



# 2024 ADT Corporate Impact Report







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# Introduction

For more than 150 years, ADT has been committed to building stronger, safer, and more connected communities. With the rollout of our ADT+ service nationwide, the launch of new innovations like Trusted Neighbor™, and the expansion of our State Farm partnership, we truly ensure our customers know that when every second counts, they can count on ADT.

The strength of our brand is based upon a long-standing belief that everyone deserves to feel safe. Our daily actions reflect our commitment to our customers, the community, and responsible governance. This is universally applied to all we do, including protecting customer privacy; investing in the communities where our customers and teams work and live; fostering a culture in which our employees thrive; and focusing on environmental stewardship.

The following report highlights our efforts in these areas throughout 2024, with a goal of sharing some of our accomplishments as well as our future potential opportunities.





# 2024 Company Highlights



**Keeping Customers Safe**  
Helped protect 6.4 million security monitoring service subscribers.



**Supporting Communities**  
Donated to over 40 nonprofit organizations across 9 states.



**Investing in Our People**  
Significantly increased quarterly employee performance feedback and coaching to support growth and development.



**Championing a Healthy Workplace**  
Received the Platinum-level Bell Seal certification from Mental Health America for the second year in a row.



**Promoting Sustainability**  
Prevented 12,000+ metric tons of GHG emissions and over 950,000+ vehicle trips through the Remote Assistance Program.







## Company Overview

ADT provides homes and small businesses with unrivaled safety, innovative offerings, and a premium, best-in-class customer service experience delivered by the largest network of smart home security professionals in the U.S. Our 24/7 monitoring and flexible solutions – whether professionally installed, do-it-yourself, or mobile – are why ADT remains the most trusted brand in home security for six years in a row.



# Our Focus on Innovation

**Redefining Smart Security:** ADT integrated professional monitoring with the ADT+ app, allowing customers to control and customize their smart home experience with greater ease and flexibility. We also continue to enhance our offerings through pilot programs, including tailored solutions with State Farm, that explore new ways to detect and prevent security issues.

**Reimagining Home Access:** Trusted Neighbor™ connects the ADT+ app with Google's Nest doorbell and Yale's smart locks, allowing customers to provide entry to their homes for friends, family, and other trusted individuals. Using timed, event-driven, and automatic access, this all-in-one experience gives customers complete control over who enters their home, when, and how, reinforcing our mission to make homes safer, smarter, and more connected.

**Scaling Virtual Service:** Our Remote Assistance Program brings faster, more flexible support straight to customers, enabling them to get the help they need, when they need it. In 2024, more than 1.2 million service appointments were completed through this program, and we are leveraging AI to improve the overall customer experience and drive value.

**Preparing First Responders:** 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, which can help them quickly make an informed plan of action. ADT is the first company to adopt and implement AVS-01, piloting the program in 2023 and expanding it nationwide on all of our burglar alarms in 2024.





# ADT's Impact Pillars

Our dedication to respect the environment, promote social responsibility through corporate giving, and lead with responsible governance is fundamental to who we are and guides our safe and smart product solutions and business practices.





# Awards & Accolades

ADT was proud to receive several awards and accolades in 2024, including:



Highlighted by Forbes as a Best Employer for New Grads



Won The Monitoring Association’s “Monitoring Center of the Year” Award



Earned the Oracle Star Customer Award



Received Platinum-level Bell Seal certification from Mental Health America



Recognized by Newsweek as one of America’s Greatest Workplaces for People with Disabilities



Trusted Neighbor™ was named “Home Security Innovation of the Year” at the 9th annual IoT Breakthrough Awards

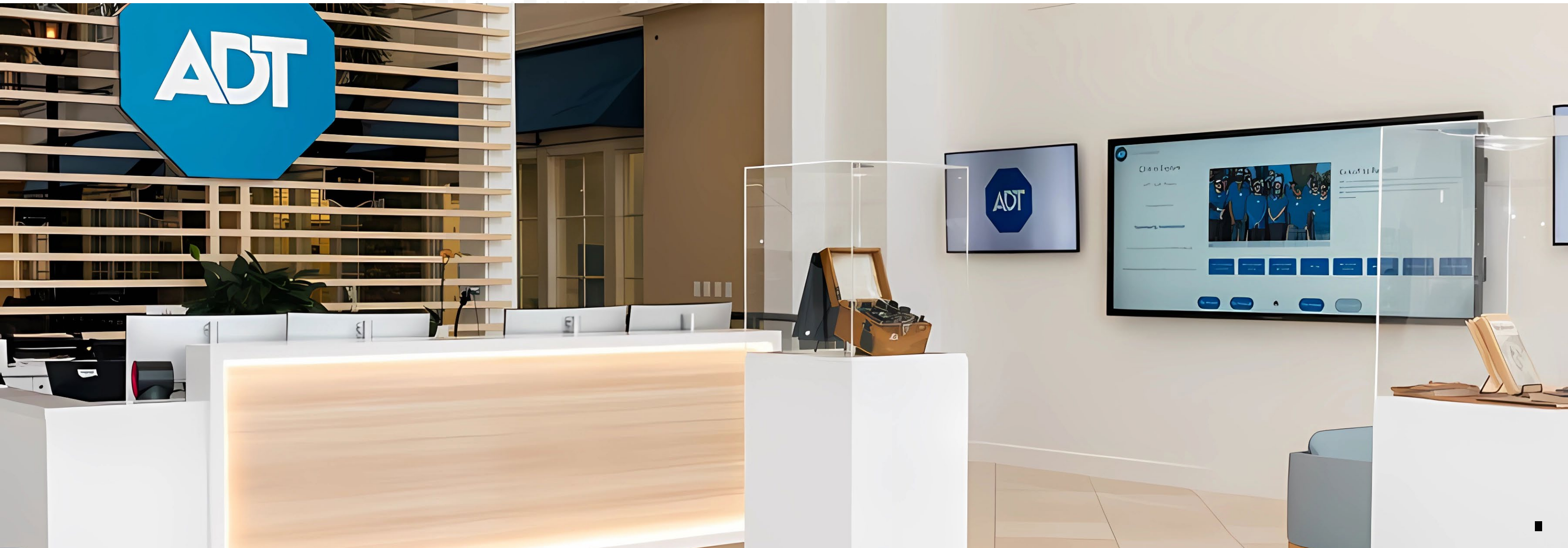


Achieved the title of “Most Trusted Home Security System Brand” in a study based on consumer ratings conducted by Lifestory Research



# Demonstrating Responsible Governance

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# Demonstrating Responsible Governance

ADT prioritizes strong corporate governance, believing it is the foundation for financial integrity and superior performance. Our Board of Directors (the “Board”) is responsible for the oversight of our business and approves our operating values of trust, collaboration, service, and innovation as reflected in our [Code of Conduct](#) (the “Code”). The Code describes our commitment to our customers, investors, communities, and each other. The Board oversees, reviews, and periodically discusses the implementation and effectiveness of the Company’s compliance and ethics programs with management.

Our Board has three standing committees, each composed entirely of independent directors, which report on their activities to the full Board: audit, compensation, and nominating and corporate governance. The Board also has an executive committee.

The audit committee oversees and monitors the Company’s accounting, financial, and external reporting policies and practices, including management of the principal risks that could impact financial reporting (i.e., cybersecurity, privacy, and regulatory compliance). In addition, the audit committee is responsible for the oversight of the Company’s sustainability strategy, policies, and public disclosures, and it receives regular updates from members of management regarding ADT’s initiatives, opportunities, and risks.





# Ethics

All ADT employees are expected to uphold our core Company values of trust, collaboration, service, and innovation starting with the ADT [Code of Conduct](#) which outlines employee expectations. All employees are required to complete annual ethics and regulatory compliance training and certify their participation to help 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
- approval of transactions with related persons





# Supply Chain & Procurement

ADT does not own or operate any manufacturing facilities, relying instead on third-party suppliers to produce our products. These partners are held to high standards as outlined in our Guide to Supplier Social Responsibility, which addresses key corporate impact topics such as:

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

As part of our due diligence, the Procurement and Sourcing team conducts thorough compliance reviews during the supplier onboarding process.





# Data Privacy & Cybersecurity

Cybersecurity at ADT focuses on the prevention, detection, and correction of any unauthorized presence on our information systems that jeopardizes the confidentiality, integrity, or availability of our systems and data. Believing that the safety, security, and privacy of our customers and employees are fundamental to the services we provide, we strive to continuously enhance methods, best practices, and technologies to monitor and protect customer data. This includes enabling customers to make choices about their data privacy and considering data privacy when developing products of our own and those provided by our business partners.

ADT's Chief Information Security Officer leads the cybersecurity risk assessment as part of our Company-wide Enterprise Risk Management program and collaborates with the Cybersecurity Leadership Team to identify risks and determine the best ways to address them. The Cybersecurity Leadership Team reports to the Chief Information Officer and provides the audit committee with periodic updates.





# Product Safety & Quality

We are committed to delivering top-quality products and services to our customers. Our dedicated engineering test team plays a critical role in evaluating the performance and reliability of our products, including hardware, software, and applications.

We're also strengthening our collaboration with suppliers by engaging earlier in the design and manufacturing process to ensure they take a more environmentally-focused approach when developing and making products for ADT.





# Risk Management

Our risk management process is designed to identify, evaluate, and address potential exposures across the organization, enabling us to effectively pursue our business objectives. We incorporate sustainability risks into our broader Enterprise Risk Management (ERM) framework to ensure they are considered alongside other strategic and operational risks.

Our process for uncovering risks and opportunities is comprehensive and includes:

- Interviews with executive leadership and senior management.
- Ongoing monitoring of macroeconomic, political, and market trends.
- Analysis of regulatory developments.
- External research and consultation with subject matter experts.

Using the COSO ERM Framework, we assess risks based on their potential financial and reputational impact, likelihood of occurrence, and speed of onset. This approach is consistently applied across all stages of our value chain, including evaluating climate-related dependencies and impacts that could significantly affect our strategy or financial performance. Prioritized risks and corresponding mitigation plans are reviewed by the ERM Council, shared with the audit committee, and reported to the Board.

ADT continues to monitor developments regarding environmental protection laws to minimize risk and ensure compliance with current and emerging sustainability disclosure requirements.





# Sustainability Reporting & Compliance

We recognize the importance of transparent, accurate, and reliable sustainability reporting and are committed to comply with existing and emerging sustainability disclosure requirements. Our current reporting landscape includes the ADT Corporate Impact Report, Sustainability Accounting Standards Board (SASB) Index, and the CDP Corporate Questionnaire, plus investor inquiries.

ADT's Director of Sustainability Compliance & Controls leads management's internal validation procedures and obtains external assurance on specified metrics. We engaged SGS United Kingdom Ltd. ("SGS") to conduct an independent review to provide limited assurance on certain metrics, which are identified by the "◆" symbol throughout this report, including the SASB Index. SGS Assurance Statement can be found [here](#).



In 2024, ADT received a CDP score of "C" for Climate which is in "Awareness" level, in line with the Americas regional and Commercial & Consumer Services activity group averages.



**As Director, Sustainability Compliance and Controls, Jay Wandtke was integral to publishing ADT's initial impact report in 2021. Since then, he has helped to build the processes and controls required to allow ADT to accurately report the results of the Company's sustainability program, including the development of the Company's environmental inventory and carbon emissions baselines. Jay also led the implementation of the sustainability processes and systems used to capture ADT's environmental metrics such as greenhouse gas emissions, energy and water use, and the generation and disposal of waste.**

**“Sustainability reporting is complicated, requiring the coordinated efforts of 20+ teams across the ADT enterprise. I am passionate about the environment, so I feel extremely fortunate to be able to apply my controllership and auditing background to help develop ADT's sustainability program.”**

**Jay Wandtke, CPA**  
Director, Sustainability  
Compliance and Controls



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## Valuing Our People

Recognizing that our people are our greatest asset, we are committed to fostering a culture and environment where every team member feels valued and empowered to collaborate and contribute to the achievement of business results as well as their individual career goals.



# Inclusive Diversity & Belonging

We continue to make progress on our goal of creating a safe, inclusive workplace. In order to drive innovation and growth, we aim to create a culture where everyone can thrive.

## Highlights of our 2024 results include:

- Shifted the current leadership framework of our Inclusive Diversity & Belonging Council (IDBC) launched in 2020 to one more closely resembling external benchmark practices. Our updated operating model has improved the efficiency, collaboration, and effectiveness of our efforts and initiatives.
- Developed and launched a communications hub to create a consistent central source for IDB messages, details about cultural events, monthly snapshots, centralized access to content, and resources for leaders.
- Our comprehensive suite of e-learning resources created in 2022 and 2023 continues to be used by our leaders, including our Belonging@ADT suite of on-demand reference materials, resources, and eLearning solutions.



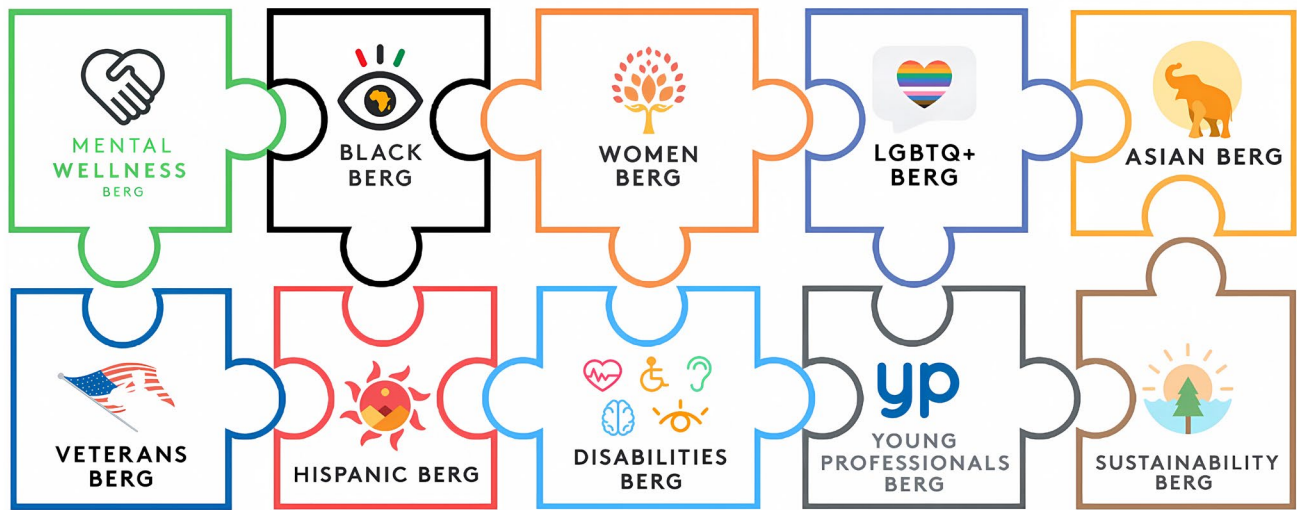


# Business Employee Resource Groups

Our 10 Business Employee Resource Groups (BERGs), each open to all employees, offer opportunities to partner and collaborate through learning and networking, volunteer projects, and mentoring. Deliberate growth of our BERGs is central to the engagement, retention, and development of our employees. Having BERG members participate in various business initiatives is also extremely valuable to the Company.

We are proud that BERG participation continues to increase. In 2024, approximately 16% of employees were members, up from 13% in 2023.

Employee engagement with BERG events continues to grow. Throughout the year, BERGs held special events, learning opportunities, and celebrations.



To support community advocacy and outreach, each BERG is granted a small budget to donate to nonprofit organizations that align with both their mission and our ADT Safe Places corporate social responsibility efforts. In 2024, BERGs provided \$70,000 to charities in communities where ADT employees live and work, and BERG members volunteered more than 125 hours of service to multiple nonprofit organizations.



**In October 2024 to commemorate World Mental Health Day, ADT’s Mental Wellness BERG held a non-perishable food drive at ADT Headquarters to benefit Boca Helping Hands, a community-focused nonprofit dedicated to improving the quality of life and well-being for individuals and families through food assistance, job training, physical and mental healthcare access, and financial support.**

**“Thanks to our incredible team members, we donated 1,473 pounds of food and provided enough pantry bags to support 92 families in need, eliminating one huge stress of being able to put a meal on the table. Our group also stepped up with 40 hours of volunteer service during three impactful volunteer events, embodying the spirit of community care and mental wellness. We were thrilled to ensure that more of our neighbors had what they needed for both their physical and mental health.”**

**Karen Spurgeon**  
Senior Manager, IT  
Executive Chair, Mental Wellness BERG





“ADT is an amazing collection of unique people who are trying to make the world a better place. It’s commonplace, even cliché, for tech companies to claim that, but ADT already makes the world a better and safer place every day for our millions of customers. Usually in tech, you invent a product and then must convince people how it will benefit them. But here, we have one single mission: making sure our users are safe. That is so powerful and so clarifying for our work. All our products and solutions revolve around the well-being of our customers – and that inspires us.”

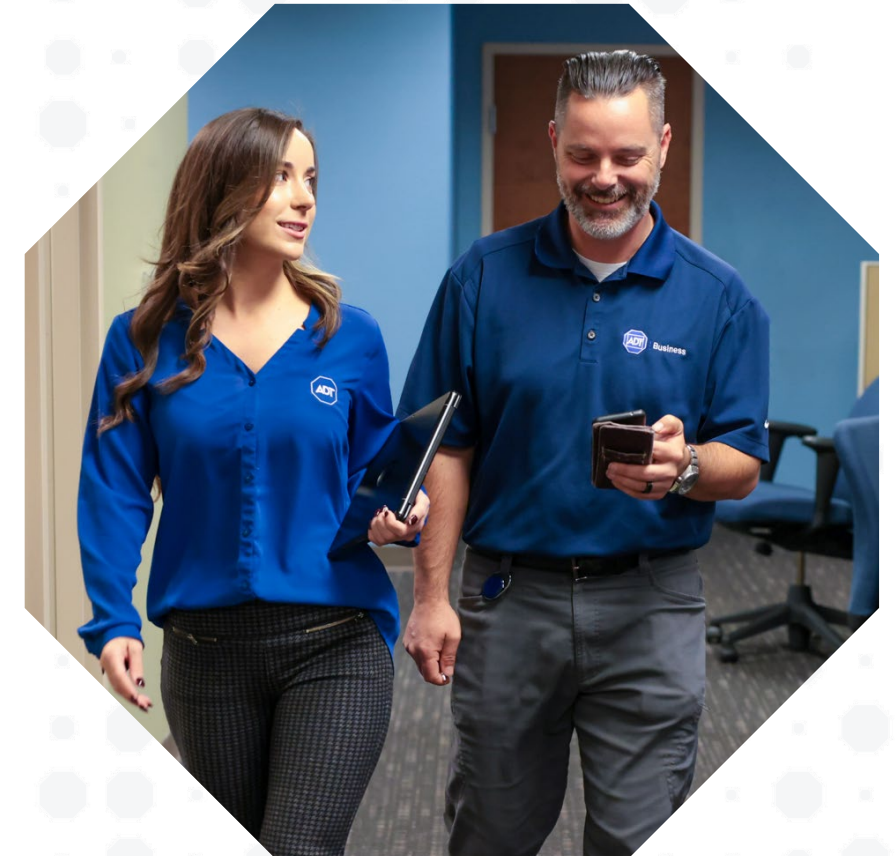
Naveen Chhangani  
Chief Product Officer  
Mental Wellness BERG

# Employee Well-Being & Development

## A Culture of High Performance

The shared values, priorities, and principles that shape beliefs and drive behaviors and decision-making to achieve high performance at every level are critical to our innovation and long-term sustainable success. Our total compensation programs are designed to recognize high performance and differentiate rewards via the merit pay process, the annual incentive plan, and the long-term incentive plan, subject to team member eligibility.

We also redesigned and refreshed our cultural markers in 2024, launching **BLUE: Bold, Lead, Unite, and Elevate**, which represent the guiding principles that unite and empower us with purpose and passion.





# Employee Well-Being & Development

## Commitment to Competitive Benefits

Our success in attracting, retaining, and developing a strong and dedicated workforce largely depends on the hiring and retention of top talent across the entire organization, including our senior management team, technology and product team, and customer-facing employees. We offer competitive compensation and benefits, as well as training, networking, development resources, coaching, and performance feedback.

We continue to use a mix of hybrid, remote, and in-person work arrangements based on the nature of the role to support talent attraction and retention in alignment with business needs. At our headquarters, we implemented a hybrid on-site work model requiring employees covered under this model to work in-office a minimum number of days per week.

## Learning and Growth

In 2024, we significantly increased the frequency of how often employees received quarterly performance feedback and development coaching.

We continue to tailor our online learning offerings to meet the needs of our employees with employees completing at least one of nearly 2,500 courses. In addition, ADT helps employees continue to reach their education goals with tuition reimbursement via an ongoing relationship with the University of Phoenix.





# Employee Well-Being & Development

## Employee Health and Well-Being

ADT devotes significant resources to employee health and wellness.

We continue to provide all employees with ADT Balance, an annual emotional, physical, financial, and social well-being support program that offers a robust variety of features, including biometric screenings, team fitness challenges, webinars, group coaching, and self-guided resources. In 2024, we enhanced our financial well-being programs through our vendor partners to include money coaching, identity protection, and mortgage referral programs.

Employees enrolled in our self-insured medical plan may earn a discount on medical payroll contributions for themselves and/or their enrolled spouses or domestic partners by completing the annual preventative exam and an online health assessment. Additionally, cash incentives can be earned by completing certain well-being activities. We also have a PTO donation program for employees to get additional time off for health or medical needs. While we continue to make improvements to our well-being offerings and initiatives, we are proud that Mental Health America recognized us for the second year in a row with the Platinum-level Bell Seal certification, their highest level of certification for commitment to improving employee mental health.

## Employee Survey

It is imperative to our ongoing success to continually gather input and learn from our employees. Our comprehensive listening program collects feedback and sentiment at every stage of the employee experience and includes an annual sentiment survey. In 2024, 69% of employees responded to our survey - up from 61% in 2023. The "engagement index" score also increased year-over-year, with 76% ♦ of those who responded to the survey expressing favorable sentiment about their Company experience, including that they are proud of the work they do; they plan to stay with the Company for at least another year; they would recommend ADT as a good place to work; and their work gives them a strong sense of accomplishment. Based on insights from the annual survey, we identify opportunities to take action and improve our work environment both at the enterprise and department levels.





# Environmental Health & Safety

Our Environmental Health & Safety (EHS) goal is to build a culture that minimizes our environmental impact, enhances employee wellness, and promotes safe behaviors on each task, every day, to achieve zero incidents. In order to achieve this vision, we strive to incorporate our values of people, prevention, and accountability into our business. We focus on compliance with all applicable environmental health and safety requirements, and we believe that all occupational injuries and illnesses, as well as environmental incidents, are generally preventable.

## 2024 Health & Safety Data

Total Recordable Incident Rate (TRIR)	1.12
Lost Time Incident Rate (LTIR)	0.23
Lost Day Severity Rate (LDSR)	7.72

Our proactive prevention and safety programs and initiatives include:

- **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.
- **Instituting fleet safety initiatives** on our vehicles, including installing and maintaining collision warning and auto-braking technologies.
- **Offering 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.**

In 2024, we started a transition from a traditional EHS model to a Total Worker Health (TWH) model, a more integrated and proactive approach that not only addresses traditional occupational safety and health hazards but also focuses on broader factors that influence worker well-being. This has resulted in significant improvement in our annual safety metrics.

In line with our mission, we work to ensure that every team member feels 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.



# Driver Safety

We remain steadfast in our commitment to help avoid vehicle collisions and improve fleet and driver safety. As part of that effort, we have implemented several programs, including mandatory driver safety training. All drivers are required to sign the ADT Driver Code of Conduct and comply with our Motor Vehicle Safety Absolutes, and we review and update our safety initiatives on an ongoing basis. As we replace vehicles in our fleet, we continue to incorporate newer technologies, such as updated braking detection, maximum 80 mph speed allowance, and other in-van safety features.





# Investing in Our Communities

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# Investing in Our Communities

Giving back to our communities has been a core value of ADT for over 150 years. In 2023, we launched a new corporate philanthropic program, **ADT Safe Places**, that is dedicated to creating a world where everyone feels safe. Throughout 2024, ADT Safe Places continued to evolve and grow, providing focused, impactful giving, volunteerism, and in-kind donations to organizations working to create safe, smart, and sustainable improvements to their communities.





# Community Impact

ADT Safe Places philanthropic partners include Requity Foundation, Fight Blight Bmore, and the YMCA, among others. In 2024, we contributed to over 40 nonprofit organizations across nine states. Below are some highlights of our community impact around the country.

## Investing in South Florida's Future

With its corporate headquarters located in Boca Raton, Florida, ADT is committed to serving the South Florida community, including providing safety and opportunity for local kids and food-security to those in food deserts.

In 2024, ADT donated a total of \$50,000 to the **YMCA of South Florida** and the **YMCA of South Palm Beach County**. The YMCAs are using the funding to help support local children in many positive ways regardless of their family economic situation, including preschool programming, after-school activities, youth sports leagues, and mentoring for teens.

We were proud to partner with Florida Atlantic University (FAU) athletics and participate in the FAU Owls Military Appreciation football game

against Army. Veterans and active service members attended the game for free and were celebrated inside and outside the stadium, as a small way to say thank you to those who serve. During the game, we presented a \$10,000 donation to support the **Boca Raton Police Foundation Inc.** and the **Boca Raton Firefighter & Paramedic Benevolent Fund.**

South Florida-based nonprofit **Health in the Hood** aims to help food-insecure communities that have a low quality, quantity, and variety of foods readily available. The program works to connect people and boost wellness by establishing urban vegetable farms and offering nutrition education. The group gives away what it grows in the community gardens to its neighbors who reside in food deserts in Miami-Dade County. ADT donated \$10,000 to Health in the Hood and the organization used the funds to create barriers in the gardens to deter pests and create signs labeling the plants with their nutritional information. With ADT's support, Health in the Hood's garden director Corinne Newsome said that they are able to give more people the resources, the education, and the produce to make better choices.





# Community Impact

## Helping At-Risk Youth in the Dallas Area

In 2024, ADT Safe Places formed a partnership with **All Things Made New** (ATMN), an organization that aims to transform the lives of at-risk youth by providing support, stability, resources, and skill development. ADT is proud to contribute to ATMN's community programming, including ADT Safe Places Drop-In Centers for Youth, which will provide safe spaces for young people ages 10-18 at both of ATMN's Dallas/Irving locations and offer trauma-informed care, tutoring, nutritional support, mentoring, and access to computer labs and resources needed outside of the schools.

## Making Chicago Neighborhoods Safer and Sustainable

ADT partners with **Chicago CRED**, a nonprofit organization focused on helping Chicago's youth and young adults trade a life of street violence for one with education and purpose. We support Chicago CRED's efforts to make the city's south and west side neighborhoods safer and more secure by improving the lives of Chicago's youth through street outreach, therapy, life coaching, education, and job training. Program participant Anthony Erskin said that, thanks to the support he received from Chicago CRED, he was able to earn his high school diploma and enroll in barber school.

We also support **Blacks in Green**, a nonprofit working to revitalize a historic Chicago neighborhood on the south side and turn it into a Sustainable Square Mile. ADT's support has enabled Blacks in Green to buy a vacant church to serve as a new community center, climate emergency resource, and offices for its staff as the nonprofit grows.





# Community Impact

## Supporting ADT's Founding City of Baltimore

ADT remains dedicated to giving back to the city where the Company began 150 years ago.

ADT continues to support **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, and help homeowners reduce or clear debts and build generational wealth. With ADT's help, Fight Blight Bmore has been able to improve its Hack Hub, a multi-use building that provides space for micro-retail, a business office, an affordable apartment unit, and a community education center with a science, tech, engineering, arts, and math focus.

In addition, since 2022, ADT has partnered with **Requity Foundation**, a nonprofit that helps teach Baltimore teens trade skills, and invested in its Carver House project. Through key programs focused on construction, community landscaping, culinary arts, and interactive media, students have gained practical knowledge and training. With an emphasis on service and revitalization, more than 110 participants have helped remove more than 15,000 pounds of trash, deliver more than 2,000 meals, and gain more than 30 community partnerships. With ADT's ongoing support, the foundation continues to grow and have greater impact.





# Community Impact

## Reinforcing a Nationwide Commitment to Safety and Security

ADT once again served as the lead sponsor of the **National Night Out** police-community partnership event. On August 1, citizens, law enforcement agencies, community groups, and local officials came together in more than 16,000 communities in all 50 states, as well as U.S. territories and military bases, in celebration. The event helps to increase crime-prevention awareness, garner support for and participation in local anti-crime programs, and reinforce police-community partnerships.





# Employee Volunteering Efforts

As part of the ADT Safe Places initiative, we provide opportunities for employees to support the program and our nonprofit partners. Through volunteering, fundraisers, and drives, our employees have demonstrated their incredible generosity and commitment to making a difference in their communities. Some examples include:

## Kickoff to Rebuild

ADT was once again a proud sponsor of Kickoff to Rebuild, an annual volunteer event held in the host city of the NFL championship game. Organized by the Southern Nevada chapter of Rebuilding Together, ADT volunteers helped spray paint house numbers on the curbs, prune trees, and landscape yards in Henderson, Nevada's Valley View neighborhood so that first responders are more able to easily identify a home and provide emergency services quickly. Most of the clients served are low-income seniors, disabled, or veterans who have house work that needs to be done that they can't afford. Bob Cleveland, CEO of Rebuilding Together Southern Nevada, said that the work done by Rebuilding Together and its corporate partners like ADT helps keep people in their homes and allows the properties to be passed down to future generations.





# Employee Volunteering Efforts

## The Birthday Party Project

In August, ADT employees helped celebrate the Company's 150th birthday by supporting The Birthday Party Project, a nonprofit that gives children experiencing homelessness the magic of a birthday celebration. ADT organized a group of employees to volunteer at The Birthday Party Project headquarters in Dallas, choosing donated toys to fulfill wish lists and wrapping birthday gifts for upcoming kids' parties. In addition, ADT offices around the country participated by collecting toys and creating "Birthday Party in a Bag" gifts for nearly 250 children with birthdays throughout the month of August.

This partnership was inspired by ADT leader Tiffany Galarza, who had personally volunteered with The Birthday Party Project and suggested it as a way to give back while celebrating 150 years of ADT.



**"Without The Birthday Party Project, these kids would very likely go uncelebrated on their birthdays. At ADT, we believe that everyone deserves to feel safe. Everyone deserves to feel joy, too."**

### Tiffany Galarza

Senior Director of Telecommunications & End User Technology  
Outreach Pillar Chair, Women BERG

## Toys for Tots and Feeding America Holiday Drive

To ensure all families could have a meaningful and enjoyable holiday season, ADT Safe Places partnered with Toys for Tots and Feeding America. In addition to a corporate donation, more than 30 offices across the country participated in a November toy drive and a December food drive.





# Responding to Disaster

Natural disasters and accidents can have devastating impacts on the lives and livelihoods of our employees and customers. ADT wants to support our communities and help them respond to and recover from these events.

In 2024, we responded to Hurricanes Helene and Milton that made landfall and severely impacted the southeast. ADT made donations to: the American Red Cross to provide shelter, food, water and other relief supplies in the region; Team Rubicon to support their veteran volunteers on the ground in Georgia, Florida, North Carolina, South Carolina, and Tennessee; and Manna Food Bank to ensure that food and emergency relief items could be distributed across 16 counties in western North Carolina.

We will continue to contribute to ensure the safety and security of our employees and neighbors in need.



**Following the collapse of the Francis Scott Key Bridge in ADT's founding city of Baltimore, we also provided support for the American Red Cross for recovery and repair work.**

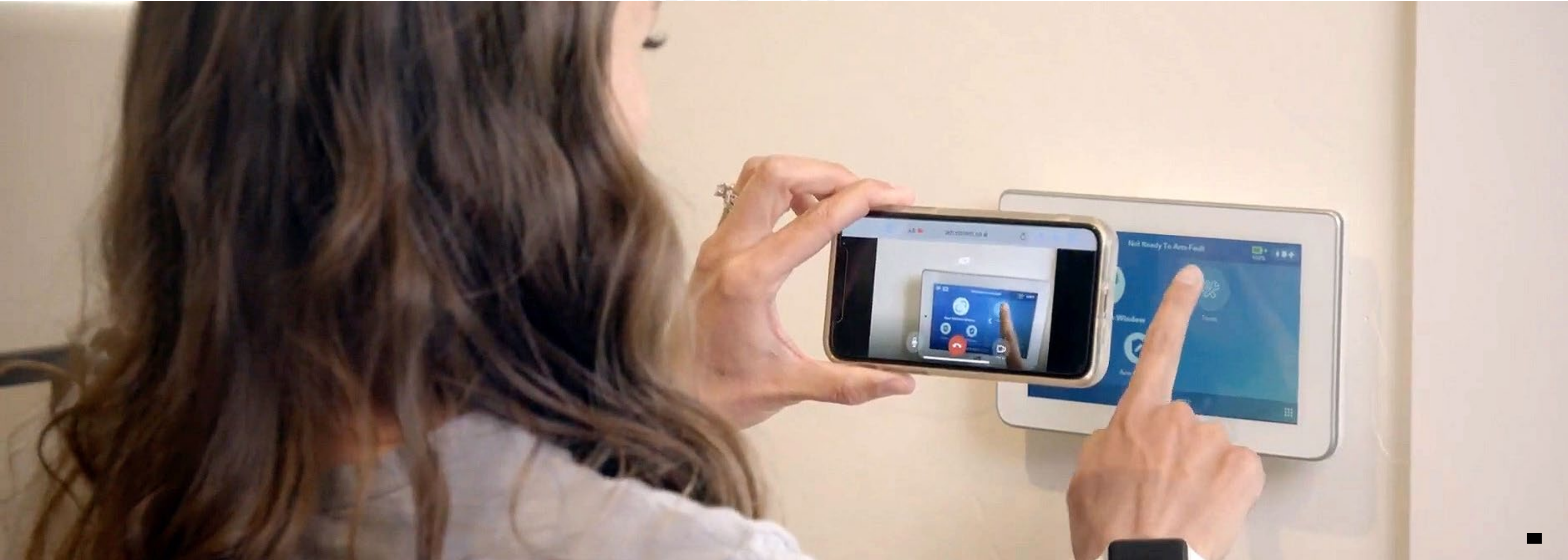
**“Baltimore is near and dear to ADT's history, having started there 150 years ago. To be part of this community, especially during a time of need, is what drives and motivates us.”**

**Jeff Barbour**  
Area Operations Manager



# Advancing Environmental Stewardship

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# Advancing Environmental Stewardship

ADT is dedicated to minimizing our environmental impact by promoting environmental stewardship across our operations. 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.





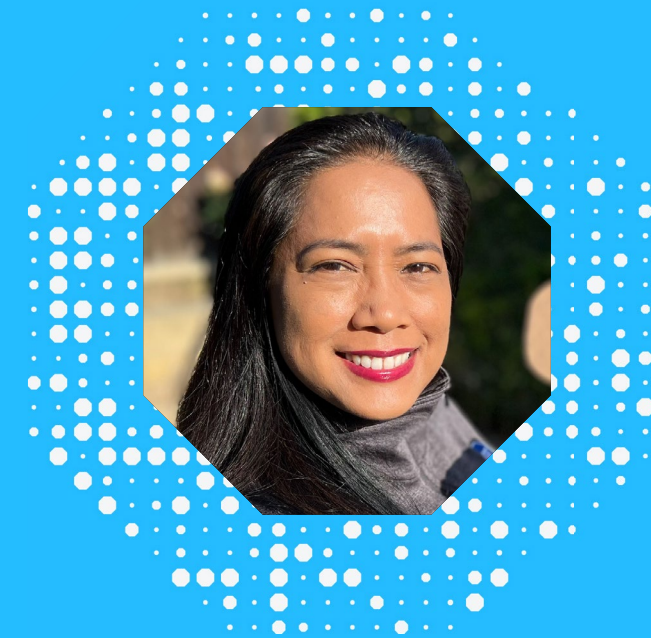
# Environment Overview

The ADT Environmental Absolutes framework guides our approach to satisfying environmental compliance and promoting responsible practices across our operations. This includes:

- Proper waste disposal protocols.
- A strong emphasis on comprehensive waste recycling and diversion.
- Regularly tracking waste volumes to minimize unnecessary hauls and reduce landfill impact.

ADT's zero-waste-to-landfill effort continues with reduced reliance on paper, the conversion to sustainable products, and elimination of plastic bags and containers in our cafeteria.

To further minimize our environmental footprint, we are actively exploring ways to reduce greenhouse gas emissions (GHG) from our vehicle fleet – such as investing in newer, more fuel-efficient models including hybrid engines.



**June Whitehead uses creativity and communications skills every day to help create a culture of safety through ADT. So it was a fast “yes” when Jody Works, Director of EHS Compliance & Business Continuity and Executive Chair of the Sustainability BERG, asked her to join the BERG’s leadership team as Project Management Officer to use those skills to promote sustainable living. ADT’s attention to the environment paved the way for the BERG to push for a reduction in energy usage and waste consumption, resulting in fuel savings in the Fleet and the transition to compostable containers in the Boca HQ cafeteria.**

**“I grew up in Hawaii and ‘Malama ‘Aina’ in Hawaiian means ‘caring for and honoring the land.’ Our Sustainability BERG has the same mindset, which I believe resonates with ADT employees – to care for and honor our environment at work and in our homes and communities.”**

**June Whitehead**

Project Manager, Environmental, Health & Safety  
Project Management Officer, Sustainability BERG



# Environmental Management Overview

## Greenhouse Gas Emissions Totals

Scope	GHG Emissions (MT CO2e)
Scope 1*	42,764 ◆
Scope 2 (Location-Based) **	10,939 ◆
Scope 2 (Market-Based) **	8,450 ◆
Total (Location-Based)	53,703 ◆
Total (Market-Based)	51,214 ◆

## Energy Consumption Totals

Scope	Consumption (MWh)
Scope 1*	177,112 ◆
Scope 2 (Location-Based) **	30,543 ◆
Total	207,655 ◆

## Waste Generation Totals

Types	Generation (MT)
Non-hazardous waste to landfill	4,167 ◆
Non-hazardous waste recycled or reused	2,994 ◆
Hazardous waste	1 ◆
Total	7,162 ◆

## Water Consumption Totals

Type	Consumption (m3)
Office	287,407 ◆
Warehouse	24,789 ◆
Parking/Land	10,103 ◆
Total	322,299 ◆

\*Scope 1 direct GHG emissions source is primarily mobile combustion from vehicle fuel consumption.

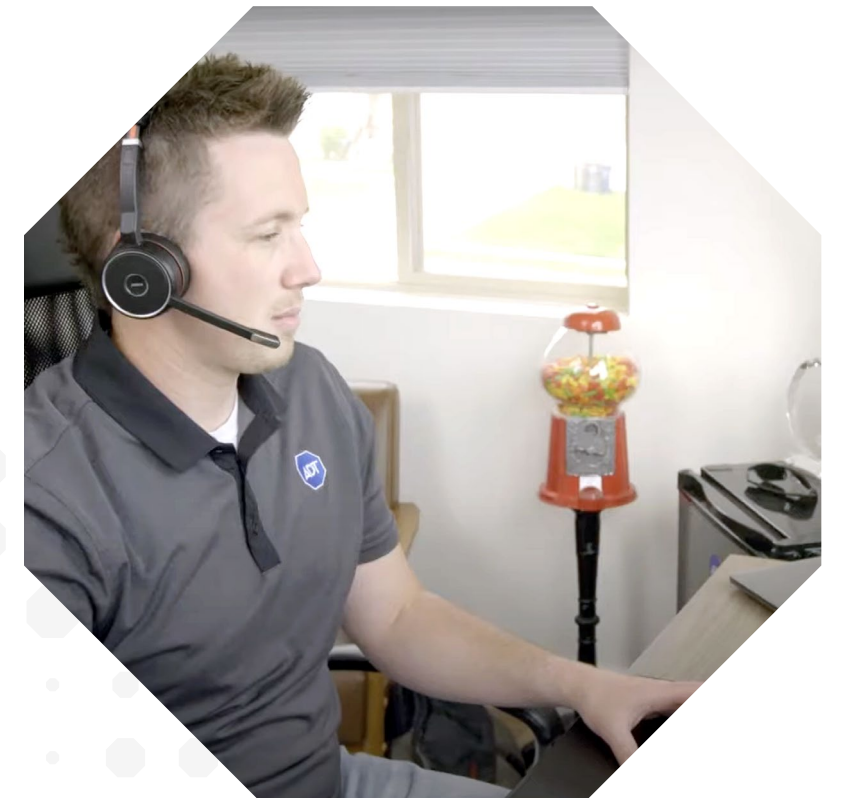
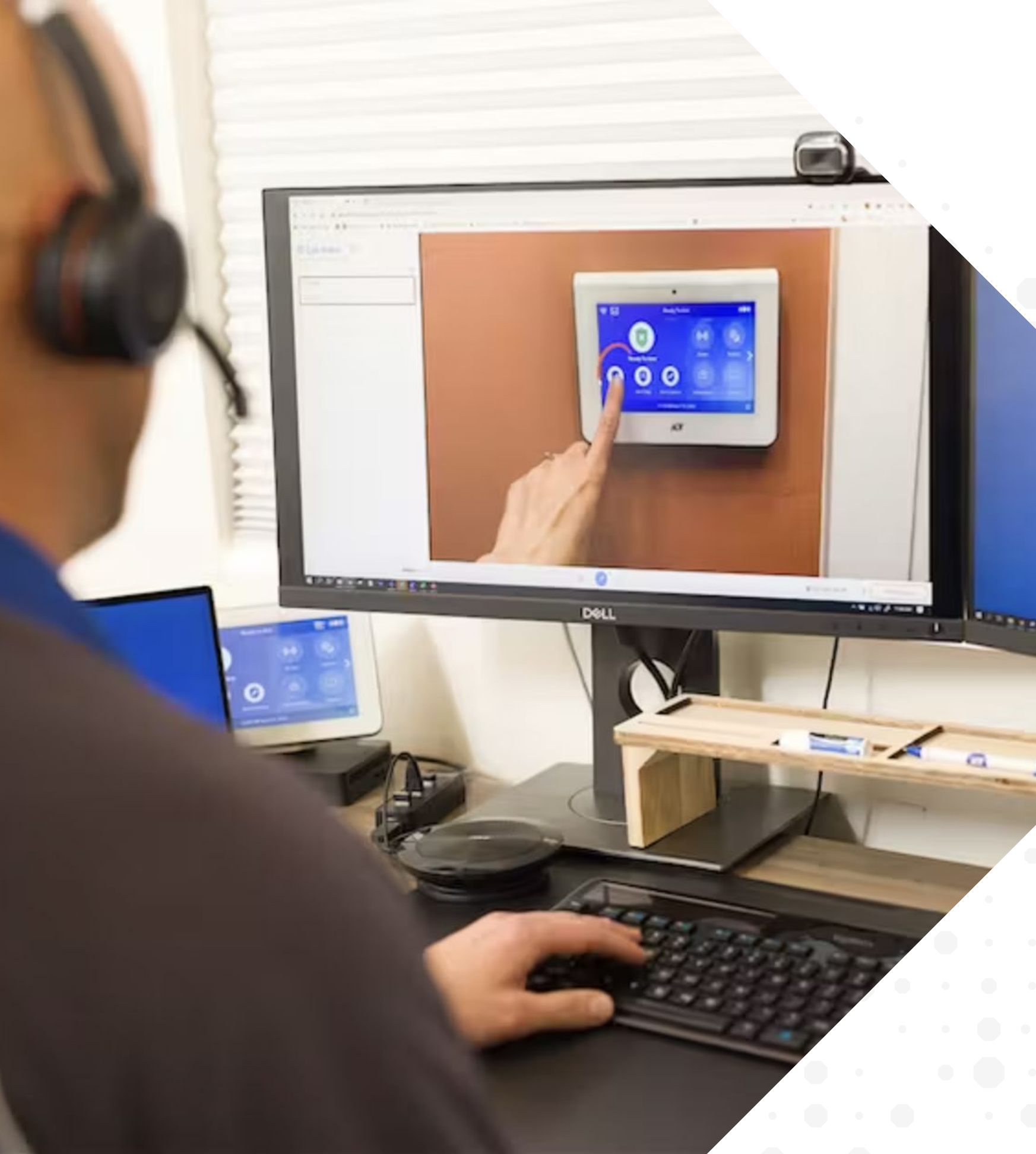
\*\*Scope 2 indirect GHG emissions is from purchased electricity.



# Remote Assistance

Born of necessity during the pandemic, the ADT Remote Assistance program continues to grow, allowing our customers the freedom to schedule appointments on their terms and, most importantly, providing them with the best experience to resolve their problems.

In 2024, we completed more than 1.2 million Remote Assistance appointments, representing over 50% of all ADT service requests. This scalable, cost-effective solution generated high customer satisfaction while significantly reducing our environmental impact – helping eliminate more than 950,000 vehicle trips, including 105,000 fewer trips than the year before.





# Efficient Facilities

As of December 31, 2024, we leased 1.8 million square feet of space in the U.S., primarily under long-term operating leases with third parties, including our corporate headquarters in Boca Raton, Florida. Across all of our facilities, we are always working to improve operational efficiency through smart upgrades, including in lighting systems, air handling, and data center operations. One example is the recent renovation of our corporate headquarters in Boca Raton. It was completed using non-VOC paint, reusing/recycling all cubicle and office furniture, and increasing LED lighting and open spaces.

We also started working with Rheaply, a company whose mission is to build a connected community where every workplace resource finds its next use and avoids the landfill. With its broad definition of reuse – including internal reuse, third-party sale, or donation – ADT and Rheaply completed five real estate-related projects with 69,244 pounds of waste diverted from landfill and 90 metric tons of CO2 avoided. We also used Rheaply to purchase refurbished furniture for our Morrisville, North Carolina facility.



**Putting her multiple degrees in civil engineering and construction engineering management to good use, Kressida Rice oversees construction projects at ADT from start to finish. Whether it is renovating, relocating, or decommissioning office space, the team is committed to decreasing the Company's impact on the environment, which includes moving, removing, and disposing of furniture, fixtures, and equipment. That's why she decided to work with Rheaply on several projects and is consistently impressed with their ability to find ways to positively impact both ADT and the environment.**

**“I'm proud to contribute to Rheaply's impact at ADT, especially as sustainability plays an increasingly important role in the Company's future.”**

**Kressida Rice**  
Senior Project Manager, Real Estate



# Renewable Energy

We are committed to expanding our use of renewable energy across our facilities. Not only is it good for the environment, but renewable power often has the most competitive rates. In 2023, we signed our first renewable energy contracts, starting with the state of Texas. In 2024, our facilities team purchased 100% renewable power in 10 states. We are continuing to sign multi-year contracts with wind-based Green-e renewable energy certificates (RECs).





# Conclusion

At ADT, we help save lives every day, and that motivates us to innovate and improve, for our customers, employees, communities, and planet. In our 150th year, we made progress by prioritizing strong corporate governance; providing opportunities for all our employees to grow and thrive in a safe, supportive workplace; giving back through ADT Safe Places, our philanthropic program; and promoting environmental sustainability. Recognizing there is more work to be done, we will continue to advance our corporate impact commitments and report on our efforts each year.





# Appendix - 2024 SASB Index

The Sustainability Accounting Standards Board (SASB) has developed industry-based standards to identify and standardize disclosures for the sustainability issues most relevant to investor decision-making. The tables 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, 2024, and includes the residential Solar Business that ADT exited during 2024. As of June 30, 2024, substantially all operations of the Solar Business had ceased.

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 Sustainability Compliance & Controls team reviewed for accuracy, completeness, and validity. Additionally, 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 Assurance Statement can be found [here](#).

For more information please contact:

**Investor Relations**  
[InvestorRelations@adt.com](mailto: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
	<b>ADT's Response:</b> 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
	<b>ADT's Response:</b> ADT's information security policies include: Risk Management Policy; IT Security Policy; Vulnerability Management 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 polices 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 a round-the-clock team of certified security operations professionals to detect potential malicious activity.			






# SASB: Professional & Commercial Services Standard

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><b>ADT's Response:</b> 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> <p>The Company disclosed two cybersecurity incidents via Item 8.01 in the Current Reports on Form 8-K, filed with the SEC on August 8, 2024 and October 7, 2024. Please reference the disclosure in the Current Reports as well as in the 2024 Form 10-K risk factor disclosure entitled <i>'Cybersecurity attacks or threats or other unauthorized access or attempts to access our systems, or those of third parties, have in the past, and may in the future, compromise the security of our systems and otherwise disrupt our normal operations, which could have a material adverse effect on our reputation, business, financial condition, results of operations, and cash flows.'</i></p>				



# SASB: Professional & Commercial Services Standard

Topic	Accounting Metric	Category	Unit of Measure	Code
Workforce Diversity & Engagement	Turnover rate for employees (1) Voluntary, (2) Involuntary	Quantitative	Rate	SV-PS-330a.2
	<p><b>ADT's Response:</b></p> <p>(1) Voluntary<sup>(a)</sup> turnover rate<sup>(c)</sup>: 32%  <sup>(d)</sup></p> <p>(2) Involuntary<sup>(b)</sup> turnover rate<sup>(c)</sup>: 16%  <sup>(d)</sup></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 exit increased the involuntary turnover rate by a reduction in force.</p>			
	Employee engagement as a percentage	Quantitative	Percentage (%)	SV-PS-330a.3
<p><b>ADT's Response:</b></p> <p>Employee engagement as a percentage: 76%  <sup>(a)</sup></p> <p>(a) From August 20, 2024 to September 20, 2024, 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 prior to when the survey was sent and those who were on a leave of absence for the entirety of the survey period. 69% 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>				






# SASB: Professional & Commercial Services Standard

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
	<b>ADT's Response:</b> 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.			
	Total amount of monetary losses as a result of legal proceedings associated with professional integrity	Quantitative	Reporting currency	SV-PS-510a.2
	<b>ADT's Response:</b> We are required by the Securities and Exchange Commission to disclose, in our Annual Report on Form 10-K, any material litigation or legal proceedings. In our Form 10-K for the year-ended December 31, 2024, we do not disclose any material litigation or legal proceedings associated with professional integrity.			






# SASB: Professional & Commercial Services Standard

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><b>ADT's Response:</b></p> <p>Number of employees<sup>(a)</sup> as of the year ended December 31, 2024 by:</p> <p>(1) Full-time: 12,746  and Part-time: 60 </p> <p>(2) Temporary: 13 </p> <p>(3) Contract<sup>(b)</sup>: Not available</p> <p>(a) Employee headcount is based on data from ADT's Human Resources Management System (HRMS) as of December 31, 2024. 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.</p> <p>(b) ADT works with several companies to fulfill contractual employment needs that arise. Contractors are not currently tracked in HRMS.</p>			



# SASB: Software & IT Services Standard

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><b>ADT’s Response:</b></p> <p>(1) Total energy consumed: 747,560 GJ  <sup>(a)</sup>. Energy sources include fleet vehicle fuel, natural gas, generator fuel, and purchased grid electricity.</p> <p>(2) 15%  of total energy consumed was supplied from grid electricity</p> <p>(3) 4%  of total energy consumed was supplied from renewable energy <sup>(b)</sup></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 continued expanding renewable energy efforts during 2024 entering into additional multi-year fixed price purchase and sales agreements related to Green-e certified renewable energy certificates (RECs) effective April 2024 for an additional 24 facilities. As of year-end 2024, 33 ADT facilities across 10 states fall under renewable energy agreements.</p>			



# SASB: Software & IT Services Standard

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><b>ADT's Response:</b></p> <p>(1)(2) Total water withdrawn/consumed 322,299 m³ ♦ <sup>(a)</sup>, all sourced from municipal water supplies. ADT does not store water, so our withdrawal and consumption statistics are the same.</p> <p>9% ♦ 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>			
	Discussion of the integration of environmental considerations into strategic planning for data center needs	Discussion and Analysis	N/A	TC-SI-130a.3
<p><b>ADT's Response:</b> ADT is committed to ensuring environmental sustainability and operational efficiency at its data centers. We have invested significant time and resources focusing on efficiency improvements in data operations, air handling, and lighting. We meet or exceed industry-standard best practices at all our facilities. At our larger data centers, we have replaced older hardware with energy-efficient alternatives, updated cooling and lighting systems where environmentally friendly alternatives are available, and employ dynamic operations methods to improve overall network efficiency.</p>				



# SASB: Software & IT Services Standard

Topic	Accounting Metric	Category	Unit of Measure	Code
Data Privacy & Freedom of Expression	Description of policies and practices relating to behavioral advertising and user privacy	Discussion and Analysis	N/A	TC-SI-220a.1
	<b>ADT's Response:</b> 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, Vulnerability Management Policy, IT Security Acceptable Use Policy, Risk Management Policy, Personal Data Protection and 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
	<b>ADT's Response:</b> 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.			



# SASB: Software & IT Services Standard

Topic	Accounting Metric	Category	Unit of Measure	Code
Data Privacy & 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
	<b>ADT's Response:</b> ADT's Response: We are required by the Securities and Exchange Commission to disclose, in our Annual Report on Form 10-K, any material litigation or legal proceedings. In our Form 10-K for the year-ended December 31, 2024, we do not disclose any material litigation or legal proceedings associated with user privacy.			
	(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
	<b>ADT's Response:</b> From time to time, ADT receives formal requests that comply with legal process and procedure from state and federal law enforcement agencies. We are required by the Securities and Exchange Commission to disclose, in our Annual Report on Form 10-K, any material litigation or legal proceedings. In our Form 10-K for the year-ended December 31, 2024, we do not disclose any material litigation or legal proceedings associated with law enforcement requests for user information.			



# SASB: Software & IT Services Standard




Topic	Accounting Metric	Category	Unit of Measure	Code
Data Privacy & 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
	<b>ADT's Response:</b> ADT's core products and services are offered only in the United States and Puerto Rico. ADT is also occasionally required to provide services in other jurisdictions outside of the U.S. for our U.S.-based customers.			



# SASB: Software & IT Services Standard

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><b>ADT's Response:</b> 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> <p>The Company disclosed two cybersecurity incidents via Item 8.01 in the Current Reports on Form 8-K, filed with the SEC on August 8, 2024 and October 7, 2024. Please reference the disclosure in the Current Reports as well as in the 2024 Form 10-K risk factor disclosure entitled <i>'Cybersecurity attacks or threats or other unauthorized access or attempts to access our systems, or those of third parties, have in the past, and may in the future, compromise the security of our systems and otherwise disrupt our normal operations, which could have a material adverse effect on our reputation, business, financial condition, results of operations, and cash flows.'</i></p>			
	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><b>ADT's Response:</b> 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>			

# SASB: Software & IT Services Standard

Topic	Accounting Metric	Category	Unit of Measure	Code
Recruiting & Managing a Global, Diverse & Skilled Workforce	Percentage of employees that are: (1) Foreign nationals, (2) Located offshore	Quantitative	Percentage (%)	TC-SI-330a.1
	<p><b>ADT's Response:</b></p> <p>Percentage as of the year ended December 31, 2024:</p> <p>(1) Foreign nationals<sup>(a)</sup>: At least 1.2% </p> <p>(2) Located offshore<sup>(b)</sup>: 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 69% of employees. While citizenship data is not currently tracked in ADT's digitized citizenship system for all of ADT's 12,819 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>			
	Employee engagement as a percentage	Quantitative	Percentage (%)	TC-SI-330a.2
<p><b>ADT's Response:</b></p> <p>Employee engagement as a percentage: 76%  <sup>(a)</sup></p> <p>(a) From August 20, 2024 to September 20, 2024, 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. 69% 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>				



# SASB: Software & IT Services Standard

Topic	Accounting Metric	Category	Unit of Measure	Code
Intellectual Property Protection & 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
	<b>ADT's Response:</b> We are required by the Securities and Exchange Commission to disclose, in our Annual Report on Form 10-K, any material litigation or legal proceedings. In our Form 10-K for the year-ended December 31, 2024, we do not disclose any material litigation or legal proceedings associated with anti-competitive behavior regulations.			

# SASB: Software & IT Services Standard

Topic	Accounting Metric	Category	Unit of Measure	Code
Managing Systemic Risks from Technology Disruptions	Number of (1) performance issues, and (2) service disruptions; (3) total customer downtime	Quantitative	Number, Days	TC-SI-550a.1
	<p><b>ADT’s Response:</b> The scope of performance issues, service disruptions, and total customer downtime is limited to security monitoring system incidents<sup>(a)</sup> that result in a delay in the answering of high-priority customer alarms<sup>(b)</sup>.</p> <p>(1) Performance issues<sup>(c)</sup> = 1</p> <p>(2) Service disruptions<sup>(d)</sup> = 1</p> <p>(3) Total customer downtime<sup>(e)</sup> = 0.7 security monitoring service subscription-days</p> <p>There were no significant service disruptions<sup>(f)</sup>.</p> <p>(a) Security monitoring system incidents are limited to those tracked in ADT’s Service Now 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 security monitoring service subscriber-days.</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>			



# SASB: Software & IT Services Standard

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
	<b>ADT’s Response:</b> To minimize business interruption, ADT maintains a Business Continuity Management Office (“BCMO”) to ensure operational contingency for 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 life safety and mission-critical applications based on guidelines put in place by the BCMO.			

# SASB: Software & IT Services Standard

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
	<b>ADT's Response:</b> (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	Number, Percentage (%)	TC-SI-000.B
	<b>ADT's Response:</b> (1) 11,815 servers (2) 79% in public cloud			
	(1) Amount of data storage, (2) percentage outsourced	Quantitative	Petabytes, Percentage (%)	TC-SI-000.C
	<b>ADT's Response:</b> (1) 19.0 petabytes (2) 73% in public cloud			





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