



2020 FACTSET
CORPORATE RESPONSIBILITY REPORT

Contents

03	Letter from the CEO
04	Our Business at a Glance
05	Governance, Compliance & Security
07	Learning & Development
08	Wellbeing
09	Diversity, Equity & Inclusion
13	Community & Volunteerism
16	Sustainability
18	GRI Table

GRI Statement

FactSet Corporate Responsibility Report. This is FactSet's fourth annual Corporate Responsibility (CR) report, and covers our fiscal year 2020 which ended August 31, 2020. Our most recent prior report was published on April 29, 2020. Like our annual report, this report includes all FactSet global businesses. This report references the Global Reporting Initiative Sustainability Report Standards. The referenced standards are listed in the [GRI Index on page 18](#) of this report. The content of this report was guided by our ongoing stakeholder engagement efforts. We regularly reach out to investors, employees, clients, and vendors for feedback on our business and their relationship with us. To provide feedback on this report, please email csr@factset.com.

Letter from the CEO



Fiscal 2020 was a year of great change for us all, as the world adapted to the realities of the coronavirus pandemic. At FactSet, our priority remains the health and safety of our employees and their families. This overriding priority guided our actions last year, as seen in this Corporate Responsibility Report.

Our purpose is to drive the investment community to see more, think bigger, and do their best work. We relentlessly pursue this goal by focusing on and investing in the content and technology solutions we offer, as well as the people we work with and for. Our employees, our greatest asset, continue to expand

the universe of knowledge our clients rely on as they—and all of us—navigate a challenging landscape.

This report outlines how we supported our colleagues, clients, and communities, as well as the steps we took to ensure the highest standards of safety, wellbeing, and responsibility. In this very difficult time, I was pleased by how our people supported others in dire need. Our community engagement continued in a virtual format during the pandemic, and our dedicated FactSet volunteers contributed over 12,200 hours of service in fiscal 2020.

We have also focused on continuing to grow our diversity, equity, and inclusion (DE&I) efforts by holding ourselves more accountable. In this report FactSet will begin disclosing our workforce demographics on an annual basis, and we aspire to measurably improve our inclusion of underrepresented groups in our workforce by 2023. We are expanding our dedicated internal DE&I team and recently hired a Chief Diversity Officer to work across the organization on the processes by which we attract, recruit, support, and promote our people and to continuously focus on our [Value](#) of inclusion.

I am proud of FactSet's ongoing efforts in what has been a challenging year. We will continue to push our corporate responsibility work, and I look forward to reporting back on our progress next year.

A handwritten signature in black ink that reads "Phil Snow". The signature is fluid and cursive.

Phil Snow
Chief Executive Officer, FactSet



Our Business at a Glance

Putting our purpose into practice

FactSet creates flexible, open data and software solutions for more than 100,000 investment professionals around the world, providing instant anytime, anywhere access to financial data and analytics that investors use to make crucial decisions.

For over 40 years, through market changes and technological progress, our focus has always been to provide exceptional client service. From more than 48 offices in 22 countries, we're all working together toward the goal of creating value for our clients, and we're proud that 90% of our clients who use FactSet continue to use FactSet, year after year.

See our [2020 Annual Report](#) for more information.

Our purpose

Drive the investment community to see more, think bigger, and do their best work

Expand the universe
of knowledge that
clients trust

Share intelligence
how, where, and
when clients want it

Create new ways to
uncover what's
possible, together

40

consecutive
years of
revenue growth

141K+

total users¹

10K

employees
globally

\$1.56B

total ASV +
professional
services

Numbers as of August 31, 2020

¹ FactSet changed the methodology for its user count as of March 30, 2021. FactSet now includes users across all its products including workstations, StreetAccount and other workflow solutions.



Roadmap for strong corporate governance

In a year of great uncertainty, FactSet remained grounded in its core values of ethical conduct, accountability, and transparency. Our Board has been actively engaged with our management team in monitoring the developments and impact of the COVID-19 pandemic to continue offering our clients uninterrupted products, services, and support while also protecting our employees.

Our committee charters provide the roadmap for strong corporate governance. The charters were updated to include the Board's responsibility for certain environmental, social, and governance (ESG) issues, including risk oversight, human capital management, and diversity and inclusion. View our [Proxy Statement](#) for the most recent updates on our corporate governance practices.

Audit
Committee

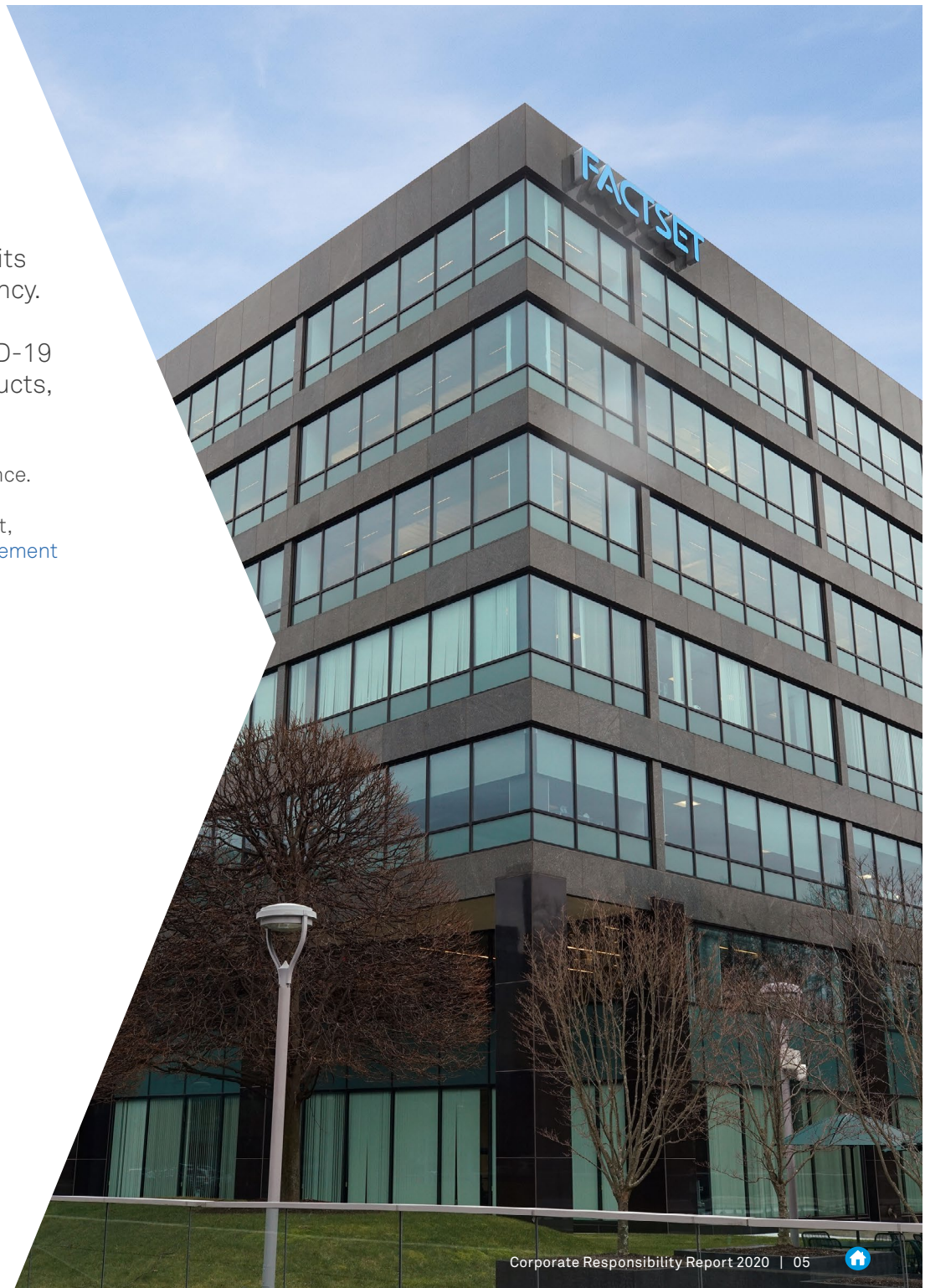
[Read more >>](#)

Compensation
& Talent
Committee

[Read more >>](#)

Nominating &
Corporate
Governance
Committee

[Read more >>](#)



2020 Board developments

We seek to maintain a balance of perspectives, qualifications, and skills on our [Board of Directors](#). Robin Abrams was elected as Board Chair in fiscal 2020, and we increased the number of independent directors, affirming our commitment to a diverse Board.



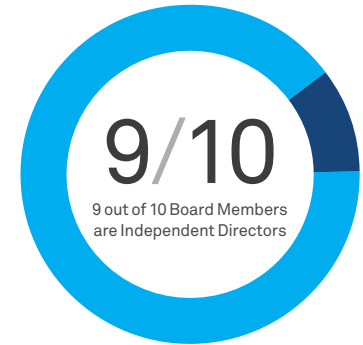
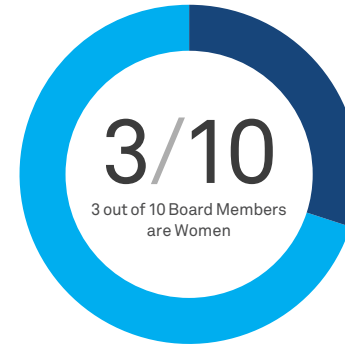
Robin Abrams
Board Chair



Siew Kai Choy
Director



Lee Shavel
Director



Numbers as of August 31, 2020

The [FactSet Code of Business Conduct and Ethics](#) applies to all employees globally and embodies fundamental principles of ethical and legal conduct to ensure we continue to be guided by our values. In fiscal 2020, we required all employees to recertify their understanding and ability to abide by the Code. The Code helps all employees navigate the highly complex, regulated, and challenging business environment and ensure that our integrity is at the forefront of each business transaction.

Safeguarding data and protecting against security risks

Led by our Chief Information Security Officer and senior steering committee, FactSet's comprehensive cybersecurity program is designed to protect our enterprise environment, manage cyber risk, and maintain compliance with regulations, policies, and client requirements. We maintain a forward-looking stance to ensure that we have the systems and tools to address potential and evolving security concerns.

[FactSet's Full
Security Overview](#)

[FactSet's
Privacy Policy](#)



Embracing a culture of learning with a growth mindset

Remote working presented an opportunity to reinvent training and orientation. The acceleration of our virtual classroom enabled employees to continue learning and growing while working from home. We successfully onboarded hundreds of new employees in the remote environment, ensuring they were well prepared and integrated into our corporate culture.

As our industry's needs change, we rely on new ideas and creative thinking to maintain our position on the cutting edge of financial services and software. Our new centralized learning organization provides all employees with opportunities to develop new skills and advance their careers within FactSet.

In fiscal 2020, we invested in **LinkedIn Learning** to equip our agile and talented workforce with access to the latest technology, trends, and pivots in the marketplace. We offer learning hours each month when employees are encouraged to evaluate their learning goals and dedicate time to those courses that will most impact their career success.

“I had high expectations of FactSet, but this year has blown those out of the water. From career and professional development to soft skills and confidence, I've grown more in the past few months than in four years of college. I've been challenged yet supported the whole time, and there isn't a doubt in my mind this was the best career decision for me.”

- New Associate in the Client Solutions Development Program

total
learning
hours

217,222

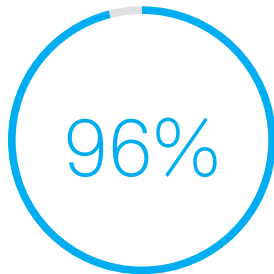


Empowering our people

FactSet is committed to offering high-quality, affordable benefits that reflect our company's values and culture. Designed to meet the needs of our employees and their families, our program supports our employees' physical, emotional, financial, and social wellbeing at every stage of life.

As the onset and spread of COVID-19 created uncertainty and anxiety, our employees' health and wellbeing remained our top priority. It is evident now more than ever that our mental health is an integral part of our overall wellbeing, and we are committed to providing the tools and resources to help our people navigate through this challenging time. In addition to offering access to professional counseling services via a global telephone hotline, we provide our employees with education and resources to support their overall wellbeing and help them and their families manage during this difficult time.

We provide regular updates on health coverage and resources available through our health plans, such as expanded access to telemedicine. We also cover topics such as tips for working from home, workspace ergonomics, mental health, self-care, healthy sleep, yoga, meditation, and the importance of taking time off. Finally, we conduct an annual engagement survey to seek employee feedback on our strengths and areas of opportunity as an organization.



FactSetters are satisfied with the company's response to the pandemic



FactSetters and their families have access to counseling, education, and resources to support their overall wellbeing



FactSet recognizes that families come in many forms and that every path to parenthood is unique. The journey to become a parent can also be physically, emotionally, and financially challenging. In fiscal 2020, we introduced the fertility benefit in our health program in India in support of all paths to parenthood. FactSet India also offers a creche facility to encourage and support working mothers, promoting retention and inclusion.



Our commitment to Diversity, Equity & Inclusion

We recognize that our best ideas can come from anyone, anywhere, at any time and help us provide the best solutions for our clients around the globe. We continually seek to expand our workforce with diverse perspectives, backgrounds, and experiences. By fostering a globally inclusive culture, we can enable our people to be themselves at work and to join in, be heard, contribute, and grow. In fiscal 2020, we continued our strong commitment to our Diversity, Equity & Inclusion (DE&I) strategy.

Leadership commitment

Diversity, Equity, and Inclusion at FactSet begins with a commitment from our CEO, Phil Snow, and the entire FactSet leadership team. We hold our leaders accountable for measuring progress and setting expectations that a diverse workforce and inclusive culture are critical to our continued success.

Our senior leaders serve as Executive Sponsors for our Business Resource Groups (BRGs), or employee networks. As sponsors, they provide visible commitment and actionable support for BRGs and increase and support overall diversity at FactSet by modeling the way forward.



Inclusion & Belonging

01

Leadership commitment

Demonstrate the visible commitment of leaders, be accountable for change, and model the way forward—both within FactSet and in our social communities

02

Transparency & accountability

Define accountability and track progress using data and metrics

03

People processes

Ensure equity and minimize bias through all FactSet people processes

04

Retention & advancement

Increase retention and advancement of underrepresented talent globally

05

Recruitment

Increase diverse hires at all levels, focusing on departments and roles with the least diversity

06

Education

Enrich our inclusive culture and community with educational initiatives and provide opportunities for all FactSetters to learn

07

Engage

Foster involvement with DE&I and champion our BRGs to sustain the change, to enable all FactSetters to bring their authentic selves to work



Diversity, Equity & Inclusion

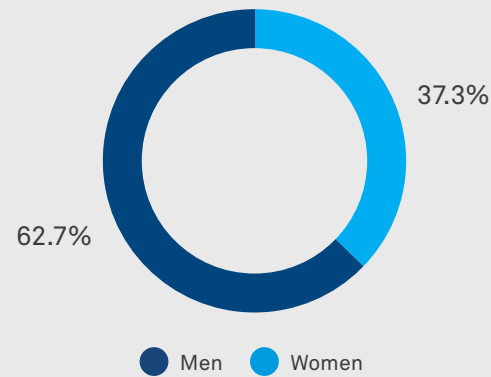
Transparency and accountability

FactSet's leadership is committed to improving diversity representation as part of our DE&I strategy. To this end, FactSet will continue investing in DE&I resources and initiatives. Together, we will work to recruit, advance, and engage talent at FactSet with an inclusive culture unified by the FactSet spirit of going above and beyond. By reporting our workforce demographics as part of our DE&I strategy, we are making a visible step in our commitment. By 2023 we aspire to measurably change the make-up of our employee demographics to better include underrepresented groups. We will continue to report on our progress in our annual CR report and to otherwise increase transparency as part of our DE&I strategy.

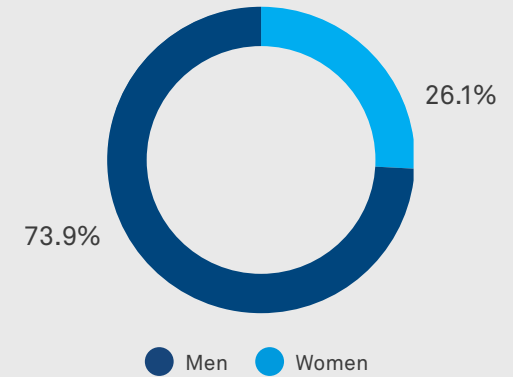
[Review our Federal EEO-1 filing](#)

While we recognize the value of the Federal EEO-1 reporting structure, we believe that the EEO-1 format is limited in terms of reporting of diversity of backgrounds and geographic scope. To help overcome these limitations, we also measure our Diversity, Equity & Inclusion progress through additional qualitative and quantitative data points. In this CR report, we provide additional workforce demographic data to further increase the transparency of our disclosure and assist with measuring and accounting for our progress.

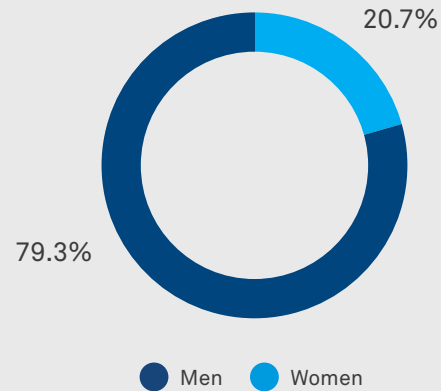
Global Gender – Overall



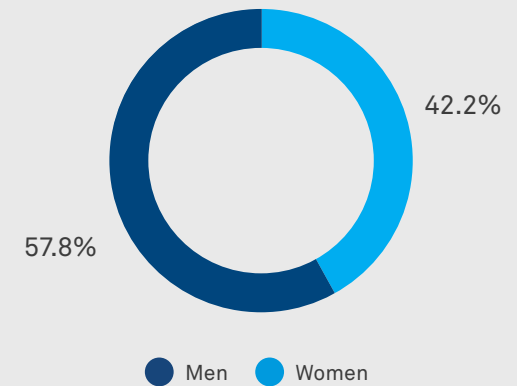
Global Gender – Leadership



Global Gender – Tech



Global Gender – Non-Tech

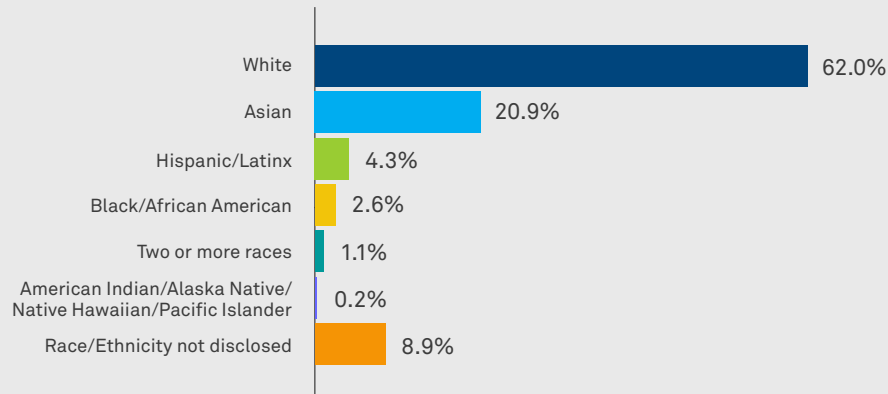


Reporting methodology and notes: All data is as of August 31, 2020. Leadership is defined as VP level and above. All data is based on self-identification and does not include employees who have not disclosed their gender. We recognize that our current gender reporting is not yet inclusive of people who identify as non-binary.

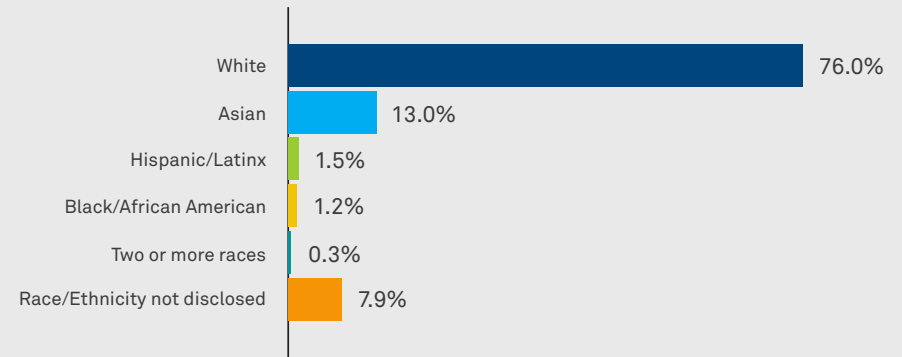


Diversity, Equity & Inclusion

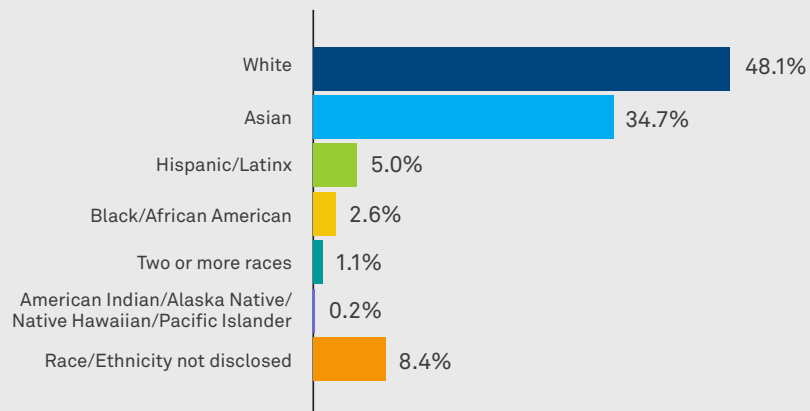
U.S. Race/Ethnicity – Overall



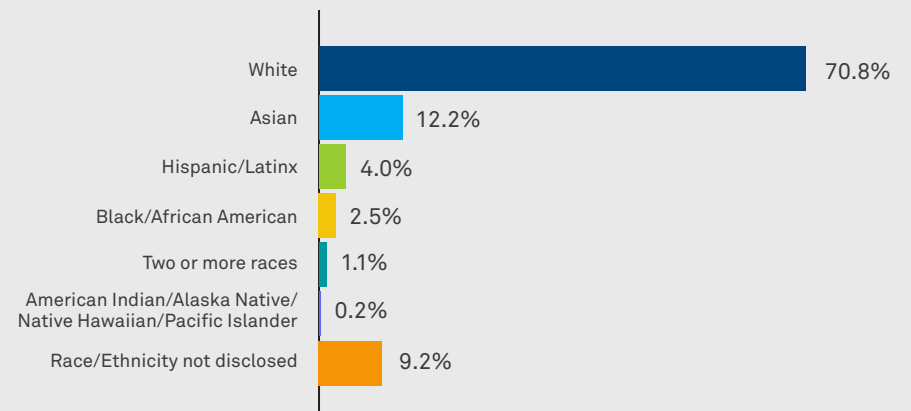
U.S. Race/Ethnicity – Leadership



U.S. Race/Ethnicity – Tech



U.S. Race/Ethnicity – Non-Tech



Reporting methodology and notes: All data is as of August 31, 2020. U.S. race/ethnicity data is categorized based on government-defined U.S. EEO-1 reporting standards, with the exception of “Race/Ethnicity not disclosed.” All data is based on self-identification. Leadership is defined as VP level and above. Percentages may not add up to 100% due to rounding.



Diversity, Equity & Inclusion

People processes, retention, and advancement

In 2020, we completed a successful sponsorship program for employees in underrepresented demographics. The participants gained greater exposure across the leadership team, developed larger networks, took on stretch assignments, and participated in leadership development programming resulting in career advancement.

In addition to our flagship sponsorship program, we facilitated numerous mentorship programs to boost employee advancement and invested in LinkedIn Learning to support talent development across the organization. Our leadership is committed to equitable talent reviews and has participated in programs to disrupt unconscious bias in our people processes. We continue to expand our DE&I team and further invest in this work.

Recruitment

We focus on hiring talent who contribute diverse backgrounds, perspectives, and experiences to our company. FactSet's diversity recruiting strategy is supported by multiple partnerships with a wide range of universities, associations, and organizations, as well as a fair and equitable process to deliver the most diverse candidate pool possible for all positions. Our global Talent Acquisition team has been trained in best practices around developing inclusive job descriptions, prioritizing candidate evaluation criteria, and disrupting bias in the interview process. Through engagements and partnerships, we develop annual recruitment strategies so that FactSet is seen as an employer of choice for all.

Education

In 2020, FactSet held courageous conversations globally focused on race, oppression, identity, intersectionality, and how to become supportive allies. All managers were trained in disrupting unconscious bias, and we held many town halls focused on this topic as part of an ongoing education effort.

Engagement

Our Business Resource Groups (BRGs) facilitated a robust and well-attended calendar of virtual events focused on awareness building and education.



FACTSET
ASIAN BRG



FACTSET
BLACK BRG



FACTSET
FAMILIES BRG



FACTSET
LATINX BRG



FACTSET
MULTICULTURAL BRG



FACTSET
PRIDE BRG



FACTSET
VETERANS BRG



FACTSET
WOMEN'S BRG

[Learn more about our commitment to DE&I](#)

Business Resource Groups



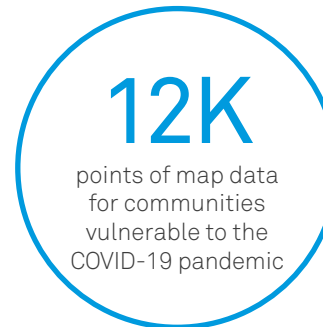
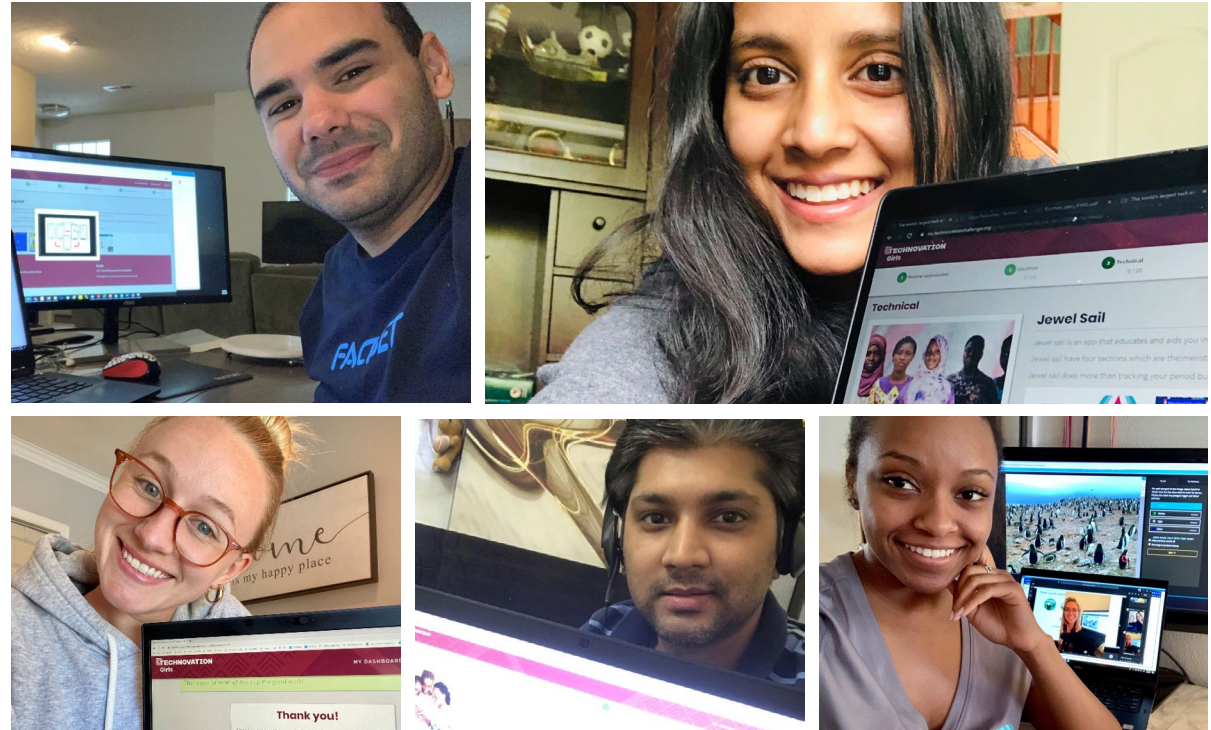
Standing strong with our communities

Despite the obstacles we faced in 2020, we pivoted to engage employees remotely, directed our charitable giving to those organizations on the frontlines of the pandemic response, and remained committed to our charity partners who continued to see an unprecedented demand for their services.

The COVID-19 pandemic exposed vulnerabilities for our neighbors most in need. Through targeted financial support and our employees' virtual volunteering efforts, FactSet's COVID-19 community response aimed to provide resources to frontline workers and to those lacking access to food and aid.

In keeping with our commitment to **Inspire Tomorrow's Engineers**, FactSet launched a global partnership with leading technology education charity **Technovation**, which is helping girls all over the world learn about technology through a global mobile app development competition. Over 600 FactSet volunteer mentors and virtual judges reviewed 1,520 projects and provided feedback to 5,400 students, helping to provide the spark that helps diverse, talented young people become future science and technology leaders.

"At FactSet we are committed to inclusion, dignity, and respect. Inclusion is at the forefront of our values and is reflected in how we behave as a team," reminded Phil Snow, FactSet's CEO, in a company-wide communication. In coordination with our Black Business Resource Group, we deepened our engagement toward diversity, equity, and inclusion by donating to organizations fighting to end racial injustice.



Community & Volunteerism

The pandemic has magnified inequities in our educational systems, and students from underserved communities are at higher risk for learning loss and other challenges that may have lasting impact. Recognizing that education is central to close those gaps, we remain committed to our educational partners that are helping to prepare students from underrepresented communities with the skills, training, and competencies that they need to be successful.

Our commitment to education

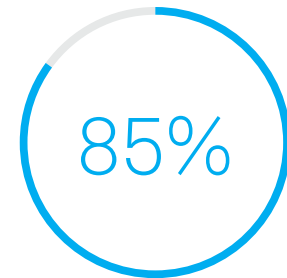
FactSet London partners with social mobility charity [upReach](#) to support their Technology Springboard program designed to improve access to the technology sector for students from less-advantaged backgrounds. The Technology Springboard offers 30 UK undergraduates personalized one-to-one support, career, and insight days, as well as a FactSet mentor who provides guidance and motivation, and shares their own experience of forging a graduate career in the technology sector.

FactSet works with one of the world's largest youth-serving charities, [Junior Achievement](#), in Canada, Japan, Latvia, Singapore, and the United States. Together, we deliver workshops that equip young people with the employment and entrepreneurship skillsets and mindsets they need to succeed. From CV and interview skills workshops to financial literacy talks and entrepreneurship challenges, we have helped 1,976 students strengthen their abilities and pursue their career goals.

[America On Tech \(AOT\)](#) is preparing the next generation of technology leaders by creating pathways for young people to thrive in technology and innovation. In fiscal 2020, FactSet engineering volunteers taught 31 high school students virtually in a web development fundamentals course. On average, 85% of program graduates pursue degrees in computer science.



FactSetters deliver workshops that equip young people with the skillsets they need to succeed



on average, the number of AOT program graduates who pursue degrees in computer science



Community & Volunteerism

347

volunteer events

6K

volunteer and participant roles fulfilled

12K

volunteer and participant hours served

10K

children who gained skills, and qualifications or moved into work

2.4M

meals provided

90K

data points created to empower environmental research and disaster response

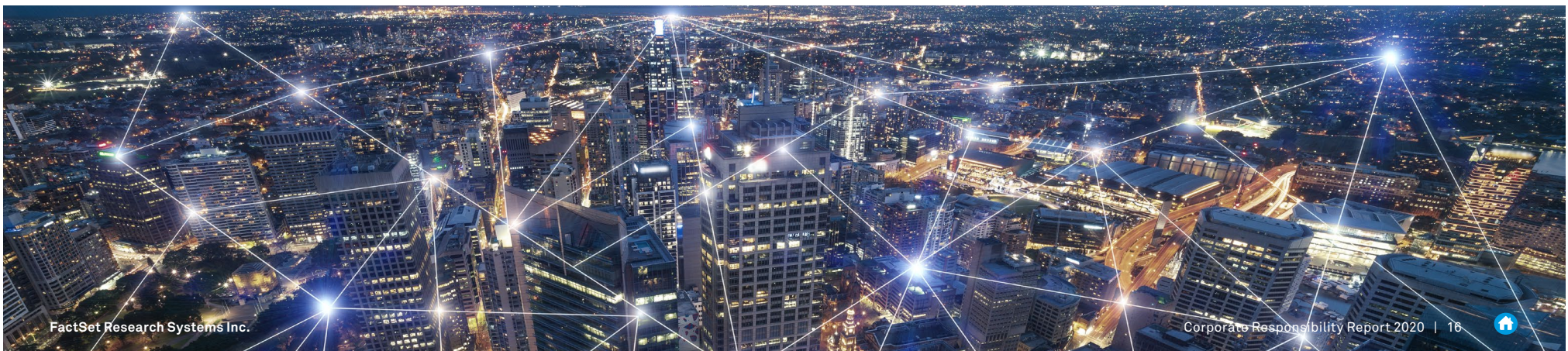
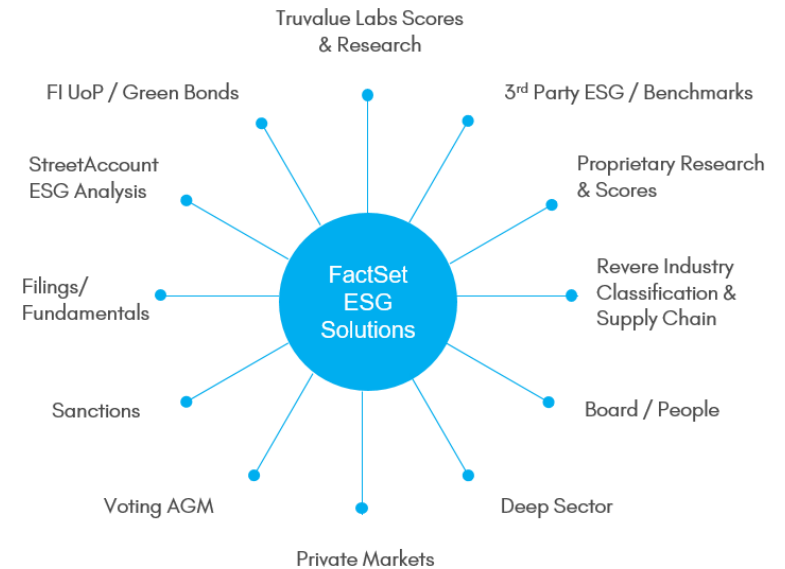


Contributing to responsible investing

As more organizations commit to investing responsibly, FactSet is uniquely positioned to empower investors to make informed decisions that drive sustainable growth. Our products and content bring continuity and context to all workflow needs surrounding sustainability factors and scoring concepts, presenting new opportunities for investors and wide-ranging benefits to the environment and society.

Environmental, Social, and Governance (ESG) funds saw record inflows this year and demand for valuable, up-to-date ESG signals and data is high. FactSet remains committed to the ESG space by offering a comprehensive combination of data and technology to help our clients integrate ESG into all phases of the investment process. In late 2020, FactSet completed our [acquisition of Truvalue Labs, Inc.](#), a pioneer in AI-driven ESG data. Truvalue Labs applies AI technology to over 100,000 unstructured text sources to provide daily signals that identify positive and negative ESG behavior. Using FactSet and Truvalue Labs, financial institutions can screen for ESG factors across their investible universe, incorporate ESG content into portfolio and risk analytics, and generate research ideas using features like ESG scores, ESG peer group classification, ESG signal-building, management governance details, granular industry classification with revenue, and more.

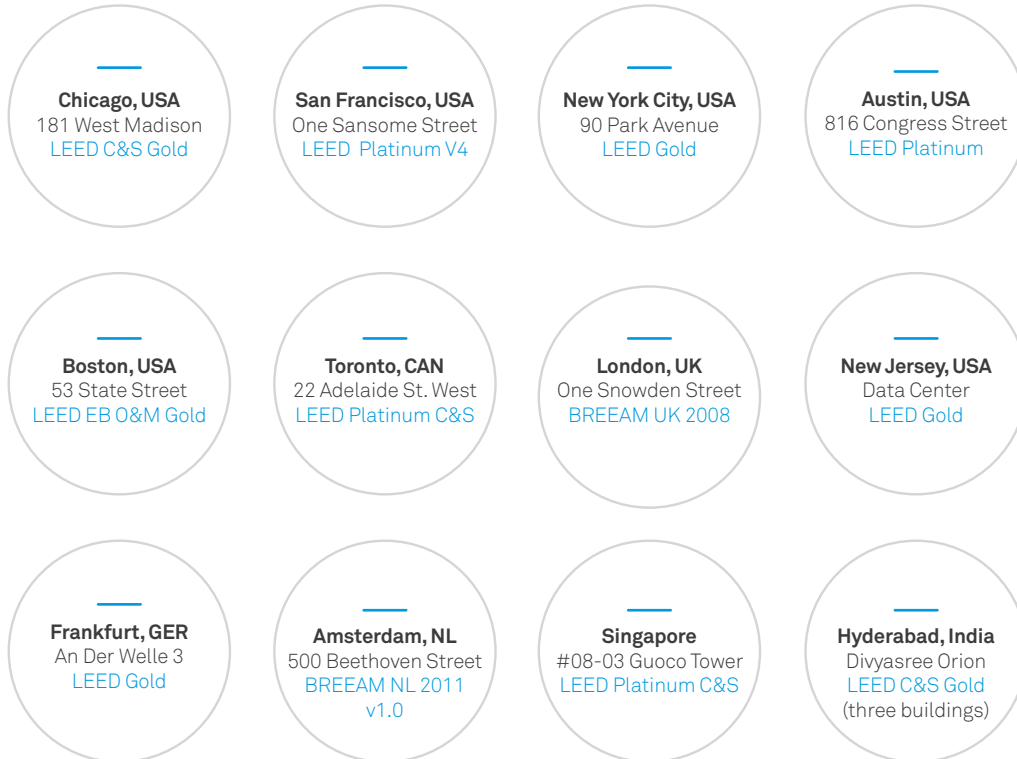
The [Open:FactSet Marketplace](#) continues to offer FactSet's unique datasets alongside those of carefully vetted providers so clients can find, select, and receive exclusive data in flexible delivery formats. Marketplace is powered by ESG research and ratings from industry top providers.



Managing our operations responsibly

The environment and sustainable business practices are important to FactSet. As a global business with a presence in more than 20 countries across six continents, we recognize that we have a responsibility to manage our environmental impact. Our approach to sustainably managing our own business operations is evolving. We intend to work toward disclosing certain environmental performance measurements and to enhance our sustainability practices.

In our operations, we seek to reduce the environmental impact from our 1.5 million square feet of leased office space. Many of our offices are located in buildings with environmental certifications:



FactSet's brand-new office in Manila, One LeGrand Tower, offers modern technology and functionality for more than 2,000 employees working in the Philippines. FactSet made an additional investment toward the construction of the building to ensure that it was designed to align with best practices in sustainable building standards.



GRI Table

Section	Disclosure	Name	Location in FY20 Report
GRI 102: General Disclosures	102-01	Name of organization	Page 01
GRI 102: General Disclosures	102-02	Activities, brands, products, services	Page 04
GRI 102: General Disclosures	102-03	Location of headquarters	Annual Report
GRI 102: General Disclosures	102-04	Location of operations	www.factset.com/company/locations
GRI 102: General Disclosures	102-05	Ownership and legal form	Annual Report
GRI 102: General Disclosures	102-06	Markets served	Annual Report
GRI 102: General Disclosures	102-07	Scale of organization	Annual Report
GRI 102: General Disclosures	102-08	Information on employees and other workers	Page 10-11
GRI 102: General Disclosures	102-10	Significant changes to the organization's size, structure, ownership, or supply chain	Annual Report
GRI 102: General Disclosures	102-14	Statement from the most senior decision maker	Page 03
GRI 102: General Disclosures	102-16	Values, principles, standards, and norms of behavior	Page 05-06
GRI 102: General Disclosures	102-17	Mechanisms for advice and concerns about ethics	Page 06
GRI 102: General Disclosures	102-18	Governance structure	Page 05
GRI 102: General Disclosures	102-22	Composition of highest governance body and its committees	Page 05
GRI 102: General Disclosures	102-23	Chair of the highest governance body	Page 06
GRI 102: General Disclosures	102-24	Nominating and selecting the highest governance body	Page 05



GRI Table

Section	Disclosure	Name	Location in FY20 Report
GRI 102: General Disclosures	102-25	Conflicts of interest	Our Conflicts of Interest Policy prohibits board memberships, direct investment or controlling stakes in business partners, and related party transactions that do not comport with applicable laws. Conflicts of interest disclosures are made annually, and there is an escalation policy to review and approve any Related Party Transactions. More information is available in the FactSet Code of Business Conduct & Ethics .
GRI 102: General Disclosures	102-33	Communicating critical concerns	Our audit committee charter states that the Audit Committee oversees and is responsible for compliance concerns and enterprise risks. The FactSet Ethics Action Line provides for reporting critical concerns of any nature, along with an internal process to review, escalate, and address concerns.
GRI 102: General Disclosures	102-36	Process for determining remuneration	Proxy Statement
GRI 102: General Disclosures	102-37	Stakeholders' involvement in remuneration	Proxy Statement
GRI 102: General Disclosures	102-38	Annual total compensation ratio	Proxy Statement
GRI 102: General Disclosures	102-40	List of stakeholder groups	Page 02
GRI 102: General Disclosures	102-45	Entities included in the consolidated financial statements	Annual Report
GRI 102: General Disclosures	102-50	Reporting period	Page 02
GRI 102: General Disclosures	102-51	Date of most recent report	Page 02
GRI 102: General Disclosures	102-52	Reporting cycle	Page 02
GRI 102: General Disclosures	102-53	Contact point for questions regarding the report	Page 02
GRI 102: General Disclosures	102-54	Claims of reporting in accordance with GRI standards	Page 02
GRI 102: General Disclosures	102-55	GRI content index	Page 18-20



GRI Table

Section	Disclosure	Name	Location in FY20 Report
GRI 201: Economic Performance	201-01	Direct economic value generated and distributed	Annual Report
GRI 205: Anti-corruption	205-01	Operations assessed for risks related to corruption	We conduct periodic reviews in accordance with our Anti-Bribery and Corruption Policy and consistent with relevant laws. We have identified no significant risks.
GRI 205: Anti-corruption	205-02	Communication and training about anti-corruption policies and procedures	Page 06 Training is provided for all new hires on the FactSet Code of Business Conduct & Ethics and related policies. All employees were required to recertify the Code in April 2020.
GRI 404: Training and Education	404-02	Programs for upgrading employee skills and transition assistance programs	Page 07
GRI 405: Diversity and Equal Opportunity	405-01	Diversity of governance bodies and employees	Page 06; 10-11
GRI 409: Forced or Compulsory Labor	409-01	Operations and suppliers at significant risk for incidents of forced or compulsory labor	www.factset.com/privacy Human Rights Policy UK Modern Slavery Act Statement 2019
GRI 412: Human Rights Assessment	412-02	Employee training on human rights policies or procedures	Training is conducted for all new hires on policies pertaining to professional conduct. All employees were required to recertify the FactSet Code of Business Conduct & Ethics in April 2020.
GRI 413: Local Communities	413-01	Operations with local community engagement, impact assessments, and development programs	Page 13-15



FACTSET › SEE THE ADVANTAGE

www.factset.com