

Guidelines for Commenting on High Profile or Otherwise Sensitive Issues

For over 30 years, TriNet has worked with stakeholders to establish enduring relationships in pursuit of mutually beneficial objectives. Today, more than 600,000 users employed by SMBs across the United States depend on TriNet every day. And our 23,000 SMB clients view TriNet as an essential partner to help build their businesses, and achieve their hopes and dreams.

To meet the demands of an ever-changing world, we recognize that our stakeholders and TriNet must continuously assess, adapt, and accommodate the evolving needs of society. Our 3,300 TriNet colleagues, our clients, our worksite employees, our human capital management software users, our stockholders, the communities in which we operate, and the small- and medium-sized business community that we serve are each integral to TriNet's success. We take pride in our focus on supporting, celebrating, and contributing to their successes and we understand that we touch many lives and workplaces.

For these reasons, it is imperative we are intentional and mindful in the use of TriNet's voice, and ensure we are always aligned with TriNet's mission, vision and core values. We are aware of the important role that we hold in the community that we serve and of the power and reach of our voice.

TriNet's Mission, Vision and Core Values

Our Mission and Vision

At TriNet, our mission is to power the success of small and medium-sized businesses by supporting their growth and enabling their people. We rally around a shared vision of becoming the most trusted advisor to SMBs by harnessing the power of scale.

Core Values

Lead With the Customer: We are empathetic and passionate about our customers. We listen to our customers, and actively anticipate their needs and wants. We are accessible, responsible and empowered to serve our customers. We are successful when our customers are successful.

Stand Together: We bring together diverse backgrounds, experiences and ideas to create better outcomes. We find common purpose and establish shared facts. We collaborate across boundaries, communicate openly and respect each other. We celebrate our success and have fun.

Act With Integrity: We are honest, transparent, ethical and fair. We earn trust with each other. We take pride in always doing what's right for our customers and colleagues. We are candid and kind.

Make An Impact: We act with purpose, are deliberate in our planning and quick in execution. We are accountable to each other and empowered to make decisions. We learn from our mistakes in order to continuously improve.

Be Incredible: We are passionate about having a large impact. We invest in the development of our colleagues. We push the boundaries of what's possible, lead the way and innovate to accomplish the extraordinary.

A Framework for TriNet's Voice

The potential influence of TriNet's corporate positioning carries with it great responsibility to *get it right*.

People Matter is more than a marketing campaign, it is the lens through which we view the world.

The guidelines are intended to provide a framework to use when determining whether to issue a corporate comment or statement. They are designed to ensure a nuanced and multi-faceted approach to communicating our view and position.

When choosing that approach, it is important to be aware of the potential impact on our brand, reputation and our stakeholders. The impact of our actions may be greater if we are reacting to issues that are perceived as controversial, polarizing or sensitive, and are high-profile at the time we took a position. These issues are often social, environmental, political, or economic in nature. As our company matures, we must ensure that our public positions are aligned with the foundational elements of our multi-year strategic plan, our mission, vision, core values, and intentionally made after considering how our stakeholders may receive our position.

Complex Issues and Difficult Answers

When reviewing these guidelines, it is important to note that there may not be a clear answer on whether to make a public statement on certain complex issues. Accordingly, these guidelines will provide decision-makers with a principles-based structure to understand and frame their thought process when determining whether to take a public position on such issues. If the issue, at its core, has no or minimal nexus to the locations of TriNet's corporate employees or WSEs, then TriNet will not make a statement. Likewise, as TriNet is committed to freedom of speech, those principles guide our perspective, as we focus on issues of importance to our stakeholders consistent with the mission, vision, core values and interests of TriNet.

We should also distinguish between leading statements that are made voluntarily, where we are making a statement on an issue, as opposed to reacting to a reporter or media inquiry.

Look to the following matrix of framing questions to help determine if we should comment or make a statement on any issue taking place in the United States:

1. Is this an issue that demands an immediate comment or is there an opportunity to reflect on the situation without time constraints?
2. Does the issue align with TriNet's [Mission](#), [Vision](#), and [Core Values](#)?
3. Is the issue one TriNet can meaningfully influence either with our expertise or public position?
4. Is our position on the issue one that all or a majority of our stakeholders would agree with?

If the answers to **all four are "yes"**, TriNet **may** decide to take a public position on the issue.

If the answers to **all four are “no”**, TriNet **may not** decide to take a public position on the issue.

If we can **only answer “yes” to one or two** of the above points, TriNet should **continue to monitor** the issue, applying the following principles-based framework.

Matrix of Questions for Consideration

Does the issue align with TriNet’s Mission, Vision and Core Values ?	Is this issue one TriNet can legitimately influence either with our expertise or position?	All or a majority of our stakeholders would agree with TriNet’s position on this issue?	Action
Yes	Yes	No	We may want to speak out. We should take a measured approach. Do more research. Consider why all or majority of our stakeholders will not agree with our taking a position and weigh that against the impact we can make (and the cost of doing so (i.e., loss of stakeholder groups). Consider how we are measuring stakeholders.
Yes	No	Yes	We may not want to speak out. We do not want to risk the perception of being disingenuous if we cannot meaningfully influence the issue. If we cannot credibly speak out from experience or research-based knowledge, then we should not do so. However, if we can partner with an expert on the issue, then we may consider a public response.
No	No/Yes	Yes	We may not want to speak out. We should if we can be comfortable with a departure or misalignment with one or more of the following: TriNet’s Mission, Vision and Core Values .

Determining if making a public statement is appropriate will depend upon **why** we make the statement. We may determine a variety of reasons. What is important is that we use these guidelines to help create consistency in our approach to deciding whether we take action and we memorialize our reasoning in writing.

The decision as to whether we will make a public statement is made by the Company’s Chief Communications Officer. If a public statement is deemed necessary or desired, the CEO or appropriate member of the senior leadership team will comment on the matter.

The decision will be informed by input from a diverse set of relevant stakeholders, which may include the Company’s Chief People Officer, the Company’s Chief Legal Officer, and the Company’s Chief Executive Officer. It could include the Chief Technology Officer, Chief Strategy Officer, SVP of Sales, SVP of Customer Experience, Chief Financial Officer, customers, investors, Board of Directors, CRG Steering Committee, or any other relevant stakeholder.