

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 12/31/22.

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 > Act Responsibly
	SV-ED-230a.2	Description of policies and practices relating to collection, usage, and retention of student information	ESG section of IR website > Act Responsibly
	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 > Act Responsibly (1) page 48 of 2022 ESG Report, available on our IR website, https://investor.chegg.com , (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	2022 10K: 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	Subscribers can be found in Investor Data Sheet on IR Website 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, primarily providing online learning tools and services. 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 Code and Software Standards	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 2022 ESG Report, Page 49
	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, primarily providing online learning tools and services. 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 > Act Responsibly
	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 2022 10K: 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 36 law enforcement requests, 0 users information requested, and 41% resulting in providing of information
	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 39 requests, 97% compliance
Employee Recruitment, Inclusion & Performance	TC-IM-330a.1 TC-SI-330a.1	Percentage of employees that are (1) foreign nationals and (2) located offshore 4% of employees foreign nationals 54% of employees located outside the United States
	TC-IM-330a.2 TC-SI-330a.2	Employee engagement as a percentage 2022 ESG Report, Page 46
	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 2022 ESG Report, Page 46-47
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 2022 10K: 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 2022 10K: Risks Related to Our Business and Growth
Activity Metrics	TC-IM-000.A	Entity-defined measure of user activity Subscribers can be found in Investor Data Sheet on IR Website
	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

	2022	2021	2020
# of Performance Issues (outage)	1	4	6
# of Service Disruptions (outage)	22	14	17
Minutes of Performance Issues (outage)	26	94	145
Minutes of Service Disruptions (outage)	1,999	2,488	3,213

Source: Internal Chegg Data