

2023 ESG Report



Safe.
Smart.
Sustainable.





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Introduction

For 150 years, ADT's central purpose has been to protect people and help keep them safe. We help save lives every day, and that inspires us to continuously innovate and improve our offerings. Our daily business practices are guided by our commitment to respecting the environment, promoting social responsibility, and leading with responsible governance.

This commitment includes ensuring product safety and quality for our customers while maintaining their privacy; fostering an inclusive culture in which our best-in-class employees are trusted, inspired, and supported; investing in the communities in which our teams and our customers live and work; and continuing to promote environmental stewardship throughout our organization. The following report highlights our efforts in these areas throughout 2023, with a goal of sharing some of our accomplishments as well as our future potential opportunities.

We engaged SGS United Kingdom Ltd. ("SGS") to conduct an independent assurance review to provide limited assurance on specified metrics, which are identified by the "◆" symbol throughout this report, including the SASB Index. [SGS's Assurance Statement can be found here.](#)



Company Highlights



Keeping Customers Safe

Responded to 15.7 million calls for assistance from our customers.



Reducing GHG/Emissions

Completed more than 1 million service and installation appointments under the Remote Assistance Program.



Investing in Diversity

Spent more than \$206 million with qualified diverse suppliers.



Supporting Communities

Donated to more than 45 nonprofit organizations across seven states and Washington, D.C.



Championing a Healthy Workplace

Received a Platinum-level Bell Seal certification from Mental Health America.



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Company Overview

ADT provides safe, smart, and sustainable solutions for people, homes, and small businesses with an emphasis on innovative offerings, unrivaled safety, and a premium, best-in-class customer service experience delivered by the largest network of smart home security professionals in the U.S. Our residential and small business products, 24/7 superior monitoring, and lifestyle-driven solutions via professionally installed, do-it-yourself, and mobile offerings are why ADT remains **the most trusted brand in smart home security**.

Focusing on Core Strengths

ADT's commitment to its core focus on **security and smart home offerings** was strengthened by the divestiture of the commercial business in 2023 and exit of the residential solar business (announced and implemented in 2024). In addition to simplifying our business model, the moves allow for greater attention to ongoing enhancements in our safety and security offerings which are the primary reasons many people put their trust in ADT.



Core Strengths

Our People

Our field and call center operations comprise a nationwide network of sales and service offices, call centers, and support facilities across the U.S. In total we have 2,400 direct field solution advisors; 3,300 installation and service technicians; and 3,800 customer care professionals providing support to more than 6 million customers, 24 hours a day, 365 days a year.

Our Partners

State Farm: In 2023, certain State Farm customers were able to receive ADT home security products and professional monitoring at a reduced cost as part of the partnership between ADT and State Farm.

Google: Our partnership with Google is a combination of the leading security and smart home brand and the leading technology brand joining forces to introduce the next-generation smart and helpful home.

Dealers: As of the end of 2023, our network of 130 authorized dealers operating across the U.S. is delivering safe, smart, and sustainable solutions to help people protect what matters most.

Our Commitment to Safety

AVS-01: In 2023, The Monitoring Association, with help from ADT and in collaboration with Partnership for Priority Verified Alarm Response, devised the Alarm Validation Scoring Standard (AVS-01). It uses historical and real-time information to provide first responders with crucial details, including the severity of the threat, that can help them quickly make an informed plan of action. ADT is the first company to adopt and implement AVS-01 at a national level. ADT Monitoring Centers are UL certified for AVS-01 and now score every burglar alarm per the standard and provide this information to law enforcement.



Awards & Accolades

For the fifth consecutive year, ADT earned the title of most trusted home security system brand in a study based on consumer ratings conducted by Lifestory Research. ADT is among only 10 brands to have achieved this feat for five consecutive years.

In addition, ADT was proud to receive several other awards and accolades:



Ranked as
top security company on
the 2023 SDM 100



Named a
CES 2023 Innovation
Award Honoree
for smart
home technology



Received 8
"SAMMY"
(Sales and Marketing
Technology)
Award nominations



Earned 3
Excellence Awards from
The Monitoring Center



Recognized as
one of Newsweek's
Most Trustworthy
Companies
in America

Demonstrating Responsible Governance

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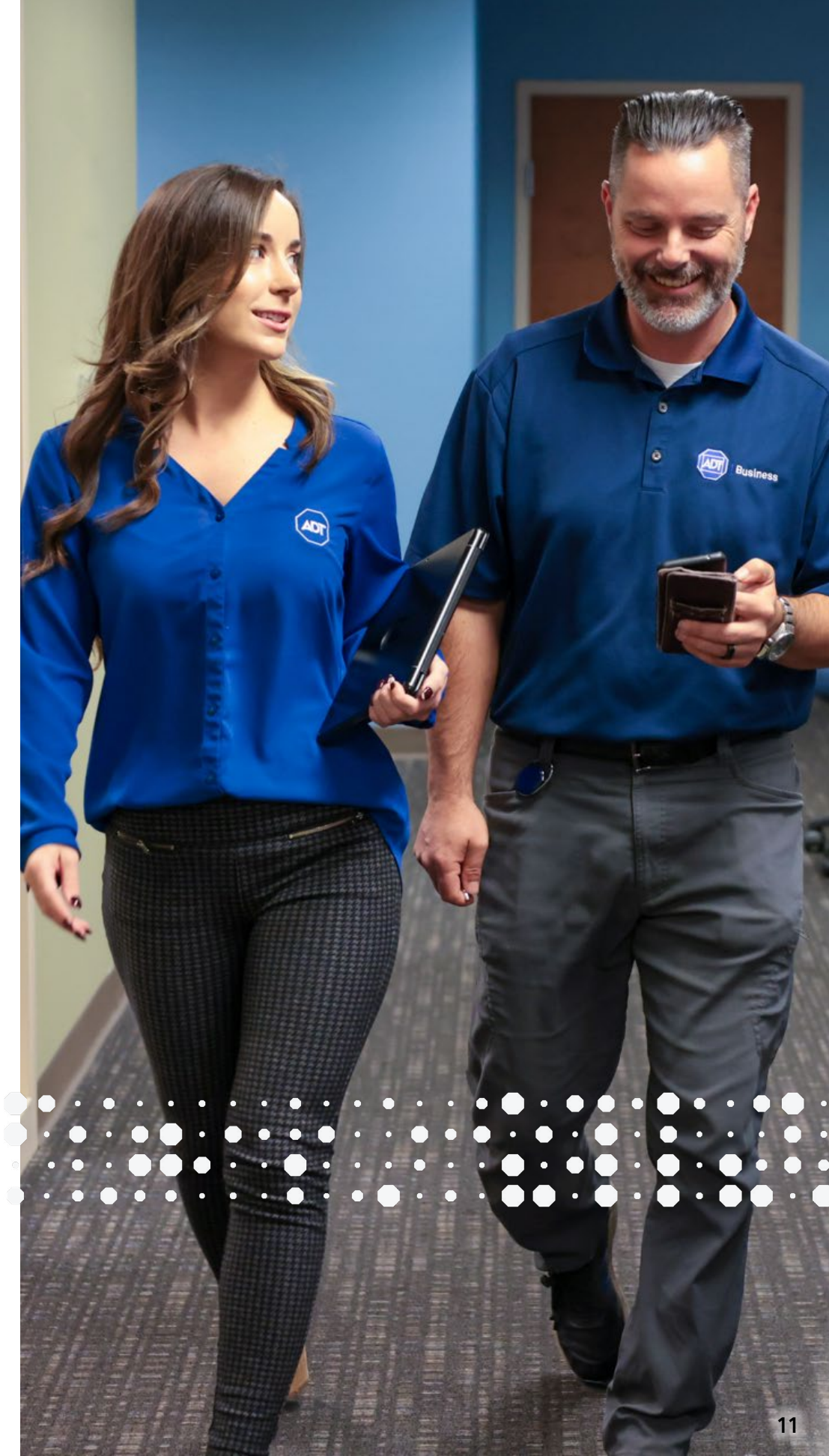
Demonstrating Responsible Governance

ADT prioritizes strong corporate governance, believing it's the foundation for financial integrity and superior performance. Our Board of Directors is responsible for the oversight of ADT's business and approves the Company's operating values which are reflected in our [Code of Conduct](#) (the "Code"). The Board also oversees the principal risks of our business and makes sure practical procedures are in place to effectively monitor, manage, and mitigate those risks.

There are four standing Board committees, each of which reports on their activities to the full Board: executive, compensation, nominating and corporate governance, and audit. Comprised of independent directors, the audit committee oversees financial risks and monitors the management of the principal risks that could impact financial reporting, including cybersecurity and privacy.

The audit committee's responsibilities include the Company's Environment, Social, and Governance ("ESG") strategy, policies, and public disclosures, and it receives annual updates from the ESG Steering Committee about ADT's initiatives, opportunities, and risks. The multidisciplinary ESG Steering Committee leads ESG compliance along with members of the Sustainability Business Employee Resource Group (BERG) who work on the Company's employee-led volunteer sustainability efforts.

The Board also oversees, reviews, and periodically discusses the implementation and effectiveness of the Company's compliance and ethics programs with management.



ADT'S ESG Pillars

Our commitment to respect the environment, promote social responsibility, and lead with responsible governance is fundamental to who we are and guides our safe, smart, and sustainable business practices.

Safe

Customer &
Community
Health &
Safety

Employee
Well-Being &
Development

Inclusive
Diversity &
Belonging

Smart

Responsible
Governance

Data Privacy
&
Cybersecurity

Product
Safety &
Quality

Sustainable

Climate Change
Risk
Management

Environmental
Management



Ethics

We are committed to ensuring all ADT employees uphold our core Company values of trust, collaboration, service, and innovation. This begins with the [ADT Code of Conduct](#), which describes our commitment to our customers, investors, communities, and each other. It also outlines employee expectations and helps foster a culture of integrity.

The ADT Ethics Office oversees the employee ethics hotline and ethics training programs, including an introduction, overview, and summary of the Code. The Code is supplemented by a variety of additional policies applicable to all team members, including:

- non-retaliation
- equal employment opportunity
- anti-harassment
- anti-trafficking
- technology security
- personal data protection and privacy
- conflicts of interest
- intellectual property and the protection of confidential information
- insider trading
- anti-bribery and corruption
- the approval of transactions with related persons



Supply Chain & Procurement

ADT does not own or operate any manufacturing facilities and therefore relies on suppliers and distributors to create and deliver our products. We require product suppliers and distributors to adhere to and comply with our [Guide to Supplier Social Responsibility](#), which covers a broad range of ESG subjects:

- human rights
- child and forced labor
- worker welfare
- corruption
- bribery policies
- environmental sustainability
- supplier diversity
- social responsibility

Additionally, during the supplier onboarding process, the Accounts Payable group performs numerous compliance checks.



Data Privacy & Cybersecurity

The safety, security, and privacy of our customers are **fundamental to the services we provide**, and we continue to enhance methods, best practices, and technologies to better monitor and protect customer data, and inform and enable customers to make choices about their data privacy. We carefully consider data privacy when developing our own products and when incorporating products provided by our business partners. ADT's **Data Privacy Officer** ensures our processes and protections relative to sensitive data comply with applicable data protection rules and regulations. The Company's **Chief Information Security Officer** led ADT's cybersecurity risk assessment, which included security posture scoring, vulnerability assessments, process maturity, and tooling coverage as part of an ongoing effort to mitigate risk. ADT also has a **Cybersecurity Council** that meets quarterly to review and discuss compliance, cybersecurity risk, and preventive programs.



Product Safety & Quality

We go to great lengths to serve our customers with the highest caliber of products and services. We employ an engineering test group responsible for assessing products, hardware, software, and applications. Additionally, we are becoming more engaged with our suppliers in the design and manufacturing process, and have increased our focus on environmentally friendly products.

Our Google partnership allows us to explore the use of “greener” plastics and more recycled materials so our products are compatible with our ESG pillars. This includes an environmentally focused approach to design and manufacturing.



ESG Risk Management

ESG risks are integrated into our Enterprise Risk Management (ERM) process. The annual risk assessment is designed to identify, assess, and manage risk exposures across all parts of the Company to enable the business to effectively pursue strategic goals and objectives.

Risks and opportunities are identified by conducting interviews with executive leadership and senior management; monitoring macroeconomic, political, and other market developments; reviewing proposed and incoming regulatory changes; plus conducting research and consulting with third parties on current and emerging risks. Based on the COSO ERM Framework, identified risks and opportunities are assessed for their financial impact, reputational impact, likelihood of occurrence, and velocity. The process used to determine which climate-related dependencies, impacts, risks, and opportunities could have a substantive financial or strategic impact is applied to all stages of the value chain.

Risks and mitigation action plans are prioritized and reviewed with the ERM Council, the Audit Committee, and ultimately the Board.



Valuing Our People

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Valuing Our People

We recognize that **our employees are our greatest asset**, and we work to ensure that every team member can achieve their personal and professional goals and be valued for who they are and what they bring to ADT.

Inclusive Diversity & Belonging

In 2023, we continued to make progress in our commitment to Inclusive Diversity & Belonging (IDB) and our goal of creating a safe, inclusive workplace.

Through the ADT IDB Council, established in 2020, human resources leaders and business executives continue to work together to establish and implement IDB commitments.

Enhancing Understanding of IDB

We launched three new, self-directed courses on the ADT Learning Hub designed to help all employees deepen their understanding of IDB. The curriculum covers a variety of topics, including “Acting as an Ally,” “Exploring Our Differences,” “Speaking Up,” and more. These courses expand on ADT’s Onboarding, Foundational, and Leadership courses that help support the growth and understanding of all employees. Our new Belonging@ADT site for employees now houses a suite of on-demand reference materials, resources, and eLearning solutions.

Growing ADT’s Commitment to Inclusion

ADT’s approach to recruiting and hiring is built around four key strategies:

- diverse pipelines for critical talent
- relationship building with diverse organizations
- fostering an internal culture of diversity champions
- ensuring recruiters and hiring managers are committed to an inclusive workplace

We remain steadfast in presenting a diverse pool of candidates for all manager and above roles.



Expanding Business Employee Resource Groups

In 2023, ADT launched its Sustainability Business Employee Resource Group (BERG) to drive positive change and promote environmental stewardship both inside and outside of our Company. This newest group becomes the tenth BERG at the Company. BERGs help build a sense of belonging for all employees, support professional and personal development, and positively impact the business and our communities. BERG participation continues to increase. Approximately 13% of employees are members, up from 9% in 2022.

Throughout the year, BERGs held special events, learning opportunities, and celebrations of Black History Month, Women's History Month, Asian American and Pacific Islander Heritage Month, Mental Health Awareness Month, Pride Month, Juneteenth, Hispanic Heritage Month, Diwali, and more.

The BERGs are each provided with \$10,000 annually to donate to charitable organizations that reflect their values and the mission of ADT Safe Places, our corporate philanthropic program. They have become an important part of ADT's culture, and valued partners at work.

As an example, the ADT Real Estate and Facilities team had an archive of artwork no longer in use after updating the Boca Raton headquarters in 2023 and wanted to use it to raise money for charity. After consulting with the Hispanic BERG, the team selected In the Pines, an organization providing safe, affordable housing to low-income, working families in the Delray Beach and Boynton Beach, Florida region, to be the beneficiary of an art auction that raised more than \$5,000. With this support, In the Pines can accelerate their Building a Better Life Program and reach more families in the community.



“In 2023, the Hispanic BERG partnered with both In the Pines and The Milagro Center, a nonprofit offering academic enrichment, values-based education and mentoring for at-risk children, youth, and families living at or below the poverty line. These organizations really resonated with us because they share our mission. Like ADT, they both believe that everyone deserves to feel safe.”

Elizabeth Rivera
Senior Manager
CX Strategic Programs
Hispanic BERG Executive Chair
ADT



ADT by the Numbers* as of Dec. 31, 2023

	Female	Racially & Ethnically Diverse***
Executive Leadership Team**	13% ♦	13% ♦
Exempt	27% ♦	39% ♦
Non-Exempt	41% ♦	54% ♦
Total Population	36% ♦	48% ♦

*Refer to SASB Index for details

**The Executive Leadership Team (ELT) consists of the CEO and his direct reports, plus certain senior leaders selected by the CEO. There were nine members of the ELT as of Dec. 31, 2023.

***"Racially and Ethnically Diverse" includes employees who identify as Asian, Black/African American, Hispanic/Latino and other. "Other" is defined as Native American or Alaska Native, Native Hawaiian or Pacific Islander, or two or more races.

Employee Well-Being & Development

Employer Value Proposition

We know that innovative, motivated job seekers today are looking for **companies that give them opportunities** to make an impact and grow in their careers. That's why in 2023 we created ADT's Employer Value Proposition (EVP) – “Entrusted With Tomorrow” – to **attract and retain talent** and differentiate ourselves by offering current employees and recruits a view of the Company's culture and goals. The “Entrusted with Tomorrow” EVP has four supporting pillars:

- Take Ownership
- Work with Great Purpose
- Shape the Future
- Win Together

Learning and Growth

Part of the EVP is a promise to leverage ADT's industry-leading expertise to help employees learn and grow. In 2023, we increased **online learning opportunities** and are continually tailoring our offerings to meet the needs and provide the best access points for team members. In addition, ADT supports employees continuing their education with **tuition reimbursement** and an ongoing relationship with the University of Phoenix.



Employee Well-Being & Development

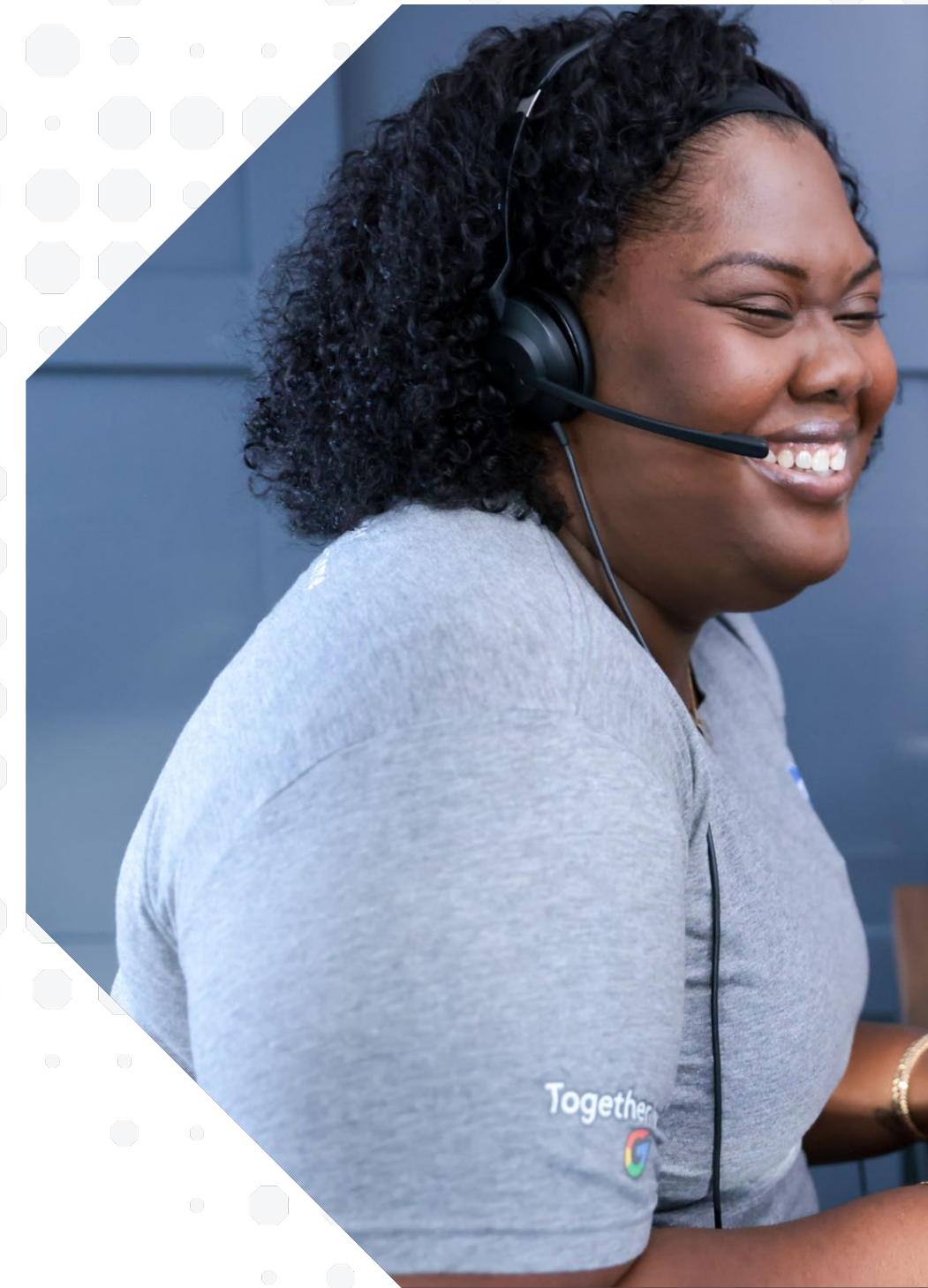
Wellness & Benefits

ADT provides competitive benefits. Employees enrolled in our self-funded medical plans are eligible for cash incentives by completing certain activities. In addition, ADT has a **PTO donation program** for employees to get additional time off for health or medical needs.

In January 2021, we launched the **ADT Wellness Program**, our annual employee emotional, physical, and social well-being initiative. The effort, which continues to be a priority, includes a variety of education and coaching programs, as well as periodic well-being sessions. We continue to evolve the ADT Wellness Program to best meet the needs of our employees, and added financial wellness to the program in 2023. While still a work-in-progress, we are proud that Mental Health America recognized us with their Platinum-level Bell Seal certification, their highest level of certification for commitment to improving employee mental health.

Employee Survey

Understanding what is important to our employees is imperative to our overall success. This year, we introduced both new employee and exit surveys to ensure our listening strategy captured employee sentiment at critical points of engagement. We also shifted the frequency of employee surveys to annually from every other year to increase visibility into our employee engagement and satisfaction on a more regular basis. The response rate jumped to 61% in 2023, an 11 point increase from our 2021 survey. **Favorable employee perception results were above external benchmarks**, and improved across most categories, including manager relationships and performance enablement.



Environmental Health & Safety

Our Environmental, Health, and Safety (EHS) vision guides our business and daily decision-making to **build a culture that continuously develops, promotes, and improves safe behaviors** on each task, achieves zero incidents, enhances employee wellness, and minimizes our environmental impact.

We believe that nearly all occupational injuries, as well as environmental incidents, are generally preventable, and the **EHS Management System** we have implemented includes expectations for compliance, accountability, sustainability, and continuous improvement to help mitigate risk. The goal for our team members is to understand and follow safety rules, as well as identify, avoid, and correct unsafe actions, behaviors, or situations. To that end, **in 2023, we heightened our emphasis on training overall** and have increased hands-on training from EHS regional managers.

Over the past 10 years, our commitment to proactive prevention has helped us achieve annual improvements

in our safety metrics. We continue to support and invest in safety programs and initiatives such as:

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

2023 Health & Safety Data

Total Recordable Incident Rate (TRIR)	1.36
Lost Time Incident Rate (LTIR)	0.45
Lost Day Severity Rate (LDSR)	12.57

Driver Safety

We have implemented several programs to help avoid vehicle collisions and improve fleet safety. These include mandatory driver safety training, signing the **ADT Driver Code of Conduct**, and compliance with our **Motor Vehicle Safety Absolutes**. We review and update our fleet safety initiatives on an ongoing basis. As we replace vehicles in our fleet, we are incorporating newer technologies such as updated braking detection, maximum 80 mph speed allowance, and other in-van safety features.



We Are What We Protect

Every team member has the right to feel safe from workplace violence (WPV), which is defined as any act or threat of physical violence, harassment, intimidation, or other disruptive behavior – on or off Company premises. WPV can happen at any time across any industry, and proactively identifying potential risk factors and becoming aware of early warning signs can help prepare employees to detect and mitigate potential acts of violence. In 2021, we expanded our WPV training to include active shooter preparedness. In 2023, 2,100 employees completed the online training module “Staying Safe in the Workplace.”



Investing in
Our Communities

Community Impact

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Investing in Our Communities

ADT Safe Places is our corporate philanthropic program that works to create a world where everyone feels safe.

The program provides focused, impactful giving, volunteerism, and in-kind donations to groups working to create safe, smart, and sustainable improvements to their communities.

ADT Safe Places partners include Requity Foundation, Fight Blight Bmore, and the YMCA, among others. ADT Safe Places also provides funding to employee-led groups that drive additional volunteer events and donations.

Community Impact

Making a Positive Impact on Kids in South Florida

In 2023, ADT initiated its partnership with the **Miami Marlins** and offered affordable baseball and softball lessons at the Marlins Youth Academy at Babcock Park in Hialeah, Florida, through the Marlins Rookies program. Marlins Rookies provides access to these sports for many kids and encourages the development of social and emotional competency. The young athletes were given gloves and full uniforms featuring the same ADT patch that the Miami Marlins sport on their game jerseys.

“ADT has been a tremendous partner for the Miami Marlins Foundation, joining our commitment to make an impact on the kids from our community. With their support, we can provide children access to play baseball and softball at an affordable cost. We are proud to see the baseball fields of Hialeah filled with future All-Stars!”

Sarah Martin
Senior Director
Marlins Youth Academy and
Foundation Programs

Investing in ADT’s Founding City of Baltimore

In 2023, the Company celebrated ADT’s 149th anniversary with the Baltimore National Heritage Area Association, unveiling a historical marker on the site where ADT was founded in 1874. **Baltimore Mayor Brandon Scott also designated Aug. 14 as “ADT Day” in the city during the event.**

ADT continued to give back to the city with a **\$100,000 donation to Fight Blight Bmore**, an organization that works to combat the negative effects of Baltimore’s 15,000 dilapidated houses. The nonprofit is working to raise area property values without displacing residents. ADT’s donation will help improve Fight Blight Bmore’s Hack Hub, a tech space that offers area youth Wi-Fi access, 3D printers, and entrepreneurial education opportunities.

At a back-to-school rally, ADT also donated 400 backpacks and presented a **\$20,000 donation to Signal 13**, a nonprofit that helps police families with college scholarships and medical support.



Community Impact



“Mentorship has been extremely important for us. If I hadn’t had a mentor program, I couldn’t have gotten where I am today. I’ve taken that same thing and am trying to pay it forward – engaging the local students here in the Baltimore community. We are making sure they have a pathway to get through by having all the job skills and qualifications they will need to succeed in our business.”

Jeff Barbour
General Manager
Mid-Atlantic Area Territory
ADT

In addition, ADT expanded its partnership with Requity Foundation, a nonprofit that converts neglected structures into energy-efficient, affordable housing while advancing student trade skills. In 2022, ADT donated \$120,000 to the organization to support work-based learning initiatives such as its Carver House project, a rehabilitation project of a vacant row house in Baltimore situated across from the Carver Vocational Technical High School. In 2023, **ADT worked with Requity on an employee pipeline program and mentorship opportunities for students at the school.**

ADT managers hosted a workshop focusing on interview skills and troubleshooting for half a day at one of the company’s Baltimore offices.

The program is showing initial signs of success with two of the students who graduated in June 2023 accepting job offers at Baltimore Gas and Electric.



Community Impact

Making the Phoenix Area Safer and More Sustainable

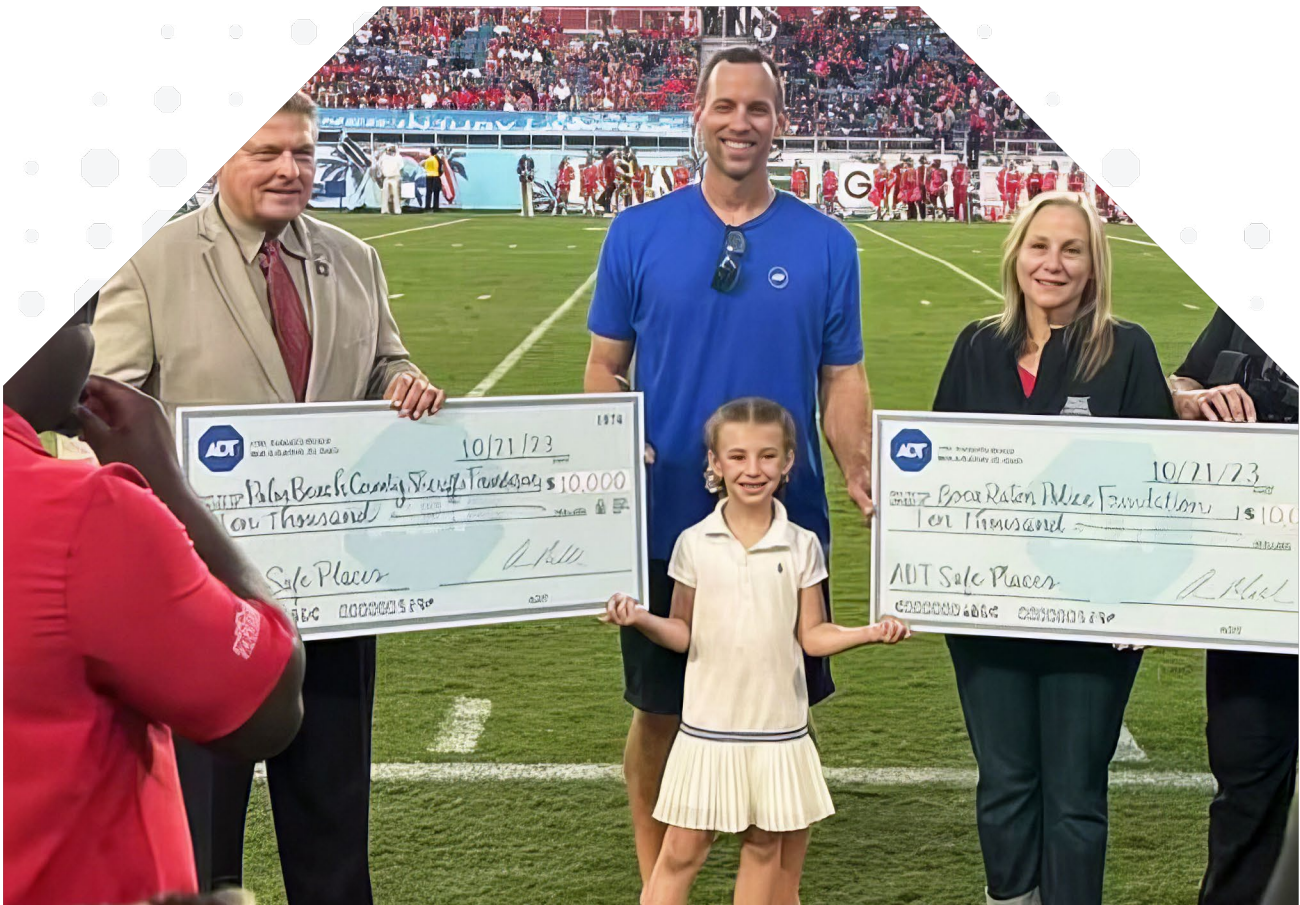
As thousands of football fans arrived in the Phoenix area for Super Bowl LVII, ADT employees volunteered their time to leave a lasting impact on the community. They participated in the **Kickoff to Rebuild** event, hosted by the nonprofit group Rebuilding Together, and helped clean up a local park in Glendale, Arizona, to make the community a safer, smarter, and more sustainable place to live. **ADT also donated \$30,000 to Rebuilding Together** to continue to help the city address other community challenges, like food insecurity.

Providing Security for the Gaming Lab at Alabama State

In partnership with the Black Collegiate Gaming Association (BCGA), ADT supported the opening of Alabama State University's new gaming and esports lab to help draw Black and women of color college students into the gaming industry. **ADT worked with the BCGA to secure Alabama State's gaming lab** so students have a safe place to innovate and advance in gaming and technology.

Supporting a Nationwide Commitment to Safety and Security

ADT served as the lead sponsor of the National Night Out police-community partnership event. Citizens, law enforcement agencies, community groups, and local officials in more than 16,000 communities in all 50 states, as well as U.S. territories and military bases worldwide, came together on Aug. 1 in celebration of neighborhoods working year-round with law enforcement to build safer, more caring communities. National Night Out helps to heighten crime-prevention awareness, generate support for and participation in local anti-crime programs, and strengthen police-community partnerships.



Advancing Environmental Stewardship

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Advancing Environmental Stewardship

We are committed to reducing our environmental impact by promoting environmental stewardship throughout our organization. We continuously strive to improve our carbon footprint and are assessing environmental risk on our operations on an ongoing basis as one aspect of our Enterprise Risk Management review process.



Advancing Environmental Stewardship

Kelli Baker, Vice President of Real Estate, Facilities, Security, and Environment Health & Safety at ADT, is leading the company’s efforts to improve sustainability and transform workspaces.

In 2023, Baker spearheaded a major renovation of ADT’s Boca Raton, Florida, headquarters, introducing better lighting, open floor plans, live plants, and collaborative spaces aimed at boosting employee productivity and well-being. She launched new initiatives to help ADT reach its sustainability goals, including transitioning 9 Texas facilities to renewable energy.

Baker also serves as the executive chair of ADT’s Veterans business employee resource group, which empowers and supports ADT’s active-duty military, veterans, families and allies.



“As good corporate citizens, we all have a role in impacting the environment.”

Kelli Baker
Vice President of Real Estate,
Facilities, Security, and
Environmental Health & Safety
ADT

Environment

The ADT Environmental Absolutes framework outlines how we comply with environmental requirements, addressing proper disposal of waste streams and promoting recycling of materials. We employ a waste recycling and diversion program and continue to monitor waste levels to reduce unnecessary trash hauls. In addition, we are **exploring ways to reduce greenhouse gasses** from our motor vehicle fleet, including the purchase of newer vehicle models having greater fuel efficiency. We have also focused on **efficiency improvements in lighting, air handling, and data operations** through the rationalization of our real estate portfolio and the utilization of renewable energy.



In 2023, ADT achieved a CDP Climate Change score at the "Awareness" level and a "C" rating, in line with the North American regional and sector average.



Environmental Management Overview

Greenhouse Gas Emissions Totals*

Scope	GHG Emissions (MT CO2e)
Scope 1*	54,129 ◆
Scope 2 (Location-Based)	13,437 ◆
Scope 2 (Market-Based)	13,085 ◆
Total (Location-Based)	67,566 ◆
Total (Market-Based)	67,214 ◆

Energy Consumption Totals

Scope	Consumption (MWh)
Scope 1*	224,656 ◆
Scope 2 (Location-Based)	36,060 ◆
Total	260,716 ◆

Waste Generation Totals

Types	Consumption (MT)
Non-hazardous waste to landfill	6,937 ◆
Non-hazardous waste recycled or reused	2,695 ◆
Hazardous waste	1 ◆
Total	9,633 ◆

Water Consumption Totals

Type	Consumption (m3)
Office	237,415 ◆
Warehouse	18,254 ◆
Parking/Land	7,018 ◆
Total	262,687 ◆

*Our primary Scope 1 emissions source is mobile combustion from fleet vehicle fuel consumption.

Remote Assistance

In 2023, our Remote Assistance Program hit a very important milestone – 50% of all technician visits have now become virtual. This is a tremendous achievement for a program that started out of necessity in 2021 during the height of the pandemic. Technology is quickly changing how our customers prefer to interact with our Company. The Remote Assistance Program allows them the freedom to schedule appointments on their terms and, most importantly, provides them with the best experience to resolve their problems. The program also has other benefits: When a technician can service a customer virtually and we do not have to send a truck to their home, **we drastically reduce our emissions**, which is better for the environment. We only see this program growing as technology continues to improve. **This past year we completed more than one million service and installation appointments under the Remote Assistance Program, resulting in 220,000 fewer vehicle trips.**



Renewable Energy

In December, we signed our first renewable energy contracts, starting with the state of Texas.

Deregulation allows companies to explore the marketplace and negotiate for the best price, and it is often renewable power that has the most competitive rates.

We entered into a three-year fixed price purchase and sales agreement associated with a wind farm project for 100% renewable energy in nine locations within the state, for which ADT receives Green-e certified RECs. The program was so successful, we are looking to replicate it moving forward.





Conclusion

We believe there is more to doing “good business” today. We are devoted to providing our employees with a safe, inclusive, and supportive workplace with opportunities for growth. We are invested in serving the communities in which we work and live. We are dedicated to continuing to help confront climate change and protect our planet. But we recognize that there is more work to do. **We will continue to take steps that advance our safe, smart, and sustainable commitment and report on our progress each year.**



Appendix

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2023 SASB Index

The Sustainability Accounting Standards Board (SASB) has developed industry-based standards to identify and standardize disclosure for the sustainability issues most relevant to investor decision-making. The tables below reflect ADT’s reporting metrics utilizing the SASB “Professional & Commercial Services” and “Software & IT Services” industry standards. The data provided represents the metrics as of or for the year ended December 31, 2023, and excludes our Commercial Business that was divested on October 2, 2023.

Management is responsible for the completeness, accuracy, and validity of the metrics included in this SASB Index. Management asserts that the metrics reported in this SASB Index are presented in

accordance with the assessment criteria set forth below. Management is responsible for the selection of the criteria, which provides an objective basis for measuring and reporting the metrics.

Management has developed processes over the collection, verification and reporting of information and our ESG Compliance & Controls team reviewed for accuracy, completeness, and validity.

We engaged SGS United Kingdom Ltd. (“SGS”) to conduct an independent assurance review that provides limited assurance on specified metrics, which are identified by the “◆” symbol throughout this report. [SGS's Assurance Statement can be found here.](#)

For more information please contact:

Investor Relations

InvestorRelations@adt.com

SASB | Professional & Commercial Services Standard

Topic	Accounting Metric	Category	Unit of Measure	Code
Data Security	Description of approach to identifying and addressing data security risks	Discussion and Analysis	N/A	SV-PS-230a.1
	ADT's Response: Our Chief Information Security Officer, is responsible for maintaining and supervising our data security programs. ADT is committed to protecting the data we collect and maintain on behalf of our customers. Our data security program is based on: centralized coordination; administrative, technical, and procedural safeguards; risk assessment and management; monitoring, testing and reporting; and clear training and awareness. The Audit Committee receives enterprise risk management reports at their regularly scheduled meetings, and the Board of Directors receives an annual update. ADT tracks all our risk assessments and reporting activities.			
	Description of policies and practices relating to collection, usage, and retention of customer information	Discussion and Analysis	N/A	SV-PS-230a.2
	ADT's Response: ADT's information security policies include: Risk Management Policy; IT Security Policy; IT Security Acceptable Use Policy; ADT Code of Conduct; Information Classification Guidelines; Protecting Personal Identifiable Information (PII) Policy; Personal Data Protection and Privacy Policy; Addendum A to ADT Interim Remote Work Policy; ADT Asset Protection Policy; ADT IT Security Standards; ADT Records Management Policy; ADT Contact Center Remote Work Policy; and ADT Social Media Policy. We reinforce these policies through regular trainings for the relevant employees, as well as annual security awareness training for all ADT team members. ADT maintains automated cybersecurity monitors in addition to an around the clock team of certified security operations professionals to detect potential malicious activity.			

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Topic	Accounting Metric	Category	Unit of Measure	Code
Data Security	(1) Number of data breaches, (2) Percentage involving customers' confidential business information (CBI) or personally identifiable information (PII), (3) Number of customers affected	Quantitative	Number, Percentage (%)	SV-PS-230a.3
	<p>ADT's Response:</p> <p>We have no material data breaches that could have a material adverse effect on our financial position or the business. Data breaches that may have a material adverse effect on ADT's financial position or the business would be disclosed in our public filings with the Securities and Exchange Commission.</p>			

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Topic	Accounting Metric	Category	Unit of Measure	Code																																																												
Workforce Diversity & Engagement	Percentage of gender and racial/ethnic group representation for (1) Executive management, (2) All other employees	Quantitative	Percentage (%)	SV-PS-330a.1																																																												
				<div>ADT’s Response: ADT is committed to building a culture of diversity and inclusion for our employees. We strive to hire and retain a workforce that reflects our values. Percentage as of the year ended December 31, 2023:</div> <table><thead><tr><th></th><th colspan="3">Gender Representation</th><th colspan="6">Racial/Ethnic Group Representation</th></tr><tr><th></th><th>Female</th><th>Male</th><th>N/A^(a)</th><th>Asian</th><th>Black or African American</th><th>Hispanic or Latino</th><th>White</th><th>Other^(b)</th><th>N/A^(b)</th></tr></thead><tbody><tr><td>Executive Leadership Team (ELT)^(c)</td><td>13% ♦</td><td>87% ♦</td><td>0% ♦</td><td>0% ♦</td><td>13% ♦</td><td>0% ♦</td><td>87% ♦</td><td>0% ♦</td><td>0% ♦</td></tr><tr><td>Exempt employees^(c)</td><td>27% ♦</td><td>72% ♦</td><td>1% ♦</td><td>6% ♦</td><td>15% ♦</td><td>14% ♦</td><td>58% ♦</td><td>4% ♦</td><td>3% ♦</td></tr><tr><td>Non-exempt employees^(c)</td><td>41% ♦</td><td>58% ♦</td><td>1% ♦</td><td>2% ♦</td><td>31% ♦</td><td>16% ♦</td><td>44% ♦</td><td>4% ♦</td><td>3% ♦</td></tr><tr><td>Total population</td><td>36% ♦</td><td>63% ♦</td><td>1% ♦</td><td>4% ♦</td><td>25% ♦</td><td>15% ♦</td><td>49% ♦</td><td>4% ♦</td><td>3% ♦</td></tr></tbody></table> <div><div>(a) N/A = not available or not disclosed.</div><div>(b) Other is defined as employees who self-reported as Native American or Alaska Native, Native Hawaiian or Pacific Islander or two or more races.</div><div>(c) Modified to align to ADT’s job categories: the Executive Leadership Team (“ELT”), exempt employees, and non-exempt employees. The ELT consists of the CEO and his direct reports, plus certain senior leaders selected by the CEO. Exempt employees are exempt from the overtime provisions of the Fair Labor Standards Act (FLSA) because they are classified as an executive, professional, administrative, or outside sales employee, and meets the specific criteria for the exemption. Certain computer professionals may also be exempt. With some limited exceptions, exempt employees must be paid on a salary basis. ELT members are included in the exempt employees category. Non-exempt employees are not exempt from the overtime provisions of the FLSA and are therefore entitled to overtime pay for all hours worked beyond 40 in a workweek (as well as any state overtime provisions). Nonexempt employees may be paid on a salary, hourly or other basis. All data is sourced from ADT’s Human Resources Management System.</div></div>		Gender Representation			Racial/Ethnic Group Representation							Female	Male	N/A ^(a)	Asian	Black or African American	Hispanic or Latino	White	Other ^(b)	N/A ^(b)	Executive Leadership Team (ELT) ^(c)	13% ♦	87% ♦	0% ♦	0% ♦	13% ♦	0% ♦	87% ♦	0% ♦	0% ♦	Exempt employees ^(c)	27% ♦	72% ♦	1% ♦	6% ♦	15% ♦	14% ♦	58% ♦	4% ♦	3% ♦	Non-exempt employees ^(c)	41% ♦	58% ♦	1% ♦	2% ♦	31% ♦	16% ♦	44% ♦	4% ♦	3% ♦	Total population	36% ♦	63% ♦	1% ♦	4% ♦	25% ♦	15% ♦	49% ♦	4% ♦	3% ♦
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Topic	Accounting Metric	Category	Unit of Measure	Code
Workforce Diversity & Engagement	Turnover rate for employees (1) Voluntary, (2) Involuntary	Quantitative	Percentage (%)	SV-PS-330a.2
	<p>ADT's Response:</p> <p>(1) Voluntary^(a) turnover rate^(c): 47% ♦ ^(d)</p> <p>(2) Involuntary^(b) turnover rate^(c): 19% ♦ ^(d)</p> <p>^(a) Voluntary turnover is defined as an employee that leaves the Company on their own initiative and includes retirement.</p> <p>^(b) Involuntary turnover is defined as termination of employment of an employee at ADT.</p> <p>^(c) Modified to align with ADT turnover calculations using the average number of employees for the denominator. All data is sourced from ADT's Human Resources Management System.</p> <p>^(d) ADT workforce has a large number of commission-based compensation employees, which increases turnover rates. Additionally, our Solar business restructuring increased the involuntary turnover rate by a reduction in force.</p>			

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Topic	Accounting Metric	Category	Unit of Measure	Code
Workforce Diversity & Engagement	Employee engagement as a percentage	Quantitative	Percentage (%)	SV-PS-330a.3
	<p>ADT's Response:</p> <p>Employee engagement as a percentage: 74% ♦ ^(a)</p> <p>^(a) From September 11, 2023 to October 6, 2023, ADT conducted a Company-wide Employee Sentiment Survey that was administered by a third-party, Perceptyx Inc. All employees were invited to participate, excluding employees hired within the month the survey was sent and those who were on a leave of absence for the entirety of the survey period. 61% of employees responded to the survey. Employee engagement is measured based on four specific questions that are directly tied to engagement (1. I would recommend ADT as a good place to work; 2. I intend to stay with ADT for at least the next 12 months; 3. My work gives me a strong sense of personal accomplishment; 4. I am proud to work at ADT). The percentage is calculated as the weighted average of employees who responded favorably (strongly agree or agree) to the questions out of the total number of employees who responded to the survey.</p>			

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Topic	Accounting Metric	Category	Unit of Measure	Code
Professional Integrity	Description of approach to ensuring professional integrity	Discussion and Analysis	N/A	SV-PS-510a.1
	<p>ADT's Response: ADT maintains a robust Ethics & Compliance Program (the "Program") that includes the ADT Code of Conduct (the "Code of Conduct") that sets forth, among other things, ADT's commitment to compliance with applicable law. ADT has also established policies and procedures that incorporate a culture of compliance into our day-to-day operations. ADT's policies and procedures address a broad range of matters including bribery, corruption, gifts and entertainment, conflicts of interest, consumer law and antidiscrimination, among others. All employees are regularly trained on the Code of Conduct and ethics and compliance topics and policies. ADT employees are required to affirmatively review and re-commit to ADT's Code of Conduct on an annual basis. Adherence to the Code of Conduct is a condition of employment. ADT performs compliance monitoring and periodic evaluations of the effectiveness of the Program and policies. The Program also includes an ethics and compliance reporting system (Ethics Line) whereby ADT's employees and others can report Code of Conduct or policy violations and seek guidance regarding potential or actual ethics and compliance issues anonymously and without fear of retaliation. ADT has a strict zero tolerance policy against retaliation for making good faith reports or concerns to the Ethics Line.</p>			




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Topic	Accounting Metric	Category	Unit of Measure	Code
Professional Integrity	Total amount of monetary losses as a result of legal proceedings associated with professional integrity	Quantitative	Reporting currency	SV-PS-510a.2
<p>ADT's Response: We have no material litigation or legal proceedings associated with professional integrity that could have a material adverse effect on our financial position or the business. Legal proceedings associated with professional integrity that may have a material adverse effect on ADT's financial position or the business would be disclosed in our public filings with the Securities and Exchange Commission.</p>				

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Topic	Accounting Metric	Category	Unit of Measure	Code
Activity Metrics	Number of employees by: (1) Full-time and Part-time, (2) Temporary, (3) Contract	Quantitative	Number	SV-PS-000.A
<p>ADT's Response:</p> <p>Number of employees^(a) as of the year ended December 31, 2023 by:</p> <p>(1) Full-time: 14,271 ♦ Part-time: 66 ♦</p> <p>(2) Temporary: 5 ♦</p> <p>(3) Contract^(b): Not available</p> <p><small>^(a) Employee headcount is based on data from ADT's Human Resources Management System (HRMS) as of December 31, 2023. Full-time is defined as an employee working 35 hours or more a week. Part-time is defined as an employee working less than 35 hours a week. Temporary employees are typically interns.</small></p> <p><small>^(b) ADT works with several companies to fulfill contractual employment needs that arise. Contractors are not currently tracked in HRMS.</small></p>				

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Topic	Accounting Metric	Category	Unit of Measure	Code
Environmental Footprint of Hardware Infrastructure	(1) Total energy consumed, (2) Percentage grid electricity, (3) Percentage renewable	Quantitative	Gigajoules (GJ) Percentage (%)	TC-SI-130a.1
	<p>ADT's Response:</p> <p>(1) Total energy consumed: 938,577 GJ  ^(a). Energy sources include vehicle fleet fuel, natural gas, generators fuel, and purchased grid electricity.</p> <p>(2) 14%  of total energy consumed was supplied from grid electricity</p> <p>(3) 0.1%  of total energy consumed was supplied from renewable energy ^(b)</p> <p>^(a) ADT is unable to track specific energy consumption for all its locations, where, for example, electricity is included in lease charges. Estimates of electricity consumption are included based on facilities square footage.</p> <p>^(b) ADT entered into a 3-year fixed price purchase and sales agreement associated with a wind farm project in the state of Texas effective December 1, 2023. The agreement applies to nine ADT facilities in Texas and ADT receives renewable energy certificates (RECs) which are all Green-e certified.</p>			

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Topic	Accounting Metric	Category	Unit of Measure	Code
Environmental Footprint of Hardware Infrastructure	(1) Total water withdrawn, (2) Total water consumed, Percentage of each in regions with High or Extremely High Baseline Water Stress	Quantitative	Thousand cubic meters (m³) Percentage (%)	TC-SI-130a.2
	<p>ADT's Response:</p> <p>(1)(2) Total water withdrawn/consumed 262,687 m³ ♦ ^(a), all sourced from municipal water supplies. ADT does not store water, so our withdrawal and consumption statistics are the same.</p> <p>8.4% ♦ of water withdrawn/consumed in regions with high or extremely high baseline water stress.</p> <p>^(a) ADT does not utilize water in its core operations and therefore does not track specific usage for all its locations where, for example, water is included in lease charges. Estimates of water usage are included based on facilities square footage.</p>			

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Topic	Accounting Metric	Category	Unit of Measure	Code
Environmental Footprint of Hardware Infrastructure	Discussion of the integration of environmental considerations into strategic planning for data center needs	Discussion and Analysis	N/A	TC-SI-130a.3
<p>ADT's Response: ADT is committed to ensuring environmental sustainability and efficiency at its data centers. We have invested significant time and resources focusing on efficiency improvements in data operations, air handling, and lighting. For example, at our larger centers, we strive to employ and improve upon best practices including by replacing older hardware with energy efficient alternatives, employing dynamic operations methods to improve the efficiency of our network, and updating cooling and lighting systems where more environmentally friendly alternatives are available.</p>				

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

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Topic	Accounting Metric	Category	Unit of Measure	Code
Data Privacy and Freedom of Expression	Total amount of monetary losses as a result of legal proceedings associated with user privacy	Quantitative	Reporting currency	TC-SI-220a.3
	ADT's Response: We have no material litigation or legal proceedings associated with user privacy that could have a material adverse effect on our financial position or the business. Legal proceedings associated with user privacy that may have a material adverse effect on ADT's financial position or the business would be disclosed in our public filings with the Securities and Exchange Commission.			
	(1) Number of law enforcement requests for user information, (2) Number of users whose information was requested, (3) Percentage resulting in disclosure	Quantitative	Number, Percentage (%)	TC-SI-220a.4
	ADT's Response: From time to time, ADT receives formal requests that comply with legal process and procedure from state and federal law enforcement agencies. Any requests by law enforcement that may result in a material adverse effect on ADT's financial position or the business would be disclosed in our public filings with the Securities and Exchange Commission.			

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Topic	Accounting Metric	Category	Unit of Measure	Code
Data Privacy and Freedom of Expression	List of countries where core products or services are subject to government-required monitoring, blocking, content filtering, or censoring	Discussion and Analysis	N/A	TC-SI-220a.5
	ADT's Response: ADT's core products and services are offered only in the United States. ADT is also occasionally required to provide services in other jurisdictions outside of the U.S. for our U.S.-based customers.			

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Topic	Accounting Metric	Category	Unit of Measure	Code
Data Security	(1) Number of data breaches, (2) Percentage involving personally identifiable information (PII), (3) Number of users affected	Quantitative	Number, Percentage (%)	TC-SI-230a.1
<p>ADT's Response:</p> <p>We have no material data breaches that could have a material adverse effect on our financial position or the business. Data breaches that may have a material adverse effect on ADT's financial position or the business would be disclosed in our public filings with the Securities and Exchange Commission.</p>				


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Topic	Accounting Metric	Category	Unit of Measure	Code
Data Security	Description of approach to identifying and addressing data security risks, including use of third-party cybersecurity standards	Discussion and Analysis	N/A	TC-SI-230a.2
	<p>ADT's Response: ADT is committed to protecting the data we collect and maintain on behalf of our customers. Our data security program is based on: centralized coordination; administrative, technical, and procedural safeguards; risk assessment and management; monitoring, testing and reporting; and clear training and awareness. The Board of Directors receives enterprise risk management reports at their regularly scheduled meetings. ADT tracks all of our risk assessments and reporting activities.</p>			

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Topic	Accounting Metric	Category	Unit of Measure	Code
Recruiting and Managing a Global, Diverse and Skilled Workforce	Percentage of employees that are (1) Foreign nationals, (2) Located offshore	Quantitative	Percentage (%)	TC-SI-330a.1
	<p>ADT's Response: Percentage as of the year ended December 31, 2023:</p> <p>(1) Foreign nationals: At least 1.2%^(a) ♦</p> <p>(2) Located offshore^(b): 0% ♦</p> <p>Risks related to conducting offshore business activities are not applicable to ADT as all ADT employees are located in the U.S. and Puerto Rico. Management has not identified any significant risks related to recruiting foreign nationals.</p> <p>^(a) ADT has digitized citizenship data available for 68% of employees. While citizenship data is not currently tracked in ADT's digitized citizenship system for all of ADT's 14,342 full-time, part-time, and temporary employees, the percentage was calculated based on the digitized citizenship data available (numerator) and total population of employees (denominator).</p> <p>^(b) Offshore is defined as employees located outside of the U.S. and Puerto Rico.</p>			

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Topic	Accounting Metric	Category	Unit of Measure	Code
Recruiting and Managing a Global, Diverse and Skilled Workforce	Employee engagement as a percentage	Quantitative	Percentage (%)	TC-SI-330a.2
	<p>ADT's Response:</p> <p>Employee engagement as a percentage: 74%  ^(a)</p> <p>^(a) From September 11, 2023 to October 6, 2023, ADT conducted a Company-wide Employee Sentiment Survey that was administered by a third-party, Perceptyx Inc. All employees were invited to participate, excluding employees hired within the month the survey was sent and those who were on a leave of absence for the entirety of the survey period. 61% of employees responded to the survey. Employee engagement is measured based on four specific questions that are directly tied to engagement (1. I would recommend ADT as a good place to work; 2. I intend to stay with ADT for at least the next 12 months; 3. My work gives me a strong sense of personal accomplishment; 4. I am proud to work at ADT). The percentage is calculated as the weighted average of employees who responded favorably (strongly agree or agree) to the questions out of the total number of employees who responded to the survey.</p>			

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Topic	Accounting Metric	Category	Unit of Measure	Code						
Recruiting and Managing a Global, Diverse and Skilled Workforce	Percentage of gender and racial/ethnic group representation for (1) Management, (2) Technical staff, and (3) All other employees	Quantitative	Percentage (%)	TC-SI-330a.3						
	ADT’s Response: ADT is committed to building a culture of diversity and inclusion for our employees. We believe our employees should reflect the communities where we live and serve, and we strive to hire and retain a workforce that is truly representative of our markets. Percentage as of the year ended December 31, 2023:									
		Gender Representation		Racial/Ethnic Group Representation						
		Female	Male	N/A ^(a)	Asian	Black or African American	Hispanic or Latino	White	Other ^(b)	N/A ^(a)
	Executive Leadership Team (ELT) ^(c)	13% ♦	87% ♦	0% ♦	0% ♦	13% ♦	0% ♦	87% ♦	0% ♦	0% ♦
	Exempt employees ^(c)	27% ♦	72% ♦	1% ♦	6% ♦	15% ♦	14% ♦	58% ♦	4% ♦	3% ♦
	Non-exempt employees ^(c)	41% ♦	58% ♦	1% ♦	2% ♦	31% ♦	16% ♦	44% ♦	4% ♦	3% ♦
	Total population	36% ♦	63% ♦	1% ♦	4% ♦	25% ♦	15% ♦	49% ♦	4% ♦	3% ♦
	(a) N/A = not available or not disclosed.									
	(b) Other is defined as employees who self-reported as Native American or Alaska Native, Native Hawaiian or Pacific Islander or two or more races.									
(c) Modified to align to ADT’s job categories: the Executive Leadership Team (“ELT”), exempt employees, and non-exempt employees. The ELT consists of the CEO and his direct reports, plus certain senior leaders selected by the CEO. Exempt employees are exempt from the overtime provisions of the Fair Labor Standards Act (FLSA) because they are classified as an executive, professional, administrative, or outside sales employee, and meets the specific criteria for the exemption. Certain computer professionals may also be exempt. With some limited exceptions, exempt employees must be paid on a salary basis. ELT members are included in the exempt employees category. Non-exempt employees are not exempt from the overtime provisions of the FLSA and are therefore entitled to overtime pay for all hours worked beyond 40 in a workweek (as well as any state overtime provisions). Nonexempt employees may be paid on a salary, hourly or other basis. All data is sourced from ADT’s Human Resources Management System (HRMS).										

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Topic	Accounting Metric	Category	Unit of Measure	Code
Intellectual Property Protection and Competitive Behavior	Total amount of monetary losses as a result of legal proceedings associated with anti-competitive behavior regulations	Quantitative	Reporting currency	TC-SI-520a.1
	ADT's Response: We have no material litigation or legal proceedings associated with anti-competitive behavior regulations that could have a material adverse effect on our financial position or the business. Legal proceedings associated with anti-competitive behavior regulations that could have a material adverse effect on our financial position or the business would be disclosed in our public filings with the Securities and Exchange Commission.			

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Topic	Accounting Metric	Category	Unit of Measure	Code
Managing Systemic Risks from Technology Disruptions	Number of (1) Performance issues, (2) Service disruptions, (3) Total customer downtime	Quantitative	Number, Days	TC-SI-550a.1
	<p>ADT's Response: The scope of performance issues, service disruptions, and total customer downtime is limited to security monitoring system incidents^(a) that result in a delay in the answering of high-priority customer alarms^(b).</p> <p>(1) Performance issues^(c) = 0 (2) Service disruptions^(d) = 0 (3) Total customer downtime^(e) = 0 minutes</p> <p>There were no significant service disruptions^(f).</p> <p>^(a) Security monitoring system incidents are limited to those tracked in ADT's BMC Remedy IT system, classified as high- or critical-priority, and that require a root cause analysis.</p> <p>^(b) High-priority customer alarms are fire, burglar, smoke, heat, and carbon monoxide.</p> <p>^(c) Modified to define performance issues as any unplanned security monitoring system incidents causing a delay, of more than 10 minutes but less than or equal to 30 minutes, in the answering of individual high-priority customer alarms.</p> <p>^(d) Modified to define service disruptions as any unplanned security monitoring system incidents causing a delay, of more than 30 minutes, in the answering of individual high-priority customer alarms.</p> <p>^(e) Modified to define customer downtime as the total delay in answering high-priority customer alarms related to performance issues and service disruptions, reported in minutes.</p> <p>^(f) A service disruption is considered significant when the cost to correct is material or it is disruptive to a large number of customers.</p>			

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Topic	Accounting Metric	Category	Unit of Measure	Code
Managing Systemic Risks from Technology Disruptions	Description of business continuity risks related to disruptions of operations	Discussion and Analysis	N/A	TC-SI-550a.2
	ADT's Response: To minimize business interruption, ADT maintains a Business Continuity Management Office ("BCMO") with the purpose of ensuring operational contingency of business operations, employee safety, customer services, product availability and brand protection. The BCMO collaborates with key functional partners to develop Business Interruption Plans for our business-critical functions. ADT performs annual disaster recovery exercises for mission and critical applications based on guidelines put in place by the BCMO.			

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Topic	Accounting Metric	Category	Unit of Measure	Code
Activity Metrics	(1) Number of licenses or subscriptions, (2) Percentage cloud-based	Quantitative	Number, Percentage (%)	TC-SI-000.A
	ADT's Response: (1) approximately 6.4 million security monitoring service subscribers ♦ (2) 0% in public cloud. ♦ ADT's security monitoring service is not cloud-based.			
	(1) Data processing capacity, (2) Percentage outsourced	Quantitative		TC-SI-000.B
	ADT's Response: (1) 11,491 servers (2) 57% in public cloud			
	(1) Amount of data storage, (2) Percentage outsourced	Quantitative	Petabytes, Percentage (%)	TC-SI-000.C
	ADT's Response: (1) 16.1 petabytes (2) 65% in public cloud			



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