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Global People MI Report



The Experian **Total Headcount** being analysed for June 2009 is **14,319** people (Note 1), which is accounted for by the following regional breakdown (refer to Note 2):

- North America (5697)
- UK and Ireland (3690)
- Latin America (2603)
- EMEA (1851)
- APAC (456)
- India (22)

Of this headcount, the **female: male** headcount split is **45% female** and **55% male**, with most people being aged between 25 - 34 years.

There were a total of **213 new starters**, which is broken down by the following regions (refer to Note 2):

- North America (103)
- UK & Ireland (35)
- EMEA (32)
- Latin America (23)
- APAC (18)
- India (2)

For June 2009 there were a total of **228 leavers**, which are listed below by region:

- North America (111)
- EMEA (43)
- Latin America (38)
- UK and Ireland (26)
- APAC (10)
- India (0)

The **annualised attrition rate** for June was 19.1%, with 50% **involuntary** leavers and 50% **voluntary** leavers.

Of the leavers, population **10% of leavers** were rated as **high performers** and are therefore regrettable losses to the company.

Note 1:

The June-09 GMR (issued by Group Finance) is based on a **Total Headcount** of 14,858 (Continuing Operations).

The June-09 GMR shows 14,624 as the global Full-Time Equivalent (FTE) headcount - this Group Finance metric assumes that all Part-Time staff = 0.5 Full-Time staff.

The **difference** in Total Headcount of **539 heads** (People MI basis: 14,319 vs. GMR basis: 14,858) arises because:

- the People MI analysis **excludes** the 685 heads at Sinotrust, for which accurate MI data is yet to be collected;
- the People MI analysis **includes** 146 heads not in the Group Finance headcount - primarily, staff on leave of absence (incl. maternity leave).

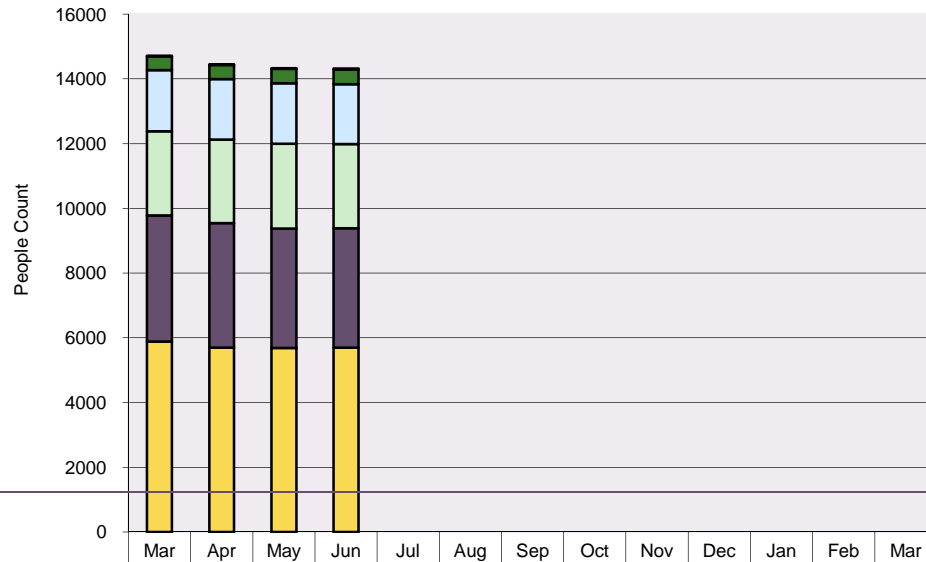
Note 2:

The geographical split of the attached regional analysis is based on **where the relevant staff are employed** (which is not necessarily where they are currently assigned to from a management structure perspective). For example:

- staff on international secondment are included in the region that they are on secondment from (and so the location that they are ultimately employed in).
- UK & Ireland data includes those staff employed in UK&I who are (from a management perspective) part of the Group Corporate, EMEA and India regions.

Executive Dashboard - FYTD 2010

FYTD 2010 - Regional People Headcount Trend



	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
India	19	21	20	22									
APAC	427	434	448	456									
EMEA	1881	1871	1865	1851									
Latin America	2603	2581	2619	2603									
UK & I	3895	3840	3694	3690									
North America	5890	5702	5687	5697									

The total headcount for Experian being analysed at June 2009 is **14,319** (see the 'Notes' on the Summary page of this report).

Regional ranking Headcount:

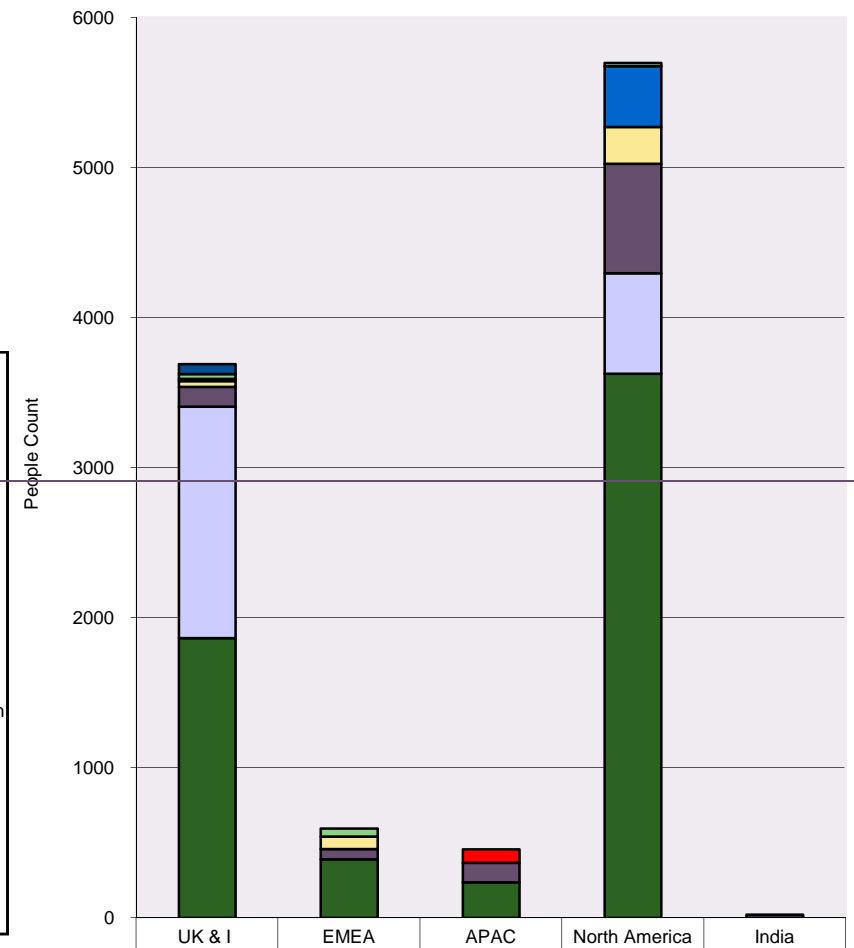
- 1) North America (**5,697**)
- 2) UK and Ireland (**3,690**)
- 3) Latin America (**2,603**)
- 4) EMEA (**1,851**)
- 5) APAC (**456**)
- 6) India (**22**)

The Top 3 Ranking Headcount by Ethnicity:

- 1) White (6,115 people)
- 2) Blank (2,213 people)
- 3) Asian (1,080 people)

The data illustrates that more than half of our people population are of a white ethnic origin at 58%.

June 2009- Headcount by Ethnicity

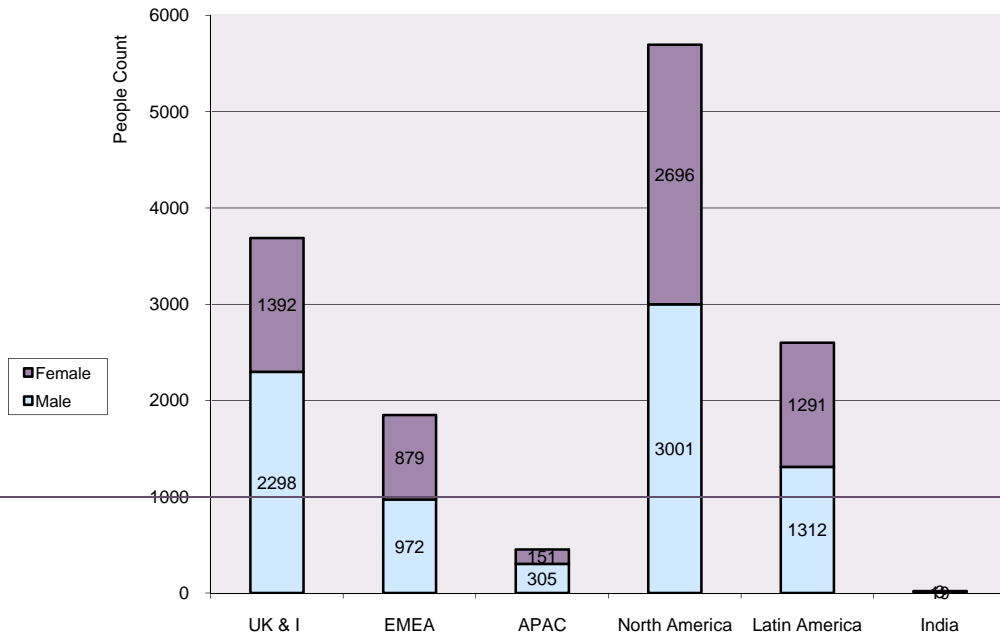


There are 3860 people for whom we are unable to ascertain ethnicity, as this is not recorded in all countries - specifically, Latin America & some of the EMEA region. For North America, category 'other' includes Hispanic, American Indian, Native Hawaiian. Chinese is not separated from the Asian group. In the UK disclosure of this information is voluntary.

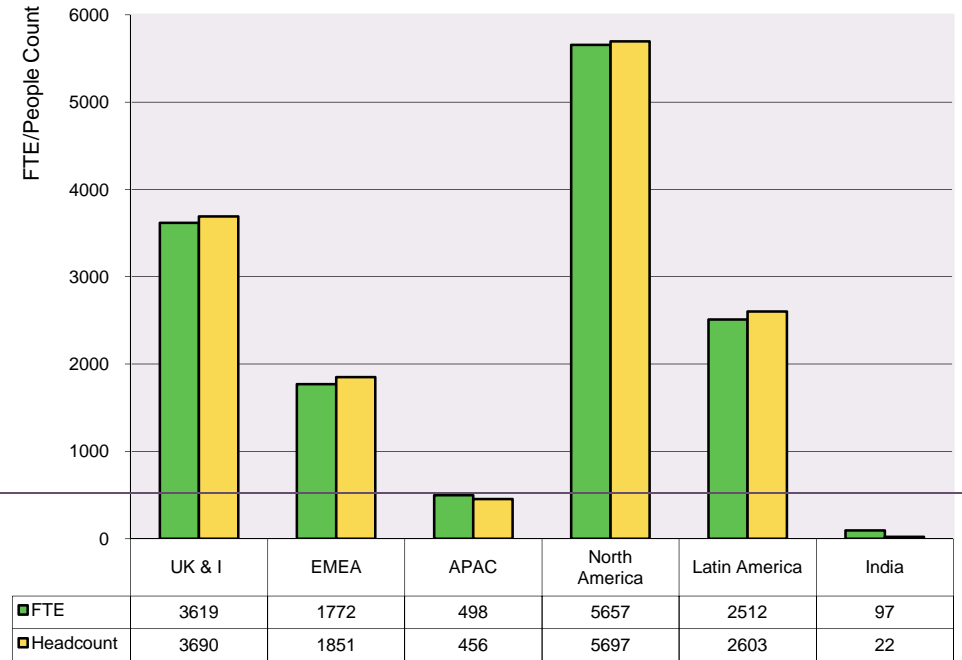
	UK & I	EMEA	APAC	North America	India
Does not wish to disclose	66	0	0	0	0
Mixed	32	55	0	20	0
Chinese	16	0	90	0	0
Other	0	0	0	406	0
Black	37	83	0	246	0
Asian	132	67	131	730	20
Blank	1544	0	0	669	0
White	1863	390	235	3626	1

Executive Dashboard - FYTD 2010

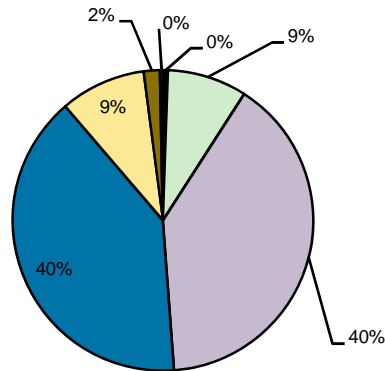
June 2009 - Regional People Count by Gender



June 2009 - People Count vs FTE



June 2009 - People Count by Age



There are 344 people where their age is not recorded. This is accounted for by North America headcount that fall in Chile, Canada and Costa Rica, where age is not recorded.

- 16 to 19 Years
- 20 to 24 Years
- 25 to 34 Years
- 35 to 49 Years
- 50 to 59 Years
- 60 to 65 Years
- Over 65 Years

The **gender split** for June 2009 headcount is **45% female** and **55% male**.

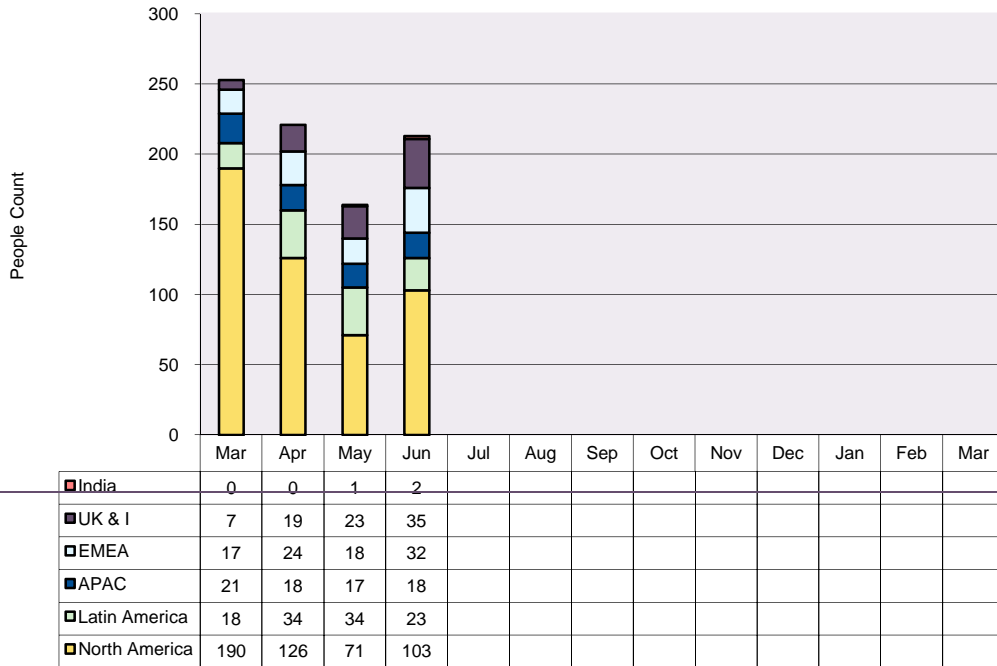
For June 09 headcount the age ranges ranked highest to lowest are:

- 1) 25 - 34 Years (5634 people)
- 2) 35 - 49 Years (5583 people)
- 3) 50 - 59 Years (1212 people)
- 4) 20 - 24 Years (1184 people)
- 5) 60 - 65 Years (243 people)
- 6) 16 - 19 Years (76 people)
- 7) Over 65 Years (43 people)

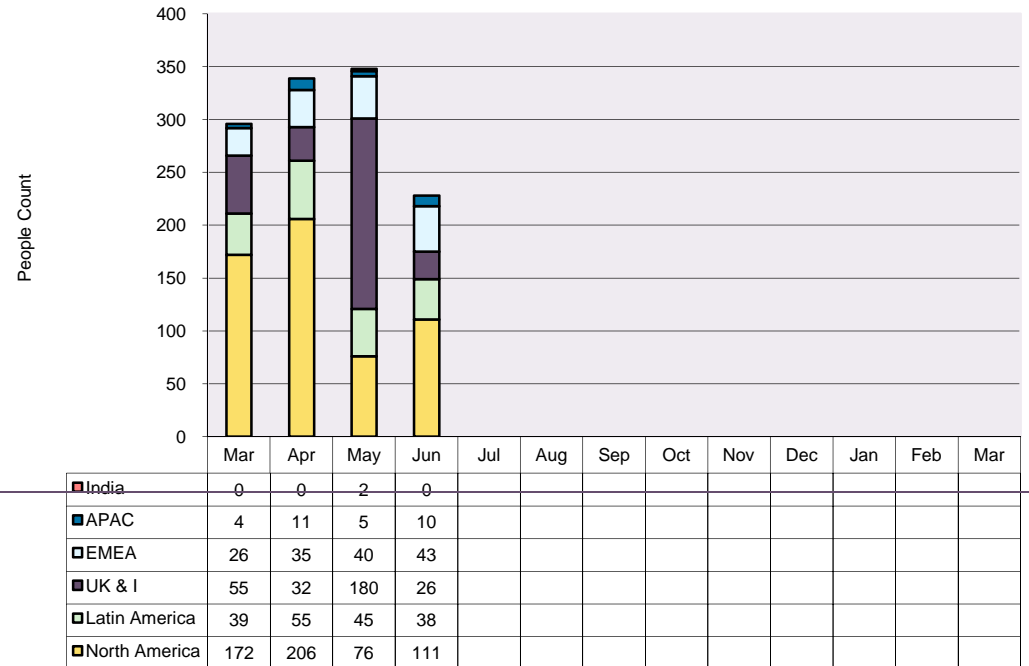
There are 344 people where we are unable to account for people age where this is not measured in the country/region.

Executive Dashboard - FYTD 2010

FYTD 2010 - Regional New Starters Trend



FYTD 2010 - Regional Leavers Trend



The total number of **new starters** in June 2009 was **213** and occurred in the following regions from highest to lowest:

- 1) North America (103)
- 2) UK & Ireland (35)
- 3) EMEA (32)
- 4) APAC (18)
- 5) Latin America (23)
- 6) India (2)

The total number of **exits** in June 2009 was **228** and occurred in the following regions from highest to lowest:

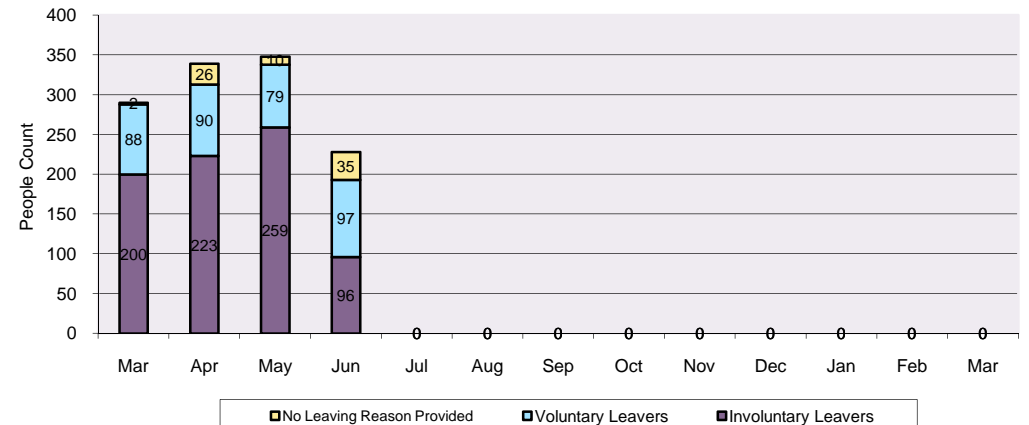
- 1) North America (111)
- 2) EMEA (43)
- 3) Latin America (38)
- 4) UK and Ireland (26)
- 5) APAC (10)
- 6) India (0)

The annualised total attrition rate for June 2009 was **19.1%**, with **50% involuntary leavers** and **50% voluntary leavers**, annualised attrition rates by region is listed below:

- 1) EMEA = 27.8%
- 2) APAC = 26.3%
- 3) North America = 23.4%
- 4) EMEA = 22.4%
- 5) Latin America = 17.5%
- 6) UK & Ireland = 8.5%

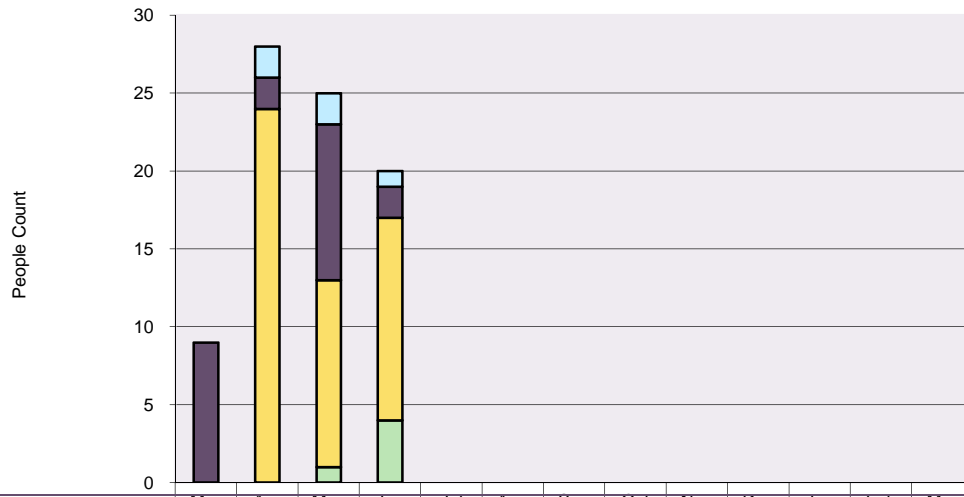
There were a total of 35 leaving reasons not recorded in June 09, the majority of which are accounted for by North America and EMEA.

FYTD 2010 - Exit Reasons Trend



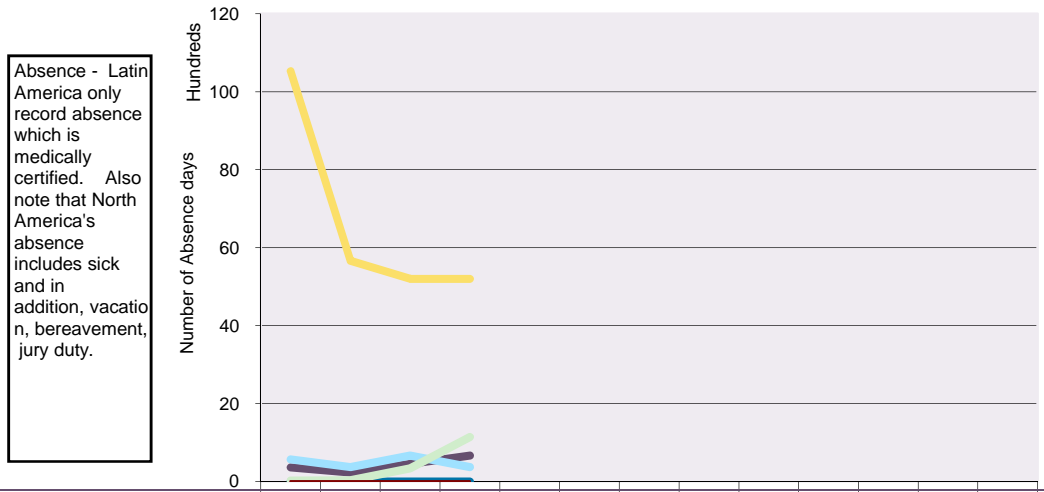
Executive Dashboard - FYTD 2010

FYTD 2010 - High Performing Leavers



	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
India	0	0	0	0									
EMEA	0	2	2	1									
UK & I	9	2	10	2									
APAC	0	0	0	0									
North America	0	24	12	13									
Latin America	0	0	1	4									

FYTD 2010 - Number of days lost to Absence



	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
UK & I	358	231	448	660									
EMEA	562	366	662	366									
APAC	0	0	0	0									
North America	1052	5652	5195	5195									
Latin America	20	32	334	1141									
India	0	2	0	0									

FYTD 2010 - Training Spend per Head



For June 2009 the % of **high performing leavers equals 10%** of the leavers population. (High performing leavers are categorised as leavers with the latest performance rating of 4 & 5.)

Data Notes Summary:

Ethnicity Information - not recorded in Latin America, or all countries within EMEA record ethnicity. For North America, category 'other' includes Hispanic, American Indian, Native Hawaiian. Chinese is not separated from the Asian group. For the UK disclosure of ethnicity is voluntary.

Absence - Partial data for EMEA (exc. Belgium, Finland and France due to timing differences in when this data is available). Also note that North America's absence includes sick and in addition, vacation, bereavement, jury duty. Latin America only record absence which is medically certified.

Leavers by Performance - this data is not captured for APAC.

North America figures are inclusive of the 3C's area (Coast Rica, Canada, Chile). For 3C's there is limited information with regards to age, FTE, performance rating of exits, no absence information available, FTE's - Varying standards of working hours in countries/regions.