



**TRINET'S 2023
ENVIRONMENTAL,
SOCIAL AND
GOVERNANCE
REPORT**

trinet⁷



Burton M. Goldfield

(he/him/his)

President and Chief
Executive Officer (CEO)

“It’s an exciting time at TriNet! Earlier this year, we unveiled a new identity that reflects our expanded business strategy which includes our human resources information system (HRIS), Enrich™ product line and R&D tax credit services. TriNet’s new identity underscores our commitment to the growth and innovation of entrepreneurs and the people behind them.

TriNet continues to evolve and meet the changing needs of America’s small and medium-size businesses. We focus our efforts to help address the social and environmental factors that we believe we can influence, while maintaining our strong governance practices.

Our third annual Environmental, Social and Governance report is available thanks to our talented and determined colleagues. I’m incredibly proud of the TriNet team and our continued focus on making positive contributions in support of our stakeholders and the communities where we live and work.”



Samantha Wellington

(she/her/hers)

Executive Vice President, Business
Affairs, Chief Legal Officer (CLO)
and Secretary

“At TriNet, we believe in creating an enduring and viable company that anticipates the needs of our small and medium-size business customers. In this era of political and macroeconomic complexity, we are dedicated to all our customers; we applaud those customers who are already on the path to a sustainable future and are excited about the opportunity to inspire those for whom it remains an opportunity.

We are committed to building on the environmental, social and governance foundation we have firmly set in place over the past 35 years to serve our stakeholders the very best we can. Our colleagues get this and the concerns and needs of our stakeholders are not just a metric, but a key factor in our decisioning.

I am proud of our ESG team’s diligence and appreciate their dedication to ensure that the work that we do in this space is resilient, consistent and laser-focused on continuous improvement. Our ESG work will help to drive our future successes and we are grateful for those of our stakeholders who have contributed to getting us to where we are today—and those who will work with us to achieve even more for tomorrow.”

About TriNet

TriNet (NYSE: TNET) provides small and medium-size businesses (SMBs) with full-service industry-specific HR solutions, with offerings from a software only human resources information system (HRIS) through to a full service professional employer organization (PEO) we aim to meet SMBs wherever they are in their entrepreneurial journey.

OUR COMPANY

Rooted in more than 30 years of supporting entrepreneurs and adapting to the ever-changing modern workplace, TriNet empowers SMBs to focus on what matters most—growing their business and enabling their people. Learn more about TriNet and the customers we serve by visiting our [Investor Relations page](#).



OUR SERVICES

TriNet offers access to human capital expertise, benefits, risk mitigation, compliance, payroll and [R&D tax credit services](#), all enabled by industry-leading technology. TriNet's suite of products also includes services and software-based solutions to help streamline workflows by connecting HR, benefits, employee engagement, payroll and time & attendance.



OUR BUSINESS APPROACH

Our [core values](#) guide our business activities. We continue to evolve with new ways to help our clients attract, retain and empower their people to thrive. Our governance practices help us operate efficiently and with the high ethical standards our customers expect. In short, we want to not only meet our customers where they are, but also where they plan to be as they grow and prepare their business for the future.



OUR PEOPLE

We believe our people are our greatest asset. So, it's crucial to us that our colleagues are enabled to succeed—with opportunities for growth, and access to training and benefits. At TriNet, building a culture of belonging is critical to the success of our business.

OUR ESG REPORT

Our third annual Environmental, Social and Governance (ESG) Report focuses on the themes of consistency and reliability. Our 2023 report continues our transparency to the metrics that we track, and highlights the additional efforts we've taken to advance TriNet and demonstrate our ethos that *people matter*.



Our 2023 Journey

The third edition of our ESG Report focuses on the themes of *consistency* and *reliability*. We will highlight a few noteworthy items on this page and encourage you to read on for more.

Our company is resilient and so are our customers. We have not just survived, but have thrived during challenging macroeconomic times. We credit our consistency and reliability to our overriding passion to help entrepreneurs achieve their goals and build incredible companies.

In keeping with the themes of consistency and reliability, 2023 was another busy year for us. And in the spirit that change is the only constant, TriNet unveiled a new identity that reflects our expanded value proposition to SMBs which in addition to our PEO, now includes our human resources information system (HRIS) offering, Enrich™ product line, assisted services offerings (ASO) and tax credit services. TriNet's new identity underscores our dedication to supporting the complexity of innovation and growth for SMBs and the people behind them.

We hosted our fourth annual TriNet PeopleForce conference live in New York and virtually, bringing together a roster of prominent business leaders, luminaries and experts to share their insights on topics related to entrepreneurial success. We rolled out our second year of TriNet PeopleForceX events in Denver, San Francisco and Austin, featuring local thought leaders on topics relevant to SMBs. We also held inspirational and informational discussions at



our Small Business Week Summit, National PEO Week and on our *PeopleForce Podcast* throughout the year.

This year, we announced a partnership with the **American Foundation for Suicide Prevention (AFSP)** featuring training programs, volunteer opportunities, educational resources and more. We also donated to the **National Association of Women Business Owners** and the **NAACP Empowerment Programs, Inc.** This is part of an ongoing effort to make a positive impact through the **TriNet Foundation**, a donor-advised fund and a key component of our Corporate Social Responsibility program.

GETTING STRONGER TOGETHER

Our product delivery model can be visualized as a barbell. At one end, we have the TriNet PEO, a full-service experience where TriNet's co-employment model mitigates risk for our clients. On the other side of the barbell, we have TriNet Zenefits, a cloud-native, low-touch HCM software experience where self-service is the norm. Our clients choose the depth of service and risk mitigation that they determine is best for their SMB and have the option to add services as their

business grows in size or complexity or as they determine that their own mindshare is best spent dedicated to their own business.

IT'S WHO WE ARE

At TriNet we are proud of our record. Our customers have relied on us since 1988 to help them grow and prosper, and our TriNet colleagues take great pride in ensuring that TriNet is both reliable and consistent in supporting our customers: ensuring access to the tools needed to not only weather the storms of the macroenvironment, but also to thrive, seeing challenge or risk as opportunity. It's who we are.

TriNet used the **Sustainability Accounting Standards Board (SASB)** framework to guide us in the development of this report.

Unless otherwise noted, the data we provide is current through June 30, 2023.

We do not intend, and have no obligation, to update any of the data in this report. This report may include forward-looking statements about our business and our ESG plans, initiatives and objectives, any of which may change. Please see our full statement about our use of **forward-looking statements**.

Please reach out to us at TriNetESGReport@trinet.com with your feedback. We'd love to hear from you.

Thank you,

The TriNet Team

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At TriNet, we have policies and practices in place to help guide us in minimizing our environmental impact. So, from our efforts to educate, to our business practices designed to reduce our direct and indirect environmental impact, as well as our focus on upstream and downstream impacts, we are taking action that we believe will make a positive impact on our planet.

ENVIRONMENTAL GOVERNANCE, PLANNING AND EDUCATION

An important part of any corporate environmental sustainability effort is to have the right policies and practices in place. TriNet has a dedicated **Environmental Policy** that is the basis for our approach to environmental sustainability. Additionally, we ensure that our colleagues are educated on what they can do to help the environment and have a **colleague resource group** (CRG) called the Green Team, which is dedicated to green initiatives and colleague education.



“TriNet recognizes that the environment is the most valuable resource that humankind has. We are proud to do our part to protect our planet by establishing and following eco-friendly and sustainable corporate practices and policies.”

Matt Slack

Counsel, Corporate
ESG Report Environment Track Lead



Environmental Policy

The last year has been an exciting time for environmental sustainability at TriNet. Many of the strides outlined in this year's ESG report were borne out of the sustainability objectives that were set out in our [Environmental Policy](#), published in 2022. Our efforts include conducting operations in an environmentally aware manner that also aligns with our core values by practicing responsible corporate citizenship, engaging in sustainable activities and promoting stakeholder awareness. We've aligned our practices to our Environmental Policy by (among other things):

- Practicing responsible corporate citizenship by deploying common-sense environmental practices in certain areas of the business to reduce our impact
- Acting with sustainability in mind
 - Partnered with the [Green Team CRG](#) to provide compostable utensils and compostable coffee pods in our headquarters in Dublin, California, where municipal composting is available
 - Where municipal composting is unavailable, contracted with a company to wash and recycle one-time use coffee pods
 - Continued to divest underutilized office space, including space in New York, New Jersey, Nevada and California from July 2022 to June 2023
- Improving stakeholder awareness of environmental issues
 - *The Elements* educational series, authored by Green Team members and published internally
 - Published an educational corporate environmental responsibility vignette on our [RISE](#) learning platform, TriNet's external facing collection of content that celebrates voices from the workplace
 - Shared sustainability and green ideas and best practices with colleagues through:
 - External speakers like best-selling author Kim Stanley Robinson, who uses his writing to bring awareness to ecological, political and cultural issues relating to climate change—Robinson spoke to colleagues during TriNet's BUILD Week 2023
 - Colleague presentations like this year's Earth Day 2023 round table about the danger of single-use plastics



“TriNet is doing its part to promote environmentally sustainable practices both internally and for our customers. Our use of compostable utensils, our recycling program, and our move from physical servers to cloud-based IT are just some of the steps that help us move towards eco-friendly and sustainable practices. With options such as paperless payroll submissions and paychecks, online tax forms and electronic benefits enrollment and plan distribution, we are helping our customers meet their own environmental standards and goals. Kudos to the TriNet ESG team!”

Kelly Tuminelli

Executive Vice President, Chief Financial Officer

Executive Sponsor, Women @ Work CRG

Green Team

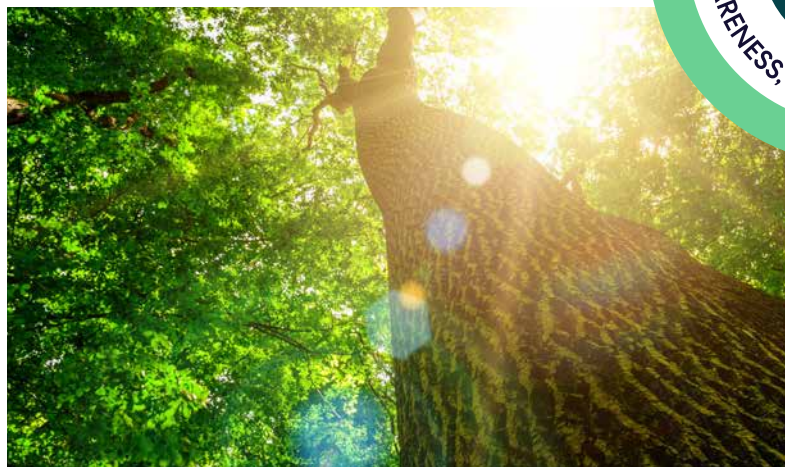
In its third year, the TriNet Green Team continues to help colleagues come together, share, explore and drive forward environmentally focused ideas and solutions relating to awareness, sustainability, and environmental justice and equity. One of the main goals of this CRG is to reduce resource usage, work-related travel, and focus on other ‘reduce, reuse and recycle’ initiatives.

The team sponsors coffee talks, open to all Green Team members, on topics such as “The Dark Side of Going Green” in which the discussion focused on the negative impacts of the electric car industry on the environment. For Earth Week 2023, the Green Team hosted a peer-to-peer session open to all colleagues titled “Say No to Single-Use Plastics” featuring educational information and easy-to-implement ideas on how to reduce and eliminate personal use of plastics.

A new initiative for the Green Team in 2023 was the introduction of Worthwhile Wednesdays. These weekly microlearning sessions allow the Green Team leadership to connect with and educate members on intentional sustainable living, while encouraging members to share and implement what they find valuable. All members are encouraged to contribute to these discussions and begin new ones on any environmental issue that matters to them.

Colleague Educational Series

TriNet’s Green Team CRG is dedicated to keeping green issues and simple sustainable lifestyle choices top of mind for its colleagues. To support this effort, several of the Green Team CRG leaders authored The *Elements* educational series, a thought-provoking series of articles on the fundamental ‘elements’ of our world according to various ancient concepts—earth, air, water, fire and wood. The Green Team started in October 2022 with *Earth: Soil is the Foundation of Almost All Life on Our Planet—What You Can Do to Protect and Restore It* and concluded in April 2023 with *Water: Water Needs Trees? It’s True!*



DIRECT ENVIRONMENTAL IMPACT

Though TriNet's main business is to offer technology enabled business services, our day-to-day operations do produce some waste and emissions which we strive to reduce.

Paper Paycheck Reduction and Pay Card Program

Our customers' worksite employees and our own colleagues can be paid by physical check or paperless payroll solutions, which include direct deposit and our pay card program. We promote these eco-friendly programs to our clients via blogs, social media posts and other communications. By choosing a paperless payroll solution, our customers, worksite employees and the environment all benefit. As we maintain our efforts to educate and promote environmentally friendly solutions, approximately 96%* of our worksite employees have enrolled in our paperless paycheck options, which is on par with industry average.** We continue to advocate our paperless paycheck options to our clients and their worksite employees.

Our pay card program makes it easy for worksite employees and colleagues to receive their wages and manage their finances electronically, even if they don't have a traditional bank account. Each pay period, TriNet deposits a participating worksite employee's or colleague's wages into their FDIC-insured pay card account. Participants

can access those funds through a pay card issued by our vendor. Using this service saves paper, prevents greenhouse gas emissions involved in transportation of paper checks and makes accessing funds easier and faster.

Compared to paper checks, payment by pay card has the following environmental advantages for our worksite employees and colleagues:

- They are no longer obligated to travel to their worksite to pick up their check or travel to a brick-and-mortar bank or check cashing business to deposit or cash a check. This is an added convenience and reduces energy emissions by eliminating the need for travel.
- Transportation energy usage and costs are also reduced in situations where worksite employees were receiving their check by mail, because paper paychecks are no longer shipped from payroll distribution centers to the final recipient (which can include multiple stops before delivery to each employee).
- Supply waste and cost are reduced by eliminating paycheck stock, ink, printer and envelopes.



"TriNet's payroll service allows small business owners to provide paperless pay options like direct deposit and pay cards with ease. These options help to protect worksite employee data as well as the environment, something I am personally very passionate about."

Betsy Meola

Vice President, Customer Success Transformation

*As of June 30, 2023.

**See [2023 Getting Paid In America Survey Results](#) published by PayrollOrg, a payroll industry leader in education and training. The American Payroll Association and the Global Payroll Management Institute combined to form PayrollOrg in 2023.



Recycling

Recycling at the office can be a challenge for companies such as ours because we are spread out among multiple office locations, each subject to the recycling rules of their respective areas. Colleagues are often familiar with the rules of the communities in which they reside, which can sometimes differ from those of our office locations. In other cases, colleagues may not be well-versed in the do's and don'ts of recycling in general. We have continued our efforts to educate our colleagues on what type of recycling can be placed in each bin. To that end, in partnership with our internal Green Team CRG, we continue to keep posted signs near the recycling bins of our most visited offices. These signs depict the types of items that should be placed in each bin, such as items most commonly discarded in the workplace—newspapers, takeout cartons, coffee cups, etc. Each sign aligns with the requirements of that particular office's municipal recycling and composting rules. We believe that even small measures can make a difference in how we contribute to overall waste management.

Reducing Waste

Compostable Utensils

In a continued effort to minimize single-use plastic products in our offices, we utilize compostable utensils where municipal composting is available. We anticipate that these ongoing efforts will help to keep our use of single-use plastic utensils low across TriNet offices.

Alternatives to Waste

To mitigate the use of single-use coffee pods, a popular drink option among our colleagues:

- At our corporate office in Dublin, an area which does offer municipal composting, we offer compostable coffee pods in a wide variety of flavors for our colleague population to enjoy.
- At two other frequently visited TriNet offices, we have continued our relationship with a company which washes and recycles reusable coffee pods, keeping over 12,000 coffee pods out of landfills in 2022. Designated recycling boxes have been placed in our breakrooms at these office locations and colleagues can simply drop their used coffee pods into the designated recycling box, rather than the trash.

Our intention is not only to reduce our plastic waste in TriNet offices, but also to demonstrate our desire to encourage sustainable practices in the workplace, so that our colleagues can integrate these practices into their homes as well.

INDIRECT ENVIRONMENTAL IMPACT

While we have direct control over the production of some waste and emissions, others are indirectly produced by us as part of doing business. We are making efforts to reduce these indirect impacts, too.

Real Estate Footprint and Reducing Energy Usage

As the concept of workspace continues to evolve, so too does TriNet's real estate footprint. Beginning in 2021 and continuing through the present, TriNet has been working to evaluate and eliminate unused real estate. During 2022, we closed offices or released floors of office space in California, Colorado, Florida, Georgia, New Jersey, New York, Nevada, South Carolina and Texas. In total, TriNet eliminated 200,073 square feet of office space in 2022. In these spaces, TriNet no longer utilizes power for heating, cooling, lights or powering appliances, such as refrigerators and printers.

Due to the reduction in TriNet's real estate footprint, hundreds of items of office furniture required disposition. At every opportunity, TriNet turned to organizations who could assist in finding environmentally friendly options for our excess furniture. For example, as a result of our office closure in Colorado, we diverted a total of 39,500 pounds of material from landfills to recycling and donated over 30 pieces of office furniture. In other locations, we resold items, resulting in miscellaneous office equipment, such as workstations, chairs and kitchen appliances, being reused rather than finding their way to a landfill.

TriNet also continues to engage with real estate options that provide energy efficient and sustainable operations, as well as focusing on increasing energy efficiency, where possible, in our ongoing interior design and construction projects at existing office locations. For example, TriNet selected a new location in New York City that is LEED gold certified.

Eco-Friendly IT

TriNet continues to make efforts to use green technology where available. TriNet-issued laptops and monitors all use battery saving modes. The time-out and sleep modes are centrally controlled to save energy.

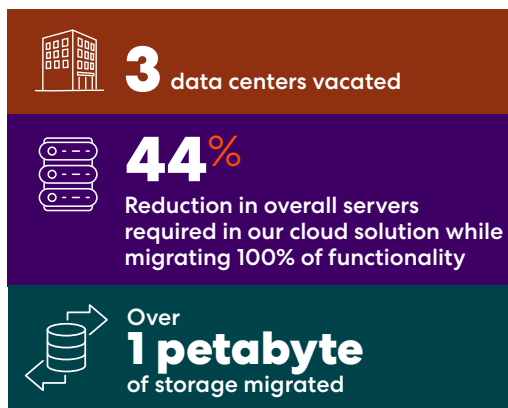
Additionally, in 2023, the TriNet Technology team has completed the move of our data storage from on-premises servers to the cloud. This should reduce our energy consumption because we will no longer have to power our servers or use dedicated air conditioning to cool our servers. Though third-party servers will be used to store our cloud data, our third-party vendor's servers are more modern and environmentally friendly. Read more about our data storage migration in our [ESG Spotlight: To The Cloud!](#)



ESG SPOTLIGHT: TO THE CLOUD!

As TriNet continues to leverage our industry-leading technology to serve our customers, we are always striving to find ways to increase our scalability, security and performance. In 2023, we took advantage of an opportunity to catapult our sustainability program to a new level by moving from our on-premises data centers and legacy equipment to take advantage of a cloud partner that shared our sustainability ambitions. In this migration, we moved 100% of our production environment to the cloud enabling us to vacate our existing three data centers and recycle all the legacy systems.

By The Numbers



In selecting our cloud partner, we were careful to choose one with a deep commitment to sustainability, and that was able to articulate their success in recycling and reusing 99.9% of their retired hardware. Our selected partner has goals to achieve 100% renewable energy use in all their data centers by 2025 and has earned a fifth consecutive Gold Sustainability Rating from EcoVadis.

Stakeholder Impact

While our migration project will have long-term impact on the environment, it has already had stakeholder impact. By completing this strategic move to the cloud, we are now able to run our production applications on infrastructure that can maintain higher utilization rates than we could on-premise—taking advantage of the elastic nature of the cloud to enable our infrastructure to scale up and back down based on our actual needs.

So leveraging sustainable technology will benefit our customers by increasing the reliability and availability of our products, which is crucial to the SMBs we serve. Additionally, this move has allowed us



“In 2023 we moved 100% of our computing infrastructure from on-premises data centers to a cloud partner that shares our sustainability ambitions. This migration enables us to vacate our existing three data centers and recycle all the legacy systems. In selecting our cloud partner we were careful to choose one with a deep commitment to sustainability. We were especially attracted to their renewable energy goals.

This was an exciting strategic move for TriNet as we are now taking advantage of the agility, cost-efficiency and innovation available to us in the cloud while concurrently taking a huge steps in furthering our sustainability efforts.”

Jeff Hayward
Chief Technology Officer

ESG SPOTLIGHT: TO THE CLOUD!

to accelerate our pipeline of innovative products that our customers will be able to leverage as they seek to build their incredible businesses.

An operation of this size and complexity will always come with its opportunities for colleagues to learn, adapt and improve. TriNet's goal of transitioning to the cloud has become a reality due to the incredible colleagues who worked on this cross-functional project. These colleagues have gained professional growth by leveraging opportunities for upskilling and career development by working on this complex cloud migration project.

Operational Impact

Our migration also allows us to leverage innovative data protection and cybersecurity of our cloud vendor. Our move to the cloud provides tangible benefits from a security perspective. For instance, there is no longer the need for the security up-keep of our onpremises hardware assets, which had necessitated ongoing upgrades and operating system patches.

Moreover, the ability to utilize our cloud solution's per-instance firewalls and flow logs provides our security team with enhanced visibility into traffic patterns and allows us to continue towards a fully zero-trust security framework. Moreover, this move allows for faster recovery times and enhanced payroll processing in case of disasters. Read more about our business continuity and disaster recovery capabilities in our [ESG Spotlight: Managing A Resilient Business Through Turbulent Times](#).

Environmental Impact

Our move to the cloud has also resulted in environmental benefits. In order to run our on-premises data systems, we were required to consume energy in order to power our servers and provide the necessary climate-controlled elements that are required of a data center. Since

we have completed our move to the cloud, we will be able to divest those resources and the related energy consumption. We will continue to understand how sustainable technology can drive ESG outcomes as we think about climate change opportunities, including developing an energy conservation program at TriNet.



UPSTREAM AND DOWNSTREAM ENVIRONMENTAL IMPACTS

TriNet understands the upstream and downstream impacts of our energy usage and GHG emissions when our colleagues travel to a TriNet office or engage in air travel for business purposes. We also understand the beneficial impact that an in-person meeting can have in certain circumstances to support effective collaboration and communication, team building, and developing trust and relationships. Any company focused on creating a long-term strategy around their environmental impact should find what the right balance is that for their business.

Indeed, the COVID-19 pandemic impacted business travel for our customers, prospects, as well as for TriNet. As business travel is finding its new equilibrium, some of our prospects and clients are more inclined to meeting in-person, and certain

company-wide projects and initiatives benefit from in-person strategic planning sessions. In addition, in 2022 our colleague base expanded to include some international colleagues, which has meant that we have had some travel to international destinations. We've seen some changes to our trends in 2023 when compared to the past few years. See the charts below!

Air Travel and Hotel Nights Stayed

From September 2022 to September 2023, TriNet continues to grow internationally and our workforce now includes people in India, Poland, Brazil and the Philippines. While much of our communication and interaction is accomplished virtually, certain projects and initiatives benefit from periodic co-location among teams.

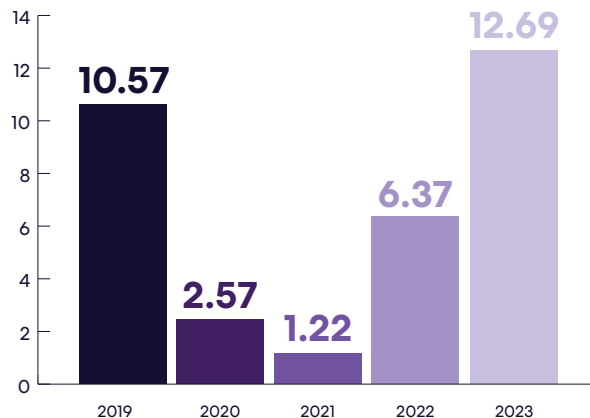
Air travel has picked up during 2023 due to a number of factors: our customers and prospects

expect co-location for certain meetings and project events, we have found that a number of our strategic initiatives benefit from co-location for certain time periods, and most impactfully, our international presence has significantly increased the number of miles that we flew this year, especially when compared to 2019, the last full year before the pandemic. We will continue to monitor our travel and anticipate that we will identify a normalized baseline to compare to over the next couple of years, as 2020 and 2021 travel data were impacted by the pandemic.

Interestingly, our hotel nights for 2023 continue to trend towards being less than one-third of the nights stayed in 2019.

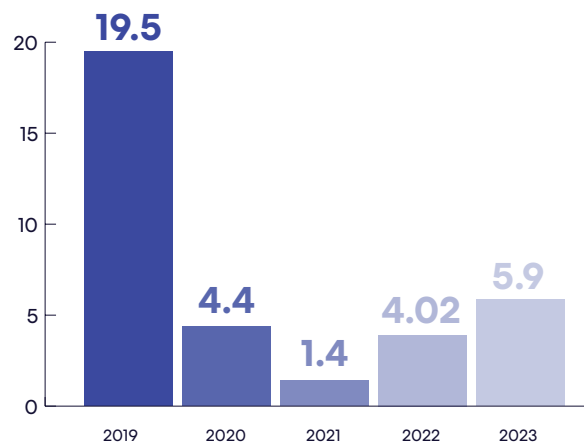
We are working with our third-party corporate travel partners to better understand why our miles flown in 2023 is trending to be more than actual 2019 miles flown while the nights stayed in a hotel in 2023 is trending to be one-third the total hotel nights stayed in 2019. We believe the difference is likely due to farther travel associated with our new international footprint and colleagues staying for less time periods of time while traveling for work. In short, we believe colleagues are flying farther to international offices, such as in India in 2023, resulting in more miles flown but shorter hotel stays.

Miles Flown*



* In the millions. 2023 figures are extrapolated through year-end based on data as of September 30, 2023.

Hotel Nights Stayed**



** In the thousands. 2023 figures are extrapolated through year-end based on data as of September 30, 2023.

Customers' Environmental Impact

TriNet helps our customers to consider their impact on the environment and work towards establishing sustainable practices for their businesses. To this end, TriNet offers eco-friendly options in addition to our paperless paycheck program described above. We offer paperless payroll submissions, electronic Form W-2 distributions and Form W-4 submissions, mobile app access to our platform, paperless benefits enrollment and plan distribution (where permitted by law) and other HR related functions. These products allow our customers to run their business without creating paper waste.

Also, this year, TriNet initiated a pilot effort with a small segment of our customers to understand how they are thinking about the role of their SMB with respect to sustainability and their environmental impact. After meeting with certain customers to gain an understanding of their current initiatives to preserve the environment, which include planting trees, recycling, cleaning beaches, and setting long-term carbon emission goals, we also shared some of the work TriNet has been focusing on with regard to recycling and reducing waste in some of our offices within the past two years.

In addition, to better understand the sustainability needs, priorities, and goals of these customers, we hope our meetings will help build stronger relationships with them through our common focus on developing sustainability initiatives. We anticipate the information we learned from our customers this year will inspire some of our environmental focus areas in 2024.

Vendor Code—Environmental Sustainability

TriNet's [Vendor Code of Conduct](#) (Vendor Code) was established in December 2021 and we began distributing and implementing it with our vendors during the first quarter of 2022. In general, the Vendor Code describes TriNet's expectations for vendors, suppliers, contractors, consultants, agents and their employees when conducting business with TriNet. The environmental sustainability section of the code demonstrates our awareness that we have an impact on the environment and that we expect our vendors to acknowledge a similar awareness. Under the Vendor Code, our vendors must commit to operate in an environmentally responsible manner, strive to minimize adverse impact on the environment and to comply with all environmental laws, regulations and standards in the countries in which they do business. Our vendors must also agree to comply with, among other things, the [Organisation for Economic Co-operation and Development Due Diligence Guidance for Responsible Supply Chains of Minerals from Conflict Affected and High-Risk Areas](#).



Swag for Good

We work to fill our company store with merchandise from companies that are environmentally conscious and those who give back to communities in need. Our company store includes:

- Hats made from recycled plastic bottles
- Sustainable cups and bottles whose manufacturer invests in nonprofits worldwide
- Ethical apparel producers—including one who plants 10 trees for every item purchased and another that empowers communities in Latin America

SOCIAL EMPOWERING THE WORKFORCE ECOSYSTEMS WE SERVE

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FOCUSING ON INCREDIBLE

Incredible starts here. It is how we deliver our services, and how we value and serve the diverse needs of our customers and colleagues. TriNet infuses thought leadership and innovation into every facet of our business so that we can support what makes TriNet truly incredible: our people and the people who make up the SMBs we support.

LEADING THROUGH CHANGE

We believe that inherent in our core value to *Lead with the Customer* is the opportunity for TriNet to lead through change and innovation.

We know that successful brands tell a story of who they are but leave room for evolution to stay current and keep their story relevant. Over the course of the last 30 years, TriNet has evolved and grown as a company. In responding to the recent extraordinary changes to the modern workplace, TriNet has innovated and become bolder, while remaining laser-focused on its customers and the growth and innovation SMBs and the people behind them. Earlier this year, TriNet announced a **new brand identity** that reflects our evolution and our unwavering commitment to the success of SMBs. Why

introduce a new identity now? We are a different company today than we were a few years ago. The world has changed, our customers have evolved and TriNet has changed as well.

TriNet has built its brand around one of our key differentiators: people. *People Matter* is the foundation of our brand and reflects our ingenuity, spirit and commitment to our customers as we work side by side with them to move our nation of growing businesses forward. TriNet's *People Matter* campaign is an exciting and big move forward for its brand foundation principle. *People Matter* showcases incredible TriNet customers and SMB leaders who represent a cross-section of American entrepreneurship.



“Leading the Social section of our third ESG Report has provided me with the privileged opportunity to assist in the showcase of TriNet’s focus on social responsibility, meaningful change and continued growth. TriNet’s core values and it’s focus on people are highlighted throughout this report. We prioritize initiatives that promote diversity, equity and inclusion, and that foster employee well-being, belonging and empowerment. Through our social efforts, we aim to inspire and make a lasting impact in the lives of our employees, clients, and communities.”

Jennifer Owens

Counsel, Employment
ESG Report Social Track Lead



HOW WE LEAD

Care Economy Business Council

As a founding member and participant of the TIME'S UP Care Economy Business Council since its launch in May 2021, TriNet has been part of a coalition of hundreds of companies committed to modeling and advancing HR best practices and policies and advocating for innovative caregiving solutions. Take a look at how TriNet addresses these opportunities with its colleagues under **Focus on Families.**



Small Business Week Virtual Summit

TriNet held its second annual Small Business Week Virtual Summit, celebrating National Small Business Week 2023 with a curated series of discussions and interviews with small business thought leaders and experts who understand the unique challenges of running SMBs. Many different top-of-mind topics were covered over the four days, including funding for growth, how to scale and stay agile, startup tracks, innovative use of new HR technology and the impact of the latest HR trends on business. The virtual event ran during the country's weeklong celebration of the vital role that SMBs play in driving the U.S. economy forward.



National Small Business Week 2023 Guest speakers (left to right), Eileen Mockus, President and CEO of Coyuchi, and Jake Goldman, President and Founder of 10up, chat with Jeff Hayward, Chief Technology Officer at TriNet.

trinet | SBA U.S. Small Business Administration
See us at SBA's National Small Business Week
Ushering in the Second Half of 2023: Key Insights for SMBs
Virtual Discussion
MAY 3 at 5:30 PM ET
[Register Now](#)
Burton M. Goldfield, President and CEO, TriNet
Michael Mendenhall, Senior Vice President and Chief Marketing Officer/Chief Communications Officer, TriNet

National Small Business Week Summit 2023
From Reactive to Proactive: Digitalization's Impact on SMBs
Technology has reshaped business in unexpected ways recently. Are you ready for what's next?
Monday, May 1
2:45 p.m. ET / 11:45 a.m. PT
[Register Today for Free](#)
trinet

Samantha Wellington reflecting on on remarks made by President Biden:

“Small businesses are the engine of our economy... For the American economy to be strong, it has to have a strong small business base” and to be part of that team, “you gotta know how to know.”

Samantha Wellington

EVP of Business Affairs
Chief Legal Officer & Secretary
Executive Sponsor, Black Employee Network CRG
Co-Executive Sponsor, TNET Pride CRG

Small Business Digital Alliance

Underscoring our commitment to SMBs, TriNet continues its national membership in the **Small Business Digital Alliance (SBDA)**, which we were a founding member. The alliance focuses on connecting entrepreneurs with critical, free digital tools and resources to start and expand their businesses to scale for success, including in the burgeoning e-commerce economy. Members of the alliance commit to supporting our nation's small business sector with tools and mind share, in recognition of the importance of the sector to the overall health of the U.S.

In recognition of our commitment to small businesses across the country, in 2023 TriNet took part in the second Annual SBA Women's Business Summit at the White House. At this event, President Biden reflected on the importance of small businesses to the economy, but also on how challenging it can be to build and grow a business, noting that one of the most challenging things for an entrepreneur is that “you gotta know how to know.”

Knowing how to know is exactly what we do for our small and medium-size business customers. We help clients to understand compliance, governance, access to capital and how to provide their people



with access to big-company benefits. Representing our company, our customers and our valued principle of ensuring that small businesses ‘know how to know’ at the White House was incredible.

TriNet's Legislative and Regulatory Efforts

During the past year, TriNet's Regulatory Affairs team significantly bolstered our efforts to assist customers with obtaining tax credits. Effective September 1, 2022, we acquired **Clarus R+D**, which simplifies the R&D tax credit process for small and medium-size businesses. To maximize the value our customers realize as a result of our acquisition of Clarus, throughout the past year, our Regulatory Affairs team met with congressional leaders nationwide to ensure that SMBs across the country are able to access and benefit from the tax credits that our government provides.

Our Regulatory Affairs team, in concert with key trade association advocacy groups, was also busy advocating for the passage and implementation of SECURE 2.0, and we were pleased that the legislation passed in December 2022 to reform the American retirement system. SECURE 2.0 incentivizes our startup customers to offer worksite employees the opportunity to save for retirement via a 401(k) plan.

ESG SPOTLIGHT: SUPPORTING LGBTQ+ STAKEHOLDERS

2022

TriNet began a partnership with StartOut, the country’s largest nonprofit focused on supporting LGBTQ+ entrepreneurs. StartOut joined us at TriNet PeopleForce to talk about the importance of supporting the LGBTQ+ community and entrepreneurs. Our Corporate Social Responsibility team has partnered with the TNET Pride CRG (colleague resource group) to review all of TriNet Foundation funding recipients so that our corporate giving is not to any organization whose mission includes efforts to undermine LGBTQ+ equality.

TriNet joined the Human Rights Campaign’s (HRC’s) Business Coalition for Equality Act and became a signatory on their Business Statement on Anti-LGBTQ+ State Legislation.

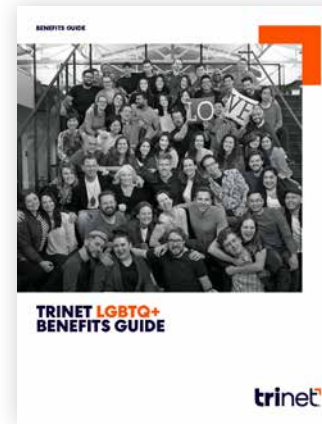
2023

TriNet proudly joined HRC’s **Count Us In** pledge in 2023. This pledge encourages businesses to call on lawmakers to abandon efforts to discriminate and reject anti-LGBTQ threats to company values of diversity, equity and inclusion by being proud and public LGBTQ+ allies—all while continuing to ensure transgender and non-binary employees and their families have legal access to the health and medical care they need.

Our Benefits Compliance team and People team partnered with TNET Pride to provide an LGBTQ+ Benefits Guide providing a one-stop resource to help guide our LGBTQ+ colleagues and their families in all things benefits and health care.

TriNet has created a Gender Identity and Inclusion course available to all colleagues that defines key terms and identifies challenges related to gender identity.

Outwardly, TriNet provides information about key initiatives through diversity, equity and inclusion, potential impacts to our SMBs through changing laws and



other HR news to our clients via TriNet’s blog. Direct topics around why pronouns are important to building an equitable culture, creating an inclusive workplace for transgender employees and helpful voting tips for supporting our transgender colleagues, clients and worksite employees are just a few examples of the resources TriNet has been providing to all SMBs.



“Being able to partner with our Benefits Compliance team and People team to produce this guide for our LGBTQ+ colleagues truly was a rewarding experience. Navigating benefits of any kind can be daunting, especially with mercurial local and state laws at play, and to know that our LGBTQ+ colleagues have a source of guidance to turn to is phenomenal. This is another example of TriNet’s commitment of support to all colleagues through our core values and enabling folks to bring their authentic selves to work. I’m honored to be a part of a CRG that can help make a difference through these incredible accomplishments.”

Heaven Knight

Staff Analyst, ITSM Control and Execution
Co-Lead, TNET Pride CRG

ESG SPOTLIGHT: SUPPORTING LGBTQ+ STAKEHOLDERS

Gender Transition Guidelines

Last year, we published TriNet's Gender Transition Guidelines for TriNet colleagues, which are ultimately intended to help alleviate the stress a transitioning colleague may experience in the workplace. These guidelines were created with input from members of the TNET Pride CRG and we anticipate they will continue to help all including not only a transitioning colleague, but also their management and peers. The guidelines contain content such as:

- Gender transition overview
- Guidance for transitioning colleagues, managers and People team business partners
- Steps colleagues can take to be supportive and supported in a transition

Transitioning is deeply personal for each person affected. Our intention is that these guidelines will continue to make colleagues aware of important topics and processes around transitions that impact the workplace, especially when working with another colleague who is contemplating or undergoing transition. This document helps

facilitate "open door" conversations and is an important part of our core value of *Stand Together*, as well as our efforts around belonging and inclusion.

LGBTQ+ Benefits Guide for Customers

TriNet understands the benefits of building a culture that embraces diversity, equity, inclusion, and belonging. We also love finding ways to expand knowledge of the comprehensive benefits coverage accessible through TriNet sponsored plans. We combined these two elements this year!

In our efforts to support our customers, we have created the TriNet LGBTQ+ Benefits Guide for Worksite Employees. This guide outlines TriNet-sponsored benefits available to support worksite employees in the LGBTQ+ community, domestic partners and same-sex spouses.



FOCUSING ON COMMUNITIES

We embrace the opportunity to lead with a mindset of doing incredible things together to *Make an Impact* in the communities we serve.

Corporate Social Responsibility

SMBs are the engine of the U.S. economy and TriNet’s Corporate Social Responsibility (CSR) program provides an opportunity to support nonprofits whose mission is to foster positive change, economic development and the growth of entrepreneurship. With a focus targeted toward veterans, historically underrepresented businesses and trade schools/entrepreneurial education programs, and community giving, our CSR program moves TriNet toward a more strategic approach to philanthropy, providing additional focus and oversight around the way we donate and volunteer. Our CSR program serves to encourage and increase volunteerism and enhance positive social value for our multiple stakeholders, including our colleagues.

The program has two components, a Donor Advised Fund (DAF) called the TriNet Foundation and TriNet Volunteers, both with oversight by the TriNet Philanthropic Committee. The CSR program is supported by executive sponsors who provide strategic planning and operational oversight.

The TriNet Foundation

The **TriNet Foundation**, a donor-advised fund of TriNet, supports our CSR program through philanthropic donations. We strive to improve humanity through creating, expanding, and amplifying volunteerism and giving. Since its inception, the TriNet Foundation has selected one or more organizations each year to support through donation. Here’s a look into the organizations selected by the TriNet Foundation and the work they do.



“I am incredibly grateful for the opportunity to help lead enterprise-wide projects that impact our stakeholders. The fact that I “get” to do the work that I do personally feels like a blessing. TriNet’s focus on being a beacon within the ecosystems it serves allows me to do a lot of fun things like nurturing our Historically Underrepresented Businesses program, advancing our ESG efforts and supporting our Corporate Social Responsibility vision. It is an honor to work with incredible people who are empathetic and passionate about our customers and the small and medium-size business communities.”

Mathew Ted Thomas

Chief of Staff, Legal, Compliance and Business Affairs
 ESG Program Lead
 Historically Underrepresented Businesses Program Lead
 Interim Corporate Social Responsibility Program Lead

ORGANIZATIONS SUPPORTED BY THE TRINET FOUNDATION

2021		2022	2023*	

* Reflects through June 30, 2023. For more information on TriNet’s latest donation recipients, please visit the [TriNet Foundation](#) page

Making an Impact: Nurturing Our Collective Ecosystem

In addition to focusing our efforts on expanding our reach and impact to entrepreneurial nonprofits aligned with our vision, TriNet's CSR Program is also focused on strengthening and increasing our volunteerism efforts among our colleagues, as part of an enduring ecosystem that helps nonprofits and the SMB community thrive. Here are just a few examples of our continuing efforts to make an impact in these areas.

In May, TriNet's third annual **BUILD Week** provided numerous opportunities for colleagues to not only participate for their own enrichment, but also help to enrich the lives of others. TriNet Volunteers hosted two sessions during BUILD Week in partnership with Kynd Kits, in which TriNet colleagues volunteered more than 278 hours to produce kits:

- **Teen Mental Health Kynd Kit:** 190 colleagues made mental health care packages for teenagers
- **Veterans Affairs Hospital Care Kynd Kit:** 88 colleagues wrote letters of gratitude and built care packages for veterans in the hospital

In June and July 2023, TriNet Volunteers partnered with **Hire Heroes USA** to offer colleagues an opportunity to participate in mock interviews for candidates who were considered for a paid internship program with a large SIPHY bank called VET (Veteran Employment Transition). Colleagues

played the role of interviewer in helping veterans prepare for their interviews.

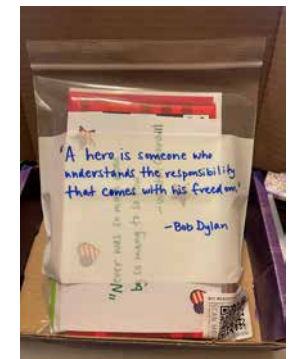
Along with TriNet Foundation's donation to **AFSP** this year, colleagues were provided with an opportunity to participate in the AFSP "Out of the Darkness Community Walks" held in hundreds of cities across the nation to give people the courage to open up about their own connections to the cause and a platform to create a culture that's more cognizant of mental health challenges. Friends, family members, neighbors and coworkers walked side-by-side, supporting each other. TriNet volunteers participated by walking and volunteering as walk staff members.

TriNet Clarus R+D was founded on the concept of providing SMBs the same opportunities that larger corporations have had for decades through access to the research and development tax credit. So giving back is in the TriNet Clarus R+D DNA. This year, the TriNet Clarus R+D Volunteer Committee organized quarterly events with colleagues to give back to their local community. As part of this effort, TriNet Clarus R+D colleagues:

- Planted 100 tree saplings in Delaware, OH for Earth Day
- Volunteered and ran at a local 'Run for Down Syndrome' 5k event
- Completed garden work for an urban farm dedicated to growing, sharing and providing community access to healthy food

- Prepared meals at a local non-profit resource center that provides various services and resources to homeless individuals in Columbus, OH

These efforts are an entirely colleague-led initiative to strengthen our impact in local communities while enabling colleagues to collaborate as a team.



Left to right: Kris Renzi, Director, Customer Relationship Management, Christina Matheny, Executive Director, Sales, and Martha Lokey, Senior Administrative Coordinator.



“I find it very rewarding to work for TriNet Clarus R+D as it allows me to provide exceptional customer service to our clients. Our support of the client begins from within and as a team we are lucky to have an extremely collaborative culture. We take our teamwork one step further by taking many opportunities to support our local community whenever we can. It’s amazing the turnout we get.”

Kris Renzi

Director, Customer Relationship Management

In the fall of 2022, TriNet continued to partner with [Kids In Need Foundation](#) to launch the Supply A Teacher Program. TriNet Volunteers ambassadors nominate teachers in our local communities to receive much needed supplies to start off the school year on the right foot—reducing the burden of purchasing supplies out of their own pocket. Supplies were recently donated to 320 teachers at nine schools. Each teacher received enough supplies to ensure that a total of 7,680 students were supported coming into the new school year.

Historically Underrepresented Businesses (HUB)

Launched in May 2021, TriNet’s Historically Underrepresented Businesses (HUB) program continues to leverage TriNet’s SMB ecosystem to help HUB communities connect with each other and the invaluable resources at their disposal. Working closely with various organizations and managers of government programs to identify best methodologies, known challenges and appropriate guardrails, TriNet’s HUB program is built upon the following key pillars: education, sharing experiences, access to capital and government programs awareness.

With respect to the second of these key pillars, sharing experiences, TriNet launched its *Birds of a Feather Fireside Chats* series in 2022, focused on underrepresented founders, leaders and aspiring entrepreneurs within the HUB community. The launch of our Birds of a Feather initiative offers leaders a way to share experiences at different stages of the entrepreneurship lifecycle and learn from each other’s challenges, solutions and successes.

TriNet also created an external [Government Opportunities: Grants, Programs and Incentives](#) page to provide our HUB community with access to government programming and opportunities intended to support growing businesses. These resources include links to over 1,000 federal government grant programs and to state-run grant opportunities, accelerator programs and mentorship programs to raise awareness of existing opportunities with the government. Also included is an R&D [tax credit calculator](#) and access to free consultation with our TriNet Clarus R+D tax credit experts to help put money back in SMBs’ pockets while incentivizing innovation and growth.

Keep an eye out for posts on [TriNet’s Trends & Insights](#) page detailing these government opportunities and educational articles focused on highlighting various aspects of historically underrepresented entrepreneurship!

FOCUSING ON CUSTOMERS

Delivering an excellent customer experience, minimizing customer disruptions and keeping our core values at the center of what we do is critical to achieving the outcomes we seek: growing, retaining and delighting our customers. We recognize that this success begins when we *Lead With the Customer* in every customer interaction. TriNet continues to align its organizational priorities with this core value, whether it’s providing outstanding service and support to our customers or delivering consultative and tactical support that creates an incredible customer experience while navigating critical

“It is times like these that I become even more passionate about what we do at TriNet in service of our customers. TriNet has been a proud supporter of entrepreneurs across the country for more than 30 years and our customers can have confidence in our long-established relationships with trusted and reputable banking partners. We welcome the opportunity to help any entrepreneur who is impacted by these extraordinary events.”

Burton Goldfield
TriNet President and CEO

business milestones. The world continues to present new challenges and opportunities for our customers and TriNet offers support every step of the way.

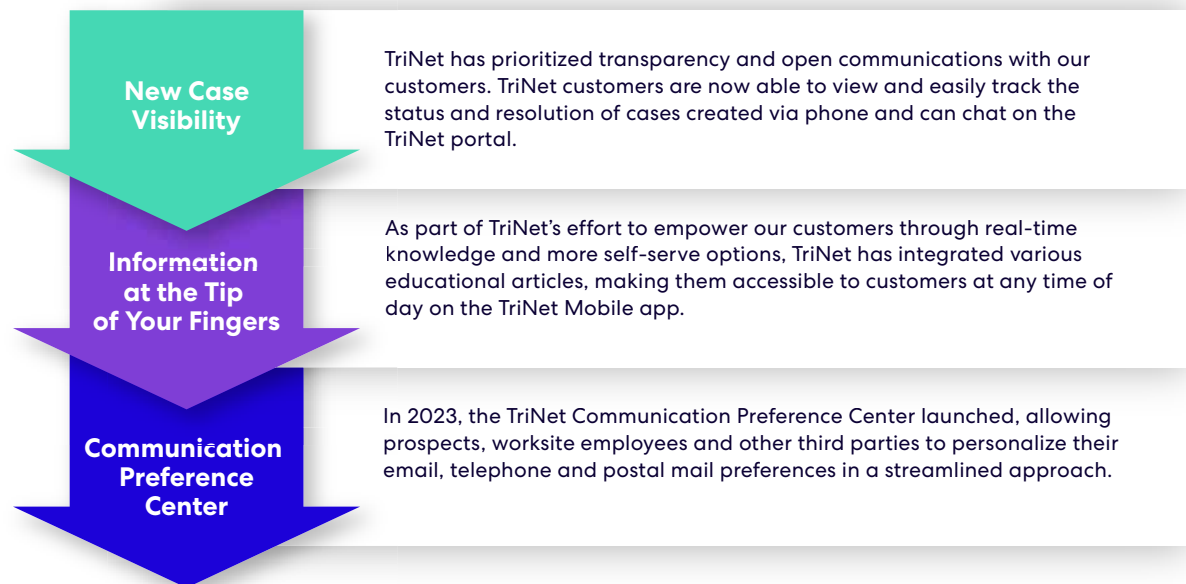
Helping Our Customers Adapt to an Evolving Economic Environment

On March 9, 2023, when Silicon Valley Bank (SVB) failed, TriNet immediately responded. Putting the customer at the center of everything we do, TriNet’s established crisis management processes kicked in and a cross-functional team of colleagues worked tirelessly to provide customers with useful information, confirm TriNet’s own good standing and develop resources for affected customers. This team developed a microsite for customers,

as well as various resources and FAQs to respond to customer inquiries.

TriNet also engaged quickly to mitigate the impact of the SVB failure and Signature Bank closure on our customers by leveraging our membership with National Payroll Reporting Consortium (NPRC) to work with the U.S. Department of Treasury, FDIC and other banking regulators to help ensure that the federal government would take steps to protect and prioritize payroll for employees of the thousands of impacted SMBs. Further, leveraging TriNet’s relationships on behalf of our customers, multiple members of Congress were contacted and made statements regarding the need for the FDIC to prioritize payroll as part of their receivership and raised payroll concerns with the FDIC and U.S. Treasury.

SUPPORTING OUR CUSTOMERS





“TriNet’s acquisition of Clarus R+D represents a major step toward doing more in service of our customers. The Clarus software platform and expert team have identified and helped TriNet customers claim hundreds of thousands of dollars in R&D tax credits since Clarus joined the TriNet family in September 2022. This is invaluable capital our customers are now reinvesting in their businesses to generate the growth and innovation that propels the U.S. economy. And importantly, these are funds that would have otherwise gone unclaimed by TriNet customers without Clarus R+D’s assistance, underscoring TriNet’s ability to find unique ways to unlock additional value for the SMBs we serve.”

Sam Davies

Director of Strategy and Corporate Development



The new TriNet Zenefits: In February 2022, TriNet acquired Zenefits—a people operations platform purpose-built for SMBs. Throughout the employee life cycle, the TriNet Zenefits platform enables SMBs to manage their teams with ease.



Clarus R+D tax credits and related services: In September 2022, TriNet acquired Clarus R+D, which enables our customers to take full advantage of research and development tax credits benefits—one of the largest annual tax credits available to U.S. companies. Clarus R+D has identified \$235 million plus in tax credits since 2016, rewarding customers for work done to develop and improve product, process, business and industry, so they can grow, hire and develop their business. Each R&D tax credit study is supported by the Clarus Expert team, a combination of CPAs and tax professionals.

Compliance Quick Tip Video Series

In late 2022, we launched the *Compliance Quick Tip* video series to offer our customers yet another resource to foster a dynamic, inclusive and legally compliant workplace.

This series of short videos discusses a host of common scenarios and pitfalls that SMBs encounter regularly and provides high-level best practices guidance, including some of the topics below.



We are excited about this initiative and hope it will afford our customers an opportunity to enhance their knowledge about a broad spectrum of employment law and HR topics. The series has proved popular with our customers and colleagues. When the series launched in October 2022, we released six videos on four topics and now, one year later, we increased our offerings to 18 videos covering 12 topics.

ESG SPOTLIGHT: TRINET'S SAFETY AND SECURITY PROGRAM

At TriNet, we remain focused on providing a safe and secure work environment for our colleagues, clients, vendors and all stakeholders. This Safety and Security Program outlines our dedication to maintaining a culture of safety, ensuring compliance with relevant laws and regulations, and fostering a healthy work environment.

1. **Employee Safety and Well-being:** The safety and well-being of our colleagues is of paramount importance. We prioritize creating a safe work environment that is free from hazards and risks. We provide appropriate training, resources and support to enable colleagues to carry out their responsibilities safely.
2. **Compliance with Laws and Regulations:** We are committed to complying with all relevant laws, regulations and industry standards related to workplace health, safety, privacy, data protection and security. We regularly review and update our policies and procedures to ensure ongoing compliance with these requirements.
3. **Emergency Preparedness and Response:** We have established comprehensive emergency preparedness plans and procedures to effectively respond to potential incidents and emergencies. These plans include measures for evacuation, medical emergencies, natural disasters and other unforeseen circumstances.
4. **Health and Safety Training:** We provide ongoing training programs for our colleagues to raise awareness about workplace safety, security protocols, emergency procedures and workplace violence prevention. We

encourage open communication and empower our colleagues to report potential hazards, incidents, or other security and safety concerns directly to our Corporate Security and Safety team.

5. **Continuous Improvement:** We are dedicated to continuously improving our safety and security practices and procedures. We regularly evaluate our safety performance, conduct facilities risk assessments and implement necessary measures to address identified gaps. We collaborate across the company to foster safety and security partnerships and encourage colleague feedback and suggestions for enhancing safety and security measures and maintaining a safe work environment.

This Safety and Security Program is an integral part of our efforts to ensure the well-being and safety of our colleagues, clients, vendors and all stakeholders. We regularly review and update this program to reflect changing laws and regulations and industry best practices.

FOCUSING ON OUR PEOPLE

We fully believe our people are our greatest asset. So, it’s crucial to us that our colleagues are enabled to drive business success—and have good opportunities for personal growth and development, have access to training and benefits, feel supported, and remain engaged.

Colleague Development and Growth

- **TriNet Learn:** Online training program to increase knowledge, build skills and develop effectiveness.
- **Live virtual workshops:** Educational programs from DEI-focused skills to fostering a more collaborative work environment.
- **Optional quarterly check-ins:** Formal, mid-year performance reviews were eliminated in exchange for these.

Colleague Onboarding and CORE Training

- **Tailored onboarding:** These are intended to integrate new colleagues seamlessly into TriNet’s culture while aligning new colleagues with our goals and values.
- **Compliance, Operations, Regulatory, Ethics (CORE) training:** This annual mandatory program discusses crucial topics like our Code of Business Conduct and Ethics and data security.

Team Building

- Customized team building programs with the goal of forging a cohesive, high-performing team.
- 10 team building programs added during the past year.
- 240% increase in number of team buildings sessions provided over 2022 and 733% increase over 2021.



“TriNet is not kidding around when it says its people are its greatest asset. While researching the company before my first interview for my current role, I came across the inaugural ESG report. As I read it, I was thrilled—and pleasantly surprised—at the amount of content dedicated to programs, resources, and opportunities for TriNet colleagues. TriNet’s ESG report was an important factor in my decision to join this incredible organization, and I’m so glad I did.”

Kristen Kutina

Senior Manager, Communications



Colleague Safety and Health

Ensuring our colleagues' safety and health is paramount. From enhanced colleague benefits to dedicated teams and programs focused on health and safety, the following illustrate our ongoing dedication to ensuring colleagues thrive professionally and personally.

The Sky's the Limit! TriNet Career Planning and Mentoring



In May 2023, we launched the **TriNet Career Center**, a one-stop shop geared toward offering colleagues the resources they may need to grow professionally. Colleagues can access training programs, career coaching and enroll in our Colleague Mentoring Program.



Colleague Mentoring Program saw its largest cohorts in 2023, with a 327% increase in participation from 2022. This program is open to all colleagues and allows them to connect regularly with a mentor to discuss career ambitions and develop strategies to achieving those goals.



Gold Bell Seal for Workplace Mental Health

We were honored in May 2023 to receive **The Bell Seal for Workplace Mental Health** national certification, which recognizes employers committed to creating mentally healthy workplaces. TriNet was recognized for our commitment to colleagues' mental health and well-being, particularly our development of comprehensive mental health programs, initiatives, resources and benefits for colleagues, including TriNet's robust employee assistance program (EAP).



TriNet Alerts: Everbridge

TriNet Alerts through Everbridge notifies our colleagues of emergencies such as severe weather events, technology or power outages, or should there be an emergency in one of our offices. TriNet Alerts allows our Security and Safety Team to quickly provide critical information to colleagues—to warn them of imminent danger, account for their well-being or provide emergency guidance.



Workplace Investigations

We have a dedicated team available to investigate and respond to any threatening work environment. Moreover, the team handles the reporting process for highly unusual circumstances in which a workplace illness or injury must be reported to the Occupational Safety and Health Administration (OSHA).



Safe Workplace

We continue to introduce new initiatives to maintain a safe, healthy workplace, which is reflected in our recently published **Security and Safety Program Statement**. To support our focus on maintaining a safe workplace, in late 2022, we introduced Envoy Visitors, a software program aimed at strengthening our process for admitting visitors to our offices.

Listening and Learning Strategy

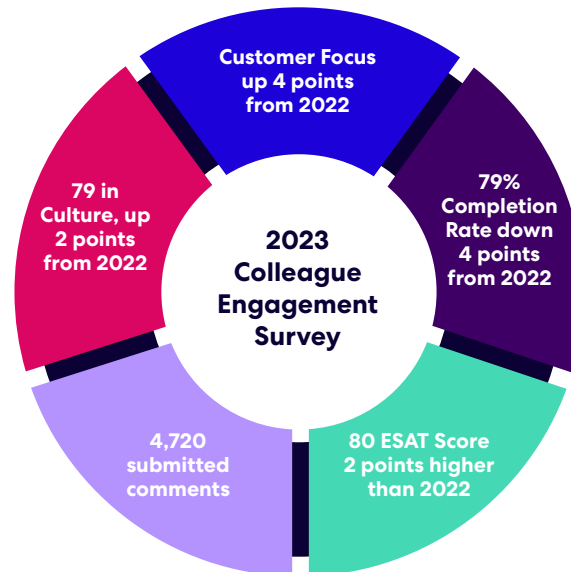
TriNet continues to utilize a combination of formal meetings and more relaxed, free-flowing discussions to encourage constant dialogue between colleagues and managers at all levels. For example, we hold quarterly “All Hands” meetings at which our CEO and other leaders share the latest news on the company’s performance, new initiatives and answer colleagues’ questions. We also solicit colleagues’ thoughts about the company, its leaders, their managers and other aspects of their jobs. Departments and individual teams also hold regular informal meetings, where colleagues are free to discuss work-related topics or less weighty subjects, like podcast or book recommendations. We believe the variety of settings and techniques for hearing from colleagues cultivates a more cohesive, collaborative company while enabling us to learn what colleagues like about the company, as well as areas in which we can further refine our approach.



Our executive leadership team prepares to answer Q&A from internal colleagues during our quarterly All Hands meeting.

Colleague Engagement

TriNet continues to leverage a third-party survey vendor to administer and analyze our annual Colleague Engagement Survey (CES). The survey measures the health of TriNet’s culture and quality of the colleague experience from year to year. This allows us to identify areas of opportunity and to develop targeted action plans that drive positive change and align to our One TriNet culture. Questions on the CES are based on professional and business services industry benchmarks* and best practices including questions on trust, company culture and work/life balance. Colleague feedback and our effort to understand it is how we continue the momentum to foster a sense of belonging and evolve as an organization.



Nurturing Our Leaders

In many respects, cultivating new leaders is the lifeblood of TriNet. In fact, from 2021 through September 2023, 31% of new vice presidents at TriNet were promoted into their positions, as opposed to hired in from outside the company.** Indeed, one third of our executive leadership team were promoted into their roles from inside of our business. Recognizing that some of the most talented and involved executives are those who’ve grown from entry-level positions, TriNet offers an array of leadership development programs to foster this growth.

- Managing Essentials**
 A series of two-hour virtual modules for leadership development.
- Emerging Leaders**
 Three-month intensive program to develop new and future leaders.
- New Leader Orientation**
 Orientation for all new people managers, whether new hires or internal promotions.
- Manager Corner Messages**
 Messages regularly circulated to keep colleagues informed of company goals and strategies.
- Leadership Forums**
 Regular forums where executive leadership engages in open dialogue with our leaders about company strategy and specific critical initiatives.

* 2023 benchmarking data for the “Professional and Business Services industry benchmarks”
 ** Promotion ratio is from March 2021 through September 2023.

INCREDIBLE

Colleague Recognition Program

Say **THANKS**

Send **APPRECIATION**

Celebration **TOGETHER**



“Recognition is at the heart of our culture, fueling connections and inspiring greatness. Our Appreciation Hub and recognition programs celebrate the incredible colleagues within our organization, shining a light on their exceptional contributions. By nurturing a culture of appreciation, we lay the foundation for a more resilient and united company where greatness thrives.”

Tanisha Crowder, PHR, SHRM-CP
Organizational Development
Consultant

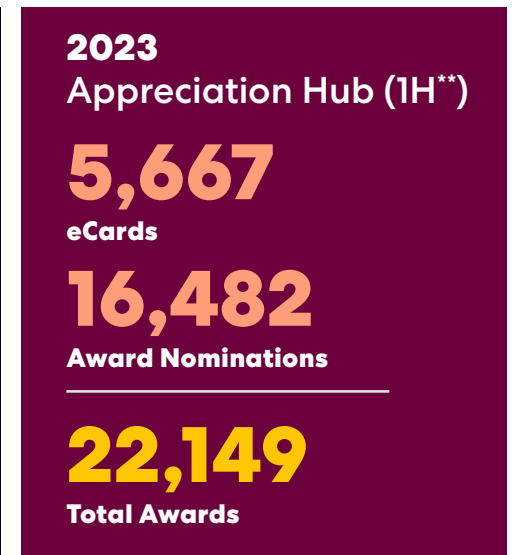
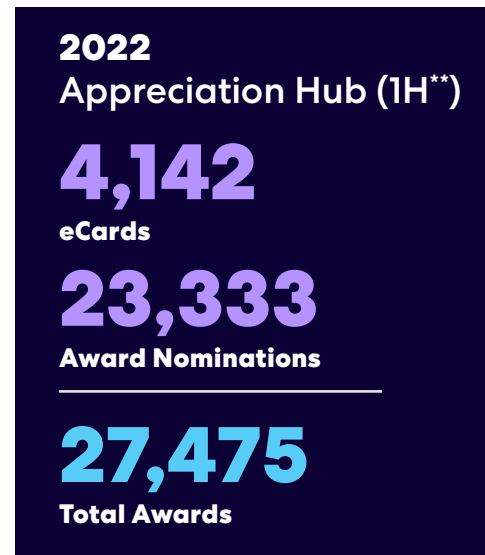
Rewards and Recognition

We remain dedicated to empowering colleagues to recognize each other’s outstanding performance in our Appreciation Hub, our company-wide virtual recognition platform. We strongly encourage colleagues to use the Appreciation Hub to express their appreciation for one another through gestures as simple as sending an eCard or thank you note or by nominating each other for awards. Colleagues who receive an award in the Appreciation Hub also receive points that they may redeem for a broad spectrum of merchandise—from a coffee mug to a vacation. Recently, we made TriNet “swag” available in the Appreciation Hub’s marketplace so colleagues can redeem points for a TriNet Bluetooth speaker or jacket.

We are proud of the continued activity in the Appreciation Hub. Comparing year-over-year

year-end (as of December 31) totals, colleagues sent 10,022 eCards and submitted 60,086 award nominations, an increase of 214% from 2021.*

Although our data through the first half of 2023 is not at pace with 2022, we expected a shift with this year’s change to our rewards and recognition methodology. To encourage more equitable participation and spend in the recognition program, business units were provided recommended point allocation budgets to ensure that every business unit has the resources it needs to reward and recognize its colleagues effectively. As a result, we’ve seen a decline in the number of award nominations, but an uptick in eCard recognitions at a rate outpacing 1H 2022.** Check out the stats below to see our colleagues’ enthusiasm for recognizing and valuing each other’s efforts year-over-year!



* Figures have been rounded to the nearest whole number. 22,320 total awards in 2021 through 12/31/2021.
** 1H denotes the first half of the year.

Total Rewards at TriNet

New Benefits Offerings

With the growth of the company, in addition to the acquisition of Zenefits and Clarus R+D, we made the decision to design our own TriNet colleague-focused medical, dental and vision plans for the 2023 calendar year. This construct allows us to design benefits to fit the specific needs of TriNet colleagues without impacting the plans accessed by our customers.

Here are a few highlights of the new TriNet colleague benefit offerings for 2023:



HSA Contributions:

For enrolled colleagues, TriNet contributes up to \$1,000 to an HSA for employee-only enrollees and up to \$1,500 to an HSA for all other coverage tiers.



Travel Care Reimbursement:

Reimbursement of up to \$4,000 for travel costs to obtain covered services for a range of medical procedures that are not available within a certain range of the colleague's residence.



Fertility Assistance:

Annual fertility treatment assistance of up to \$25,000 and up to \$10,000 in pharmacy for colleagues enrolled in certain TriNet-sponsored medical plan options.



Adoption Assistance:

Provides reimbursement of adoption expenses up to \$10,000 annually to eligible colleagues.



Mental Health Benefits:

- No copay for in-network participation.
- Further enhancements to our time off policies.
- Discounts for mental health resources from partners like Brightside Health.



Backup Care Reimbursements:

Colleagues are eligible for reimbursements for up to 10 days of backup care per year for children, adults and pets, through a partnership with Care.com.



Health Advocacy:

- Assistance with navigating providers and plan coverage.
- Specialized assistance navigating fertility benefits, gender-affirming care and connecting colleagues with a wide range of support groups.

Focus on Families

As a founding member and participant of the TIME'S UP Care Economy Business Council, TriNet walks the walk in its support of our colleagues and their families. **Fertility and Adoption Assistance, Enhanced Parental Leave** and Backup Care Reimbursements are just a few ways in which TriNet recognizes the importance of supporting colleagues' families and healthcare needs.



Care.com Makes a **Big Impact** on TriNet Colleagues

458
TriNet colleagues enrolled*

26%
utilization rate*

*As of July 31, 2023

Backup Care Reimbursements

Since 2021, TriNet colleagues have been eligible for reimbursements for up to 10 days of backup care for children and adults per year, partnering with Care.com to connect colleagues with professional caretakers. In April of 2022, this was expanded to include reimbursements for backup pet care as well.

Meeting the Needs of Our Diverse Workforce

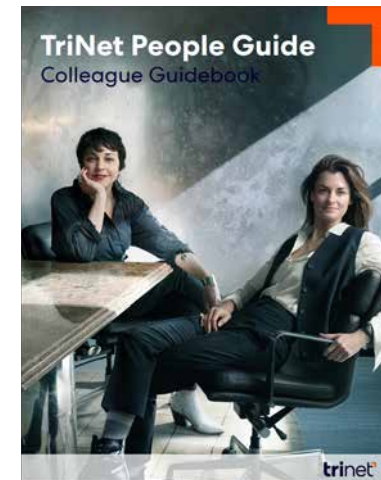
Since the specific needs and circumstances of individuals vary, we offer a variety of benefits to meet the needs of our diverse workforce, and



Care.com is one of them! We understand that not all benefits will be utilized by every eligible colleague, but by offering a variety of benefits we can attract and retain top talent and help foster a more engaged workforce.

Global TriNet People Guide

TriNet is thrilled to announce the launch of its new global TriNet People Guide! This guidebook replaces our previous colleague handbook.





“I’m incredibly proud to be part of an organization that not only recognizes but actively champions the importance of mental health and wellbeing. At TriNet, we understand that nurturing our mental health isn’t just about personal growth; it’s about shaping a workplace culture where every individual can truly flourish.”

Tina Mark

Vice President,
Client Relationship Management

Prioritizing Our Colleagues’ Health and Wellness

TriNet recognizes the importance of supporting our colleagues’ and their families’ health needs as well as their civic duty responsibilities. We offer eligible colleagues a robust set of benefit and wellness options. Highlighted below are just some of the enhancements that went into effect in 2023 to support our colleagues.



Bereavement Leave

Policy updated to provide additional paid time off to grieve, manage family affairs and attend memorial services of a family member.



Civic Volunteer Time Off

Colleagues are now eligible to use up to 24 paid hours per calendar year for time devoted to civic or volunteer activities, including civic engagement or civic participation.



Paid Sick and Family Care Leave

Expanded to allow eligible colleagues and interns to use their paid 48 hours of leave per calendar year for a broader array of family care, including participation in children’s educational activities, school closures, or adult care.



Enhanced Parental Leave

- Six weeks of paid pregnancy and childbirth-related medical leave in addition to previously offered paid parental leave, resulting in up to 18 weeks total paid leave for birth parents
- Colleagues eligible for six weeks of paid parental leave, starting on the first day of employment and eligible for 12 weeks of paid parental leave after the first year of employment
- These enhanced policies were effective for the birth, adoption or foster placement of a child

Wellness Program Enrollment

As of July 31, 2023, 2,190 TriNet colleagues are currently enrolled in GoPivot, with participation in the various wellness activities and challenges as follows:

347 colleagues have self-reported their annual physical appointments for wellness points

2,679 colleagues have self-reported their daily sleep achievements for wellness points

1,723 colleagues have self-reported taking the daily growth assessment for wellness points

360 colleagues have self-reported taking the GoPivot Ergonomic Assessment

412 colleagues logged minutes for the May Mindful Minutes Challenge

TriNet Wellness Program: TriNet has continued to expand and enhance our Wellness Program, allowing colleagues to self-report various wellness achievements earning Wellness Points, which they are able to redeem for various items and gift cards through TriNet’s Wellness Program with GoPivot.

TriNet has also continued its offering of a digital subscription with a renowned weight loss program at no cost to eligible colleagues with 852 colleagues enrolled with a 25% active engagement as of July 31, 2023.

As of July 1, a total of 15,355,162 wellness points have been redeemed for an equivalent of \$91,792 worth of rewards.* Our individual and team step challenges are especially popular. Our CEO, Burton M. Goldfield, loves to engage in our walking challenges, either walking solo or regularly engaged in one-on-one walking meetings with our CLO. Likewise, you can find our CRO racking up steps by taking calls while he walks around the offices. A total of 506 colleagues participated in the 2023 Incredible Race Team Challenge, completing more than 107 million steps. Of those, 428 participants achieved the 100k step milestone. We stand together by stepping together!

In our focus on wellness, TriNet continued its offering of a digital subscription with a renowned weight loss program at no cost to U.S. benefit-eligible colleagues. As of July 31, 2023, 852 colleagues are enrolled with a 25% active engagement in the program.

Mental Health Awareness Month Challenge

Throughout May 2023, in honor of **Mental Health Awareness Month**, TriNet encouraged colleagues to take time out of their day for their mental health and welfare, awarding additional Wellness Points to colleagues taking time out of their day to create a sense of relaxation and reduce day-to-day stressors. During this month, colleagues were able to earn Wellness Points for many activities, including:



*Participating colleagues are subject to applicable tax reporting and withholding by TriNet.



TriNet Lighthouse for Colleagues

TriNet Lighthouse for Colleagues' (TLC's) purpose is to provide an inclusive community of belonging

where colleagues across TriNet can support each other through a variety of mental health-oriented initiatives and educational events. The group hopes to provide resources to improve mental health, increase resilience and remove the stigma surrounding mental health issues.

In partnership with Talent Management, Wellness and Lighthouse CRG, TriNet has implemented two series called Mental Health Mondays and Wellness Wednesdays, focusing on de-stigmatizing mental health and exploring strategies to help manage stress and create more resilience in the workplace.

TriNet Colleagues Participate in the 2023 Incredible Race

72
Participating teams

542
Colleagues enrolled

428
Colleagues hit 100,000 steps goal


107,782,668
Total steps as a company





The Break Room Initiative—Virtual Hang Out


As work from home becomes increasingly common, TriNet launched a new site called The Break Room, a virtual hang out offering a place to get to know and engage with fellow colleagues and leaders, a virtual watercooler conversation and a variety of other activities including:

Virtual Hangouts for TriNet Colleagues

- 

What's Cooking in Your Kitchen?
Where colleagues can share their favorite recipes and pictures with each other.
- 

TriNet Travels
Where colleagues share recent travel stories and photos.
- 

Artists Alike
A space for colleagues to share their art, crafts and other creative hobbies.
- 

Kickback Meetings
Sponsored by Black Employee Network CRG where participants can virtually hang out and share matters that are top-of-mind.




“Having a place where colleagues can virtually connect and engage with each other on a personal level is one of the best ways to support colleagues’ sense of belonging especially in hybrid environments.”

Cathy Manginelli
Chief Talent Officer, Talent Management

Although we had a 14% decrease in the total steps as a company in 2023, we had an 18% increase in colleagues who reached the 100,000 steps goal!

Promoting Our Colleagues' Financial Wellbeing

TriNet's support for our colleagues' well-being includes their financial wellness. We offer colleagues financial and retirement benefits and access to financial planning tools to help them achieve their financial goals.




TriNet Colleagues 401(k)

- TriNet matches 100% of colleague contributions up to the first 4% of the income deferred.
- Colleagues resources available online or through mobile app to help manage 401(k) accounts and provide a clear picture of progress toward retirement goals. Features include interactive planning calculators and educational library that includes videos, podcasts, articles and webinars.



Employee Stock Purchase Plan (ESPP)

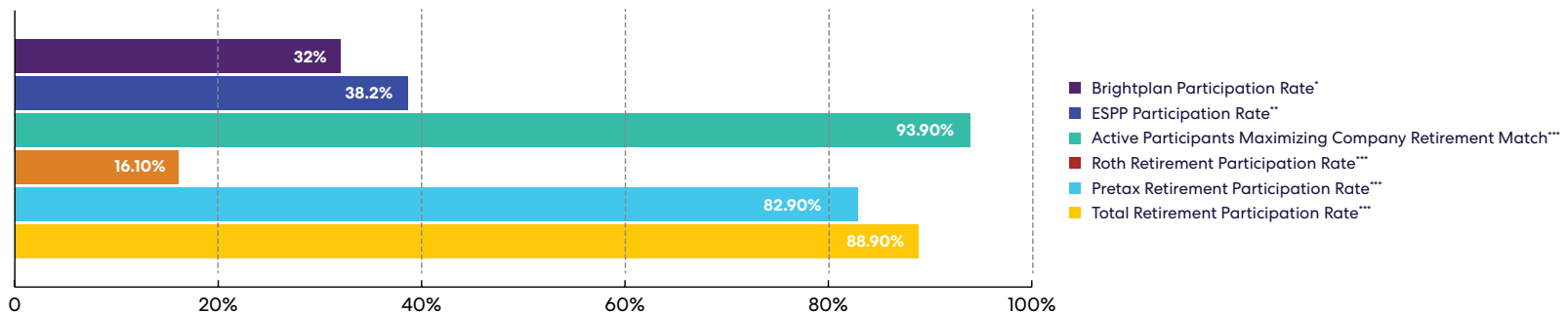
- The ESPP is an opportunity for eligible colleagues to purchase company stock at a discount through payroll contributions.
- Open enrollment for the ESPP occurs twice a year, starting in April and October, in connection with purchases that occur in mid-May and mid-November.



TriNet and BrightPlan

- Since 2020, TriNet has offered its colleagues access to BrightPlan, a robust financial planning tool. As of July 31, 2023, 1,103 colleagues are enrolled in BrightPlan at a rate of 32%, a 22% enrollment increase from last year.

Participation Rates



* Percentage as of July 31, 2023.

** Participation rate is for the offering period of 5/16/2023, through 11/15/2023.

*** Participation rates for TriNet colleagues 401(k) are as of 3/31/2023. Of the 88.90% of our total eligible colleagues that participate in our retirement plan, 93.90% of those participating colleagues maximize our company's retirement contribution match.

Belonging: Diversity, Equity and Inclusion

At TriNet, building a culture of belonging is critical to the success of our business. TriNet’s diversity, equity and inclusion (DEI) vision is to nurture a culture where colleagues feel that they belong, that their individual needs are supported and that they’re inspired to bring their authentic selves to work. Together, we focus purposeful efforts on growing awareness, strengthening understanding and progressing practices to support an equitable, inclusive and diverse workplace.



DEI Education and Awareness

A Focus on Learning and Community

DEI-related events and communications help raise awareness and understanding. Examples include intranet posts on historical events and cultural topics, gamified learning, colleague resource groups, colleague spotlights and featured guest speakers. Some of the many DEI-related curriculum and events we support include:

- 

Monthly DEI celebrations such as Black History, Women’s History, Asian Pacific Heritage, National Hispanic Heritage and Pride.
- 

Specific celebration days including Juneteenth, Pride Day, Earth Day, Transgender Day of Visibility, National Purple Heart Day and more.
- 

DEI skills development curriculum with recent focus areas including Fostering Belonging, Allyship in Action, Cultivating Your Happiness, Owning Your Sense of Belonging, What Signals are you Sending? and Dilemmas and Diverse Perspectives.
- 

Coffee Talks where colleagues can speak about designated DEI issues, including classism and cross-cultural issues.
- 

We communicate with our colleagues about DEI programs, initiatives, strategy, framework and goals through our internal DEI site.
- 

One Small Thing program for managers to support them in having conversations with their teams, focusing on topics such as psychological safety and decoding micro messaging.
- 

Our CRGs are self-directed, voluntary groups that provide an inclusive space for sharing of ideas and business solutions critical to TriNet’s success. CRGs create opportunities for colleagues to learn through action, develop transferable skills, and discover new interests.
- 

New for 2023 is our first annual CRG Impact Award! This is an opportunity to recognize the hard work, dedication and leadership of our CRG members that go above and beyond to live our core values, contribute to our One TriNet culture and enhance our colleagues’ sense of belonging.

Sharing Thought Leadership of Our Customers

TriNet continues to pave the way for SMBs to create a diverse, equitable and inclusive work environment by shining a spotlight on these important issues. Not only do we believe in supporting companies through our wide array of offerings from HRIS to PEO services, but we also believe in showcasing them. Through our *People Matter* campaign, we highlighted stories of their successes.

DEI Podcast Series: What's Your Jam

What's Your Jam is a continuation of *TriNet Talks*, the DEI Podcast series that was launched in 2021. The goal of *What's Your Jam* is to highlight the experience of our colleagues at all levels of the organization. This is an opportunity for colleagues to share what they are passionate about both at work and at home, how they live authentically—and ultimately what things contribute to their sense of belonging.



Here is a look at some of our amazing customer companies highlighted in our People Matter campaign:



Happiest Baby
An LA-based company that is dedicated to helping parents with their development with science-based products, content, and services that enhance child wellbeing.



Mission Asset Fund
San Francisco-based nonprofit that seeks to offer financial stability to low-income families by facilitating zero-interest lending and simultaneous credit building.



JOAN Creative
New York City-based independent creative company whose core philosophy is making legendary brands modern and modern brands legendary.



Zap Surgical Systems
Zap is a team of clinical and industry experts leveraging advanced surgical robots to address the limitations of the past to deliver potentially life-saving stereotactic radiosurgery to more people in more places.



More Too Life
An award winning anti-human trafficking foundation specializing in innovative prevention for at-risk youth and victims.



Left to right: Cathy Manginelli, Chief Talent Officer, Catherine Wragg, Chief People Officer and Treisha Kong-Rodney, DEI Manager.



“I’m fortunate to hold leadership roles with TriNet Lighthouse for Colleagues (TLC), Black Employee Network (BEN) and Women at Work (W@W) CRGs, which has allowed me to focus on intersectionality. These groups address topics people typically avoid at work. But, in changing our approach to topics like mental health, being a woman in the workplace, LGBTQ+ safety, or Black colleague growth and organizational representation, we reach more people. People have to come together to create spaces where authenticity and vulnerability are celebrated. In leadership, we must set the example. I was terrified to cry during the first peer-to-peer session I hosted, but I did. The way my colleagues, many of whom I did not know, embraced me as I shared my experience caused a shift in all of us. These CRGs changed the way we brought ourselves to work because we knew we had a place where we belonged.”

Blair Smith

Carrier Support Analyst
CRG Impact Award Recipient

COLLEAGUE RESOURCE GROUPS

Colleague resource groups (CRGs) are colleague-led, self-directed voluntary groups that offer opportunities to network internally, attract a diverse colleague base, provide an inclusive space for the sharing of ideas and business solutions critical to TriNet’s success, and create opportunities for mentoring and career development. TriNet encourages CRGs to hold events open to CRG members allies and anyone with an interest in the CRG. TriNet CRGs provide an outlet for ideas to become a reality and drive meaningful change within the company.

Now in their third year, CRGs continue to host events both for their colleague members and those that are open to the entire company for participation. Some CRG-led events have included creating new year affirmation collages, drag queen bingo, Earth Day celebrations and education series, bringing awareness to anxiety and depression, and watch and discuss parties focused on topical media. TriNet’s CRGs provide a safe space for colleagues to discuss and connect around topics that may otherwise be difficult to navigate.

In addition to providing a safe space, TriNet’s CRGs are utilized strategically for colleague development. We envision the CRGs to be woven into TriNet’s long-term strategic goals. It is important to us that taking part in, and indeed taking on a leadership role in a CRG, means

that colleagues are afforded an opportunity to have direct regular engagement with executive leadership, as well as an opportunity to stretch beyond the skills that are utilized in their day-to-day work, allowing these colleagues to impact our company in new ways. Our intention is that the CRGs at TriNet create opportunities for colleagues to grow as individuals by developing their leadership, project management and cross functional engagement skills.

New for 2023 is our first-annual CRG Impact Award! As participation in CRGs is voluntary, this award is an opportunity to recognize the hard work, dedication and leadership of our CRG members that go above and beyond to live our core values, contribute to our One TriNet culture and enhance our colleagues’ sense of belonging. We received 10 nominations and awarded our winner, highlighted in the quote on the left of the page, during the close of our BUILD Week sessions.

We encourage colleagues to include impactful work done within a CRG and skillsets learned through work with a CRG into performance reviews.

CRG MISSION STATEMENTS



Asians@TriNet

To build an inclusive community and provide a support network focusing on career development, Asian cultural awareness, community outreach and mentorship programs.



Black Employee Network (BEN)

To create a collaborative space for all TriNet colleagues to support the success of Black colleagues within the organization.



TNET PRIDE

To build colleague connections in a safe and courageous space. Empowering, supporting and celebrating our incredibly diverse LGBTQ+ community. We build community through educational events, volunteerism and giving.



TriNet Lighthouse for Colleagues (TLC)

To provide an inclusive community of belonging where colleagues across TriNet can support each other through a variety of mental health-oriented initiatives and educational events. The group provides resources to improve health, increase resiliency and remove the stigma surrounding mental health issues.



Green Team CRG

To provide similarly engaged TriNet colleagues a place to come together to share and drive forward environmentally focused ideas and living/business solutions, including awareness, sustainability and environmental justice/equity.



Women of Color (WOC)

To build a high-trust professional network and community for Women of Color colleagues and their allies while cultivating a sense of belonging and engagement and serves as an inspiring forum to promote conversations and ideas that'll bring a diverse approach to challenges, drive innovation, growth and Women of Color talent retention here at TriNet.



Juntos

To drive awareness within the Latino/ Hispanic colleague community highlighting cultural identities to leverage experiences within TriNet.



Working Caregivers

To stand together as working parents and caregivers and utilize each other as support in a collaborative environment.



Veteran Employee Team (VET) CRG

The mission of the Veteran Employee Team CRG is to provide a welcoming and collaborative group for veterans and allies, to recognize those who served and their supportive military families, which offers experiences that support, guide and inform about various veterans' topics.



Abilities CRG

The Abilities CRG is envisioned to be a resource group for colleagues with both visible and invisible differences as well as their allies—to support and share experiences, build awareness in our TriNet community, and to have a place to discuss workplace and related caregiver challenges and opportunities.



Women @ Work

To empower women through developing and strengthening their voices at TriNet.



Namaste-India CRG

To further promote an inclusive environment at TriNet by: 1) Providing members with the ability to share the rich Indian cultural heritage via ethnic events, 2) Offer culturally sensitive/ relevant educational and professional development opportunities, 3) Effectively leveraging the Indian cultural diversity to champion innovation, creativity and to BE INCREDIBLE, and 4) Welcome allies and effectively engage them via learning, participation and input to foster a cohesive TriNet workforce.

Hiring and Retaining Diverse Talent

Because TriNet recognizes the value and importance of treating applicants, interns and colleagues in a fair, equitable and non-discriminatory manner, we are dedicated to principles of equal employment opportunity.

Our colleagues are more inclined to produce incredible work when they feel like they belong—and part of that feeling of belonging comes from knowing that they are working in an environment where they are being treated fairly.



“In my time here at TriNet, I’ve been impressed with the company’s efforts to demonstrate their core values in words and action—from sustainability to volunteerism to diversity, equity and inclusion—particularly at a time when taking a stand on such issues can be wrongly perceived as political. I find it rewarding to be able to contribute my storytelling skills to share TriNet’s message with our stakeholders and prospects.”

Ron Peralta

Senior Copywriter, Brand and Campaigns
ESG Production Team Lead

Accessing Diverse Talent


Since the inception of our partnership with a recruitment process outsourcing (RPO) vendor, one focus has been to reinvigorate sourcing efforts to widen the talent pools from which TriNet recruits and hires. Our vendor is continuously conducting market research to strengthen recruitment efforts to ensure diverse talent markets are included within TriNet’s growing talent pools.

Working through our talent acquisition consultancy vendor to connect with several organizations who share in our overall DEI strategy, we are able to advertise open positions among a broader talent pool to attract and retain a diverse workforce at TriNet.



Informing, Influencing and Inspiring TriNet Colleagues

Clear and effective communication helps our colleagues stay informed, engaged and productive. That’s why we strive to keep our colleagues up to date with consistent and transparent communication on what’s happening at TriNet, with our customers and across the PEO industry. A critical part of our communication strategy is strategic messaging and dialogue between colleagues and our CEO, as well as in various media across the company:




Financial Results Call
Each quarter our CEO discusses our latest earnings results and answers colleagues’ questions.




Quarterly All-Hands Meeting
Broadcast live from our in-house media studio in Dublin, CA, our company quarterly meeting allows us to facilitate direct communication within our company, fuel transparency, inform decision making company-wide and enable colleagues to share crucial information with our leaders.

The Source
Our intranet portal serves as the news and information center for the company. This state-of-the-art news hub consistently exceeds intranet benchmarks for usage and engagement. In addition to viewing the latest company news on the homepage, colleagues can access more than 175 department, team and key initiative sites.



Brunch with Burton
One of several new communication vehicles designed for our CEO to have candid conversations with colleagues at all levels, focusing specifically on individual contributors and people managers up to the level of director.



Other Digital Media
We also utilize corporate email, weekly newsletters and digital signage in our offices to make sure colleagues have the latest news and information about TriNet, department, team and key initiative sites.

ESG SPOTLIGHT: MANAGING A RESILIENT BUSINESS THROUGH TURBULENT TIMES

The past year has been characterized by events that highlighted the need for businesses to be prepared for disruptions to their operations. Whether caused by the economic environment or natural disasters, we recognize that TriNet's role as a trusted advisor to SMBs and a provider of HR solutions is vital to our customers' ability to navigate these turbulent times. As part of our focus on ensuring that TriNet is a resilient, enduring business while also providing exceptional services to our customers, TriNet brings its more than 30 years of experience to our modern business continuity and disaster recovery program.

TriNet's business continuity and disaster recovery capabilities are designed to minimize disturbances to TriNet's core business functions, allowing for continued access to the TriNet platform and associated services by our customers. TriNet has aligned its Business Continuity Program to adhere to ISO 22301, the international standard for business continuity management.

The Business Continuity Program is a life cycle that occurs in analysis, solution design, implementation, testing/acceptance and maintenance phases.

The program is intended to:

- Ensure colleague safety and security
- Provide an understanding of essential procedures, systems and personnel
- Ensure critical processes and essential personnel can continue operations or quickly return to operations after an unexpected outage

As part of the Business Continuity Program, TriNet has established a Crisis Management Playbook to help ensure that subject matter experts are engaged throughout TriNet at the first awareness of a potential crisis. The Crisis Management Playbook provides a roadmap for how to respond to a crisis—whether of a physical or non-physical variety—and transition back to normal business operations as soon as possible. It also includes important processes meant to keep the safety and security of our colleagues at the forefront,

including a company-wide notification regime and specific steps that are taken to monitor the status of our workforce who may be in harms way.

With respect to technological resilience, we use a multi-layered methodology that strives for continuous system availability via low recovery time objective (RTO) and loss of any client data via low recovery point objective (RPO). Specifically, this multi-layered methodology includes several levels of redundancy to ensure 24/7 availability of business functions and data in the event of a loss of one or more servers.

In addition, TriNet's Security Incident Response Plan is the cornerstone of our cybersecurity strategy, enabling us to respond swiftly and effectively to security incidents while safeguarding the information of both TriNet and our valued customers. Our primary objective is to restore normal service operations promptly and minimize any potential disruption to business operations. TriNet conducts quarterly security tabletop

ESG SPOTLIGHT: MANAGING A RESILIENT BUSINESS THROUGH TURBULENT TIMES

exercises to maintain our readiness where we rigorously test our incident response procedures. Additionally, we incorporate proactive threat hunting techniques, ensuring that we remain vigilant in identifying and mitigating potential threats before they escalate. TriNet also maintains a documented Privacy Incident Response Plan which governs how we respond to a potential compromise of personal information, such as loss, misuse, or unauthorized access scenarios. To learn about TriNet's Privacy Office, please see [Privacy and Security Training](#).

Physical and environment safety and security program of TriNet facilities and locations are also foundational to our Business Continuity Program, as is the protection of information assets and technology resources.

Our business continuity and disaster recovery capabilities ensure that we are able to meet our customers where they are, whatever the event. Whether it's a global pandemic, ever-changing rules and laws with respect to the role of an employer, the vigilance necessary to appropriately care for a person's most valuable and personal data or a banking crisis, TriNet is built to ensure that we support our customers every step of the way, without missing a beat. It's who we are.



GOVERNANCE MAINTAINING OUR ECOSYSTEMS TO HELP US SERVE

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- Board Composition
- Board Committees
- Board Skills and Backgrounds
- Organizational Diversity
- Board Performance Evaluation
- Role of the Board in Risk Oversight
- Board Allocation Of Risk Considerations Among Committees

ESG Spotlight: This is How We Do it

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TriNet strives to meet our corporate responsibilities to our stockholders and other stakeholders by establishing and maintaining appropriate, strong governance policies and practices.

Our governance practices are designed to promote transparency, fair dealing and compliance which helps us maintain high ethical conduct and standards. Our practices help us achieve our company goals and act consistently with our core values, like *Act with Integrity*.

Governance can touch on many different areas. Here, we focus on the structure and composition of our board and its committees, our approach to business conduct and ethics, and other important policies, practices and programs.



“TriNet shows its commitment to good governance daily through their executives, colleagues and board members. All of us are active participants in establishing and promoting our corporate governance practices. We take this responsibility seriously and act intentionally as a result.”

Melissa Shimizu (She/Her)

Senior Counsel, Benefits, Compliance and Compensation

ESG Report Governance Track Lead

BOARD OF DIRECTORS

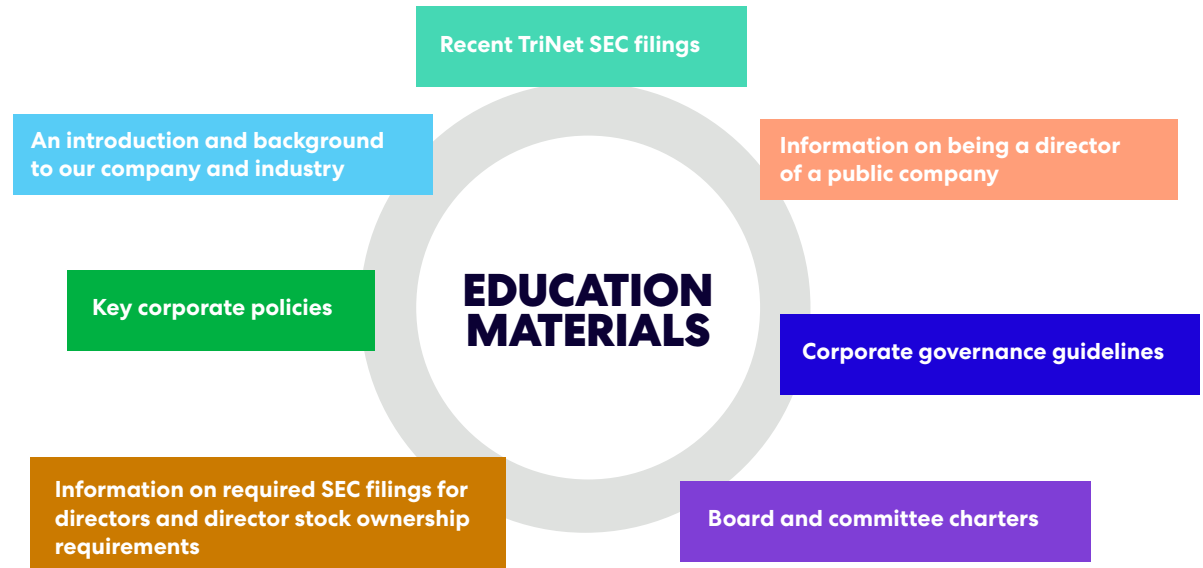
Assembling the Team

Our board of directors is comprised of individuals with diverse experiences, skill sets and backgrounds that reflect the diverse and distinct needs of our customers. We select highly qualified director candidates who we believe, if elected, will be in a position to learn our business and make meaningful contributions quickly.

We have a formal process to select and on-board new directors. When candidates are considered for board membership, all then-current board members have the opportunity to meet and speak with them. Candidates may also meet with our CEO and other senior management. Once a candidate is determined a positive add to our board, they will undergo a full background check and complete a director questionnaire. The questionnaire inquires as to the candidate’s other directorships and positions, their potential relationship with our auditors, and the candidate’s independence and background and skill sets for consideration. In addition to considering functional skill set and experience, we also consider matters of life experience that would add to the diversity of perspective around the board table.

Framework for Success

We provide our newly elected directors with tools to learn about TriNet and our industry. They meet with senior executives to get details on processes and current topics that the company is considering and are briefed on the technical and legal aspects of their new role. Provided educational materials include:



These materials are available to all of our directors for quick reference when needed.



“As Chair of the Nominating and Governance Committee, I am proud of TriNet’s ESG program and reporting which is now in its third year. Of special significance is the cross functional team collaboration involved in producing our ESG report. Our 2023 ESG report highlights TriNet’s collective dedication to ESG principles that make sense for all of our stakeholders and we look forward to continuing our focus on issues that matter.”

Ralph Clark

TriNet Board Member

Chair, Nominating and Corporate Governance Committee

Member, Compensation and Human Capital Management Committee

Independence of the Board

Our board regularly reviews its composition, the composition of its committees and the independence of each director. Other than our president and CEO, each of our directors is independent as determined against the NYSE listing rules.* In determining independence, our board considers current and prior relationships that each non-employee director and their immediate family members have with TriNet and all other facts and circumstances the board deems relevant. As of the publication of this report, there are no family relationships among any of the current directors or any of our executive officers.

Board Composition

Our board chair is David C. Hodgson. Our board consists of three classes of directors, each serving a three-year term. A director whose term expires is eligible for re-election at our Annual General Meeting of Stockholders (Annual Meeting) and gains re-election by a plurality of stockholder votes. Vacancies arising on the board before expiration of a director’s term are generally filled by a candidate elected by the majority of the remaining directors.

We believe that our staggered board helps to ensure continuity in our board’s leadership. It also helps protect against opportunistic attempts to control or influence TriNet or to advance short-term agendas that deprive our stockholders of value. We believe these factors outweigh concerns expressed by certain proxy advisory firms that staggered boards reduce directors’ impact and accountability to stockholders.

Currently, 77% of our directors serve on between one and four other companies’ boards. We believe this provides a good balance that gives our directors valuable insights and experience while being able to dedicate time to contribute impactfully to our board’s activities.

*As defined in NYSE Listed Company Manual, Rule 303A.02

Board Committees

Our board has several committees that guide the company's management team and support the board. Each committee operates under a charter that lays out the committee's purpose, membership requirements, responsibilities and procedures. Our board's chair serves on one committee and each of our other directors serve on two committees, in some cases as committee chair. For more details on each committee, please see our [Proxy Statement for the 2023 Annual Meeting of Stockholders](#).

In the second quarter of 2023, the Compensation Committee was renamed the Compensation and Human Capital Management Committee. Its charter was amended to explicitly require periodic review and monitoring of the company's policies and strategies related to human capital management, including those related to diversity, equity and inclusion, and corporate culture.

Board Skills and Backgrounds

Our directors have diverse and relevant skill sets and backgrounds, including in these areas identified by the board:

SKILLS AND BACKGROUNDS REPRESENTED BY BOARD OF DIRECTORS

- Financial Expertise, Literacy & Audit
- Banking & Capital Management
- Insurance Industry
- Corporate Governance
- Technology
- Customer Experience
- Investor Relations Enterprise & Risk Management
- Strategic Planning
- Human Capital Management
- SMB Sector
- Investor Relations
- Enterprise Risk Management



Currently, we have nine directors, including three directors who identify as female and three directors from historically underrepresented communities.* We believe this broad representation of backgrounds contributes meaningfully to diversity in perspectives and a culture of belonging.

BOARD DIVERSITY**

CATEGORY/SECTION	RUSSELL 3000 AVERAGE***	TRINET †
Board Size	9	9
Average Age	62	64
Gender (Male)	72%	67%
Gender (Female)	28%	33%
Average Tenure	8 years	8 years
Independence	81%	89%
Non-Management	N/A	8/9 members (89%)†
Underrepresented Communities**	N/A	33% (Current)†



We similarly place importance on skills and diversity in our executive officers. Of our five executive officers, two identify as female and three are members of historically underrepresented communities.*

* Our previous ESG reports used the definition of “underrepresented communities” found in California Assembly Bill No. 979 Corporations: Boards of Directors: Underrepresented Communities, signed September 30, 2020. AB 979 has since been overturned so we have taken the opportunity to reflect on whether the classification and groups included within SB 826, which were based on limited racial, ethnic, and LGBTQ backgrounds, reflected our understanding of what the term should mean if the goal was to increase the opportunity to cultivate decisions made with diversity of thought. Accordingly, we have determined that for the purposes of this report “historically underrepresented communities” refers to populations sharing a particular characteristic who have been systematically denied opportunities and includes any individual who is a veteran, or who self-identifies as belonging to (i) communities of color, (ii) the LGBTQ+ community, or (iii) communities that face discrimination based on disability, or any combination thereof.

** Figures in this table are rounded to the nearest whole number

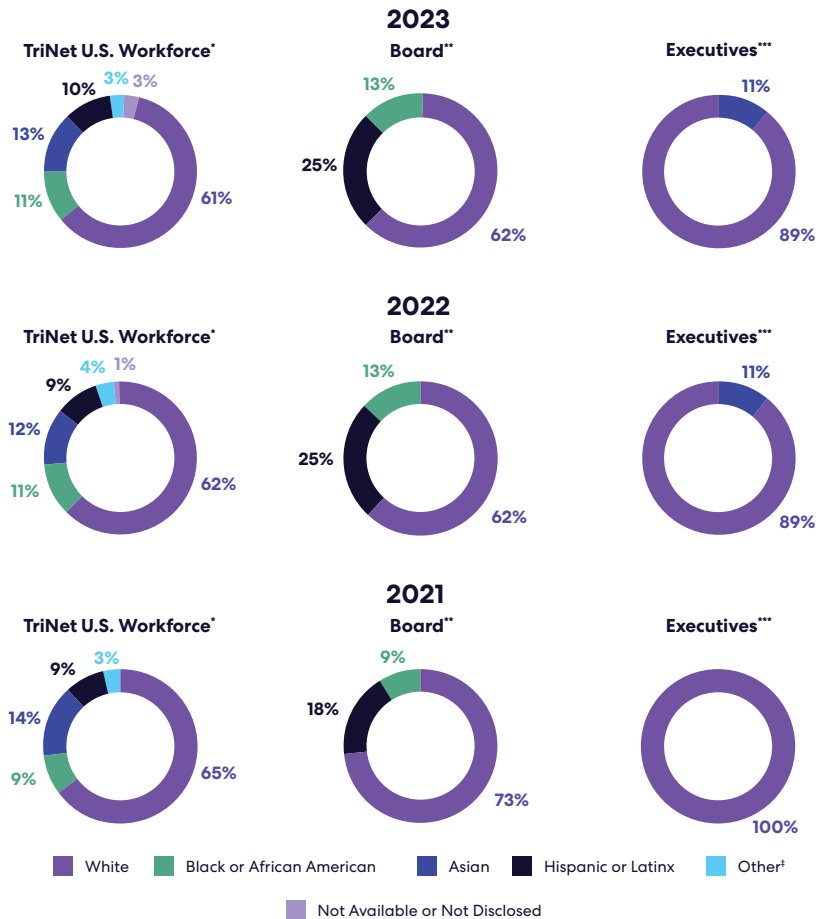
*** Compared to Russell 3000 averages for 2023.

† As of September 30, 2023.

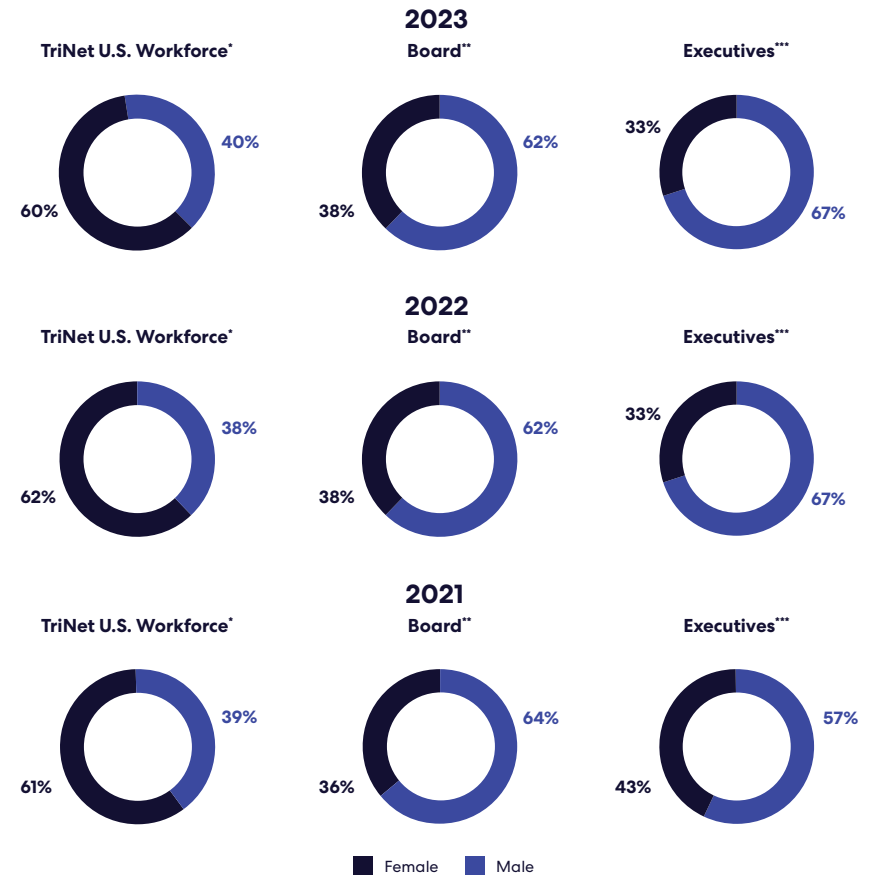
Organizational Diversity

The charts below represent the racial/ethnic and gender composition of our board, our executive team and all other positions. We recognize the gender composition data is represented in a binary format; this classification format aligns with the SASB disclosure standards that we referenced when developing this report.^a

RACIAL/ETHNIC COMPOSITION



GENDER COMPOSITION



^a Colleagues were not required to disclose their gender identification. Racial/ethnic and gender composition data was collected from its U.S. workforce as part of its Federal Employer Information Report EEO-1 Component 1.

† Includes colleagues who identified as American Indian, Alaska Native, Native Hawaiian or other Pacific Islander, or two or more races.

* Percentages based on data derived from TriNet and is representative of composition data as of September 30 for the year specified. Percentages do not include board or executive management data. With the exception of 2023 graphic, these percentages do not include colleagues from our 2022 acquisitions.

** Percentages representative of non-executive director composition data as of September 30 for the year specified.

*** Percentages based on data derived from TriNet and is representative of composition data as of September 30 for the year specified. Percentages do not include board or nonexecutive management data. These graphics include the CEO and reflects executive leadership reporting directly to the CEO.

† Percentages may not total 100 due to rounding



“TriNet’s ESG programs meet at the intersection of our business purpose and our colleagues’ priorities. We think our approach attracts and retains top talent and contributes significantly to our company culture. Our 2023 ESG report describes important progress made in our focus areas and highlights new initiatives which build upon our past efforts. I am proud of the work being done at TriNet because it’s genuine and impactful. People matter and ESG matters, too.”

Paul Chamberlain

TriNet Board Member

Chair, Compensation and Human Capital Management Committee

Member, Finance and Audit Committee

Board Performance Evaluation

Our board and its committees undergo a comprehensive annual performance evaluation process, as required by our **Corporate Governance Guidelines**. The Nominating and Corporate Governance Committee works directly with our CLO in coordinating this process, which includes a review of the latest best practices.

Role of the Board in Risk Oversight

One of our board’s key functions is informed oversight of our Enterprise Risk Management (ERM) program. Our board administers this oversight function directly as well as through the board’s standing committees. Our executive officers are responsible for day-to-day management of the risks that TriNet faces.

Our board receives periodic updates from our management and their independent advisors throughout the year regarding the risks that TriNet faces and reviews our ERM program at least annually. In addition, our committees have been allocated responsibility for specific areas and meet periodically with our management and their independent advisors to review risks and risk management processes within their purview, and report as appropriate to the board. Risk oversight is an important piece of TriNet’s overall ERM framework that enables the board to remain abreast of mission-critical threats, remain vigilant to emerging opportunities and maintain a pulse on the potential for changes in stockholder preferences due to a dynamic risk landscape.

BOARD ALLOCATION OF RISK CONSIDERATIONS AMONG COMMITTEES

THE RISK COMMITTEE

reviews the design of our ERM program and monitors our management’s operation of that program. Our Risk Committee also provides strategic oversight regarding the nature and level of risk appropriate for TriNet.

THE FINANCE & AUDIT COMMITTEE

reviews our major financial risk exposures and management actions to monitor and control these exposures. It also monitors our compliance with legal and financial requirements and oversees the performance of our internal audit function.

THE NOMINATING & CORPORATE GOVERNANCE COMMITTEE

monitors the effectiveness of our corporate governance guidelines and oversees our ESG program and other governance risks, such as director independence, conflicts of interest, insider trading and CEO succession.

THE COMPENSATION AND HUMAN CAPITAL MANAGEMENT COMMITTEE

assesses and monitors risks (including incentives for excessive risk-taking) arising from the company’s compensation policies and practices, as well as risks related to organizational talent and development, DE&I practices and general management succession.

ESG SPOTLIGHT: THIS IS HOW WE DO IT**Governance of Subsidiary Entities**

TriNet has subsidiary entities that have different business functions. To maintain appropriate oversight of those entities, our company maintains a cross-functional subsidiary Oversight Committee that meets on an ad hoc basis and reports to our executive management team to help ensure that we follow a consistent approach across our company in the oversight, risk management and maintenance of our subsidiaries.

Corporate Governance Guidelines

Our [Corporate Governance Guidelines](#) establish necessary authority and best practices for our board to review and evaluate our business operations and risks, as well as align the interests of directors and management with those of our stakeholders while exercising independence from management. Among other things, our guidelines outline the requirements and processes for:

- **Board and committee composition and selection**
- **Board and committee responsibilities**
- **Board and committee meetings**
- **Interaction with senior management**
- **CEO performance evaluation**
- **CEO and executive management succession planning**

Insider Trading Policy

TriNet has a robust Insider Trading and Nonpublic Material Information Policy (Insider Trading Policy) that helps our directors and colleagues understand and comply with the complex rules prohibiting insider trading, including what may constitute a violation of insider trading laws and establishing pre-clearance procedures.

This Insider Trading Policy is updated to reflect new guidance as necessary.

TriNet periodically trains colleagues on how to comply with our Insider Trading Policy and reminds colleagues of applicable laws.

Addressing High Profile or Sensitive Issues

Companies are being asked to comment on current events that may impact their stakeholders. To help us respond timely and consistently to these events with purpose and intent, we have publicly published TriNet's [Guidelines for Commenting on High Profile or Otherwise Sensitive Issues](#).

The guidelines provide a framework to determine if a comment or statement should be made and the considerations for doing so. We consider if the issue is relevant to our clients, touches on our core values and expertise, the immediacy of the issue, what actual impact TriNet can make and how our stakeholders would likely perceive our position. We also review the potential impact to our brand, reputation and our stakeholders to address their concerns while minimizing the chance of alienating large groups.

Stockholder Communications With the Board

Our board has adopted a [Stockholder Communication Policy](#) that includes a formal process by which stockholders may communicate with the board or any of its directors. Stockholders also can express their views by voting each year at our Annual Meeting on proposals in our annual proxy statement filed with the SEC. Each stockholder of record is entitled to one vote for each share of common stock they own. Stockholders have access to a live broadcast of TriNet's Annual Meeting, which we hold virtually in service of our [environmental efforts](#) to lower travel costs and emissions associated with air travel and to increase access and participation. Recordings of the annual meetings are also available for later viewing by the public, including any interested stockholders. Further, our Investor Relations team regularly meets with institutional stockholders and proxy advisory firms to answer any questions regarding our annual and quarterly financial filings.

Executive Compensation Philosophy and Objectives

Our executive compensation program is designed to attract and retain highly talented and experienced executives who possess the knowledge, skills and leadership that are critical to our success. A large percentage of our executives' compensation is in the form of long-term equity awards and annual cash incentive awards, which are "variable" and "at risk." We believe this approach helps incentivize and

reward our executives for achieving or exceeding strategic company goals and financial objectives, thereby aligning their interests with those of our stockholders.

Our Compensation and Human Capital Management Committee reviews our executive compensation program and policies at least annually in conjunction with the committee's compensation consultant. Our policies may be revised to reflect changes in law or competitive market practice, among other considerations. For example, in 2023, we revised our executive compensation clawback policy to reflect changes required by recent SEC regulations. Also in 2023, TriNet's board and stockholders approved an amendment and restatement of TriNet's Certificate of Incorporation to extend exculpation to our officers, which we believe will contribute to our ability to attract and retain highly qualified officers.

For more detailed compensation information, please refer to our [Proxy Statement for the 2023 Annual Meeting of Stockholders](#). Most notably in our 2023 proxy statement, the company issued for the first time a pay versus performance disclosure in accordance with the new SEC rule that went into effect in late 2022. This disclosure addresses the relationship between executive compensation actually paid to our named executive officers and certain measures of company financial performance.



"TriNet's ESG program requires TriNet to intimately understand ESG objectives and risks in the context of our stakeholders, thereby working to build an enduring company and trust stakeholders. As a member of both the Audit and Finance Committee and the Risk Committee, I am very proud with TriNet's efforts to both build an ESG program that is sustaining, transparent and cognizant of ESG-related risks and opportunities."

Myrna Soto

TriNet Board Member

Member, Audit and Finance Committee

Member, Risk Committee

ESG SPOTLIGHT: BOARD ENGAGEMENT



In 2023, Burton M. Goldfield engaged with colleagues regularly during company meetings. Additionally, board members joined colleagues during TriNet’s BUILD Week presented by the DEI Steering Committee. Myrna Soto joined two sessions and Ralph Clark joined another.

Ralph Clark joined the TriNet Black Employee Network to discuss the heightened civil unrest that has

occurred across the U.S. over the past few years and its impact on the Black workforce at TriNet. Serving as the discussion moderator, Ralph provided an enlightening perspective that he has developed through both personal and professional experiences. Not only did he

discuss how he has dealt with similar social turmoil as an African American, but he also discussed his experience leading a company that stands at the frontlines of the divide we see during such unrest. Ralph’s insights were invaluable and he also provided advice and encouragement to panelists and audience members. The essence of this discussion produced a greater understanding for our colleagues on the external challenges of Black and Brown

peers in a way that will create stronger teams through empathy, compassion and support. This discussion demonstrated TriNet’s ongoing commitment to inclusion and supporting the minority workforce.



“The Black Employee Network hosted a highly anticipated colleague roundtable discussion for BUILD Week 2023 entitled ‘The Effects of Social Unrest on the Black Workforce.’

Having TriNet’s board member, Ralph Clark, as moderator for this discussion added a great deal of perspective to this conversation.

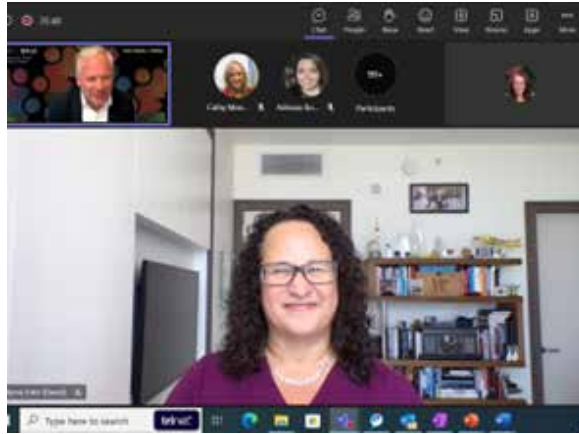
The conversation was an enabler for apparent inclusion that will reinforce the need for everyone’s superpowers and create more space for psychological safety for TriNet’s Black and Brown workforce.”

Dafni LeFlore

Risk Management Director
Leadership Team, Black Employee Network CRG

ESG SPOTLIGHT: BOARD ENGAGEMENT

Another example of our board's engagement with TriNet colleagues was when board member, Myrna Soto, was interviewed by Jeff Hayward,



TriNet's chief technology officer as part of a discussion sponsored by the Juntos! CRG. During the discussion, Myrna discussed her career journey, the challenges as a Hispanic woman in the technology industry, how her culture and values influenced her career choices, and how to consider your values when making career decisions.

Myrna also joined the TriNet Pride CRG's discussion on LGBTQ+ representation in the media. Together Myrna and CRG members discussed the community's representation in some of the world's largest consumable media: how

representation has been perceived and received, and how it has evolved over time, how this has both fought and perpetuated negative stereotypes and why, even in 2023, it's all still so important. Myrna also provided insight into her rich experiences during her career, sharing her views on LGBTQ+ representation in other important places, like the boardroom. Myrna was able to connect with participants in a genuine and earnest way while she shared some of her favorite movies, why they were so impactful to her as a viewer

and community member and sharing her thoughts on why representation matters. Myrna demonstrated her unwavering support for TriNet's belonging and DEI initiatives through her passionate engagement in our BUILD session and her desire to continue to be a part of our CRG initiatives.

The discussions were recorded for colleagues who were not able to join live and closed captioning was available. By participating in these events, our board members can share their passions and insights with our colleagues.



“The JUNTOS! CRG’s focus for 2023 was to reinforce topics discussed previously including imposter syndrome and individual skill development. For example, we hosted a session on creating a personal profile on TriNet’s career portal so colleagues can proactively identify and apply for internal opportunities; For BUILD week we hosted our Board Member Myrna Soto and learned about how she was able to identify opportunities and leverage her culture and work ethic to grow her career. Most recently for Hispanic Heritage Month, we hosted a book club on The Four Agreements which focused colleagues on “self-limiting belief” and how to leverage a stronger communication style and personal lens in all interactions.”

Rosemary Bryant

Executive Director,
Customer Relationship Management
Northeast Lead, JUNTOS!

CORPORATE COMPLIANCE

Establishment of a Corporate Compliance Office

In the first quarter of 2023, TriNet established a centralized Corporate Compliance Office under the leadership of a standalone chief compliance officer (CCO). The Corporate Compliance Office brings together TriNet's Business Conduct and Ethics Program, Privacy Office and Policy Governance Framework. TriNet has chosen to consolidate the Corporate Compliance Office under a new standalone CCO. The objective of the Corporate Compliance Office is to support a detailed focus on the continued evolution of TriNet's compliance activities, as appropriate to our company's growth in a complex and ever-changing legal and regulatory landscape.

Code of Business Conduct and Ethics

Our board has adopted a [Code of Business Conduct and Ethics](#) (BCE Code) that applies to all of our colleagues, executive officers and directors, including those executive officers responsible for financial reporting. TriNet colleagues, including executive officers, receive annual training on our BCE Code and TriNet closely monitors this training.

Our BCE Code and required trainings encourage TriNet colleagues to speak up confidentially and anonymously. Retaliation against any individual for raising business conduct or ethics concerns is prohibited.

If a concern is raised, TriNet's Business Conduct Ethics (BC&E) team will engage with the relevant internal stakeholders to evaluate and address the concern.

The BCE Code similarly places limitations on the types of gifts and entertainment that a colleague can give or receive.

We have also instituted a [Vendor Code of Conduct](#) (Vendor Code) to promote that our outside business partners act with integrity.



“Ethics and compliance are key to the value proposition that we at TriNet provide to our colleagues and customers. Our ethics and compliance programs and teams are continuously evolving with our company. With this year's changes, we are very well-positioned to further the effort to ensure that TriNet always does the right thing in relation to not only the law but also our shareholders, customers, colleagues and communities.”

Doug Riegelhuth

Chief Compliance Officer

Executive Sponsor, Green Team CRG



“At TriNet, we think its important for colleagues to feel comfortable asking questions or raising concerns. Our Code supports that by helping colleagues understand the common issues they may be confronted with from time-to-time, as well as identifying the resources available to them if they want to raise a concern, such as our Speak Up Hub. It can be scary sometimes being the one to raise their hand and we think its important that our colleagues know that we support them doing so.”

Mike Kraft

Managing Counsel, Business Conduct and Ethics

Making Compliance Accessible

Effective compliance programs depend on people knowing what is required of them and, even more importantly, taking on the responsibility to do the right thing. That is why TriNet works hard to provide our colleagues access to compliance-related information and trainings that are easy to understand and, in plain language, outline their role in upholding the company’s governance policies and practices.

We have a dedicated site on our company intranet to highlight compliance-related news and events. We hope that “doing the right thing” always will be top of mind for colleagues. Additionally, each year we focus on these matters during Compliance and Ethics Week and Law Week. Throughout the year, there are compliance related activities across the company, including fun and creative “What Would You Do?” activities and a quarterly publication, called “BC&E Insights,” to spotlight common compliance concerns and illustrate how BC&E might investigate such matters at TriNet.

trinet[®] Speak Up Hub

Individuals who have questions about, or suspect a violation of, the BCE Code or the law, may (anonymously if desired):

- Email ethics@trinet.com
- Email our CCO directly at chiefcomplianceofficer@trinet.com
- Call by phone at 800-461-9330
- Go to speakup.trinet.com

ESG SPOTLIGHT: POLICY AND GOVERNANCE FRAMEWORK

In the first half of 2023, TriNet implemented a Policy Governance Framework to establish a policy governance program aligned with the company's mission, vision, values and culture and to support governance best practices for TriNet. The Policy Governance Framework provides the overall structure and governance lifecycle under which all new or existing corporate-wide policies, standards and procedures will operate. The Policy Governance Framework establishes consistent processes for the development, approval, publication, communication, implementation and periodic review of these corporate-wide documents.

POLICIES IN SUPPORT OF OUR CORE VALUES

Human Rights and Labor Standards Policy

Respecting the human rights and dignity of all persons throughout our global operations, our supply chain and the communities in which we operate is fundamental to our practices. Our [Human Rights and Labor Standards Policy](#)

demonstrates TriNet values compliance with universal standards of labor rights and recognizes how they are fundamental in promoting those global human rights.

Policy Against Harassment & Discrimination

TriNet's [Policy Against Harassment & Discrimination](#) helps us provide a safe and respectful work environment free from unlawful harassment, discrimination and retaliation. We work to maintain a workplace that fosters positive working relationships.

Workplace Safety and Security Program

TriNet is dedicated to providing a safe and secure environment for our colleagues, clients, vendors and stakeholders. We seek to maintain a culture of safety, ensuring compliance with relevant laws and regulations and fostering a healthy work environment, which is reflected in our [Safety and Security Program](#).



“Our security ambition is in continuous pursuit of zero harm, quality outcomes and a high trustworthiness quotient. In our Global Security Organization, we are passionate about enabling TriNet to fulfill our mission and deliver on our trust proposition to safely serve our customers. We love the unambiguous connection between mission and outcome; the tangible energy and excitement every day in solving problems that have a direct impact on our customers, colleagues and community.”

Timothy Torres

Chief Security Officer

GOVERNMENT AFFAIRS, CURRENT ISSUES AND TRAINING

Regulatory Affairs Policy

TriNet has a [Regulatory Affairs Policy](#) that directs TriNet's public policy interests, political donations and engagement with policymakers. TriNet engages in public policy advocacy on issues that impact our business, small business customers and customer worksite employees at the federal, state and local levels. We believe that is an important part of responsible corporate citizenship.

It is imperative that we are involved in the policymaking process to ensure we have a voice to advance our business and further support our colleagues, clients and worksite employees.



Powering Advocacy, Together.

TriNet PAC

The TriNet Political Action Committee (PAC) supports our public policy goals at the federal and state levels. The TriNet PAC allows us to support the election of key legislators and policy makers who support issues critical to our company's and clients' successes. TriNet PAC contributions are strategically aligned with the company's business priorities and approved by a TriNet PAC board, which consists of a cross-section of our PAC-eligible colleague community. Contributions are strictly bi-partisan and driven by issues, not party affiliation.

The TriNet PAC reports its contributions to the Federal Election Commission (FEC), which can be found on the [FEC's website](#). A comprehensive list of [TriNet PAC's monetary disbursements](#) is available on the FEC website, as well.

Clear, consistent communication and engaging events and programs are all part of our ongoing effort to make compliance accessible for TriNet colleagues.



"TriNet is unique in the PEO space as we are the only PEO that utilizes a political action committee to advance the needs of our clients and worksite employees. TriNet PAC plays a critical role in our ability to support policy makers at the state and federal levels who share these goals."

Daniel Harris

Director and Senior Counsel,
Government Relations
Leadership Team, Black Employee
Network CRG

TriNet's Representation at NAPEO

TriNet has been a longstanding active member of the National Association of Professional Employer Organizations (NAPEO), which serves as the voice of the PEO industry. With TriNet colleagues elected and appointed to critical NAPEO positions, TriNet reinforces its position as a trusted advisor to our customers and as an industry thought leader to the SMB community. Helping to shape the positions that the industry takes is incredibly important to TriNet to ensure the industry remains respected and valued by lawmakers.

TriNet's Representation at the Business Software Alliance

At TriNet, we not only serve some of the most incredible SMBs in the technology sector, but we also leverage our own industry-leading HRIS technology to evolve our products and services. This dual-connection has led TriNet to become a member of the BSA | The Software Alliance, the leading trade association for the global software industry. Our membership with BSA—which includes having our Chief Legal Officer, Samantha Wellington, as a member of the BSA board of directors—allows TriNet to have a prominent voice in cutting-edge policy discussions that will impact our company and our customers.

Responding to Regulatory Changes

The regulatory environment of our industry is constantly changing both for us and our clients at the federal, state and local level. Our board, its committees and company management, with the assistance of external consultants, legal advisors and our in-house team of regulatory experts, closely follow legal and regulatory developments that could affect our or our clients' operations. We believe that this positions us to adopt best practices to respond to changing regulations early and effectively to help our clients with timely guidance and new approaches, as applicable.



Members of the TriNet Legal, Compliance and Business Affairs department (from left to right) Jennifer Wendel, Dafni LeFlore, Jacob McIntosh, Joel Smith and Ralph Tyler, participated in the National Association of Professional Employer Organization's (NAPEO) annual PEO Advocacy Day in Washington, DC.



"I have such an exciting role at TriNet; one where I get to innovate AND protect our clients and their employees. With the emergence of AI, we are proactively monitoring the evolving regulatory landscape to ensure compliance and ethical use of this new technology. It is our goal to champion innovation and prioritize data security and privacy to strike a balance between technological advancement and safeguarding information in alignment with ESG principles."

Rachel Beaulieu

Executive Director, Enterprise Data Management, Data Governance Information Risk Management

ENTERPRISE RISK MANAGEMENT

Overview

Building upon our established risk management strategies, TriNet launched a comprehensive enhancement to our Enterprise Risk Management (ERM) program in 2021. Since then we have continued to enhance the program with a focus on ensuring coordination, consistency, economies of scale and continuous improvement of TriNet's risk management practices. Based on the Committee of Sponsoring Organizations (COSO) Enterprise Risk Management framework, our ERM program is tasked with identifying, prioritizing, analyzing and remediating enterprise risks at TriNet. For additional discussion of the risks that we believe are significant to our business, see Item 1A. Risk Factors in [TriNet's Annual 10-K](#).

Why We Manage Risks

The ERM program is intended to foster a culture of risk awareness while advising and guiding TriNet in identifying new and emerging risks, interdependencies between risks and mitigation techniques. By creating such governance processes and building them into our culture, we strive to enable our leaders to better understand the areas of the business they oversee. This includes a risk lens to help them execute our vision by understanding the objectives we must achieve to move our strategic goals forward while mitigating and seizing opportunity in risk.

Integration and Value-Add

Our ERM program addresses risks that are specific to TriNet and our industry. On an annual basis we survey leaders, both quantitatively and qualitatively, throughout the company to obtain their unique perspectives around the daily risks their teams face. We incorporate these learnings into our overall enterprise risk analysis, which allows us to tailor our risk management strategies to the specific needs of our company. We take pride in the accomplishments of our business units who, through an integrated approach, have strengthened the programmatic approach to managing risks. An example of this programmatic approach to managing risks within a specific subject matter is our Information Risk Management program, which was established as a recognition of the need to manage risks around some of TriNet's most valuable assets.

Information Risk Management

Within the broader ERM framework, TriNet has established a specific program—the Information Risk Management (IRM) program—tasked with the governance of risks associated with information held and protected by TriNet. IRM's alignment with ERM enables a dynamic integrated risk management approach by:

1. Creating a consistent tone towards threats and opportunities to the organization, resulting in a strong risk-aware culture
2. Informing risk-based decision making across the organization for key strategic initiatives that add value to TriNet and our customers

3. Enacting a governance structure that influences the flow of risk identification, quantification and remediation in a timely and consistent manner
4. Reducing silos to interdependent risks

The IRM program is comprised of a cross-functional group of stakeholders: Security, Privacy, Third-Party Risk Management, Data Governance, Records Management and Technology Operations. Each of these six “pillars” of the IRM Program provide subject matter expertise while also enabling a collaborative approach to identifying and managing information risks.

As TriNet's business matures and its technology and data landscape continue to evolve, the IRM program will continue to guide and direct the design, execution and monitoring of a comprehensive strategy to properly use and manage information assets throughout their life cycle and appropriately protect and secure them while minimizing information-related costs and risks.

Empowering Innovation Through Privacy and Security

TriNet provides industry-leading HR services so that our customers can focus on building impactful companies. To do so in an ever-changing HR environment, we are focused on consistently innovating so that we can meet (and anticipate) the needs of our customers. Our privacy and security teams—led by Chief Privacy Officer, Lisa Waggoner and Chief Security Officer, Timothy Torres—are intertwined with our innovation strategy so that we can uphold our commitment to the confidentiality, integrity, availability and



“Innovation—whether it be in our products, services or with our company in general—is always at the forefront of TriNet’s strategic initiatives. We recognize, however, that in order to responsibly innovate, we must incorporate principles of privacy and security into everything we do. TriNet’s privacy and security professionals are pivotal to this process and I’m fortunate to have the opportunity to support their important work as a member of the Data, Security and Technology legal team.”

Harrison Covall (he/him)

Director and Senior Counsel, Data Security and Technology

Secretary, TriNet Political Action Committee

privacy of the information provided to us by our customers, worksite employees and colleagues. Our privacy and security teams don’t simply provide “check the box” requirements, but instead play an integral role in the development and structure of our business operations and the services we provide. As the employment landscape quickly evolves, TriNet has demonstrated the ability to quickly evolve with it, while still maintaining our commitment to protecting and securing the sensitive information that is entrusted to us.

Keeping Privacy and Security Central to our Business

TriNet has built a customized Integrated Risk and Control Framework (IRCF) that was developed with the specific intent of keeping information assets secure and preventing technology resources from unauthorized disclosure, modification, deletion and destruction. As opposed to using a single privacy or security framework, we have modeled our IRCF on several leading industry standards such as the National Institute of Standards and Technology (NIST) Security and Privacy Controls for Federal Information Systems and Organizations (SP 800-53 Rev. 4), the Cloud Control Matrix (CCM) v3.0., COBIT 5 (Control Objectives for Information and Related Technology), the Center for Internet Security controls, the American Institute of Certified Public Accountants (AICPA) Trust Principles as well as AICPA’s Generally Accepted Privacy Principles (GAPP), and the Health and Human Services’ HIPAA Privacy and Security Rules.

Utilizing a multi-disciplinary approach to our privacy and security frameworks allows TriNet to stay at the cutting-edge of industry best practices. It also provides us guidance as we continually improve and innovate our products and services.

Security Strategy and Governance

The mission of TriNet’s Security Program is to enable TriNet and client business success through a risk-based program that is intended to help ensure critical assets are safe, resilient and secure. The chief security officer (CSO) provides overall leadership, direction and guidance for the operation of TriNet’s Security Program.

TriNet employs a defense-in-depth approach to protect our network, systems, users and information against internal and external threats. We also implement general information security requirements that are based on industry standards and best practices.

Fostering a Culture of Privacy and Security Awareness

We believe that, in order to be responsible data stewards, our approach to privacy and security awareness must extend beyond the requirements set forth in a particular corporate policy or framework. That is why we have consciously intertwined privacy and security principles into everything we do, from building products to developing our services. We endeavor to provide our colleagues with the tools necessary to take into account the privacy and security implications that are present while they carry out their responsibilities.

PRIVACY AND SECURITY TRAINING

We invest in privacy and security education and awareness efforts to support a vigilant and mindful workplace culture. On an annual basis, all colleagues are required to complete trainings that reflect up-to-date privacy and security requirements, in addition to best practices. Our annual trainings include courses specific to the Health Insurance Portability and Accountability Act of 1996 (HIPAA), the handling of sensitive information and how to safeguard login credentials. We augment company-wide efforts with targeted training at multiple levels of the company. We conduct in-depth tabletop exercises and technical security training based upon job responsibilities. TriNet also established a robust phishing training and awareness program that includes monthly phishing tests to increase colleague awareness on identifying and reporting suspicious emails.

TriNet goes beyond required trainings to keep colleagues alert to privacy and security issues in everyday work and life. As part of this effort, the TriNet Privacy Office holds an annual Data Privacy celebration where they highlight current events and simple habits that can have a big impact on how data is handled. The TPO also regularly publishes articles on the TriNet intranet site regarding timely privacy topics.

Our approach to security awareness is similarly fun, accessible and engaging. The TriNet security team provides TriNet colleagues with a monthly video series on security topics and also publishes games

that highlight important security issues while also reinforcing an engaged security culture.

The Privacy and Security teams do not simply seek to impart knowledge to other colleagues, but each teams' leadership actively fosters a culture of continued learning. That is why both teams have members who participate in industry associations such as the International Association of Privacy Professionals (IAPP). Several team members hold certifications from these organizations.

Privacy and Security by Design

We prioritize and consider "the right thing to do" with data throughout the data life cycle. To do so, we intentionally embed privacy and security into the development of our technologies, processes, business environments and products.

From a privacy perspective, we integrate respect for individual privacy rights and proactively address privacy in the creation and operation of new products, systems and processes. One of the ways we do that is through our Privacy Impact Assessment (PIA) process. PIAs are conducted when there is a new or changed processing of personal data. Throughout the PIA process the Privacy team collaborates with the business, legal, security and product teams to evaluate and mitigate potential privacy risks in the information life cycle.

From a security perspective, we use industry leading practices and standards such as the



OWASP Software Assurance Maturity Model to guide our process to ensure that our products meet the highest levels of confidentiality, integrity, and availability. We also perform static and dynamic application security testing as an early quality gate, provide security training for our developers, conduct regular penetration tests, and maintain a rigorous remediation program. By adopting Security by Design, we aim to deliver software that is secure, reliable, and trustworthy for our customers and their sensitive data.

OUR APPROACH: SASB STANDARDS

We leveraged the markers developed by the [Sustainability Accounting Standards Board \(SASB\)](#) to guide us in developing our 2023 ESG Report. SASB has developed industry-specific reporting recommendations. TriNet has made efforts to follow SASB’s reporting recommendations for companies categorized in the professional and commercial services industry—a category consistent with the services we provide.

SASB identified three topics as most germane to our industry and we’ve done our best to address these topics for our 2023 report. The three main SASB topics we’ve focused on are:

- Data security
- Workforce diversity and engagement
- Professional integrity

SASB TOPICS & METRICS DISCLOSURE INDEX

TOPIC	WHAT WE'VE FOCUSED ON	OUR RESPONSE
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Data Security	Description of TriNet’s approach to identifying and addressing data security risks	<ul style="list-style-type: none"> • ESG Spotlight: Managing a Resilient Business Through Turbulent Times • Empowering Innovation Through Privacy and Security • Enterprise Risk Management • Information Risk Management • Keeping Privacy and Security Central to Our Business • Security Strategy and Governance
	Description of policies and practices relating to collection, usage, and retention of customer information	<ul style="list-style-type: none"> • Keeping Privacy and Security Central to Our Business • Privacy and Security by Design • Privacy and Security Training • Enterprise Risk Management • Information Risk Management
	(1) Number of data breaches, (2) percentage involving customers’ confidential business information (CBI) or personally identifiable information (PII), (3) number of customers affected	<p>Omitted. TriNet’s rationale for omitting this metric from the report: TriNet has implemented information security measures, policies and standards that enable a holistic approach to the prevention, detection, response and mitigation of security incidents. All security incidents, including any data breaches, are handled according to TriNet’s documented policies and procedures and any applicable laws or regulations. In the event that TriNet becomes aware of a security incident, we notify our clients promptly and impacted individuals are notified pursuant to applicable law or as otherwise appropriate. For security reasons, TriNet does not publicly disclose details regarding security incidents, except as required by SEC rules and guidance, however we provide a general discussion of Data Privacy and Security Risks, including security incidents, in our annual 10-K report.</p>

Continued on the next page.

TOPIC	WHAT WE'VE FOCUSED ON	OUR RESPONSE
Workforce Diversity & Engagement	Percentage of gender and racial/ethnic group representation for (1) executive management and (2) all other employees	<ul style="list-style-type: none"> • Racial/Ethnic Composition • Gender Composition
	(1) Voluntary and (2) involuntary turnover rate for employees	<p>Omitted. TriNet's rationale for omitting this metric from the report: TriNet does not disclose this information.</p>
	Employee engagement	<ul style="list-style-type: none"> • Colleague Engagement
Professional Integrity	Approaches to ensuring professional integrity	<ul style="list-style-type: none"> • Our Business Approach • Focusing on Customers • Helping our Customers Adapt to an Evolving Economic Environment • Colleague Development and Growth • Colleague Onboarding and CORE Training • Workplace Investigations • Listening and Learning Strategy • ESG Spotlight: TriNet's Safety and Security Program • Assembling the Team • Framework for Success • Independence of the Board • Board Composition • Board Skills and Backgrounds • Board Performance Evaluation • Role of the Board in Risk Oversight • ESG Spotlight: This is How We Do It • Governance of Subsidiary Entities • Corporate Governance Guidelines • Insider Trading Policy <ul style="list-style-type: none"> • Addressing High Profile or Sensitive Issues • Stockholder Communications With the Board • Executive Compensation Philosophy and Objectives • ESG Spotlight: Board Engagement • Establishment of Corporate Compliance Office • Code of Business Conduct and Ethics • Making Compliance Accessible • ESG Spotlight: Policy and Governance Framework • Human Rights and Labor Standards Policy • Policy Against Harassment & Discrimination • Workplace Safety and Security Program • Regulatory Affairs Policy • Responding to Regulatory Changes • Why We Manage Risk • Information Risk Management • Keeping Privacy and Security Central to our Business • Security Strategy and Governance • Privacy and Security Training • Privacy and Security by Design
	Total amount of monetary losses as a result of legal proceedings associated with professional integrity with brief description of the nature, context, and corrective actions taken as a result of the monetary losses.	<p>Omitted. TriNet's rationale for omitting this metric from the report: TriNet does not disclose this information, except as required by SEC rules and guidance.</p>

ACTIVITY METRICS

METRIC

OUR RESPONSE

<p>Number of employees by: 1) Full-time and part-time; 2) Temporary; and 3) Contract</p>	<p>Full-time and part-time employees (combined): 3,618*</p> <p>Number of individuals in the “Temporary” or “Contract” categories have been omitted. TriNet’s rationale for omitting these metrics from the report: TriNet does not disclose this information.</p>			
<p>Employee hours worked, percentage billable</p>	<p>Not applicable.</p>			
<p>Occupational Injuries and Illness: Total Recordable Case Incident Rates (TRCIR) (per 200,000 working hours) as of September 30, 2023.</p>	<p>.11 2020</p>	<p>.20 2021</p>	<p>.07 2022</p>	<p>.12 2023</p>
<p>Occupational Injuries and Illness: Colleague fatalities as of September 30, 2023.</p>	<p>0 2020</p>	<p>0 2021</p>	<p>0 2022</p>	<p>0 2023</p>

* As of September 30, 2023.

USE OF FORWARD-LOOKING STATEMENTS

For purposes of our TriNet Environmental, Social and Governance Report (ESG Report), the terms “TriNet,” “the company,” “we,” “us,” and “our” refer to TriNet Group, Inc. and its subsidiaries. This report contains statements that aren’t historical and are predictive in nature or that depend upon or refer to future events, conditions, or otherwise contain forward-looking statements within the meaning of Section 21 of the Securities Exchange Act of 1934, as amended, and the Private Securities Litigation Reform Act of 1995. Forward-looking statements are often identified by the use of words such as but not limited to “ability,” “anticipate,” “believe,” “can,” “continue,” “could,” “design,” “estimate,” “expect,” “forecast,” “hope,” “impact,” “intend,” “may,” “outlook,” “plan,” “potential,” “predict,” “project,” “seek,” “should,” “strategy,” “target,” “value,” “will,” “would,” and similar expressions or variations intended to identify forward-looking statements. Examples of forward-looking statements include among others: the impact of the Zenefits and Clarus acquisitions on our operations and ability to better support our customers; impact and success of our Enrich product line; the impact of our environmental policies, programs and initiatives and our ability to continue them in the future; the impact of our social policies, programs and initiatives and our ability to continue them in the future; the impact of our security and privacy policies, programs and initiatives and our ability to continue them in the future; the impact of our governance policies, programs and initiatives

and our ability to continue them in the future; our ability to meet our goals and the resulting impact; the impact of expanding our workforce outside of the U.S.; the impact the policies, programs and initiatives described in this report will have, if any, on our financial performance and operations.

Important factors that could cause actual results, level of activity, performance, or achievements to differ materially from those expressed or implied by these forward-looking statements are discussed throughout this report and in the risk factors and other disclosures we provide in our most recent Annual Report on Form 10-K and our most recent Quarterly Reports on Form 10-Q filed with the U.S. Securities and Exchange Commission (SEC), and other periodic filings we make with the SEC. Any of these factors could cause our actual results to differ materially from our anticipated results.

Forward-looking statements are not a guarantee of future performance but are based on management’s expectations as of the date of this report and on assumptions that are inherently subject to uncertainties, risks and changes in circumstances that are difficult to predict. Forward-looking statements involve known and unknown risks, uncertainties and other factors that may cause actual results, performance, or achievements to be materially different from our current expectations and any past results, performance, or achievements. Given these risks and uncertainties, readers are cautioned not to place undue reliance on such forward-looking statements.

The information provided in this report is based on the facts and circumstances known at this time and any forward-looking statements made by us in this report speak only as of the date of publication. We undertake no obligation to revise or update any of the information provided in this report, except as required by law. Website references and hyperlinks are provided in this report for convenience only and the contents of such websites are not being incorporated into this report.

IMPACT STARTS WITH US

We are grateful to all colleagues who helped build our 2023 ESG Report. Many colleagues contributed time, data, insights and perspectives to this report. To see all those who were part of the ESG working group—those who were directly responsible for putting this report together—please visit our [ESG Report website](#).