

LivePerson Sustainability Accounting Standards Board (SASB) Disclosures



LivePerson, Inc. is the market leader in Conversational Artificial Intelligence with a best-in-class platform used by thousands of the world's top brands to better understand customer intents, connect across channels and deliver meaningful outcomes.

This table provides data and information for LivePerson pertaining to standards applicable to companies classified by SASB in the Software & Information Technology (IT) Services industry as per SASB's Sustainable Industry Classification System.

TOPIC	CODE	ACCOUNTING METRIC	DISCLOSURE AND ADDITIONAL INFORMATION
Environmental Footprint of Hardware Infrastructure	TC-SI-130a.1	(1) Total energy consumed, (2) percentage grid electricity, (3) percentage renewable	LivePerson does not currently provide this data due to being a 'remote first' company with direct energy use limited to co-working and leased office spaces and reliance on third-party service providers to operate its data centers. Information about how LivePerson works to reduce its environmental impact can be found here .
	TC-SI-130a.2	(1) Total water withdrawn, (2) total water consumed, percentage of each in regions with High or Extremely High Baseline Water Stress	LivePerson does not currently provide this data due to being a 'remote first' company with water use limited to co-working and leased office spaces and reliance on third-party service providers to operate our data centers. Information about how LivePerson works to reduce its environmental impact can be found here .
	TC-SI-130a.2	Discussion of the integration of environmental considerations into strategic planning for data center needs	In selecting third-party data center providers, LivePerson prioritizes those companies that lead in data center sustainability and incorporate environmentally friendly progressive practices. Additional information about how LivePerson integrates environmental considerations when selecting data center partners is available here .
Data Privacy & Freedom of Expression	TC-SI-220a.1	Description of policies and practices relating to behavioral advertising and user privacy	Please refer to the Privacy Policy .
	TC-SI-220a.2	Number of users whose information is used for secondary purposes	LivePerson does not use personal information for secondary purposes. Please refer to the Privacy Policy for more details.
	TC-SI-220a.3	Total amount of monetary losses as a result of legal proceedings associated with user privacy	Refer to Note 15 - Legal Matters of the 2021 Annual Report on Form 10-K for material litigation and regulatory matters.
	TC-SI-220a.4	(1) Number of law enforcement requests for user information, (2) number of users whose information was requested, (3) percentage resulting in disclosure	In 2021, LivePerson did not receive any requests from government or law enforcement agencies related to user information. As a business-to-business provider, LivePerson does not receive requests for user information except in its capacity as a service provider to the customers of its corporate clients.
	TC-SI-220a.5	List of countries where core products or services are subject to government-required monitoring, blocking, content filtering, or censoring	LivePerson engages in the provision of business-to-business services to its customers and is not aware of targeted government-required measures that apply to services it provides.

TOPIC	CODE	ACCOUNTING METRIC	DISCLOSURE AND ADDITIONAL INFORMATION
Data Security	TC-SI-230a.1	(1) Number of data breaches, (2) Percentage involving personally identifiable information (PII), (3) Number of users affected	LivePerson does not currently provide this data.
	TC-SI-230a.2	Description of approach to identifying and addressing data security risks, including use of third-party cybersecurity standards	Refer to the Data Security portal for additional information related to data security policies, risk mitigation strategies and third-party cybersecurity risk certifications.
Recruiting & Managing a Global Diverse & Skills Workforce	TC-SI-330a.1	Percentage of employees that are: (1) foreign nationals, (2) located offshore	Refer to ' Human Capital Management ' in Part I, Item 1, "Business" of our 2021 Annual Report on Form 10-K for details about employees.
	TC-SI-330a.2	Employee engagement as a percentage	Refer to LivePerson's Corporate Sustainability portal for information related to employee engagement.
	TC-SI-330a.3	Percentage of gender and racial/ethnic group representation for (1) management, (2) technical staff, (3) all other employees	Refer to LivePerson's Corporate Sustainability portal for information on employee diversity.
Intellectual Property Protection & Competitive Behavior	TC-SI-520a.1	Total amount of monetary losses as a result of legal proceedings associated with anticompetitive behavior regulations	Refer to Note 15 - Legal Matters of the 2021 Annual Report on Form 10-K for material litigation and regulatory matters.
Managing Systemic Risks from Technology Disruptions	TC-SI-550a.1	Number of (1) performance issues, (2) service disruptions, (3) total customer downtime	LivePerson does not currently provide this data.
	TC-SI-550a.2	Description of business continuity risks related to disruptions of operations	<p>LivePerson regularly tests its infrastructure for potential vulnerabilities, both internally and externally by independent third parties, including through its formal Vulnerability Disclosure Policy and Program.</p> <p>Every component of the infrastructure is redundant, including the facilities used to operate data centers.</p> <p>Refer to 'Risks Related to Operating our Business' in Item 1A - Risk Factors of its 2021 Annual Report on Form 10-K for additional information.</p>