

SASB Reporting Framework

Chegg continues to incorporate feedback from global stakeholders, including our investors, and we are always learning from industry best practices to improve our ESG transparency and disclosures. As a part of our ESG journey, in the tables below, we aligned some of our current disclosures to the Sustainable Accounting Standards Board (SASB) Foundation (www.sasb.org). The SASB Foundation's mission is to establish and maintain industry-specific standards that assist companies in disclosing financially material, decision-useful sustainability information to investors. SASB includes Chegg in its Education industry, so we've included any relevant Education Standards below, but we also included relevant Standards within SASB's Internet and Media industry and the Software industry.

Unless otherwise noted, all disclosures in the tables below reference the year ending 12/31/20.

SASB - Education Standards	Code	Accounting Metric	Response / Location
Data Security	SV-ED-230a.1 TC-IM-230a.2 TC-SI-230a.2	Description of approach to identifying and addressing data security risks, including use of third-party cybersecurity standards	ESG section of IR website > Responsible Business Practices
	SV-ED-230a.2	Description of policies and practices relating to collection, usage, and retention of student information	ESG section of IR website > Responsible Business Practices
	SV-ED-230a.3 TC-IM-230a.1 TC-SI-230a.1	(1) Number of data breaches, (2) percentage involving personally identifiable information (PII), (3) number of students affected	ESG section of IR website > Responsible Business Practices (1) see "Past Incidents and Response" section of Responsible Business Practices page linked above, (2) Data not disclosed, (3) Data not disclosed
Marketing & Recruiting Practices	SV-ED-270a.2	Total amount of monetary losses as a result of legal proceedings associated with advertising, marketing, and mandatory disclosures	2020 10-K filing: "Commitments and Contingencies"
	SV-ED-270a.4	Revenue from: (1) Title IV funding, (2) GI Bill funding, and (3) private student loans	Data not available
	SV-ED-270a.1	Description of policies to assure disclosure of key performance statistics to prospective students in advance of collecting any fees and discussion of outcomes	n/a ¹
	SV-ED-270a.3	(1) Instruction and student services expenses and (2) marketing and recruiting expenses	n/a ¹
Activity Metrics	SV-ED-000.A	Number of students enrolled	2020 10-K filing, p.4 - Chegg Services subscribers. Note: SASB definition for SV-ED-000.A does not directly apply to our business. We are disclosing what we believe to be the closest applicable metric.
	SV-ED-000.B	Number of applications received for enrollment	n/a ¹
	SV-ED-000.C	Average registered credits per student, percentage online	n/a ¹
	SV-ED-000.D	Number of: (1) teaching staff and (2) all other staffs	n/a ¹
Quality of Education & Gainful Employment	SV-ED-260a.1	Graduation Rate	n/a ¹
	SV-ED-260a.2	On-time completion rate	n/a ¹
	SV-ED-260a.3	Job placement rate	n/a ¹
	SV-ED-260a.4	(1) Debt-to-annual earnings rate and (2) debt-to-discretionary income rate	n/a ¹
	SV-ED-260a.5	Program cohort default rate	n/a ¹

(1) Chegg is an education technology company providing online learning tools and services as well as print and eTextbook offerings. We do not confer degrees, we do not offer academic credits, and our learners do not incur significant debt for our services. As such, we have determined that this metric is not relevant or material.

SASB - Internet and Software Standards	Code	Accounting Metric	Response / Location
Environmental Footprint of Hardware Infrastructure	TC-IM-130a.1 TC-SI-130a.1	(1) Total energy consumed in Gigajoules (GJ), (2) percentage grid electricity, (3) percentage renewable	ESG section of IR website > Operate Sustainably
	TC-IM-130a.2 TC-SI-130a.2	(1) Total water withdrawn in thousand cubic meters (m3), (2) total water consumed in m3, percentage of each in regions with High or Extremely High Baseline Water Stress	Chegg is an education technology company providing online learning tools and services as well as print and eTextbook offerings. We have determined that we do not have a significant water intensity in our operations and therefore we believe this metric is not material to our business.
	TC-IM-130a.3 TC-SI-130a.3	Discussion of the integration of environmental considerations into strategic planning for data center needs	Chegg relies on third parties for its data center needs and seeks to do business with partners who prioritize environmental considerations in their own strategic planning.
Data Privacy, Advertising Standards & Freedom of Expression	TC-IM-220a.1 TC-SI-220a.1	Description of policies and practices relating to behavioral advertising and user privacy	ESG section of IR website > Responsible Business Practices
	TC-IM-220a.2 TC-SI-220a.2	Number of users whose information is used for secondary purposes	Chegg Global Privacy Policy
	TC-IM-220a.3 TC-SI-220a.3	Total amount of monetary losses as a result of legal proceedings associated with user privacy	2020 10-K filing: "Commitments and Contingencies"
	TC-IM-220a.4 TC-SI-220a.4	(1) Number of law enforcement requests for user information, (2) number of users whose information was requested, (3) percentage resulting in disclosure	We do not have data available this reporting period but are working on our data collection capabilities for this metric and hope to be able to report in the future.
	TC-IM-220a.5 TC-SI-220a.5	List of countries where core products or services are subject to government-required monitoring, blocking, content filtering, or censoring	Data not available
	TC-IM-220a.6	Number of government requests to remove content, percentage compliance with requests	0
Employee Recruitment, Inclusion & Performance	TC-IM-330a.1 TC-SI-330a.1	Percentage of employees that are (1) foreign nationals and (2) located offshore	Data as of 11/30/20: 6% of employees on Visa 48% of employees located in our international offices
	TC-IM-330a.2 TC-SI-330a.2	Employee engagement as a percentage	ESG Section of IR website > Focus on People
	TC-IM-330a.3 TC-SI-330a.3	Percentage of gender and racial/ethnic group representation for (1) management, (2) technical staff, and (3) all other employees	ESG Section of IR website > Focus on People See Diversity Snapshot on Focus On People page linked above
Intellectual Property Protection & Competitive Behavior	TC-IM-520a.1 TC-SI-520a.1	Total amount of monetary losses as a result of legal proceedings associated with anticompetitive behavior regulations	2020 10-K filing: "Commitments and Contingencies"
Managing Systemic Risks from Technology Disruptions	TC-SI-550a.1	Number of (1) performance issues and (2) service disruptions; (3) total customer downtime (days)	(1) See appendix, (2) See appendix, (3) Data not disclosed
	TC-SI-550a.2	Description of business continuity risks related to disruptions of operations	2020 10-K filing: "Risks Related to Our Business and Industry"
Activity Metrics	TC-IM-000.A	Entity-defined measure of user activity	Investor Presentation, which can be found on our IR homepage
	TC-IM-000.B	(1) Data processing capacity, (2) percentage outsourced	Data not disclosed
	TC-IM-000.C	(1) Amount of data storage, (2) percentage outsourced	Data not disclosed

Appendix

TC-SI-550a.1 Number of (1) performance issues and (2) service disruptions

Note: We are unable to report (3) total customer downtime based on current data available

	2018	2019	2020
# of Performance Issues (Outage)	9	6	6
# of Service Disruptions (Outage)	20	13	17
minutes of Performance Issues (Outage)	193	112	145
minutes of Service Disruptions (Outage)	5,711	1,633	3,213

Source: Internal Chegg Data