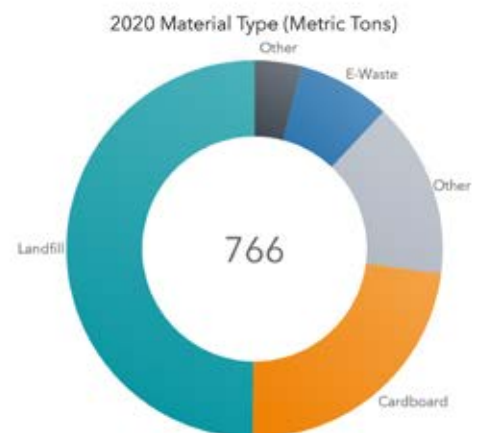
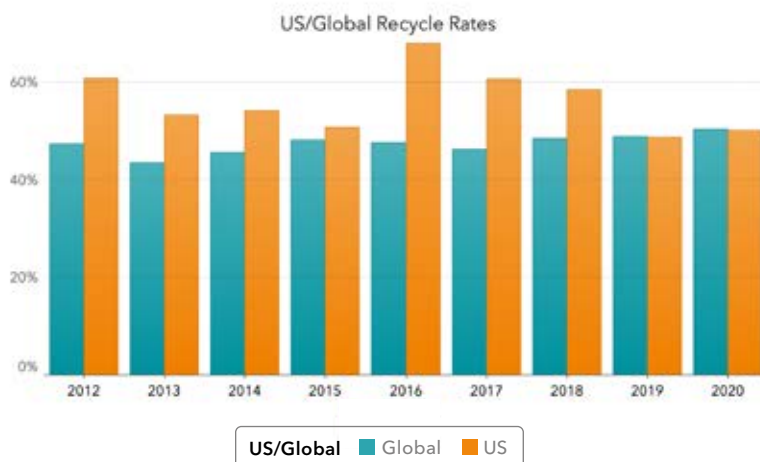
The SAS Eco-Commuter Program also provides subsidized employee vanpools and bike racks at all office buildings. SAS Belgium has free electrical bikes for employee use to either commute or run errands during the workday.

## 2020 DATA

- SAS' environmental footprint was mitigated by ongoing investment in energy-efficient technologies, smart energy sensors, solar, retro-commissioning of primary office buildings, and adoption of LEED best practices.
- Committed to 2050 net-zero carbon emissions.
- Submitted 2025 and 2030 emission reduction targets to the Science Based Targets initiative (SBTi) for review.
- Established more aggressive 2018 base year for emission targets and expanded to include scopes 1, 2 and 3.
- Achieved Energy Star certifications for 11 buildings.
- Global emissions across all scopes decreased 37.7% in 2020 from 107,267 to 66,875 MTCO<sub>2</sub>e.
- Global scope 3 emissions from commercial air travel decreased 76%, from 18,495 to 4,855 MTCO<sub>2</sub>e.
- Achieved 40% by 2025 energy use intensity target for office buildings - a 46% base year improvement.
- Achieved 50% by 2025 carbon use intensity target for office buildings - a 56% base year improvement.
- SAS data centers decreased energy consumption by 0.8%.
- SAS renewable energy generation from solar installations totaled approximately 3.8 million kWh.
- SAS continued support for plug-in electric vehicles and now has 115 electric vehicle charging stations with plans for more.
- In 2020, 77.4% of SAS energy consumption was sourced from electricity suppliers and on-site solar generation. Approximately 34% was used for building heating, ventilation and cooling.

### OPERATIONAL WASTE BY REGION

Regions	2020 (Metric Tons)	2019 (Metric Tons)	2018 (Metric Tons)	2020-19 Var.	2020-19 Var. %
AP	135	228	209	-93	-41%
CALA	42	92	98	-50	-54%
EMEA	205	457	457	-252	-55%
US	383	1,053	1,663	-669	-64%
Total	766	1,831	2,428	-1,065	-58%





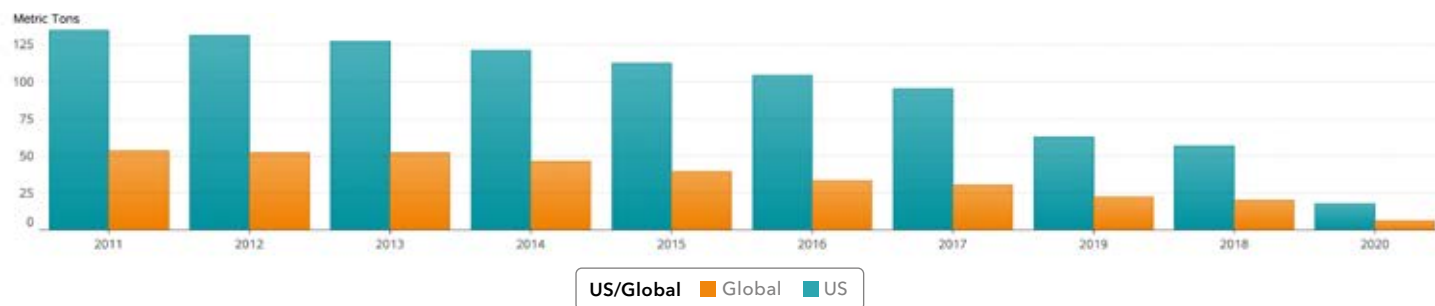


## LANDFILL DIVERSION

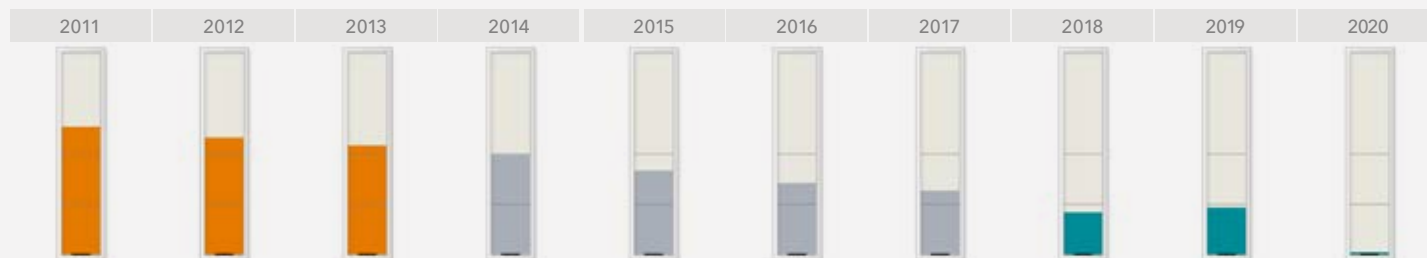
SAS is careful to operate its business in alignment with UN Sustainable Development Goal 12: To ensure sustainable consumption and production. The company's Waste Management Program measures and monitors the waste stream, with significant environmental benefits resulting from efforts at individual and local levels. For example:

- SAS provides on-site recycling for aluminum, batteries, cardboard, electronics, magazines, glass, newspaper, pallets, paper, plastic bottles, printer cartridges, scrap metal and more.
  - SAS strives for 100% e-waste recycling from landfills.
  - While SAS software is primarily delivered online, physical product deliveries are packaged with recyclable materials.
  - Polystyrene-based disposables have been replaced with compostable options.
  - Cafeteria food waste is composted and used by SAS landscapers; waste vegetable oil is recycled and converted into biodiesel fuel.
  - Online resources significantly reduce paper consumption globally.
  - SAS strongly encourages the use of biodegradable, compostable and recyclable materials, and minimizing single-use plastics.
  - Building construction projects regularly exceed 85% waste diversion from landfills.
  - Grassroots programs for employees reduce waste and encourage recycling efforts.
  - Since 2009, operational waste diverted from landfills has increased from 26% to approximately 50%.
- Innovative examples from SAS country offices include:
    - SAS offices in the south Europe, Middle East and Africa (EMEA) region rolled out a plastic-free initiative which aims to eliminate plastic bottles and glasses in all 20 south EMEA countries. The program distributed a SAS-branded glass water bottle to all employees. The offices pledge to use only ecologically friendly glasses and cups.
    - SAS Chile participates in the Recycling to Clean Point program where it hosts recycling centers for paper, Tetra Pak containers, plastic bottles and glass containers.
    - SAS Denmark donates old IT equipment for recycling purposes and purchases sustainable office supplies.
    - SAS Russia joined a project to collect and recycle plastic bottle caps, gathering 12 boxes of plastic caps or about 100 kilos.
    - SAS United Kingdom headquarters in Marlow recycled 60% of office waste. They also installed a zero-waste box in the kitchen for single-use plastics and snacks packaging. The office continues to host a clothes and shoe recycling bank on-site for employees and operate a zero waste to landfill service.

## US AND GLOBAL PAPER USE BY YEAR



## SHEETS OF PAPER USED PER EMPLOYEE



CHARTS CREATED BY SAS VISUAL ANALYTICS

## PAPER CONSUMPTION

Like most businesses, SAS depends on paper products to conduct business operations, but SAS embraces the three R's – reduce, reuse and recycle – to help minimize impact of paper consumption.

**Reduce.** SAS has significantly reduced print volumes by delivering less physical media to customers. This includes reducing inventories and increasing efficiencies by using a print-on-demand model, convenient access to online documentation, education and awareness campaigns, and personal choices. SAS is also exploring options to reduce the number of physical printers in office buildings as an additional measure to limit printed materials. Since 2009, the average annual pages of paper used per employee has dropped from 2,631 to 43 – a 94% decrease. Globally, paper use for 2020 was significantly less due to reduced operational schedules caused by the pandemic. SAS used 24.4 metric tons of paper for printing in 2020 – a 71% reduction.

**Reuse.** When SAS does print, employees are encouraged to find creative ways to reuse scrap paper. Ideas include using scrap paper for notes, reprinting, packaging material for shipping and on-site composting.

**Recycle.** SAS recycled 17 metric tons of paper materials in 2020 – the 75% reduction from 2019 largely due to employees using less paper while working from home. In 2020, the average recycled content for all paper at SAS headquarters is 30%.

## 2020 DATA

Globally, SAS disposed of 766 metric tons of operational waste, including paper, food, cardboard, composting, aluminum and plastic, and other non-construction waste material. This amount is 57%, or 1,030 metric tons, less than 2019.

Highlights from 2020 include:

- SAS used 71% less paper compared to 2019.
- SAS diverted 50% of operational and construction waste (384 metric tons) from landfills through recycling and waste management worldwide.
- SAS diverted 100% of e-waste from landfills by repurposing equipment for internal use, recycling and donating to educational institutions.
- When the sphagnum moss used by Facilities as a chemical-free cooling tower water treatment needs replacement, it is repurposed by landscaping as a soil amendment and grass seed topdressing.
- [Click here](#) to access dynamic environmental reporting using SAS Visual Analytics.

## HAZARDOUS MATERIALS

As a software company, SAS does not handle raw materials, conflict minerals, hazardous wastes or related supplies typical of traditional manufacturing. While risks are minimal, SAS places the utmost importance in abiding by industry best practices and governing regulations, including:

- Compliance with all Occupational Safety and Health Administration regulations for handling hazardous materials.
- Plans for the Spill Prevention, Control and Countermeasure rule that meet US Environmental Protection Agency regulations.

## 2020 DATA

- SAS did not have any spills of hazardous materials, oil, fuel, waste or chemicals, and did not have any fines for noncompliance with environmental legislation. SAS is very careful to minimize environmental impact as the company continues to grow. The company strictly adheres to environmental regulations.
- All reports are based on actual resource data collected from owned and leased offices, and intensity metrics applied to approximately 25% of leased office space that does not have access to actual data.

## WATER CONSERVATION

Water conservation is of paramount importance to SAS, with many facilities operating in communities where water shortages and water use restrictions are standard. SAS strives to operate its business in alignment with UN Sustainable Development Goal 6: Ensure access to water and sanitation for all. At SAS headquarters, coupling water-saving technologies and practice with increased employee awareness has resulted in significant savings. For example:

- Low-flow and electronically activated plumbing fixtures greatly reduce employee water consumption, saving 63% more compared to standard fixtures.
- Sphagnum moss, a naturally replenishable water treatment option for building cooling towers, increases equipment efficiency and reduces potable water consumption.
- Rooftop rainwater collection systems capture water for use in bathrooms.
- Cooling towers are replaced with high-efficiency models that use reclaimed water.
- Wastewater options, such as reclaimed and gray water, lower potable water consumption.
- Reducing and customizing irrigation schedules avoids overwatering plants.
- Collecting rainwater in retention ponds and cisterns minimizes stormwater runoff and provides water for landscape irrigation.
- Native and drought-resistant plants and warm-season grasses require less frequent irrigation.
- Timely repair of leaking pipes and the installation of low-flow toilets, shower heads and faucet aerators save at least 1 million gallons each year.



## WATER DISCHARGE MANAGEMENT

Preservation of ecosystems in proximity to its operations is standard business practice for SAS and common across all operations. Facilities staff work closely with local water utilities to ensure compliance with all environmental regulations and are trained to manage storm water runoff and pollution prevention. The Neuse River Basin is the primary water source for SAS headquarters and has the greatest risk of impacts from discharges and storm water runoff.

## 2020 DATA

- SAS used 175,455 cubic meters of water globally in 2020. The 42% decrease from 2019 is primarily due to reduced COVID-related operational schedules.
- Reduced operational schedules and ongoing efficiency improvements contributed to a 42% lower employee water use intensity rate of 9 gallons per square foot.
- Returned 37% (54,696 cubic meters) of municipal water for treatment by local utilities.
- Expanded the use of sphagnum moss as the primary

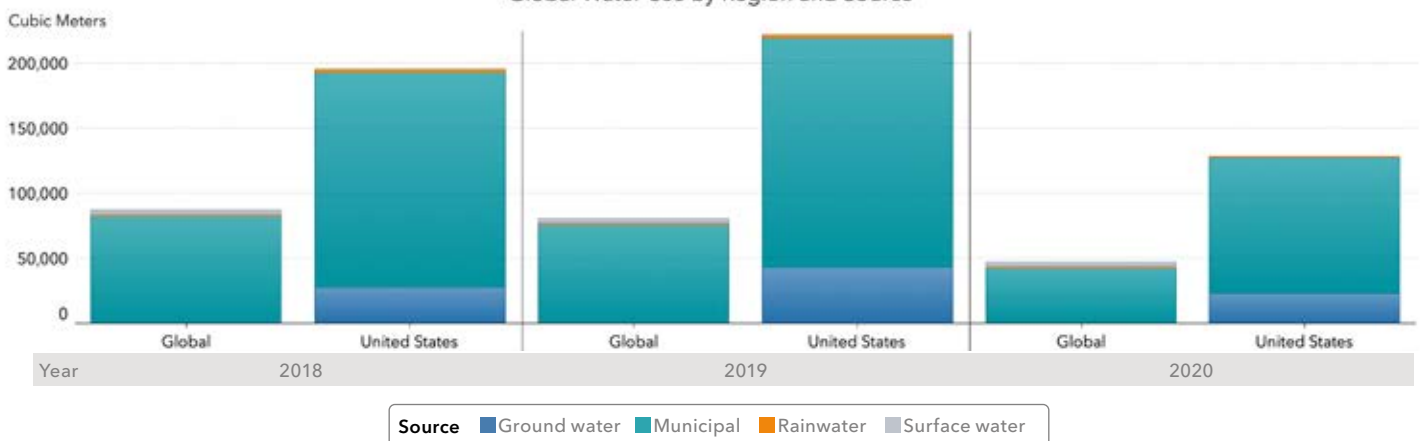
water treatment option in building cooling towers at campus headquarters. Data from its pilot project indicated this solution improved overall water quality, increased equipment efficiency, removed corrosive organic material, reduced potable water consumption, and minimized the need for chemical treatments.

[Click here](#) to access dynamic environmental reporting using SAS Visual Analytics.

## GLOBAL WATER USE BY REGION

Regions	2020 (Cubic Meters)	2019 (Cubic Meters)	2018 (Cubic Meters)	2020-19 Variance	2020-19 Var. %
AP	10,241	22,809	20,093	-12,568	-81.5%
CAN	3,565	5,281	5,813	-1,716	-207.8%
EMEA	32,033	49,583	58,362	-17,551	-182.5%
LA	1,477	3,099	3,081	-1,623	-91.0%
US	128,140	221,557	195,362	-93,417	-137.2%
Total	175,455	302,329	282,711	-126,874	-138.3%

Global Water Use by Region and Source





## GREEN BUILDING PRACTICES

SAS strives to be a leader in environmental sustainability and is committed to making a difference around the world. To achieve this goal, SAS embraces Leadership in Energy and Environmental Design (LEED®) guidelines for new construction, and remodeling and retrofitting existing buildings. SAS holds a Silver level national membership with the US Green Building Council (USGBC). Since 2005, all new office buildings and data centers at world headquarters have achieved LEED certification. For offices located in countries that do not use LEED, SAS is incorporating country-specific best practices and pursuing equivalent certifications for new construction and maintenance.

SAS has 11 LEED certified buildings, including:

### **WORLD HEADQUARTERS: BUILDING A – LEED GOLD CERTIFIED OFFICE BUILDING**

- At 419,924 square feet, Building A is SAS' largest building. It has 999 offices, a Global Education Center and a 700-seat capacity café with a bakery. Approximately 50% of its electricity needs are supplied by a 1 MW capacity on-site solar farm. It has 17 electric vehicle charging stations providing free electricity. Building A uses an innovative smart building analytics software solution co-developed by SAS to optimize building performance and improve energy and water efficiencies. The solution streams live data from equipment and sensors connected to the building management system to provide insights into how the building is performing. The USGBC Sustainable Business Awards recognized SAS Building A as the Most Innovative Project under the Building Design and Construction category.

### **WORLD HEADQUARTERS: BUILDING C – LEED PLATINUM CERTIFIED OFFICE BUILDING**

- Building C includes the Executive Briefing Center, café and an office tower for employees. The Executive Briefing Center uses cutting-edge technologies to help customers learn about SAS software. Building C achieved LEED Platinum certification for water and energy conservation, the first for any building in Wake County and only the fifth in North Carolina in 2011. The building consumes 40% less energy and 50% less water by integrating highly efficient technologies and sustainable features such as photovoltaic panels that generate 100,000 kWh annually to support lighting and building systems; solar thermal panels to provide hot water for the café; thermal slab floor cooling using water cooled in off-peak hours by building chillers to help maximize air conditioning efficiency; and a rainwater collection system with two 20,000-gallon cisterns that captures water for use in bathrooms.

### **WORLD HEADQUARTERS: BUILDING Q – LEED GOLD CERTIFIED OFFICE BUILDING**

- The 220,660-square-foot office building features rooftop solar photovoltaic panels, highly insulated exterior wall and roofing systems, highly efficient heating and air conditioning, mechanical systems, energy recovery units and a water-side heat exchanger, extensive use of LED lighting, and reclaimed water use for cooling towers, irrigation and toilets. The parking lot has 12 spaces designated for plug-in electric vehicles with access to electric vehicle charging stations.

**SOLNA, SWEDEN: LEED GOLD CERTIFIED OFFICE BUILDING**

- Sweden's newest office building was awarded LEED Gold certification. The facility features geothermal energy wells for efficient heating and cooling, rooftop solar photovoltaic panels, a sedum-covered green roof, and even on-site beehives, which provide natural honey for the cafeteria.

**TORONTO: LEED PLATINUM CERTIFIED OFFICE BUILDING**

- Toronto was the first LEED-certified new office building in Canada. With rainwater harvesting and energy conservation measures saving more than 6 million kWh of energy per year, the SAS building has served as an inspiration for many other new buildings in Toronto.

**2020  
DATA**

- Achieved Energy Star certifications for 11 buildings.
- SAS Toronto was awarded LEED Platinum certification for Existing Buildings: Operations & Maintenance, by the USGBC.
- Approximately 1.9 million square feet (82%) of office and data center space at campus headquarters is LEED-certified.

**BIODIVERSITY**

SAS is careful to minimize impact on biodiversity and surrounding habitats as it grows and expands its operational footprint. Aligning with UN Sustainable Development Goal 15: Life on Land, SAS adheres to the US Green Building Council LEED guidelines for protecting natural environments and promoting biodiversity in areas where the company operates. Of approximately 900 acres at SAS headquarters, about 150 acres feature buildings, roads or other impervious surfaces. The remaining 750 acres are retained as old-growth woodland, lakes and streams, farmland, natural areas and approximately 60 acres of maintained lawns, primarily for employee recreation and landscaping.





The company applies LEED best practice guidelines for new and existing building projects, smart land use planning and campus landscaping, such as:

- Preserving large areas of open space in construction projects to minimize disruption to local ecosystems.
- Reducing the heat island effect by installing white reflective materials and planting sedum, grasses and various plant types on rooftops. Roof plantings increase insulation, minimize stormwater runoff and provide habitats for wildlife.
- Collecting rainwater from rooftop systems, retention ponds and cisterns to minimize stormwater runoff and provide water for restrooms and landscape irrigation.
- Restoring land disturbed by construction projects with native and adaptive drought-tolerant plants that help local ecosystems thrive and reduce dependence on water and chemicals.
- Growing local produce for SAS cafeterias in organically maintained on-site gardens.
- Hosting on-site apiaries at several SAS office locations to help promote the repopulation of bees in urban locations.
- Using sheep to naturally control vegetation growth under the company's solar panels.
- Planting pollinator-friendly plants as a source of food for local honeybees and other insects and preserving local milkweed and nectar plants to help migrating Monarch butterflies.

## 2020 DATA

- SAS joined the United Nations' Decade on Ecosystem Restoration.
- With the world currently facing an unprecedented rate of extinction, SAS joined forces with NatureServe, an organization focused on protecting biodiversity, to use analytics and AI to measure the degree of imperilment for plants and animals. With SAS, NatureServe will be able to make its assessments more automated and reliable while gaining significant efficiencies and cost savings to the complex task of analyzing over 7 million known species of plants and animals on Earth.
- SAS formed a nonprofit partnership with the International Institute for Applied Systems Analysis (IIASA), an international research institute known for its expertise in providing policy solutions on pressing concerns for humanity, to build an artificial intelligence model to recognize signs of deforestation and help governments and conservation organizations identify where intervention is needed.
- At its headquarters in Cary, NC, SAS worked with the local municipality to develop a floodwater predicting solution using sensor data, IoT analytics, artificial intelligence, machine learning and data visualization. The system provides real-time alerting and visualization of rising storm water levels, allowing for automated response and citizen notification, data sharing with regional partners and prediction of future events.
- SAS United Kingdom completed a biodiversity survey for its Marlow office, identifying the many varieties of wildlife and plant species inhabiting the grounds.



## AWARENESS AND ENGAGEMENT

In addition to employing sustainability measures globally, SAS promotes environmental education and awareness. Activities include advocacy for clean energy, educational campaigns, speaking engagements, SAS solar farm visits, companywide Earth Day activities, articles on the internal green website, white papers and webcasts. By engaging with customers, employees, industry and world leaders, SAS seeks to extend the reach of its sustainability initiatives.

SAS works with leading international organizations to apply technology to address greenhouse gas emissions, as well as other environmental and social concerns. Customers use SAS software to generate power efficiently, promote better use of critical resources, minimize waste, assist environmental protection agencies, and improve the production and delivery of goods.

## 2020 DATA

- Published an internal SAS Environmental Sustainability Handbook to provide employees around the world with guidance for increasing environmental stewardship across SAS operations.
- Participated in NC's Clean Energy stakeholder meetings to help develop clean energy and carbon policy designs as recommended in NC's Clean Energy Plan.
- Worked with Water for Good, a nonprofit that aims to end water poverty in the Central African Republic and created a custom analytic dashboard that helps Water for Good workers better understand the quality of existing wells, make smarter decisions about where to drill new wells and see the overall big picture of water access for the region.
- Helped NatureServe protect biodiversity and save endangered species more quickly with artificial intelligence.
- Partnered with International Institute for Applied Systems Analysis (IIASA) to use crowd-driven artificial intelligence help track deforestation in the Amazon. Since March 2021, the first phase has sorted more than 845,000 square kilometers of the Amazon, and SAS just announced the

second phase that will work with Amazon Conservation Association to expand the scope and efforts for identifying and tracking illegal deforestation.

- SAS' business unit JMP joined the United Nations Decade on Ecosystem Restoration.
- In honor of World Bee Day, SAS highlighted three projects that show how technology is monitoring, tracking and improving pollinator populations around the globe.
  - Deployed a noninvasive way to monitor real-time conditions of beehives through auditory data and machine learning algorithms.
  - Worked with Appalachian State University to visualize world bee population data and understand the best ways to save them.
  - SAS® Viya® Hackathon winners decoded bee communication through machine learning to maximize their food access and boost human food supplies.
- For Earth Day, employees participated in virtual tours of the apiary to learn more about beekeeping and the importance of pollinators in the ecosystem.
- SAS has 48 beehives including on-site apiaries at its Cary, Canada, UK, France, Sweden and Netherlands offices.
- SAS is a regular participant in the EarthShare NC annual Corporate Earth Day Challenge. This year a group of SAS Eco Advocates had a lot of fun mulching a large garden for SEEDs – a two-acre urban garden in the heart of Durham, NC, that develops the capacity of young people to respect life, the Earth and each other through growing, cooking and sharing food.
- SAS' country offices also participated in a variety of events:
  - SAS Canada held a Meet Your Bees virtual session for employees to tour the office beehives.
  - SAS Denmark supported use of electric vehicles for cab services and provided company bicycles for employees to use for local business meetings when not working from home.
  - SAS Portugal was recognized for their recycling efforts which resulted in donations to purchase food for those in need.
  - Several SAS offices including Denmark, Norway, Sweden and Finland participated in a buy-back service for IT equipment program in collaboration with 3StepIT (ISO 9001, 14001, 27001).
  - SAS London initiated programs to reduce motor traffic, improve cycling safety and encourage zero emission vehicles. They also started construction for a green open space with integrated plantings and water features.







## EMPLOYEES & CULTURE



### **WORLD-CHANGING INNOVATION STARTS WITH HAPPY EMPLOYEES**

With most people spending around half their waking hours at work, successful organizations know the importance of investing in a whole employee experience to care for and retain top talent. By providing an innovative and creative workplace culture while prioritizing health and well-being, employees are inspired and motivated to make a difference.

As a proven workplace culture champion with numerous accolades and decades of recognition as a great place to work, SAS has been a leader in showing what it takes to keep employees happy.

SAS' culture has always been an integral part of who it is as a company, connecting the curious nature that started SAS and the spirit of innovation that moves it forward. Originating at its North Carolina headquarters and spreading to more than 150 global offices, SAS cultivates an award-winning culture anchored by meaningful work, empowering leadership and a world-class work environment.

Fostering the integration of work and life makes great business sense. So in support of the UN Sustainable Development Goal of providing good health and well-being, SAS remains strongly committed to promoting a world-class environment that inspires innovation. Throughout more than 40 years of analytics innovation, SAS has invested heavily in its workplace culture to make employees feel inspired and included.

## **DIVERSITY AND INCLUSION**

At SAS, it's not about fitting into the culture, it's about adding to it. Diversity and inclusion at SAS is multidimensional. SAS' culture blends the different backgrounds, experiences, perspectives and abilities from employees in nearly 60 countries around the world. As innovators, the company relies on employees' unique creativity and differences to create great software that can change the world. From the technology SAS designs to the conversations shared, SAS' diversity is a creative asset.

SAS wants everyone to feel confident in embracing their individuality and curiosity and know that they will be respected for their unique contributions and abilities.

SAS' diversity and inclusion strategy is comprised of three main pillars:

- **Representation:** Reviewing diverse workforce representation at all levels across the organization and improving the company's recruitment, hiring and promotion practices.
- **Inclusion:** Fostering an inclusive culture and work environment where every employee can thrive as their authentic self and achieve their full innovative potential.

- Community: Developing the diverse workforce of tomorrow that represents the world through education policy, outreach and community initiatives that promote inclusion and equity.

SAS executes this strategy through various initiatives and policies across recruitment and hiring, culture and work environment, education and community outreach opportunities.

### **DIVERSITY AND INCLUSION ACTION BOARD**

In 2020, SAS appointed individuals to serve on the inaugural Diversity and Inclusion (D&I) Action Board to serve as a sounding board on D&I activities and integrate the D&I program with the company's mission, operations, strategies and business objectives.

The board helps provide best practices regarding diversity and inclusion related to how SAS engages its employees, partners, customers and communities and provides input on programs, policies and practices.

### **GLOBAL HR DIVERSITY AND INCLUSION COUNCIL**

The Global HR D&I Council is another structure that aims to develop and advance D&I strategies across different geographic regions while providing a forum to include the voices and perspectives from employees across the world.

### **DIVERSE, EQUITABLE, INCLUSIVE HIRING PRACTICES**

SAS wants people of all backgrounds to see themselves represented and included in the company's work, so it actively seeks to diversify its workforce and bring more voices to the table.

SAS has increased the diversity of its applicant pool through targeted outreach initiatives, and the company continues to seek ways to increase the diversity of the talent we hire.

Representation in SAS' overall workforce affects every aspect of the employee life cycle and plays the most critical role in increasing the diversity of SAS at all levels in the organization – from early career to senior management. By increasing the number of diverse applications for both internal and external positions, the company strives to strengthen the talent supply chain for SAS. SAS participates in several diversity recruitment events such as HBCU Career Development Marketplace, Military Officers of America, Out4Undergrad Tech Conference, Women in Data Science and Statistics, and WomenHACK.

### **UNIVERSITY OUTREACH**

Every semester, SAS' recruiting team hosts and attends dozens of events with university students to attract diverse talent to our internship and early career positions. SAS' engagement with students is intentional and includes strategies for reaching talent at STEM universities, including historically black colleges and universities (HBCUs).

SAS' recruitment team also utilizes a growing student recruiting platform, [Handshake](#), to post open positions and connect with students from over 1,000 universities nationwide, including many minority-serving institutions.

SAS hosts valuable student-focused events that help build its brand as an employer of choice with all levels of students.

For questions or more information, please see [SAS' D&I Outreach and Recruiting page](#).

### **HBCU ENGAGEMENT**

SAS is proud to participate in the Bipartisan HBCU Congressional Caucus' HBCU Partnership Challenge since 2019. This effort focuses on addressing more than 200 years of systemic inequity that HBCUs have faced by bringing together industry, government and universities to help level the playing field for HBCUs and their students. Participating organizations have made a commitment to incorporate HBCUs within their diversity and inclusion efforts. SAS also attends and partners with the following events and organizations:

- [SAS HBCU STEM Connect](#)
- [HBCU Career Development Marketplace](#)
- [Carolina Health Informatics Program \(CHIP\) Enable Program](#)
- PhD Project

### UNITED IN STEM: SAS DIVERSITY INTERNSHIP PROGRAM

SAS' [summer internship program](#) is one way the company infuses new ideas and creativity into the workforce. Spanning from R&D to marketing and operations, the program consistently includes students from universities across the country (and several continents).

To ensure diverse representation, SAS launched its first diversity internship program in 2008 – now called United in STEM: SAS Diversity Internship Program – designed to provide a valuable work experience for current students enrolled in an accredited technical degree program who [identify as neurodivergent](#), Black or African American, Latinx, Indigenous, and other historically underrepresented students of color; women; and students affiliated with the US military (service members, veterans and military spouses). United in STEM provides the opportunity to work in an inclusive environment, receive mentorship and coaching, and make meaningful contributions to SAS.

### SAS EMPLOYEE INCLUSION GROUPS

SAS Employee Inclusion Groups (EIG) are company-sponsored, voluntary, employee-led and employee-driven groups. EIGs serve as a resource for employees and the organization by fostering a diverse and inclusive workplace aligned with and supporting the organizational strategy, mission, values, goals, practices and objectives.



SAS' Black Initiatives Group (BIG) strives to empower Black employees to bring their full selves to work, to highlight their talents and contributions and to inspire young Black talent to pursue careers in STEM. BIG encourages and welcomes the partnership of anyone who is passionate about its mission – to advance the recruitment, development, promotion and retention of Black talent at all levels at SAS.



SAS LGBTQ+ & Allies (PRIDE) provides employee engagement, leadership, networking, professional development and volunteer opportunities to our LGBTQ+ and straight ally members in order to contribute to an inclusive culture and support SAS' goal of attracting, developing and retaining diverse talent.



The SAS Young Professionals Network (YPN) is a group of SAS employees engaged in social networking, professional development and community outreach events.





SAS Military Network (VETS) engages SAS employee service members, veterans, family members and supporters of the US military by providing an inclusive community that focuses on employee professional development and networking, customer engagement, and community involvement while supporting SAS' strategic goals.



The SAS Women's Initiatives Network (WIN) supports members to achieve personal satisfaction and professional excellence, while reaching into local communities to empower women and inspire students to pursue STEM-related careers.



SAS International Connection (SASIC) was established in 1995 from an innovative idea: To pool the international talents of SAS employees. SASIC not only helps promote the various cultures represented here at SAS but also helps SAS by providing such cultural resources.



The SAS All Abilities Network (ABLE) is dedicated to increasing awareness about different brain and body types as we strive to eliminate stigma in our workplace and beyond. ABLE is committed to eliminating the barriers that prevent equitable access, so that everyone can experience success. Through education and outreach, we seek to create a place where people can bring their whole selves to work and achieve their full potential.



### DIVERSITY AND INCLUSION PARTNERSHIPS

- Triangle Women in STEM is a partnership among companies in the Research Triangle Park area between Durham and Raleigh that is focused on increasing representation of women in the workforce with distinctive programs promoting inclusion and pathways to success by recruiting, retaining and advancing women in STEM fields. SAS participates every year by hosting an annual event for summer interns and by engaging in their yearly programming.
- SAS is proud to participate in Pride in the Triangle, a collaboration of Triangle area LGBTQ+ employees and allies from various organizations that come together to share best practices, work together on LGBTQ+ issues in their corporations and in North Carolina, and network with other out employees and allies. Through networking and community events as well as thought leadership opportunities, the goal is to create a more inclusive, LGBTQ+ friendly work environment together.
- Through participation in the Autism at Work Employer Roundtable, SAS contributes leading practices and lessons learned to organizations launching or expanding autism-focused hiring initiatives.
- SAS has been involved with the programming and sponsorship of Statfest and the Diversity Mentoring program run by the American Statistical Association's Committee on minorities in statistics to increase representation in the field. In addition, SAS partners with the International Biometric Society's Eastern North American Region conference to help foster diversity in biostatistics through conferences and workshops.
- SAS partners with many nonprofit organizations to provide mentorship and career development resources for veterans transitioning to civilian life. In addition to the VETS internship program that provides valuable work experience for military personnel pursuing an IT degree, SAS joined forces with the Institute for Veterans and Military Families in 2017 to offer free SAS programming courses to transitioning service members and their families.



## EQUAL EMPLOYMENT OPPORTUNITY

At world headquarters and across all of its country offices, SAS is committed to providing an equal employment opportunity that treats all employees and applicants equally based on merit and experience – without regard to age, race, color, gender identity, religion, creed, ancestry, national origin, citizenship, marital status, sexual orientation, disability, medical condition, veteran status, pregnancy or any other protected class as defined by federal, state or local law. SAS recruits, hires, trains and promotes without regard to protected characteristics and ensures that all employment decisions are based only on valid job requirements.

## HIRING AND RETAINING STAFF

SAS cultivates the [optimal environment](#) for creativity, encouraging employees to take risks and exceed expectations while helping them integrate work and life. SAS not only invests in employee career development, but also health and well-being through several services, programs and benefits. As a workplace culture champion, SAS has always invested in keeping employees happy to help attract, retain and motivate top technology talent. SAS' comprehensive support infrastructure ensures employees stay healthy – both physically and mentally – with such benefits as its Work/Life and Employee Assistance Program (EAP), Healthcare Center and recreation & fitness facilities.

SAS' Work/Life and EAP Center not only ensures expert guidance for employees navigating difficult life events; it helps them lead balanced, healthy and productive lives. The on-site Work/Life Center is in its third decade of offering personalized services and educational programs for employees and families including virtual offerings. With four dedicated counselors, the Work/Life team covers more than 20 program areas, spanning all life stages and stressors, helping employees strengthen coping skills, lift their quality of life and maintain successful careers.

Throughout 2020, SAS even continued these options by implementing virtual offerings to support all employees – from career development and parenting needs to mental health seminars and exercise classes.



## 2020 DATA

SAS received several [workplace awards](#) including ranking in the top 10 of the World's Best Workplace by Great Place to Work® and Fast Company's Best Workplace for Innovators.

SAS maintained its perennially low turnover rate while sustaining its worldwide headcount. SAS did not have any substantiated and material negative incidents with regard to employee discrimination or harassment. At the end of 2020, SAS had 13,999 employees worldwide and 6,940 US employees. In the US, the average SAS employee tenure is 7.3 years, compared to an industry average of 4.1 years.<sup>1</sup> Reducing turnover reduces recruitment costs, helping the company retain knowledge and deliver deeper, longer-term customer relationships. This means SAS employees spend more time on productivity and less time training new hires. SAS sees a strong connection between employee loyalty and business success.

SAS' voluntary employee turnover rate was 6.4%. The average industry voluntary turnover rate was 14.5%.<sup>2</sup>

<sup>1</sup> US Bureau of Labor Statistics

<sup>2</sup> Radford/Aon Hewitt



## US Hire Demographics

2020

By age group (US Only)	19-31	145
	32-44	120
	45-63	74
	64 and up	1
By gender identity	Women	135
	Men	207

## Global Employee Hires by Region

2020

Asia Pacific	340
Canada and Latin America	77
Europe, Middle East and Africa	336
United States	343
<b>Total Global Hires (Reg. FT &amp; PT)</b>	<b>1096</b>

## Q1 Voluntary US Employee Turnover

2020

Type	By age group (US Only)	19-31	137
Turnover number		32-44	95
447		45-63	126
		64 and up	22
Turnover percentage	By gender identity	Women	153
6.4%		Men	227

\*no data for nonbinary employees

## SKILLS DEVELOPMENT

SAS supports the idea that all employees have a natural desire to learn and grow. As part of its culture and benefits, SAS provides many development opportunities for employees, whether for specific job skills, business acumen or interpersonal competence. Training includes instructor-led classes, e-learning and live web training. SAS encourages employees at all levels to pursue training to hone their skills. Employees with sharp, updated and relevant skills offer more value to SAS customers in the dynamic, evolving world of data and analytics.

2020  
DATA

Approximately 96% of employees participated in professional training, totaling 201,500 hours.

In addition to skills training, SAS has created a program specifically for employees pursuing leadership and management training. Courses are offered at different levels within the organization to cultivate and nurture internal talent. In 2020, SAS provided over 24 training courses with 6,195 participants.

SAS offers a wide array of training options that enable employees to find their best learning method to meet work and career goals.

Average Hours

30

Professional  
Training

96%

Classroom

24%

Webcast/  
Video

75%

Reading

1%

## HEALTH AND SAFETY

Around the globe, SAS provides a safe and healthy working environment for all its employees. Each SAS office manages its own health and safety programs. Resources and best practices are available from the headquarters office in the US; however, each program is designed to fit the needs of that particular location.

SAS has a comprehensive Safety Department that supports all members of the SAS community. The company's programs comply with local, state and federal standards in order to provide employees with a safe and healthy work environment. SAS' goal is to help address safety concerns among employees in order to reduce accidents, minimize potential liabilities, and promote safe work practices.

The Security, Safety and Risk Management departments investigate any incidents that pose a danger to company employees or third parties and take measures to reduce or eliminate these hazards. These departments provide additional training and resources to help identify and prevent similar incidents from causing damage or injury to individuals. SAS' online occupational safety training program uses an internal learning management system that supports content from a third-party vendor. In addition, SAS' safety department provides hands-on training for certain labor-intensive jobs.

When an incident occurs, workers are asked to complete an online Incident Report to provide details of all incidents, which automatically notifies the appropriate parties so the incident can be investigated, and corrective actions can be implemented. Employees are protected by SAS' "No Reprisal, Retaliation, or Victimization Policy", which states "Any individual, regardless of position or title, who is found to have engaged in retaliation activity against a co-worker because they filed a complaint or otherwise engaged in protected activity will be subject to discipline, up to and including termination of employment."

## ABSENTEEISM

The Safety Team will complete a comprehensive investigation of all reportable work-related incidents and provide corrective actions when necessary.

SAS also has an Ergonomics department that supports employees through personal assessments and training. The department provides further educational resources through an intranet site, which includes FAQs, tips and information about a safe work skills program for manual labor employees. It also provides an assessment request form that employees can complete for a personal work-site evaluation by an ergonomics specialist. The Safety and Ergonomics departments periodically perform Job Hazard Analyses for high risk job functions, including recommendations to mitigate these hazards.

By providing a safe, nurturing work environment, SAS strives to keep employees productive and effective in their roles. One measure of that success is the absenteeism rate.

## 2020 DATA

SAS recorded an absence rate of 4.22 days per full-time employee. This accounts for the following absence types: sick, time away medical, time away non-medical, floating holiday, school leave, jury duty, military and bereavement.

For employees working in North Carolina, SAS did not have any high-consequence work-related injuries or fatalities and reported 17 cases of work-related injuries. SAS recorded 9,642,300 hours of work. For all North Carolina based workers who are not employees but whose work and/or workplace is controlled by the organization, SAS had zero recordable work-related injuries, high-consequence work-related injuries and fatalities as a result of work-related injury. SAS did not record any work-related ill health. OSHA Form 300 for USA-NC shows 5542 annual average number of employees and SAS had an Experience Modification Rate of 0.58.





## GOVERNANCE & MANAGEMENT



### INTEGRITY, ETHICS AND COMPLIANCE

As a good corporate citizen, SAS knows its success depends on upholding high ethical standards in dealings with colleagues, customers, suppliers and competitors. This moral compass also steers SAS' workplace culture, which attracts and retains like-minded employees who perpetuate these high standards.

Guided by its [Code of Ethics](#), SAS is committed to maintaining its reputation as a company that conducts all aspects of the business with the utmost integrity. SAS compliance programs use training, policies, processes and audits to ensure compliance in areas such as anti-corruption, international trade and privacy. SAS expects its Business Partners to represent SAS with the same commitment to integrity, ethics and compliance and outlines those expectations in its [Business Partner Code of Conduct](#).

These practices have earned SAS its exceptional reputation as an ethical and responsible employer and business partner. As a result, SAS is known as a great place to work, a great company to do business with and a valued community member. SAS' reputation is hard-earned and invaluable, so protecting it with constant diligence remains a top company priority.

## GOVERNANCE STRUCTURE

### COMPANY PROFILE

SAS Institute Inc. is a North Carolina corporation that has been privately held since its inception in 1976. Headquartered in Cary, NC, the company operates through functional divisions that include Marketing, Sales, Research and Development, Cloud and Information Services, Finance, Legal, Human Resources and Corporate Services. SAS delivers software and related services to customers throughout the world. Sales activities are conducted primarily through SAS Institute Inc. and its controlled sales subsidiaries in approximately 150 countries. The subsidiaries are grouped into regional sales divisions including the Americas; Europe, Middle East and Africa (EMEA); and Asia Pacific.

SAS' global corporate organization, including its parent company, SAS Institute Inc., and a group of operating subsidiaries, provides software and services to customers in various geographic regions around the world. The Americas, EMEA and Asia Pacific regions comprise approximately 50 operating subsidiaries. Additional subsidiaries in the EMEA and Asia Pacific regions are dedicated to research and development activities. Together with several representative and branch offices of these subsidiaries, SAS maintains a corporate presence in over 50 international jurisdictions.



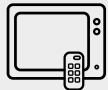
## INDUSTRIES SERVED



Automotive



Health Care



Media



Banking



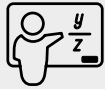
Health Insurance



Energy &amp; Utilities



Capital Markets



Education



Higher Education



Retail



Communications



Hotels



Consumer Goods



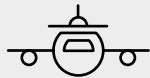
Insurance



Defense &amp; Security



Life Sciences



Travel &amp; Transportation



Government



Manufacturing



Sports

CEO Jim Goodnight and co-founder and Executive Vice President John Sall constitute the board of directors of SAS Institute Inc. They also serve as executive officers, overseeing corporate performance and investment decisions across environmental, social and economic interests. Goodnight and Sall are also the company's majority shareholders.

Employee rights, including employment-based compliance issues, are managed through SAS' Human Resources division under the direction of the Executive Vice President and Chief Human Resources officer. The Ethics and Compliance group in the SAS Legal Division, overseen by the Vice President and General Counsel for Compliance and Human Resources, manages other compliance responsibilities, including anti-corruption, trade, lobbying, gifts and anti-aggression laws. Additionally, SAS has a Chief Privacy Officer within the SAS Legal Division and a Chief Information Security Officer who oversees an Information Security Office. SAS' business continuity management efforts are additionally coordinated by a dedicated team within the Legal Division. Environmental conservation is managed through the Facilities group in the Corporate Services Division.

## CORPORATE SOCIAL RESPONSIBILITY

SAS maintains a Corporate Social Responsibility (CSR) Task Force comprising employees across business functions including legal, human resources, environmental, facilities, marketing and communications. This group meets bimonthly to advance annual goals and priorities and to address topics related to sustainability throughout the year. The group's function is to ensure the integration of corporate social responsibility efforts across the business. This team works closely with various departments and communicates with SAS executive leadership to ensure that CSR policies and initiatives are considered in all aspects of the business. As a [signatory participant](#), SAS conducts business in accordance with the [Ten Principles](#) of the United Nations (UN) Global Compact and supports the UN Global Compact's [Sustainable Development Goals](#).

## PUBLIC POLICY

SAS engages in public policy discussions globally, particularly related to the role of technologies in solving larger societal issues that challenge local, state, federal and international agencies. These challenges include delivering better and safer health care while minimizing fraud, waste and abuse; ensuring that vulnerable children receive appropriate government services, including quality pre-K through third-grade education; providing better stewardship of taxpayer resources with greater government accountability; and helping governments make better use of their data to fulfill their missions, such as helping detect terrorist financing and money laundering schemes. SAS also engages in public policy discussions to help protect the valuable intellectual property

resources that are the underpinning of its business. SAS participates in discussions with legislators and regulators worldwide to help shape laws and policies that affect the handling of data, including discussions related to data protection and data security. For example, SAS works to educate policymakers as to the role and benefits of artificial intelligence, with an end to shaping a workable regulatory framework that encourages its use. Additionally, SAS engages with policymakers to enable reasonable rules to promote digital trade, and to ensure fair tax rules for organizations of all types. SAS works directly with policymakers around the world as well as with various associations and nonprofits that engage on policy issues important to our sales and corporate interests.

In addition to general policy issues, SAS will engage with governments to offer its assistance when society and the communities we operate in face significant issues such as the COVID-19 pandemic. Early in 2020, SAS developed specific analytics and software tools for our government partners around the globe as governments raced to understand the crises and how to respond. [The COVID-19 Data Analytics Resource Hub](#) was created for this purpose. Throughout 2020 and into 2021, SAS continues to find ways to offer support to our government partners

### **POLITICAL CONTRIBUTIONS AND LOBBYING**

SAS recognizes that an important part of good corporate citizenship is active participation in the political process through various means. While SAS supports its employees in engaging in this process, the decision to do so is entirely voluntary and must be independent of their position at SAS. SAS does not reimburse employees for political donations. Additionally, SAS does not belong to a political action committee (PAC) and does not make corporate political contributions to individual candidates.

SAS engages in the political process through political associations and through lobbying, both of which allow SAS to obtain insight and input on policy developments that are relevant and to monitor opportunities that allow SAS to bring its products to the public. Contributions to political associations may be made if approved through the Sponsorship, Corporate Membership, Philanthropy & Political Contributions Review Process. SAS records and reports its political contributions in accordance with applicable local laws. SAS complies with relevant lobbying laws in its operations and files all accompanying registrations and disclosure reports on a regular and timely basis.

## **ETHICS AND REGULATORY COMPLIANCE**

Guided by its newly refreshed [Code of Ethics](#), SAS is committed to maintaining its reputation as a company that conducts all aspects of its business with integrity and reflects ethical practices. SAS compliance programs use training, policies, processes and audits to ensure compliance in areas such as anti-corruption, international trade and privacy.

SAS is committed to demonstrating honesty, fairness and accountability in every decision and action, including each interaction with employees, customers, suppliers and competitors. The SAS Code of Ethics helps the company define and maintain high standards for respect, honesty, fairness and accountability for all without regard to race, ethnicity, color, sex, national origin, age, creed, religion, ancestry, citizenship status, marital status, sexual orientation, gender, gender identity and/or expression, disability, veteran status, or any legally identifiable status. This SAS Code of Ethics applies to every employee – at every subsidiary and in every region – as well as all members of the board of directors, officers appointed by the board of directors and agents. Failure to comply with the SAS Code of Ethics or other applicable policies can result in disciplinary action, up to and including termination.

The Code of Ethics is publicly available and linked in this report. The Code of Ethics is made available to the public to demonstrate the company's vision and values for the benefit of customers, suppliers and other stakeholders. The Code of Ethics is also available to all employees on the company's intranet and is periodically promoted by the company's communications program. The content of the Code of Ethics is the same in both the publicly available and employee version; however, the internal version also includes live hyperlinks to associated internal SAS policies and procedures, which serve as a guide for employees on specific requirements to ensure and maintain compliance with the Code of Ethics and with SAS' overall mission and core values. SAS expects its Business Partners to represent SAS with the same commitment to integrity, ethics and compliance and outlines those expectations in its [Business Partner Code of Conduct](#).

Globally, SAS enhanced:

- Third-party management by automating its global third-party anti-corruption due diligence process and increasing efficiencies in its enterprise approach to third-party management.
- Gift review and approvals by implementing a global cross-functional review process for high-risk gifting activities.
- Online Gift Guidance for the marketing teams who organize and sponsor events.

In 2020, these SAS offices participated in the below governance and management activities:

- SAS Australia, Scotland and United Kingdom continue to hold ISO 27001 security and 9001 quality certifications.
- SAS Italy and Poland continue to hold ISO 9001 quality certifications.
- SAS Finland, Italy, Spain, Peru, Portugal and US continue to hold ISO 27001 security certifications.
- SAS Spain continues to hold ISO 9001 quality and ISO 14001 environmental certifications.

## 2020 DATA

SAS did not have any substantiated, materially negative incidents with regard to public policy, privacy, corruption, ethics, bribery, anti-competitive actions, anti-trust violations or monopoly practices, societal impacts, the environment, labor practices, or employee discrimination or harassment; nor were there any sanctions or fines for noncompliance.

### TRAINING

The Ethics and Compliance group within the SAS Legal division, the Chief Privacy Officer, and the Information Security Office have developed courses to help employees abide by the SAS Code of Ethics and applicable external rules and regulations. SAS provides this training to equip all employees to make the right choices when ethical and regulatory challenges arise.

Online training was developed with input from many departments across SAS, and with ultimate approval by the Chief Legal Officer and the Chief Information and Security Officer. All global training courses developed since 2012 are available in English, simplified Chinese, French, German, Italian, Japanese, Portuguese, Russian and Spanish.

How SAS monitors and tracks completion and renewal of training varies, depending on relevant policies, strategies, trainings and codes. Automated reminders are sent to those who have not completed training as the deadline approaches, and managers are contacted as trainings become overdue. All new employees and certain contract workers are required to take some or all of the following training:

- Code of Ethics: Best Practices
- Effective Trade Compliance
- Global Anti-Corruption
- Privacy by Design
- Protecting Our Information
- Workplace Respect

SAS Human Resources developed mandatory training focused on diversity, equity and inclusion; facilitated voluntary conversations; and invited internal and external speakers to discuss bias, equity and diversity.

SAS provides specialized training for personnel as needed. For example, certain California and India employees take additional anti-sexual harassment training as required by law. Targeted compliance training is conducted periodically. For example, SAS routinely conducts lobbying training for government sales and marketing groups, anti-corruption training for employees working in high-risk geographies and activities, a Privacy and Data Classification and Handling Standard Training, export training for CIS and services, and HIPAA training for employees interacting with data associated with its health care industry solutions.



## EMPLOYEE FEEDBACK

Employees are responsible for appropriately communicating concerns regarding suspected unethical or illegal conduct to a supervisor, Human Resources or the Legal Division through various reporting avenues. Specific procedures for reporting concerns are displayed on the Legal Division's internal website. Employees may submit comments to SAS Ethics and Compliance via email, telephone or an anonymous online form.

SAS does not retaliate against anyone who reports suspected violations in good faith. All reports of misconduct are investigated pursuant to a review protocol and in a timely fashion. Unless the complaining individual chooses to remain anonymous, he or she receives feedback on the results of the investigation, to the extent allowed by applicable law.

## 2020 DATA

100% of complaints to SAS Ethics and Compliance were investigated and addressed as needed.

## ANTI-CORRUPTION

SAS has an anti-corruption program to provide training and monitoring across the company. This program includes an online anti-corruption course for all new employees and certain third parties; and in-person, targeted training for sales, marketing, finance and other affected groups. In addition, SAS has implemented gift, marketing event, "revolving door," conflict of interest, lobbying and donation policies – as well as review procedures – to comply with applicable laws and customer requirements. These documents are available to all employees on the Ethics and Compliance internal website.

SAS conducts onboarding and ongoing due diligence on subcontractors, partners and other third parties to verify their reputability and identify and mitigate anti-corruption risks. SAS also contractually requires that its subcontractors comply with the principles set forth in its Code of Ethics, including anti-bribery provisions. SAS also conducts audits and transaction-specific due diligence measures to support compliance in high-risk transactions.

## EXPORT CONTROLS

SAS maintains an export management system complete with product licensing and screening processes that include checking employees, customers and suppliers against the Office of Foreign Asset Control (OFAC) Specially Designated Nationals and Blocked Persons list and certain other government lists of prohibited parties and entities. SAS also files regular and timely anti-boycott reports as required by US law.

SAS classifies its products according to US export laws and makes such classifications available to its customers at the SAS Current Export Designation Information page



## PRIVACY

SAS uses personal data in compliance with applicable data protection laws, SAS policies and customer expectations in all countries globally where SAS operates. SAS also places great importance on data security with the view to protect the confidentiality, availability and integrity of data controlled and processed by SAS.

Dedicated teams across various functions are committed to driving a “privacy by design and default” culture in all SAS operations internally and externally. SAS requires all its employees and certain categories of contractors to complete training on privacy and information security.

## BUSINESS CONTINUITY MANAGEMENT

At SAS, [business continuity management](#) (BCM) is an important global corporate initiative, addressing threats or hazards that may affect employees or customers or disrupt business operations. BCM planning supports corporate governance, information security and corporate social responsibility.

## SUPPLY CHAIN

SAS strives to build long-term partnerships with both direct and indirect suppliers that can meet local, regional and global requirements. A wide range of best practices, tools and policies are used to ensure that the supply chain remains strong and the company is identifying the best fit for all sourcing needs. Direct suppliers provide products or services used in creating the products and services SAS provides to customers. These include software, Anything as a Service (XaaS) hardware, consultants and CIS infrastructure. Indirect suppliers in areas such as food services, legal and accounting, real estate, facilities services, and travel provide support for operating the business. SAS places a priority on contracting with local suppliers when it makes sense for the company.

SAS uses mechanisms such as service level agreements, key performance indicators, benchmarking and supplier relationship management to monitor and manage suppliers’ results. Suppliers are subject to ongoing anti-corruption due diligence, which – proportionate to the level of the supplier’s business and risks presented – screens prospective suppliers and relevant or high-risk individuals within those organizations.

The company also has an advanced due diligence process for suppliers who assist in sales efforts and potential acquisitions. The process involves investigation of the supplier at levels that are proportionate to the risks presented by the supplier, including investigating the supplier’s background, qualifications, conflicts of interest, financial condition and history of regulatory violations.

SAS has confirmed via supply chain due diligence that no conflict minerals are necessary to the functionality or production of any product manufactured by, or contracted for manufacture by, SAS.

The supply chain compliance program also consists of contractual requirements for anti-corruption and ethics rules for all contractors and consultants. SAS also conducts in-person and online training, expense record and expenditure reviews, audits and global outreach through organizations such as the UN Global Compact. SAS voluntarily provides supply chain information for the Carbon Disclosure Project (CDP) and Great Place to Work.

SAS uses competitive bidding to help ensure competition and fairness in the marketplace for suppliers. SAS’ standard request for proposal form emphasizes the importance of corporate social responsibility, including environmental stewardship and promotion of supplier diversity. Additionally, if the bidder is not a diverse company, SAS requests a statement regarding its active supplier diversity programs or opportunities it may subcontract to diverse suppliers.

The Strategic Sourcing and Procurement Organization requires adherence to the [SAS Business Partner Code of Conduct](#) and in SAS’ standard vendor agreements and purchase orders.



### SUPPLIER DIVERSITY

SAS' Supplier Diversity Department was formed in 2005 out of a need to satisfy customer requirements during the sales contracting process. Over the years, responsibilities have evolved to reflect SAS' corporate conscience and competitive advantage as a global leader in analytics software and solutions.

As part of the Corporate Services Division, the manager of supplier diversity is responsible for the supplier diversity process and mission, which includes:

- Reviewing RFPs and contracts and responding to customers with diversity requirements.
- Preparing and providing diversity spending reports to customers.
- Providing information and access to SAS' procurement opportunities by supporting and conducting various diversity activities and events (e.g., sponsorships, education and attendance).
- Providing internal training to buyers and stakeholders regarding the importance and value of providing access to and utilization of diverse suppliers.

By developing and maintaining effective relationships with suppliers, SAS aims to create value throughout the life of each contract based upon economy, quality, environmental preservation and social values. SAS is a member of the National Minority Supplier Development Council, the Carolinas Virginia Minority Supplier Development, the local LGBTQ Chamber of Commerce and the local chapter of Disability:IN. Our Supplier Diversity team is represented in various diverse supplier development council boards and economic development initiatives. We hold positions with the Carolinas-Virginia Minority Supplier Development Council, the Carolina/Virginia Chapter of the Institute for Supply Chain Management, the North Carolina Chapter of Disability:IN, and the Raleigh LGBT Chamber of Commerce. SAS believes that active participation and collaboration with these organizations fosters a strong climate for diverse business development.

SAS Supplier Diversity is a member of the North Carolina MWBE Coordinators' Network, a professional development organization for supplier diversity professionals. Membership ensures SAS' program stays relevant on legislation and industry changes. SAS partners with the Small Business and Technology Development Center to provide procurement related educational services to small and diverse-owned businesses.

This past year provided opportunities for extended outreach to diverse-owned businesses locally and throughout the United States. While 2020 held challenges due to COVID-19, SAS Supplier Diversity focused on networking and training programs for diverse-owned businesses. Many outreach efforts have focused on making sure small and diverse business owners know the support that is available to them, whether that be through the SBA's Paycheck Protection loans or grants



and professional development through our nonprofit partners. SAS joined many other corporations and recommitted to the utilization and growth of minority businesses through [NMDC's In This Together campaign](#). SAS' commitment to supplier diversity and economic inclusion continues to positively affect our diverse suppliers and all suppliers we do business with.

### SUPPLIER DIVERSITY POLICY STATEMENT

SAS customers represent a wide range of industries, people and locations – and the company seeks this same level of diversity in its supplier community. Unlike a typical manufacturing environment, the creation of SAS® products does not require purchasing materials or component parts, but rather relies on a highly skilled staff of technical professionals. SAS complies with federal laws and regulations that prohibit discrimination in employment based on race, color, religion, gender, national origin, age, disability or veteran status, as well as sexual orientation and gender identity.

As a federal contractor, SAS complies with Executive Order 11246, as amended, and the implementing rules and regulations of the Office of Federal Contract Compliance, Vietnam Era Veterans' Readjustment Assistance Act of 1974, and the Rehabilitation Act of 1973.

Regarding the procurement of goods and services to support corporate operations, SAS continually seeks ways to make business opportunities available to all certified, diverse business categories: These categories include:

- Minority-Owned Business Enterprises.
- Women-Owned Business Enterprises.
- Disability-Owned Business Enterprises.
- LGBTQ-Owned Business Enterprises.
- Veteran or Service-Disabled Veteran-Owned Businesses.
- Federal HUB Zone-Certified Businesses.

In the area of professional services offered to its customers, SAS provides small and diverse-owned businesses the opportunity to participate in the subcontracts it awards. As with all SAS suppliers, there must be a demonstrated "value-added" benefit. SAS seeks out suppliers that show a commitment to its values, innovative business solutions, cost savings and competitive pricing.

SAS encourages diverse businesses interested in more information about potential working opportunities and relationships to email [supplierdiversity@sas.com](mailto:supplierdiversity@sas.com).





## SUPPLIERS AND THE ENVIRONMENT

The environmental impact of business activities extends beyond the SAS campus and workspaces to the entire supply chain, from suppliers to distribution channels to product use. The Environmental Management Program researches ways to incorporate corporate social responsibility into procurement efforts and reduce the environmental impact of supply chain processes.

To accomplish this, SAS:

- Strongly encourages employees to give consideration and preference to suppliers with environmental practices and programs.
- Promotes the adoption of environmental principles by contractors and suppliers, encouraging or requiring improvements.
- Completes the annual CDP, EcoVadis and other third-party supply chain questionnaires.
- Invests in sustainability and environmental training for sourcing and procurement teams.
- Makes extensive use of green products, such as environmentally friendly cleaning supplies and low-emissions paints and products for campus buildings. The procurement teams routinely assist with finding the most efficient and Earth-friendly options.
- Maximizes investments by eliminating unnecessary purchases, extending the life of assets through repurposing and reselling outdated equipment to employees as well as donating materials to educational institutions. Only then are materials processed for responsible recycling.

As a software company, SAS has limited risks and concerns in regard to raw materials, hazardous wastes and supplier practices. Because the primary input to SAS products is intellectual property, SAS does not currently collect data on GHG emissions and climate change strategy from suppliers.

## 2020 DATA

SAS continued to research options for incorporating corporate social responsibility elements into procurement processes and reducing environmental impact of supply chain processes. Twelve percent of all sourcing and procurement training hours were dedicated to sustainability and environmental related topics. As in years past, SAS completed its annual CDP supply chain questionnaire related to greenhouse gas emissions inventory and related climate change management, and water management and stewardship. SAS achieved an overall CDP performance score of B for both surveys. SAS also received a rating of A- for supplier engagement. SAS also maintained a Silver sustainability rating for our participation with the EcoVadis supply chain survey.





## ABOUT THIS REPORT



The SAS 2020 Corporate Social Responsibility (CSR) Report is based on the calendar year Jan. 1 to Dec. 31, 2020, and updated annually. All data and information pertain to SAS Institute Inc., the US-based parent company for SAS, unless otherwise stated. Environmental reports are based on global operations data. The most recent report was the 2019 CSR report, which was published online in August 2020. That data has now been updated for the 2020 report which was published in June 2021. In 2020, SAS made strides to improve global reporting of its programs and initiatives, and will continue to improve reporting on offices outside of the US. There have been no other significant changes during the reporting period.

The report was developed using the Global Reporting Initiative (GRI) Sustainability Reporting Standards and was prepared in accordance with Core GRI requirements. SAS' CSR efforts focus on four core areas: education and philanthropy, environment, employees, and governance and ethics. The report can be viewed in a PDF document by separate sections or as a complete report so information is more accessible and customizable. The report format allows for greater explanation and transparency on SAS' practices and policies and provides space for updates to relevant and material topics. Over time, this report will evolve in response to the needs of stakeholders, employees, customers and the community.

SAS® Visual Analytics data visualization software is used to generate charts and graphs to illustrate the data and provide additional analytics capabilities. This provides far greater visibility, transparency and accuracy in reporting SAS' environmental impact. Charts and graphs included in the PDF documents reflect a specific time frame for gathering and analyzing data for this report. Executive leaders and other relevant internal stakeholders have reviewed content in this report.

SAS welcomes your comments and questions regarding this report and its corporate responsibility efforts. For questions about this report or its contents, please email [globalreporting@sas.com](mailto:globalreporting@sas.com).

## SCOPE AND BOUNDARIES

Since SAS headquarters is in Cary, NC, the scope of this CSR report focuses primarily on SAS' United States operations. Where available, global data is provided and appropriately labeled. There have been no significant changes to the scope and boundaries for SAS; however, there have been improvements in the reporting of such boundaries.

Because SAS is a software company, much of the company's impact is related to its own operation rather than the products and services provided to customers. Externally, impacts generally occur related to the business practices of suppliers.



**EXAMPLES OF IMPACTS INCLUDE:**

- Environmental: energy use in offices and data centers, waste, and construction of new buildings.
- Societal: compliance with local, national and international laws; ethical treatment of employees, customers, suppliers, partners and communities; supporting and fostering a strong workforce.
- Economic: creating value in communities where SAS operates; job creation and economic growth; supporting the community through philanthropy.

At this time, SAS does not collect environmental information on suppliers or partners; however, the company seeks to work with organizations that have a similar approach to reducing their environmental impact. SAS' standard procurement agreements require that suppliers must abide by required ethics and compliance rules, which can be found in the Governance & Management section under Supply Chain.

**MATERIALITY MATRIX**

The CSR Task Force, a cross-departmental sustainability team based in the US, underwent a facilitated process to determine the primary issues that affect SAS and its stakeholders. This included issues that affect the industry as a whole, peer businesses, communities, customers, employees and management. Through this process, the team determined areas where SAS has a significant environmental, social or economic impact. These issues were then rated to determine their importance to stakeholders and/or SAS' operations. Using the GRI standards, these issues have been reported as "material topics." Each team member then gathered information specific to these areas of impact for inclusion in this report.

The focus areas of this report include:

**INTERNAL: ISSUES RELEVANT TO EMPLOYEES AND MANAGEMENT**

Great workplace  
 Training for next generation of employees  
 Health and safety Talent development  
 Smart Campus  
 Ethics Environmental Sustainability  
 Diversity and Inclusion Workers' rights  
 Volunteerism and community engagement  
 Compliance Culture Renewable energy  
 Recycling IoT Workplace Charging  
 Green Buildings Social Innovation  
 Net-Zero Emissions

**EXTERNAL:** ISSUES RELEVANT TO OTHER STAKEHOLDERS, INCLUDING CUSTOMERS, COMMUNITIES, GOVERNMENTS, PARTNERS, SUBCONTRACTORS, SUPPLIERS, ETC.

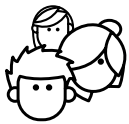
Quality of support  
Giving Back **Ethics** Privacy  
Business continuity management  
Global trade **Environmental Sustainability**  
Diversity & Inclusion Anti-corruption  
Gift law Fair business practices  
Civic participation Government relations  
Sustainable development goals  
Carbon Neutrality



## STAKEHOLDER ENGAGEMENT

SAS' stakeholders include communities, employees, regulatory and governmental bodies, industry organizations, students and teachers, and business partners and suppliers. Engagement with stakeholders provides SAS with the opportunity to gain a greater understanding of the needs in the community and in the market. It allows the company to build strong partnerships with regulatory bodies and organizations within the industry, and lasting relationships with communities, employees, partners and suppliers.

### STAKEHOLDER



Communities

### ENGAGEMENT

Employee volunteers, community grants, in-kind donations and training, fundraising.

### 2020

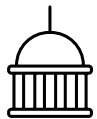
SAS donated more than \$51 million in total to nonprofits across the globe in 2020, including \$50 million of in-kind training, software, hardware, services volunteer time, and surplus equipment and furniture. DonorsChoose.org totaled \$30,000 in 2020.



Employees

Enhance the SAS workplace culture by communicating with and informing employees about company activities and internal and external programs.

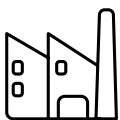
Intranet, webcasts, videos, webzines, blogs and Yammer, an enterprisewide social networking platform.



Regulatory and government

Domestic and international policy and legislation development on topics that affect SAS customers and the development of new products.

Data protection and privacy; big data; copyright protections; review of legislation targeting frivolous patent lawsuits; revision of administrative policies to ensure strong, quality patents are issued.



Industry organizations

Industry associations, think tanks and academia.

Public speaking engagements, development or contribution to industry position papers, and one-to-one meetings.



Business partners and suppliers

Meetings, webcasts and representation on boards.

Board memberships include Business Council, Business Roundtable, CEO Roundtable on Cancer and My Future NC.



## STAKEHOLDER

## ENGAGEMENT

## 2020



Customers

Host ongoing dialogue with customers to answer questions and gather input for product improvement.

SAS interacts with customers through the SAS Global Forum conference, customer advisory boards, self-help and assisted-help resources, focus groups, training, books, technical papers, social media, support communities, samples, SAS notes and focus areas, and more.



Analysts

Inform and solicit feedback from industry analysts.

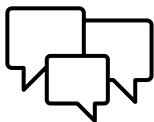
SAS' Analyst Relations group is responsible for informing, influencing and soliciting feedback from industry analysts and thought leaders with the purpose of validating technology and corporate direction and to provide SAS with a crucial third-party perspective.



Students and teachers

Free online and mobile curriculum resources, free SAS software, teacher and professor training, summits and meetings, classroom volunteers.

Curriculum Pathways® provides free online resources and mobile apps for early learners through grade 12. SAS offers free software, training and communities for people to gain valuable analytics skills, and supports analytics degree and certificate programs at colleges and universities around the world. SAS is a regular convener of important education meetings, and focuses volunteer efforts on education.



Communications

Build awareness and shape the SAS brand.

Communications influences what others think and say about the company. SAS uses communications to guide the flow of information to educate and persuade various public stakeholders, including the news media, bloggers, customers, prospects, analysts and partners.

# GRI INDEX



GRI STANDARD	DISCLOSURE	DESCRIPTION	REFERENCE
organizational profile	102-1	Name of the organization	Governance and Management> Governance Structure>Company Profile
	102-2	Primary brands, products and services	Governance and Management> Governance Structure>Company Profile
	102-3	Location of headquarters	Governance and Management> Governance Structure>Company Profile
	102-4	Number of countries where organization operates	Governance and Management> Governance Structure>Company Profile
	102-5	Nature of ownership and legal form	Governance and Management> Governance Structure>Company Profile
	102-6	Markets served	Governance and Management> Governance Structure>Company Profile
	102-7	Scale of organization	Governance and Management> Governance Structure>Company Profile
	102-8	Size and composition of workforce	Governance and Management> Governance Structure>Company Profile
	102-9	Organization's supply chain	Governance and Management> Supply Chain
	102-10	Significant organizational changes during the reporting period	None
	102-11	Precautionary approach or principle is addressed by the organization	Environmental Program>Environmental Governance>Precautionary Approach
	102-12	Externally developed economic, environmental and social charters the organization endorses	Governance and Management> Supply Chain Management
	102-13	Memberships and associations	Education Philanthropy> Community Engagement

GRI STANDARD	DISCLOSURE	DESCRIPTION	REFERENCE
<b>strategy and analysis</b>	<b>102-14</b>	Statement from the most senior decision maker of the organization	From the CEO
<b>ethics and integrity</b>	<b>102-16</b>	Organization's values, codes of conduct and codes of ethics	Governance and Management> Ethics and Regulatory Compliance
	<b>102-17</b>	Mechanisms for advice and concerns about ethics	Governance and Management> Ethics and Regulatory Compliance
<b>governance</b>	<b>102-18</b>	Governance	Governance and Management> Governance Structure>Company Profile
	<b>102-19</b>	Delegating authority	Governance and Management> Governance Structure>Company Profile
	<b>102-20</b>	Executive-level responsibility for economic, environmental, and social topics	Governance and Management> Governance Structure>Company Profile
	<b>102-21</b>	Consulting stakeholders on economic, environmental, and social topics	Governance and Management> Governance Structure>Company Profile
	<b>102-22</b>	Composition of the highest governance body and its committees	Governance and Management> Governance Structure>Company Profile
	<b>102-25</b>	Conflicts of interest	Governance and Management> Ethics and Regulatory Compliance
	<b>102-26</b>	Role of highest governance body in setting purpose, values, and strategy	Governance and Management> Governance Structure> Corporate Social Responsibility Governance
	<b>102-27</b>	Collective knowledge of highest governance body	Governance and Management> Governance Structure> Corporate Social Responsibility Governance
	<b>102-29</b>	Identifying and managing economic, environmental, and social impacts	Governance and Management> Governance Structure> Corporate Social Responsibility Governance
	<b>102-33</b>	Communicating critical concerns	Governance and Management> Governance Structure> Corporate Social Responsibility Governance
	<b>102-34</b>	Nature and total number of critical concerns	Governance and Management> Governance Structure> Corporate Social Responsibility Governance



GRI STANDARD	DISCLOSURE	DESCRIPTION	REFERENCE
<b>stakeholder engagement</b>	<b>102-40</b>	List of stakeholders	<a href="#">About This Report&gt;Stakeholder Engagement</a>
	<b>102-41</b>	Percentage of employees covered by collective bargaining	None
	<b>102-42</b>	Basis for identification and selection of stakeholders with whom to engage	<a href="#">About This Report&gt;Stakeholder Engagement</a>
	<b>102-43</b>	Approach to stakeholder engagement	<a href="#">About This Report&gt;Stakeholder Engagement</a>
	<b>102-44</b>	Key topics and concerns raised by stakeholders	<a href="#">About This Report&gt;Materiality Matrix</a>
<b>reporting practices</b>	<b>102-45</b>	List all entities and explain omissions	<a href="#">Governance and Management&gt;Company Profile; About This Report</a>
	<b>102-46</b>	How report content was defined	<a href="#">About This Report&gt;Scope and Boundaries</a>
	<b>102-47</b>	List of material topics	<a href="#">About This Report&gt;Materiality Matrix</a>
	<b>102-48</b>	Restatements	<a href="#">About This Report&gt;Scope and Boundaries</a>
	<b>102-49</b>	Significant changes in scope or boundary	<a href="#">About This Report&gt;Scope and Boundaries</a>
	<b>102-50</b>	Reporting period	<a href="#">About This Report</a>
	<b>102-51</b>	Date of most recent previous report	<a href="#">About This Report</a>
	<b>102-52</b>	Reporting cycle	<a href="#">About This Report</a>
	<b>102-53</b>	Contact point	<a href="#">About This Report</a>
	<b>102-54</b>	GRI “in accordance” option	<a href="#">About This Report</a>
	<b>102-55</b>	GRI content index	<a href="#">GRI Index</a>
<b>economic-economic performance</b>	<b>201-1</b>	Direct economic value generated and distributed	<a href="#">CEO Letter; Philanthropy</a>
	<b>201-2</b>	Direct economic value generated and distributed	Not applicable
<b>economic-procurement practices</b>	<b>204-1</b>	Proportion of spending on local suppliers	<a href="#">Governance and Management&gt;Supply Chain Management - North Carolina only</a>

GRI STANDARD	DISCLOSURE	DESCRIPTION	REFERENCE
<b>economic- anti-corruption</b>	<b>205-1</b>	Operations assessed for risks related to corruption	Governance and Management> Ethics and Regulatory Compliance> Anti-Corruption
	<b>205-2</b>	Communication and training on anti-corruption policies and procedures	Governance and Management> Ethics and Regulatory Compliance> Anti-Corruption
	<b>205-3</b>	Confirmed incidents of corruption and actions taken	Governance and Management> Ethics and Regulatory Compliance
<b>economic- anti-competitive behavior</b>	<b>206-1</b>	Total number of legal actions for anti-competitive behavior, anti-trust and monopoly practices and their outcomes	Governance and Management> Ethics and Regulatory Compliance
<b>environmental- materials</b>	<b>301-1</b>	Materials used by weight or volume	Environmental Program> Landfill Diversion
	<b>301-2</b>	Recycled input materials used	Environmental Program> Landfill Diversion
<b>environmental- energy</b>	<b>302-1</b>	Energy consumption within the organization	Environmental Program> Energy and Emissions
	<b>302-2</b>	Energy consumption outside of the organization	Environmental Program> Energy and Emissions
	<b>302-3</b>	Energy intensity	Environmental Program> Energy and Emissions
	<b>302-4</b>	Reduction of energy consumption	Environmental Program> Energy and Emissions
	<b>302-5</b>	Reductions in energy requirements of products and services	Environmental Program> Energy and Emissions
<b>environmental- water and effluents</b>	<b>303-1</b>	Interactions with water as a shared resource	Environmental Program> Water Conservation
	<b>303-2</b>	Management of water discharge-related impacts	Environmental Program> Water Conservation – US only
	<b>303-3</b>	Water withdrawal	Environmental Program> Water Conservation
	<b>303-4</b>	Water discharge	Environmental Program> Water Conservation
	<b>303-5</b>	Water consumption	Environmental Program> Water Conservation

GRI STANDARD	DISCLOSURE	DESCRIPTION	REFERENCE
<b>environmental-biodiversity</b>	<b>304-1</b>	Operational sites owned, leased, managed in or adjacent to protected areas and areas of high biodiversity value outside protected areas	<a href="#">Environmental Program&gt;Biodiversity</a>
	<b>304-2</b>	Description of significant impacts of activities, products and services on biodiversity	<a href="#">Environmental Program&gt;Biodiversity</a>
	<b>304-3</b>	Habitats protected or restored	<a href="#">Environmental Program&gt;Biodiversity</a>
<b>environmental-emissions</b>	<b>305-1</b>	Direct greenhouse gas emissions (scope 1)	<a href="#">Environmental Program&gt;Energy and Emissions</a>
	<b>305-2</b>	Indirect greenhouse gas emissions (scope 2)	<a href="#">Environmental Program&gt;Energy and Emissions</a>
	<b>305-3</b>	Other indirect (Scope 3) GHG emissions	<a href="#">Environmental Program&gt;Energy and Emissions</a>
	<b>305-4</b>	GHG emissions intensity 13	<a href="#">Environmental Program&gt;Energy and Emissions</a>
	<b>305-5</b>	Reduction of GhG emissions	<a href="#">Environmental Program&gt;Energy and Emissions</a>
<b>environmental-waste environmental effluents</b>	<b>306-1</b>	Waste generation and significant waste-related impacts	<a href="#">Environmental Program&gt;Landfill Diversion</a>
	<b>306-2</b>	Management of significant waste-related impacts	<a href="#">Environmental Program&gt;Landfill Diversion</a>
	<b>306-3</b>	Waste generated	<a href="#">Environmental Program&gt;Landfill Diversion</a>
	<b>306-4</b>	Transport of hazardous waste	<a href="#">Environmental Program&gt;Landfill Diversion</a>
	<b>306-5</b>	Waste directed to disposal	<a href="#">Environmental Program&gt;Landfill Diversion</a>
<b>environmental-compliance</b>	<b>307-1</b>	Non-compliance with environmental	<a href="#">Governance and Management&gt;Ethics and Regulatory Compliance</a> <a href="#">Environmental Program&gt;Landfill Diversion</a>
<b>environmental-supplier environmental assessment</b>	<b>308-1</b>	New suppliers screened using environmental criteria	<a href="#">Government &amp; Management&gt;Ethics Regulatory Compliance&gt;Supply Chain</a>
	<b>308-2</b>	Negative environmental impacts in the supply chain and actions taken	<a href="#">Environmental Program&gt;Environmental Governance</a>
<b>social-employment</b>	<b>401-1</b>	New employee hires and employee turnover	<a href="#">Employees and Culture&gt;Hiring and Retaining Staff</a>
	<b>401-2</b>	Benefits provided to full-time employees that are not provided to temporary or part-time employees	<a href="#">Employees and Culture&gt;Hiring and Retaining Staff</a>
	<b>401-3</b>	Parental leave	<a href="#">Employees and Culture&gt;Hiring and Retaining Staff</a>



GRI STANDARD	DISCLOSURE	DESCRIPTION	REFERENCE
<b>social- occupational health and safety</b>	<b>403-1</b>	Occupational health and safety management system	Employees and Culture>Health and Safety
	<b>403-2</b>	Hazard identification, risk assessment, and incident investigation	Employees and Culture>Health and Safety
	<b>403-3</b>	Occupational health services	Employees and Culture>Health and Safety
	<b>403-5</b>	Worker training on occupational health and safety	Employees and Culture>Health and Safety
	<b>403-6</b>	Promotion of worker health	Employees & Culture>Hiring and Retaining Employees
	<b>403-8</b>	Workers covered by an occupational health and safety management system	Employees & Culture>Health and Safety
	<b>403-9</b>	Work-related injuries	Employees & Culture>Health and Safety
	<b>403-10</b>	Work-related ill health	Employees & Culture>Health and Safety
<b>social- training and education</b>	<b>404-1</b>	Average hours of training per year per employee	Employees and Culture>Skills Development
	<b>404-2</b>	Programs for upgrading employee skills and transition assistance programs	Employees and Culture>Skills Development
<b>social- non-discrimination</b>	<b>406-1</b>	Total number of incidents of discrimination and corrective actions taken	Governance and Management>Ethics and Regulatory Compliance
<b>social- human rights assessment</b>	<b>412-2</b>	Employee training on human rights policies or procedures	Governance and Management>Ethics and Regulatory Compliance>Training
<b>social- local communities</b>	<b>413-1</b>	Operations with local community engagement, impact assessments, and development programs	Education Philanthropy; partial reporting
<b>social- supplier social assessment</b>	<b>414-1</b>	New suppliers that were screened using social criteria	Governance and Management>Supply Chain
	<b>414-2</b>	Negative social impacts in the supply chain and actions taken	Governance and Management>Ethics and Regulatory Compliance
<b>social- public policy</b>	<b>415-1</b>	Political contributions	Governance and Management>Governance Structure>Public Policy
<b>social- customer privacy</b>	<b>418-1</b>	Substantiated complaints concerning breaches of customer privacy and losses of customer data	Governance and Management>Ethics and Regulatory Compliance
<b>social- socioeconomic compliance</b>	<b>419-1</b>	Non-compliance with laws and regulations in the social and economic area	Governance and Management>Ethics and Regulatory Compliance