



2024 Sustainability Impact Report

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Introduction

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Scott Staples

Chief Executive Officer



A Message from our CEO

To our Customers, Employees, Investors, and Partners,

2024 marked a new beginning for First Advantage. It was a year defined by growth, change, and the opportunity to build something stronger—together.

With the acquisition of Sterling Check Corp., a premier provider of background screening and identity services, we not only expanded our capabilities and global footprint, but also began the important work of integrating two exceptional organizations. It was a transitional year as we united cultures, systems, products, and people—all while continuing to serve our customers with excellence and integrity. This transformative step has broadened our reach across markets and industries, further strengthened our capabilities in delivering advanced background screening, digital identity solutions, and verification services globally, and positioned us for long-term value creation.

We continue to advance in the HR technology industry as a leading provider of global software and data, pioneering solutions that empower organizations to streamline hiring processes with precision and efficiency. This progress was driven by the innovative spirit and technical expertise of our dedicated team.

As I reflect on 2024, I recognize that our continued success relies on the trust and collaboration of our diverse stakeholders worldwide. To that end, we are resolute in our pursuit of developing next-generation solutions that empower companies to **Hire Smarter and Onboard Faster®**.

I am incredibly proud of what we accomplished. From strengthening our operational foundation and expanding our solutions, to advancing key sustainability priorities, this past year laid the groundwork for the future of our company. None of it would have been possible without the dedication, resilience, and passion of our nearly 10,000 team members across the globe. They showed up, leaned in, and delivered every day.

I am honored to present our fourth annual Sustainability Impact Report, which highlights the progress we've made in sustainability initiatives, as we work to build a more sustainable future. It's part of our ongoing commitment to transparency, accountability, and responsible growth. First Advantage continues to prioritize key areas such as employee engagement and inclusion, community involvement, corporate oversight and responsibility, supplier excellence, global data privacy, and information security and cybersecurity.

In 2025, we remain committed to driving progress across these domains, embedding these principles into our operational framework while enhancing innovation and stakeholder engagement. Looking forward, we aim to deepen our investments in artificial intelligence and digital identity technology, enhancing the speed and precision of our offerings to meet and exceed customer expectations.

I am enthusiastic about the journey ahead. To our customers, employees, investors, and partners—thank you for your trust and partnership. The best is yet to come.



Disclaimer

Forward-Looking Statements

This report contains “forward-looking statements” within the meaning of the Private Securities Litigation Reform Act of 1995. These forward-looking statements reflect our current views with respect to, among other things, our operations, financial performance and the sustainability matters discussed herein. Forward-looking statements include all statements that are not historical facts. These forward-looking statements relate to matters such as our industry, business strategy, goals, and expectations concerning our market position, future operations, margins, profitability, capital expenditures, liquidity and capital resources, and other financial and operating information and sustainability. In some cases, you can identify these forward-looking statements by the use of words such as “anticipate,” “assume,” “believe,” “continue,” “could,” “estimate,” “expect,” “intend,” “may,” “plan,” “potential,” “predict,” “project,” “future,” “will,” “seek,” “foreseeable,” “target,” “guidance,” the negative version of these words, or similar terms and phrases.

These forward-looking statements are subject to various risks, uncertainties, assumptions, or changes in circumstances that are difficult to predict or quantify. Such risks and uncertainties include, but are not limited to, the following: negative changes in external events beyond our control, including our customers’ onboarding volumes, economic drivers which are sensitive to macroeconomic cycles, such as interest rate volatility and inflation, geopolitical unrest, global trade disputes, and uncertainty in financial markets; our operations in a highly regulated industry and the fact that we are subject to numerous and evolving laws and regulations, including with respect to personal data, data security, and artificial intelligence, among others; inability to identify and successfully implement our growth strategies on a timely basis or at all; potential harm

to our business, brand, and reputation as a result of security breaches, cyber-attacks, or the mishandling of personal data or other events; our reliance on third-party data providers; due to the sensitive and privacy-driven nature of our products and solutions, we could face liability and legal or regulatory proceedings, which could be costly and time-consuming to defend and may not be fully covered by insurance; our international business exposes us to a number of risks; the continued integration of our platforms and solutions with human resource providers such as applicant tracking systems and human capital management systems as well as our relationships with such human resource providers; our ability to obtain, maintain, protect and enforce our intellectual property and other proprietary information; disruptions, outages, or other errors with our technology and network infrastructure, including our data centers, servers, and third-party cloud and internet providers and our migration to the cloud; our indebtedness could adversely affect our ability to raise additional capital to fund our operations, limit our ability to react to changes in the economy or our industry, and prevent us from meeting our obligations; the failure to realize the expected benefits of our acquisition of Sterling Check Corp.; and control by our Sponsor, “Silver Lake” (Silver Lake Group, L.L.C., together with its affiliates, successors, and assignees), and its interests may conflict with ours or those of our stockholders.

For additional information on these and other factors that could cause First Advantage’s actual results to differ materially from expected results, please see our Annual Report on Form 10-K for the year ended December 31, 2024, filed with the Securities and Exchange Commission (the “SEC”), as such factors may be updated from time to time in our filings with the SEC, which are or will be accessible

on the SEC’s website at www.sec.gov. The forward-looking statements included in this report are made only as of the date of this report, and we undertake no obligation to publicly update or review any forward-looking statement, whether as a result of new information, future developments, or otherwise, except as required by law.

This report addresses a multitude of topics to meet the requests and interests of First Advantage’s wide range of stakeholders. Inclusion of information in this report should not be construed as a determination by First Advantage that the information is material for purposes of the U.S. federal securities laws or under other laws or regulations or as that concept is used in the context of financial statements and financial reporting. Furthermore, the report does not purport to discuss all sustainability matters that may be material to First Advantage or its shareholders.

There can be no assurance that our policies and procedures as described in this report will continue; such policies and procedures could change, even materially. We are permitted to determine in our discretion that it is not feasible or practical to implement or complete certain of our initiatives, policies, and procedures based on cost, timing, or other considerations. References to case studies in this report are intended to be illustrative and are not intended to be used as an indication of the current or future performance. Further, the receipt of any awards by First Advantage is no assurance that First Advantage’s business objectives, including its sustainability-related objectives, have been achieved or successful.

Non-GAAP Financial Information

This report contains “non-GAAP financial measures” that are financial measures that either exclude or include amounts that are not excluded or included in the most directly comparable measures calculated and presented in accordance with accounting principles generally accepted in the United States (“GAAP”). Specifically, we make use of the non-GAAP financial measure “Adjusted EBITDA.”

Adjusted EBITDA has been presented in this presentation as a supplemental measure of financial performance that is not required by or presented in accordance with GAAP because we believe it assists investors and analysts in comparing our operating performance across reporting periods on a consistent basis by excluding items that we do not believe are indicative of our core operating performance. Management believes this non-GAAP measure is useful to investors in highlighting trends in our operating performance, while other measures can differ significantly depending on long-term strategic decisions regarding capital structure, the tax jurisdictions in which we operate, and capital investments. Management uses Adjusted EBITDA to supplement GAAP measures of performance in the evaluation of the effectiveness of our business strategies, to make budgeting decisions, to establish discretionary annual incentive compensation, and to compare our performance against that of other peer companies using similar measures. Management supplements GAAP results with non-GAAP financial measures to provide a more complete understanding of the factors and trends affecting the business than GAAP results alone.

Adjusted EBITDA is not recognized terms under GAAP and should not be considered as an alternative to net income (loss) as a measure of financial performance or cash provided by (used in) operating activities as a measure of liquidity, or any other performance measure derived in accordance with GAAP. We define Adjusted EBITDA as net (loss) income before interest, taxes, depreciation, and amortization, and as further adjusted for loss on extinguishment of debt, share-based compensation, transaction and acquisition-related charges, integration and restructuring charges, and other non-cash charges. For reconciliations of this non-GAAP financial measure to the most directly comparable GAAP measure, see the reconciliations included at the end of this report.

The presentations of this measure has limitations as analytical tools and should not be considered in isolation or as a substitute for analysis of our results as reported under GAAP. Because not all companies use identical calculations, the presentations of this measure may not be comparable to other similarly titled measures of other companies and can differ significantly from company to company. Numerical figures included in the reconciliations have been subject to rounding adjustments. Accordingly, numerical figures shown as totals in various tables may not be arithmetic aggregations of the figures that precede them. To facilitate comparability, we present pro forma combined company results, consisting of First Advantage and Sterling historical results and certain pro forma adjustments as if the acquisition of Sterling had occurred on 1/1/2023. The pro forma information does not constitute Article 11 pro forma information.



About this Report

First Advantage Corporation is proud to release our 2024 Sustainability Impact Report (“Report”). This Report includes information pertaining to all First Advantage Corporation operations. In October 2024, First Advantage Corporation acquired Sterling Check Corp. In this Report, “Legacy First Advantage” and “Legacy Sterling” refer to the respective company and its subsidiaries, prior to the Sterling Check Corp. acquisition by First Advantage, encompassing its core business operations, established workforce, existing processes, and the technology systems in place. Unless otherwise specified, the data in this Report covers activities from the calendar year 2024 and represents First Advantage and Sterling Check Corp. results and metrics as if the acquisition had occurred on January 1, 2023. All references to a “year” refer to the calendar year. First Advantage Corporation’s fiscal years coincide with calendar years; therefore, information relating to financial performance refers to calendar and fiscal years, which are the same. Historical results through June 30, 2024, are from Sterling’s historical SEC filings and disclosures. Historical results for July 1, 2024, through October 31, 2024 (date of acquisition) are from Sterling’s books and records. We have prepared this Report in alignment with the Sustainability Accounting Standards Board (SASB) standard for our industry and the recommendations of the Task Force on Climate-related Financial Disclosures (TCFD).

For questions or additional information regarding this Report, please contact FACommunications@fadv.com.

Additional Disclaimers

For additional information on our financial results for the year ended December 31, 2024, please see our Annual Report on Form 10-K, filed with the SEC.

The information contained on our website and social media platforms is not incorporated by reference into this report.

The “First Advantage” logo, First Advantage, and other trademarks, service marks, and logos (the “Trademarks”) used in this publication are registered or unregistered Trademarks of First Advantage Corporation or their respective owners. Trademarks may not be used for any purpose whatsoever without the express written permission of the Trademark owner.

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About the New First Advantage

On October 31, 2024, First Advantage closed on the \$2.2B acquisition of Sterling Check Corp.

Founded in 2003, First Advantage Corporation (“First Advantage,” “the Company,” “we,” “us,” and “our”) (NASDAQ: FA) is a leading provider of global software and data in the HR technology industry. Enabled by our proprietary technology and AI, First Advantage’s platforms, data, and APIs power comprehensive employment background screening, digital identity solutions, and verification services. With a strong emphasis on innovation, automation, and customer success, we empower 80,000 organizations to hire smarter and onboard faster. In 2024, we performed approximately 190 million screens and maintained a 96% average gross retention rate. Our products and services support a range of markets, including healthcare, transportation and logistics, and retail and e-commerce. Headquartered in Atlanta, Georgia with a global team of approximately 10,000 employees across 19 countries, First Advantage serves customers with data sources from over 200 countries and territories, modernizing hiring and onboarding on a global scale.

We seek to operate with empathy and compassion, creating a globally inclusive workforce that celebrates the unique voices within our talent. We believe in empowering each team member to be authentic while treating all individuals with respect, integrity, and fairness. We relentlessly pursue our mission of creating innovative solutions that enable companies to **Hire Smarter and Onboard Faster®**, driving meaningful outcomes for organizations and their people. First Advantage is guided by our values of transparency and integrity, collaboration, results, outside-in thinking, change agency, and accountability and empowerment, to cultivate a culture of trust, innovation, and shared success.



About Our New Brand Identity

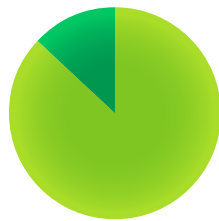
Combining the best of First Advantage and Sterling marked a pivotal moment and provided the perfect opportunity to create a fresh brand identity centered on connection. As we continue to evolve by increasing investments in technology and automation, and double down on our dedication to vertical expertise, it only makes sense for our brand identity to reflect this next chapter. Our new brand embodies the theme of connection, symbolized by two interconnected triangles. This identity reflects our commitment to uniting the strengths of two leaders in the screening industry, First Advantage and Sterling, while also bridging the gap between people and technology. While our brand identity has changed, our commitment to our customers, their candidates and our vendors remain the same -- lead with exceptional services and support. Our new logo is multi-faceted, reflecting the many working pieces that make First Advantage an industry leader.

Our Global Employee Footprint

Our Financials¹

\$1.5B

pro forma revenues²



Americas (87%)

International (13%)

\$458M

Synergized pro forma adjusted EBITDA³

2,200

Americas

300

Europe

5,700

India

1,800

Asia-Pacific

Our Customers

80K

customers

~96%

average gross retention rate

~190M

annual screens on behalf of 80,000 customers

12 years

average tenure among top 100 customers

1. Note: All metrics are approximate and as of and for the year ended December 31, 2024.

2. Non-GAAP measure. Pro forma measures assume the acquisition of Sterling had occurred 1/1/2023. See appendix for reconciliation of pro forma Revenues and pro forma Adjusted EBITDA to their most directly comparable respective GAAP measures.

3. Synergized Pro Forma Adjusted EBITDA represents \$397 million of Pro Forma Adjusted EBITDA plus \$65M of run rate target synergies (representing the mid-point of the \$60M to \$70M run rate synergy target range which is expected to be actioned within 2 years post-closing), less \$4M of realized synergies already in Pro Forma Adjusted EBITDA. Run rate synergy target range of \$60M to \$70M used in this calculation was initially provided by the Company during its Q4 and Full Year Earnings Presentation on 2/27/2025, and has since been updated to a range of \$65M to \$80M (initially provided on 5/28/2025).

Our Principles



Instill trust and confidence.

By fostering a culture of vigilance and respect for privacy, we stand together to strive toward excellence in data security and compliance.



Do the right thing.

We believe in doing what is right, even when no one is watching. We are committed to honesty, consistency, and responsibility.



Show respect for the individual.

Everyone has unique talents and abilities. We strive to foster a culture of inclusion, dignity, respect, and empowerment to exceed our full potential.



Put the customer first.

Our customers are at the heart of everything we do. We take an outside-in approach to building a community of satisfied customers, meeting their needs, and exceeding expectations.



Innovate and create.

We believe in out-of-the-box thinking. As change agents, we are all empowered and expected to look for ways to improve our company while staying positive and adaptable as changes occur.



Collaborate and appreciate one another.

We work as a team to achieve our goals and appreciate individual contributions. By fostering a collaborative environment, we believe we can achieve excellence together.

Our Values



Transparency and Integrity



Collaboration



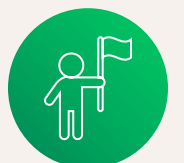
Results



Outside-In Thinking



Change Agency



Accountability and Empowerment

Year in Review

Highlights



In October 2024, First Advantage completed the \$2.2B acquisition of **Sterling Check Corp.**, expanding our reach and customer base across industries and regions. This broader footprint enhances our ability to drive consistent, scalable sustainability practices across a larger network.



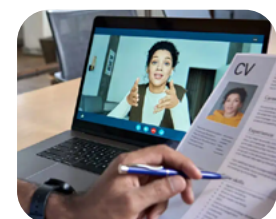
Joelle Smith was promoted to **President** of First Advantage, uniting the product, data, and technology organizations with go-to-market teams including sales, customer success, and marketing, under her leadership. This integration strengthens our ability to deliver innovative, data-driven solutions that support more responsible, efficient practices, reinforcing our commitment to sustainability through operational excellence and customer impact.



First Advantage continues to hold the **Background Screening Organization Accreditation Program (BSOAP)**, administered by the Professional Background Screening Association (PBSA).



To decrease veteran attrition and underemployment, First Advantage teamed up with the nonprofit organization **MilitaryConnected.org** to become a military-ready employer.



Introduced **Next-Gen RightID™** to detect job applicant fraud in the pre-hire process. This multi-layered approach flags inconsistencies and combats deep-fake efforts, providing a consistent and secure solution to the growing risk of applicant fraud.



The Company's premier customer event, **Collaborate**, brought together hundreds of industry professionals and partners in Las Vegas. The event focused on discussing trends, sharing insights, and exploring best practices in background screening, hiring processes, and related technologies.



Joining our list of ISO certified locations, our Australia office achieved **ISO/IEC 27001 certification**, the internationally recognized standard for information security management systems (ISMS). This milestone recognizes our strong security practices and dedication to data protection.

In 2024, we achieved



131,740 training hours

across our global workforce, highlighting our commitment to continuous learning, professional growth, and skill development.

Awards

We received global recognition for:

Comparably Culture Awards



Silver Stevie® Awards



Achievement in Diversity and Inclusion
Achievement in Customer Experience
Contact Center of the Year (Over 100 Seats)
– Technology Industries

U.S. News & World Report



Best Overall Tenant Screening Service

Honda New Supplier Award

GOLDENFLAG Best Background Screening Provider

TopHR Awards Top 100 Human Resources Service Organization

Legacy Sterling 2024 Awards

HR Tech Awards



Talent Acquisition
Best Comprehensive Solution

Marketplace Risk Solution Provider Excellence Program



Top Screening/
Background Check Provider

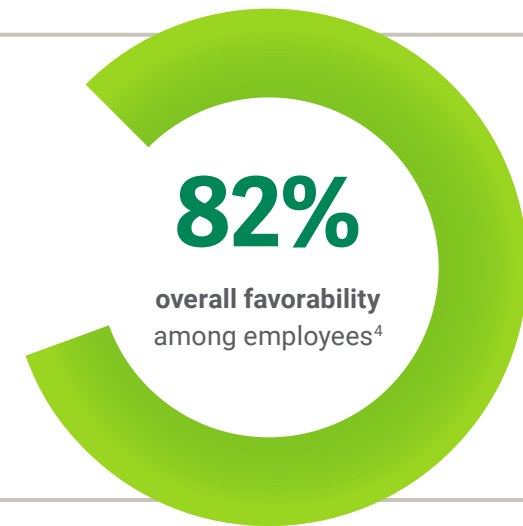


Global Employee Engagement Survey

With a high response rate of 77%, we are proud to have obtained an **82% favorability score in 2024** as a combined company.

This reflects our progress in creating a workplace culture where people feel heard, valued, and engaged.

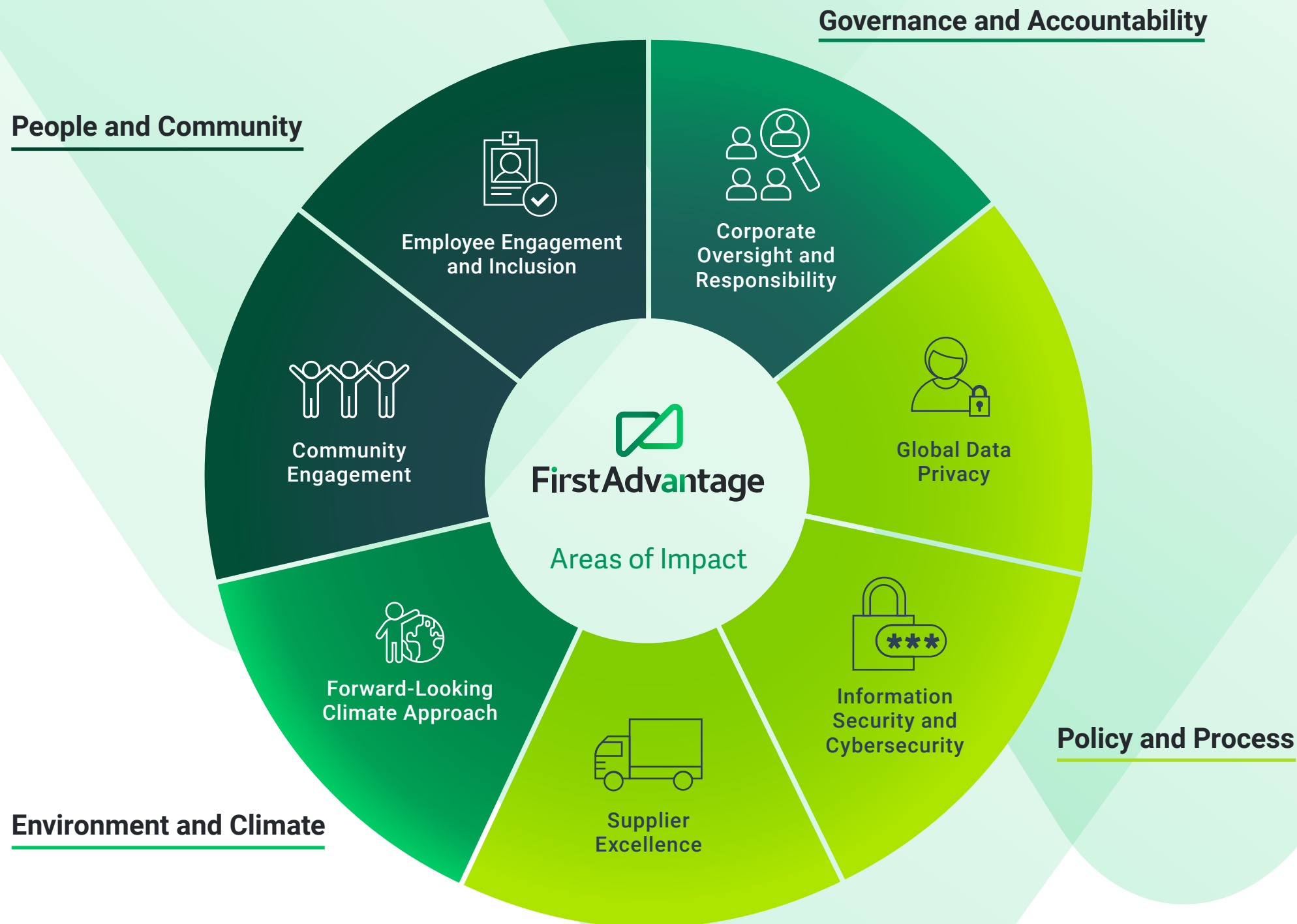
4. Survey was conducted in November 2024 post-acquisition



Our Areas of Impact

Our Areas of Impact outline the key topics where we focus on making a positive difference through the services we provide, how we operate, and the relationships we build with stakeholders.

These areas reflect our efforts to support our people and communities, protect data and privacy, and establish a holistic sustainability approach within our company.



Governance and Accountability



- **Corporate Oversight and Responsibility**

Corporate Oversight and Responsibility

At First Advantage, our approach to sustainability is guided by strong governance and clear accountability. We are guided by our **Corporate Responsibility and Sustainability Policy** which defines our commitments and approach to integrating responsible practices into our operations and decision-making and encourages our partners to uphold similar standards. We strive to continue to be recognized as an outstanding employer that operates sustainably and celebrates talent while we continuously support our customers in managing their workforce.

Oversight of our sustainability efforts is integrated across our leadership and supported by our Board of Directors who engage in quarterly meetings to review progress and strategies. The continuing development and implementation of our Corporate Responsibility and Sustainability Policy is overseen by the Corporate Responsibility and Sustainability Board Committee. First Advantage is proud of the diversity of our **Board of Directors**, whose collective experience strengthens our sustainability approach.



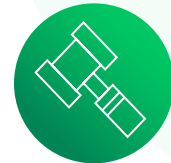
Guiding Principles



Integrate our sustainability considerations into our business decisions and encourage our business partners to do the same



Reduce the impact and maximize the benefits that our work has on the environment and people around us



Comply with and exceed, where appropriate, all applicable legislation, regulations, and codes of practice, especially in the areas of human rights and data security



Review, regularly report, and continually strive to improve our sustainability performance

For full list of policies that integrate our Guiding Principles, see the [Appendix](#).

First Advantage Board of Directors



Scott Staples

Chief Executive Officer and Director



Joseph Osnoss

Chairman of the Board



Susan R. Bell

Director



James L. Clark

Director



Bridgett Price

Director



John Rudella

Director



Judith Sim

Director



Bianca Stoica

Director

Our Commitment to Integrity

As part of our commitment to ethical business conduct and compliance with international regulations, First Advantage provides mandatory training for all employees on anti-corruption and anti-bribery practices, including training on the Foreign Corrupt Practices Act (FCPA) and anti-bribery principles, offered in both English and Spanish. This aims to equip employees with the knowledge and skills needed to recognize and prevent as well as report concerns about inconsistencies with the Company's policies in this regard.

First Advantage also provides different channels through which employees, customers, vendors, and third parties can report misconduct or grievances. These include an open-door approach, which encourages individuals to raise concerns or report incidents directly to managers or the Human Resources department. Additionally, we have an established global anonymous ethics hotline, accessible via telephone or online, which can be used to report ethical violations, misconduct, and other related issues.



People and Community



- Employee Engagement and Inclusion
- Community Engagement

Employee Engagement and Inclusion



Our organization is deeply committed to fostering an inclusive culture that values employee engagement, where every individual is encouraged to contribute their unique perspectives and skills. We strive to cultivate a workplace characterized by open collaboration and mutual respect, driving innovation, enhancing performance, and ensuring that every team member feels valued and empowered.



Our continued success is built upon transparent communication, regular feedback, continuous improvement, and a strong connection with our global teams. In 2024, Comparably honored First Advantage with awards for Best Work-Life Balance, Best Career Growth, and Best Leadership Teams. These accolades underscore our dedication to creating a supportive and flexible work environment that enables our employees to excel both personally and professionally.

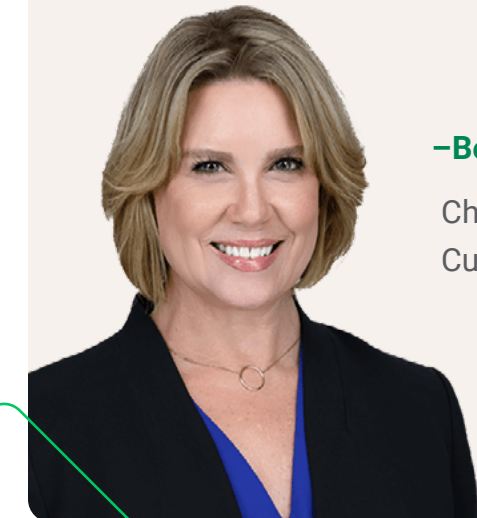


Management Approach

Led by our Chief People and Culture Officer, we have steadily advanced in our key focus areas, consistently engaging with our team to maintain alignment, nurture inclusivity, and promote an ongoing feedback cycle. We believe employee engagement and inclusion is one of our most impactful areas as a company, as demonstrated through our various training and mentorship programs, and employee impact groups. The success of our management of this topic is routinely monitored via our employee surveys and favorability ratings.



We are dedicated to fostering a sense of belonging across all regions, ensuring that our Employee Experience programs have a global impact. Together, we continue to shape a future where inclusion remains an integral part of our culture and organizational identity.”



–Beth Price
Chief People and Culture Officer

Our Culture and Inclusion Priorities

Following the acquisition of Sterling Check Corp., First Advantage has aligned its Culture and Inclusion (C&I) priorities to reflect the values and intentions of our unified organization. By embracing the C&I framework, we underscore the significance of every employee’s voice and contribution, ensuring that all team members feel valued and included. Our approach aims to honor past leadership efforts while continuing to drive our organizational goals forward. We believe that a strong focus on C&I fosters a dynamic and supportive workplace, empowering individuals to thrive and contribute to our collective success.



Foster a global inclusive workforce devoted to diverse voices across all our locations



Grow our inclusion and engagement programs



Amplify voices that make up First Advantage’s talent and products



Embed diversity of thought into our organizational culture so that it is not only celebrated but also integral to our success



Empower our people to be their authentic selves and treat all with respect, integrity, and fairness



Design and grow employee training opportunities



Equip our leaders and people to model inclusion and celebrate diverse cultural perspectives across our organization





Talent Development

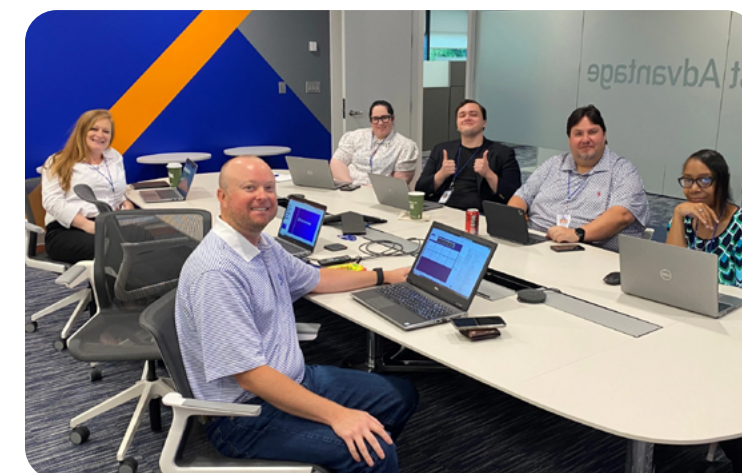
In 2024, First Advantage offered learning and development (L&D) across all 19 countries in which we operate totaling 131,740 training hours.



- Learning and Development Categories**
- **Technical** (54%)
 - **Compliance** (39%)
 - **Leadership** (6%)
 - **Professional** (1%)

We are deeply committed to building a capable, ethical, and prepared workforce. The L&D hours reflect a mix of development initiatives ranging from onboarding new hires and skills-building, to supporting multiple departments to mandatory compliance training. This investment resulted in fewer errors, better service delivery, increased employee readiness, and supported talent mobility and retention.

Employees receive development opportunities at different stages of their learning journey. Some receive training during onboarding or role changes, while others participate in periodic, role-specific development training, particularly in technical skills required in our operations. A significant portion of our investment is dedicated to compliance. Given the sensitive nature of the data we handle, we seek to hold ourselves to a higher standard than industry norms to ensure every employee is equipped to protect that data and operate with integrity. While much of this training is non-negotiable due to regulatory obligations, we continue to streamline the experience, with the goal of reducing completion time without compromising effectiveness.



Global Employee Engagement Survey

Our annual Global Employee Engagement Survey, conducted by a third party, serves as a tool to help us measure and understand our employee satisfaction and identify areas for growth. We leverage our survey to determine how employees experience our organizational culture, helping us better understand their experience of connection, belonging, and feeling valued within the organization. To make our survey more accessible, we offer it in five languages: Chinese (Simplified), English (United States), Japanese, Korean, and Spanish. Across our global workforce, we continue to see progress in collaboration, equity, fairness, and a sense of belonging. The leadership team reviews these findings, and managers are supported in taking a holistic view of each employee's motivations and needs.



Strong Engagement Across the Globe

Our overall favorability from our Global Employee Engagement Survey remains strong at 82% with a high response rate of 77%, indicating strong engagement and trust from participants. Our overall employee favorability rating increased from 79% in 2023 at both Legacy First Advantage and Legacy Sterling to 82% in 2024 as a combined company. This year, our survey results included a 73% favorability score in areas related to connection, belonging, and feeling valued, as well as 86% of employees indicated they feel supported by the individual they report to. These remarkable results are even more impressive considering the recent acquisition, highlighting a successful employee experience and a smooth integration process during this significant transition.

We are committed to continuing our efforts to improve employee engagement by creating a workplace where individuals feel valued, heard, and supported. Our goal is to continue to build on this strong favorability rating as a natural outcome of our increasingly thriving and inclusive culture.

	2023 Legacy First Advantage	2023 Legacy Sterling Check	2024 Combined Company
Overall Favorability Rating	79%	79%	82%

82%

overall favorability among employees

73%

favorability score related to connection, belonging, and feeling valued

86%

of employees feel supported by the individual they report to

Sterling Employee Experience Highlights

Key Focus Areas



Connecting



Belonging



Wellbeing



Caring

400+
total participants in **Sharing Our Stories** session

40+
total participants in **Talk Saves Lives** suicide prevention

Coffee Chats with CHRO Model replicated by other leaders across the organization

340+
Participants in **#TeamSterling Global Fitness Challenge**

~10
Regional **wellbeing** sessions (Philippines and India)

4,100+
Sterling Values **Thank You Badges** sent

350+
employees recognized through the **India Stellar Recognition Program**

250 employees + 14 teams recognized on the **Philippines Recognition Board**

Employee Overview

Global Worker Classification	Employee Count	Composition Overview
Full-Time	9,938	99%
Part-Time	99	1%
Total	10,037	100%



Gender Diversity⁵

	Gender	Percentage
Global	Female	53%
	Male	47%
Total		100%
Global Executive Management	Female	45%
	Male	55%
Total		100%
U.S.	Female	65%
	Male	35%
Total		100%
U.S. Executive Management	Female	46%
	Male	54%
Total		100%

Racial and Ethnic Diversity⁵

	Race and Ethnicity	Percentage
U.S.	Asian	7%
	Black	17%
	Hispanic	7%
	Other Racial/Ethnic Demographics	3%
	White	66%
Total		100%
U.S. Executive Management	Asian	4%
	Black	5%
	Hispanic	4%
	Other Racial/Ethnic Demographics	5%
	White	82%
Total		100%

5. First Advantage reports racial/ethnic diversity using only U.S. demographic information and excludes any associates who did not disclose, which is consistent with our Equal Employment Opportunity reporting. Gender data is based on the global workforce and excludes associates who do not have a binary gender on record. "Executive Management" includes individuals within two reporting levels of the CEO. "Other" in regard to racial/ethnic diversity encompasses the following associate demographics: American Indian or Alaska Native, Native Hawaiian or Other Pacific Islanders, and Two or More Races.

Employee Recognition

At First Advantage, the Thanks platform is a vital tool for recognizing the invaluable contributions of employees. With a remarkable total of over 3,000 posts within the platform highlighting team members for their contributions, averaging 250 appreciations each month, this initiative highlights the importance of acknowledging hard work and dedication. Team members are encouraged to celebrate one another for embodying First Advantage’s core values, fostering a culture of gratitude and support. This program not only boosts morale but also strengthens the sense of community within the organization. As First Advantage continues to thrive, the commitment to uplifting and appreciating each other remains a cornerstone of its workplace culture.



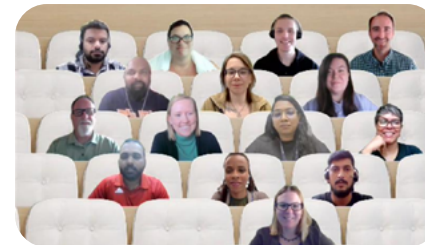
Launching FA-GO!

Across six countries, First Advantage successfully launched the Global Onboarding (FA-GO!) program, designed to enhance the onboarding experience for new hires and their managers. This initiative spans the first 90 days of an employee’s journey with First Advantage, and is designed to create an easily adaptable and engaging introduction to our company culture and values. In 2025, our goal is to further expand FA-GO!, to continue empowering our new team members to thrive from day one.



Health and Well-being

First Advantage has a range of initiatives to support both mental and physical health. In the Sense of Belonging webinar sessions, guest speakers focus on topics such as practical strategies for stress reduction, fostering open communication, creating supportive environments at home and in the workplace, acknowledging thoughts and feelings, and maintaining overall good mental health. A series of health awareness programs have also addressed important topics including cervical cancer, obesity prevention, eating disorders, smoking cessation, dental health, healthy aging, and more.



In addition, First Advantage supports a mindfulness initiative that teaches individuals techniques to cultivate present-moment awareness and reduce stress through practices such as meditation, breathing exercises, and mindful movement. We began this initiative in India, hosting two sessions per month and have had over 1,700 participants. Through employee feedback, we found that embedding moments of stillness and mindfulness can create positive, long-lasting impacts in our employees’ days.

Family Friendly Programs

The Caregiver’s Handbook, designed to support employees with responsibilities related to elderly care and childcare, was launched in 2024. This handbook is another way First Advantage reaffirms its commitment to supporting people in balancing their personal and professional responsibilities.



This 30-minute mindfulness session felt like a special treat I didn’t know I needed. It provided me with a much-needed pause to reset and recharge during work hours. The calming atmosphere allowed me to find a moment of peace and helped me regain focus and balance.” –First Advantage Employee

Mentorship Advantage Program

First Advantage’s internal Mentorship Advantage Program matches employees with experienced mentors, including members of the executive leadership team, to provide personalized guidance, skill development, and career support. In 2024, nearly 100 mentor/mentee pairs were formed across the organization, marking a significant growth of 160% since 2023. The active participation of executive leaders as mentors has been a defining element of the program’s success, offering employees direct access to strategic insights, leadership experience, and meaningful support.

89%

of respondents Strongly Agree or Agree with the statement: “The mentor program is important to my success”⁶

6. Source: Mentorship Advantage Program Participant Survey.

Employee Impact Groups

In 2024, Legacy First Advantage had five Employee Resource Groups (ERGs) that embraced unity through diversity. Our ERGs have always been open to all employees and included: Generations, Pride, Women @ FA, ABC (African, Black, and Caribbean), and ¡VIVA!

Legacy Sterling Check had four ERGs that cultivated a sense of belonging in the organization and fostered connections among employees: Sterling Acceptance for Everyone (S.A.F.E.), Sterling Women’s Network, Black Employees and Allies (B.E.A.M.), and Sterling Caregiver Network.

Following the acquisition, ERGs have evolved into six Employee Impact Groups (EIGs), reflecting our continued commitment to inclusion and community engagement. Participation in the EIGs remain open to all employees and collectively, the EIGs organize more than 40+ events each year, creating spaces for dialogue, connection, and celebration. These events are thoughtfully designed to promote an inclusive culture throughout the company and the communities in which we operate, allowing us to work towards and advance our Culture and Inclusion Priorities, and help cultivate a strong sense of community and encourage individuals to express and embrace the values, identities, and perspectives that matter most to them.



2024 Employee Impact Group Highlights



First Advantage Women @ FA

The Women @ FA group organized several impactful initiatives, including an International Women's Day panel discussion and a vibrant celebration during Women's History Month to honor the invaluable roles women play both within the organization and beyond. They also hosted a speed networking event, fostering connections among colleagues across various First Advantage teams worldwide, and welcomed a guest speaker who shared insightful strategies on stress management.



First Advantage African, Black & Caribbean

The African, Black & Caribbean (AB&C) group organized a variety of impactful initiatives, including a Black History Month panel that explored identity across the African Diaspora. The group also partnered with FA Cares to discuss mental health awareness within the diaspora, and hosted a Book and Movie Club, where members engaged with selected works by Black artists and reflected on the ongoing significance and meaning of these stories today.

In honor of Opal Lee, activist credited for her advocacy to make Juneteenth a federal holiday, the AB&C group participated in a 2.5K Walk of Freedom.



First Advantage Gen-fluencers

As part of our commitment to an inclusive and sustainable workplace culture, the Gen-fluencers Employee Impact Group hosted an engaging panel focused on bridging generational gaps in the workforce. The event brought together employees across age groups to discuss evolving workplace expectations, communication styles, and strategies to build stronger intergenerational relationships. This initiative sparked meaningful dialogue, promoted mutual understanding, and identified actionable opportunities to enhance collaboration across generations—reinforcing our culture of belonging and adaptability in a multi-generational workplace.



First Advantage People Who Care for People

In alignment with fostering holistic well-being, the People Who Care For People group organized a series of impactful events, including an engaging Mental Health Awareness Month discussion and knowledge-sharing session. Additionally, a thoughtful panel discussion was held on the topic of managing periods of transition in life, providing employees with valuable insights and practical strategies to navigate personal and professional changes with resilience and support.



First Advantage Pride

The Pride group is focused on fostering an inclusive and supportive workplace for LGBTQ+ employees and allies. In 2024, the India office highlighted several culture and inclusion (C&I) initiatives connected to the PRIDE Impact Group and overall well-being efforts. Notably, the India office conducted a second C&I survey in 2024, specifically tailored to capture insights and perspectives related to LGBTQ+ inclusion among employees in India. The survey included customized questions to better understand the local context and employee sentiment. Analysis of the survey results has informed a set of targeted action points that will guide initiatives and improvements.

During Pride Month, the U.S. Pride group collaborated with the Atlanta Track Club's Pride RunATL 5K. The first-of-its-kind event in the Southeast supported members of the LGBTQ+ community impacted by HIV.



First Advantage ¡Viva!

¡Viva! launched its inaugural kick-off meeting by celebrating prominent global Latin figures, engaging members in discussions on professional development, community outreach, and other important topics relevant to the Latin community. The group also hosted a Día de Muertos celebration meeting, further strengthening community bonds and cultural appreciation within the organization.

SOAR Program

As part of our employee engagement efforts, First Advantage promotes leadership development through our SOAR Program. This award-winning program, with over 500 graduates since 2019, is available to People Leaders with direct reports, below the Director level and Individual Contributors who are emerging People Leaders, in the process of obtaining direct reports and is designed to provide tools for building teams and becoming better leaders. In 2024, SOAR empowered approximately 100 managers and emerging people managers, equipping them with the skills to lead with confidence, empathy, and impact.



60

Cohorts

500+

Graduates

10

Countries



SOAR not only makes you look inward, it also opens you up to new ideas that can be applied to everyday interactions. This isn't just for managers or leaders but a course for everyone."

—First Advantage Employee

SOAR Volunteer Network

Our SOAR Facilitator Network—a global team of 28 volunteer leaders across eight countries— plays a vital role in delivering our award-winning SOAR program. Each year, seven to nine new facilitators join through a rigorous Train-the-Facilitator program, ensuring the highest standards in leadership development. These volunteers devote their time to developing managers, fostering inclusion, and strengthening leadership across First Advantage.

The Celeste Krickl Facilitation of Leadership Excellence Award honors outstanding facilitators who excel in leadership development. Launched in 2024 and named in memory of Celeste Krickl—a remarkable SOAR facilitator who left a lasting impact on First Advantage's leaders— this award celebrates her legacy by recognizing those who carry forward her spirit of growth and excellence.



Magida Khamis

2024 recipient of the Celeste Krickl Facilitation of Leadership Excellence Award

Accelerating Capability with The FA Way

In 2024, we launched The FA Way—a structured technical training methodology inspired by a globally recognized system that has driven operational excellence for decades. Adapted to meet the unique needs of First Advantage, The FA Way seeks to eliminate waste in learning design, accelerates time to productivity by enabling trainees to perform independently sooner, and equips our workforce with the skills needed to deliver with confidence and consistency. Grounded in continuous improvement, hands-on learning, and mentorship, it serves as a sustainable and scalable approach to building technical capability across our global teams.

In our first pilot, The FA Way enabled a 74% increase in the speed at which new hires become ready to work on live cases. Across 18 priority processes, we achieved a 64% average reduction in paper waste within learning content and delivery by applying structured learning design principles and continuously refining the learning process.

By offering diverse learning pathways and real-time support tools, we seek to create equitable access for a broad range of learner profiles—strengthening learning inclusivity. The digital-first onboarding approach reduces paper waste and physical resource consumption, directly supporting our sustainability goals. Validated through measurable outcomes, this framework is now being adopted as a scalable model across teams, reinforcing our ability to replicate impact efficiently and responsibly.

Employees across seven countries—China, India, Mexico, New Zealand, Philippines, the United Kingdom, and the United States—engaged with The FA Way in 2024, contributing to a more agile, inclusive workforce that learns through doing, reflection, and shared experiences.



The FA Way



The FA Way isn't just faster—it's smarter, more inclusive, and better aligned with our sustainability and talent goals." —First Advantage Employee

Expected for 2025

In 2025, to enable consistent, efficient, and productivity-driven training aligned with the company's approach, The FA Way will be expanded to certify technical trainers across First Advantage.

First Advantage is expanding several global initiatives focused on employee development and organizational efficiency. The FA-GO! program is being implemented globally, while the Mentorship Advantage Program (MAP) and the SOAR initiative are also being extended to additional operating locations to increase employee participation. In addition, the mindfulness program, initially launched in India, is now being introduced internationally to support wellness across various regions.



Community Engagement

First Advantage’s commitment to our community extends beyond our internal teams to the neighborhoods and regions where we live and operate. We believe that fostering a culture of giving back strengthens not only our organization but also the broader communities we serve. Our executive team and passionate employees play a pivotal role in identifying organizations and causes that align with our values. Through coordinated charity events, hands-on volunteer opportunities, and the comprehensive FA Cares program, we encourage employees at all levels to engage in meaningful service. These initiatives create opportunities for team members to build connections, develop leadership skills, and make a tangible difference, deepening our collective impact both within and beyond the workplace.

Management Approach

Our community engagement efforts and initiatives are overseen by our Chief People and Culture Officer who works closely with the company’s employees to support community engagement.

To support active employee participation, First Advantage offers a Volunteer Time Off (VTO) Program available for U.S. employees. This benefit allows team members to volunteer with eligible organizations of their choice, individually or alongside colleagues, in accordance with our VTO Policy. We continue to explore the opportunity of extending our VTO policy as a global offering in the future.

FA Cares

The FA Cares global mission is to strengthen the communities we live and work in by encouraging engagement through volunteering and philanthropy. This outward extension of our internal values highlights our belief in social responsibility and collective impact.



The FA Cares program is grounded in six core pillars that reflect our values and guide our community engagement efforts:



Charity



Donation



Togetherness



Community



Kindness



Global Awareness





Our Performance

Corporate Social Responsibility – India

In accordance with government regulations, our office in India made its annual Corporate Social Responsibility (CSR) contribution. For the 2024–2025 period, this contribution was directed to the Prime Minister’s Relief Fund. This donation aligns with a clarifying circular issued by the Ministry of Corporate Affairs on March 28, 2020, which explicitly allowed donations to PM CARES to qualify as CSR expenditure under Item (viii) of Schedule VII of the Companies Act, 2013.



U.S. Community Engagement

In 2024, by actively participating in volunteer initiatives and utilizing the Volunteer Time Off (VTO) policy, U.S. employees dedicated their time and skills to a variety of organizations, all recognized as 501(c)(3) nonprofit entities. Their involvement not only strengthened community ties but also fostered a culture of giving back within the organization.

In 2024, 236 employees volunteered over 1,000 hours in various initiatives, including blood drives, food service, and food pantry support. Notably, nearly 100 employees created Valentine’s Day cards for St. Jude Children’s Hospital, while more than 20 employees packed food for Feed My Starving Children, contributing over 75 hours.

We have also partnered with organizations like Pink Ladies, Cooking Autism, Pride Atlanta, Ronald McDonald House Charities, Salvation Army Angel Tree, and others to make a social impact and build relationships that address community needs and support long-term change. Through our VTO policy and the volunteering efforts of our employees, First Advantage sought to make an impact in 2024 and will continue to support service and community development in the years ahead.

Coastal Cleanup in the Philippines

As part of First Advantage’s commitment to being a force for good in society, 28 team members partnered with the Haribon Foundation, a leading environmental organization in the Philippines focused on biodiversity conservation and sustainability. Together, they organized a Coastal Clean-Up Drive at the Las Piñas–Parañaque Wetland Park (LPPWP), a protected ecotourism area that spans more than 180 hectares and serves as a crucial habitat for at least 158 species of migratory birds, including vulnerable and critically endangered species from Siberia, Japan, and China. Employees from our Operations, Customer Care, and Support groups participated in this initiative to support environmental conservation efforts.

During the event, the team removed 75 sacks of trash from the bay. They carefully recorded the types and quantities of debris collected and identified the sources of the waste. These efforts were part of a broader initiative to promote ocean health, raise environmental awareness, and contribute to clean and peaceful communities through employee volunteerism, reflecting First Advantage’s commitment to corporate social responsibility.



Collaboration with Sleep in Heavenly Peace

In partnership with the Sleep in Heavenly Peace (SHP), Tampa Bay Chapter, we hosted a charity event with the support of our customer, Mettler-Toledo International, Inc., who graciously hosted the event at their Lutz, FL location. A team of 43 volunteers came together to build 24 beds for children in need, embodying the spirit of service and teamwork that defines community engagement efforts.

Operation Gratitude: Cards for Soldiers at Collaborate 2024

At the 2024 Collaborate User Conference, First Advantage teamed up with the nonprofit MilitaryConnected.org giving attendees the opportunity to participate in a give-back activity to write cards for active-duty service members. These cards were included in care packages delivered by Adopt-A-Soldier.



Global Mentorship Initiative

First Advantage collaborates with the Global Mentorship Initiative (GMI), whose mission is to enable thousands of college students to launch successful careers by providing structured, short-term, online

98%

of GMI students are confident they can reach their career goals after their mentorships⁷

mentorship from business professionals. GMI bridges the gap between graduation and first career jobs for underrepresented young professionals from diverse communities. Through leveraging digital resources, mentorship, AI, and human connection, we are building a more equitable workforce for tomorrow’s leaders.

7. Source: Post-GMI Experience Survey.

Expected for 2025

As a remote-first company, First Advantage is focused on making every opportunity to come together count—for our teams, customers, and communities. In 2025, FA Cares plans to emphasize giveback experiences that strengthen connections and make a positive impact, balancing both virtual and in-person opportunities. When teams gather in-person, we will plan to activate volunteer and service opportunities that foster collaboration and support local communities. At Collaborate, our annual user conference, we plan to invite customers to join us in a meaningful giveback initiative. We also plan to continue to activate team members throughout the year with multiple remote opportunities such as an Earth Day virtual tree tagging event, letter writing to patients at a children’s hospital, and a fundraising fitness challenge. In addition, FA Cares is continuing to partner with our EIGs to encourage even more ways to give back.

Together, we can make a difference – both locally and globally.



Policy and Process



- **Global Data Privacy**
- **Information Security and Cybersecurity**
- **Supplier Excellence**

Global Data Privacy

As a global software and data company, we understand the critical nature of data privacy to our business, and we work to identify and execute best practices to support our efforts in this space. First Advantage’s approach to data privacy is integrated into the systems that support our operations. Privacy is positioned at the center, supported by three areas: Information Security, Technology, and Compliance.

Management Approach

Global data privacy is overseen by First Advantage’s Global Compliance Team, which is led by our Chief Legal Officer and Corporate Secretary and supported by regional subject matter experts. The Governance Council plays a key role in managing the company’s Third-Party Risk Management Program. With certifications such as ISO 27001 and ISO 27701, First Advantage’s risk management framework is designed to effectively and proactively address potential risks.

The Company’s Data Privacy Principles govern the handling of personal data (referred to in the U.S. under state laws as personally identifiable information (PII), including sensitive PII), that is collected, managed, utilized, or shared as part of its global and U.S. domestic products and services, where applicable.



First Advantage Data Privacy Principles



Security

First Advantage works to protect the personal data we maintain or disseminate by having administrative, organizational, physical, and technical measures in place to protect from unauthorized or improper use.



Restricting Access of Personally Identifiable Information

Based on sensitivity, our policy is to limit personal data distribution, granting access to non-public personal data only to authorized users or customers. Additional protections have been implemented for sensitive information, such as Social Security and driver's license numbers.



Accuracy

First Advantage is focused on accurately reporting information on our products and maintaining the accuracy of the data received from its sources.



Education

First Advantage regularly educates its employees, users, and the public about properly using its products and services.



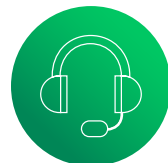
Reputable Sources

First Advantage obtains personal data from established, reputable sources within the government and private sectors. To uphold this principle, First Advantage has formulated reasonable measures to evaluate the reputation and reliability of its private sector data sources before assembling any of this data into its reports as a part of its products and services.



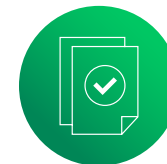
Choice

First Advantage allows customers to opt out of the dissemination of personal data from certain First Advantage-owned databases that are used exclusively for marketing our services.



Access and Correction

First Advantage offers consumers a central point of contact for any questions about the company and its commitment to the responsible use of personal data.



Accountability

First Advantage advocates for accountability in industry standards, effective federal regulation, and legislation for data providers. The company supports industry oversight, privacy community engagement, and believes strong privacy and security protections are essential for a trusted data industry.



Online Privacy

First Advantage focuses on safeguarding the privacy of personal data obtained online by applying our Data Privacy Principles and evolving standards to the digital environment.



Identity Theft

First Advantage works to prevent the misuse of information from its products and services.



Compliance

First Advantage obtains assessments from a qualified, objective, independent third party to assess administrative, technical, and physical safeguards, as appropriate.

2024 Highlights

First Advantage upholds its commitment to global standards by maintaining ISO 27001 and ISO 27701 certifications, with the recent addition of our Australian location to the certified roster. Furthermore, our locations in the European Union, United Kingdom, and Switzerland have achieved Data Privacy Framework certifications, underscoring our dedication to adhering to internationally recognized data privacy practices.

We also relaunched two privacy campaigns: Celebrating Privacy Awareness and Celebrating Data Privacy Day. These initiatives included interactive learning sessions, employee engagement activities, and communication pieces designed to strengthen awareness of data protection practices and empower our employees to take an active role in protecting personal data.

Expected for 2025

In 2025, First Advantage is focusing on recertification efforts and expanding upon its privacy initiatives. The organization aims to enhance the scope and impact of its Data Privacy Center, strengthening its regional presence while advancing its commitment to data protection and privacy practices globally.

Information Security and Cybersecurity

Handling information is central to our operations, which makes our focus on strong data protection practices essential. First Advantage's information security and cybersecurity strategy is based on our Global Information Privacy and Data Protection and Privacy policies. Our priority is to keep First Advantage and our customers' and candidates' data safe, which is why our strategy has several protections in place to help prevent security incidents.

We prioritize maintaining the highest quality of information security protections as the data we handle includes business, personal, confidential, and proprietary information that we collect, store, process, and transmit. First Advantage maintains a process to assess, identify, and manage risks from unauthorized activity on our electronic information systems. Our approach includes security controls, technologies, and processes designed to prevent, detect, mitigate, or remediate data loss, theft, misuse, unauthorized access, and other security issues. We also have established systems and procedures aimed at reducing the impact of security incidents involving third-party vendors or customers.

Management Approach

Our cybersecurity initiatives are led by the Chief Information Security Officer (CISO), who oversees a global team of specialists dedicated to threat management, application security, audit and compliance, vulnerability assessment, and incident response. The CISO collaborates with various departments across First Advantage to

ensure robust information security measures, align strategic priorities, and evaluate potential risks. Quarterly updates on risk management are presented to the Audit Committee of the Board of Directors as well as to the Board of Directors, allowing the organization to refine its cybersecurity strategies as necessary.

The Audit Committee, composed of independent directors, supervises policies and procedures designed to safeguard our cybersecurity infrastructure. This includes industry best practices as well as oversight of management's response to significant cybersecurity incidents.

Additionally, we engage external assessors, consultants, and auditors to assist in identifying and managing cybersecurity risks, staying informed of evolving regulations, and implementing state-of-the-art security practices. Vendor contracts are structured to include stringent information security requirements aligned with our standards, and we conduct periodic evaluations to ensure vendor compliance, including protocols for notifying us promptly in the event of threats and critical cybersecurity incidents.

Prevention, Detection, and Response

We implement just-in-time privileged access escalation, so all administrative access is time-bound, logged, and approved. All data is encrypted at rest and in transit to support confidentiality across environments.

Real-time monitoring strengthens this foundation. A dedicated threat management function monitors 24/7 for security events through a mix of automation and dedicated security analysts. We require multi-factor authentication and apply access rules to protect all sign-ins. To continually test and improve, we conduct phishing simulations and penetration testing focused on ransomware threats.

Certification and Auditing

- ISO 27001 and ISO 27701
- SOC 2
- Outsourced Service Provider Audit Report (OSPAR – Asia)
- Criminal Justice Information Services (CJIS) certification by a division of the U.S. Federal Bureau of Investigation
- Professional Background Screening Association (PBSA)
- Regular First Advantage customer audits for the most up-to-date processes
- Annual First Advantage internal review



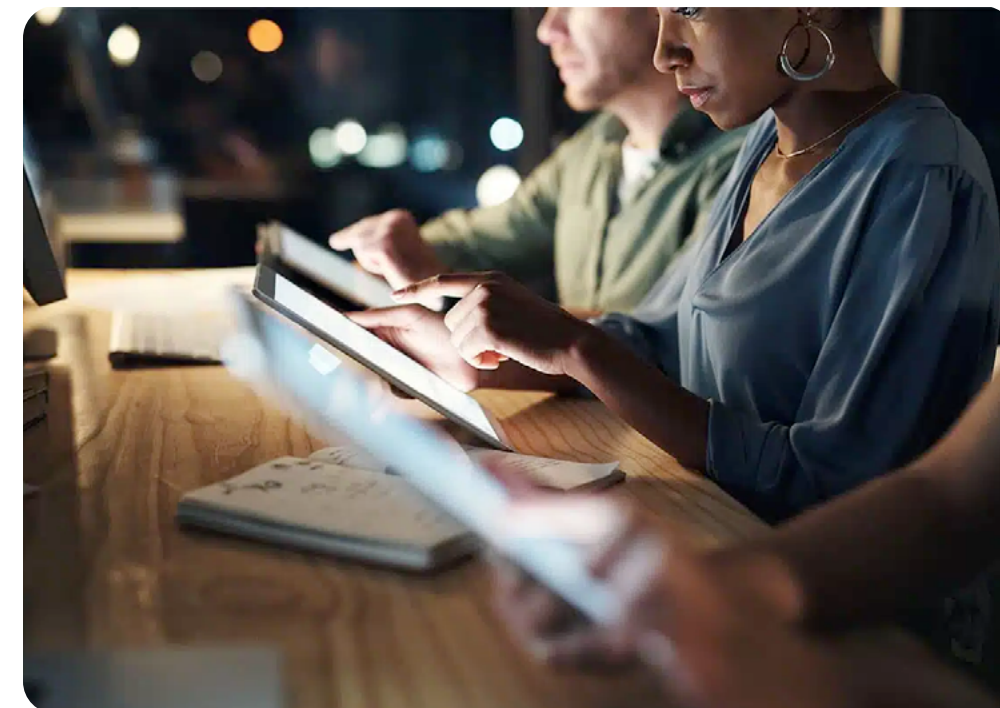
Compliance Training

In addition to ongoing phishing simulations, all employees participate in annual training programs focused on privacy and security. These initiatives include global training on the Fair Credit Reporting Act (FCRA), records management, the Foreign Corrupt Practices Act (FCPA), and anti-bribery standards. Employees handling personal data receive specialized training, including guidance on data transfer requirements. Furthermore, all personnel working with European data complete mandatory training to ensure compliance with the General Data Protection Regulation (GDPR) and related requirements.

Our annual Global Information Security and Privacy training is important to help our people understand their role in protecting data and reducing the risk of security and privacy incidents.

Expected for 2025

First Advantage is focused on several initiatives to strengthen our privacy and security landscape. These include expanding our threat intelligence capabilities and undergoing annual SOC and ISO audits to continue meeting the highest industry standards. As part of our innovation roadmap, we aim to integrate AI into our information security processes to improve threat detection and response. In addition, we will continue conducting ongoing phishing simulations and testing to improve employee awareness and strengthen our cybersecurity awareness across the organization.



Supplier Excellence

First Advantage has implemented strategic measures to enhance accountability and governance across its supply chain. Since 2023, First Advantage has leveraged a software platform designed to identify, validate, and track spending with suppliers that support operational resilience. Operating ethically is a key priority, and we adhere to a standardized Code of Business Conduct that addresses human rights and supply chain integrity. Moving forward, First Advantage remains dedicated to advancing these efforts, with the aim of strengthening its commitment to ethical practices and promoting supplier opportunity globally in the years ahead.

Management Approach

Led by our Senior Vice President of Procurement and supported by a cross-functional team of senior leaders, First Advantage's supply chain management program emphasizes ongoing responsibility and supplier excellence throughout our global supply chain.

All suppliers are required to comply with our Code of Business Conduct, which outlines key expectations for ethical and responsible business practices. This includes avoiding child or forced labor, prohibiting discrimination, harassment, or abuse, and maintaining a health and safety management system. Suppliers must also comply with applicable wage and work hours laws, commit to reducing environmental impact in line with regulatory standards, and uphold ethical behavior, including adherence to anti-corruption requirements.

Supplier excellence and resilience are achieved when our supply chain draws on a diverse pool of capable, innovative, and adaptable suppliers. A diverse supplier base can increase agility, reduce risk, and drive innovation.

We define supplier excellence as the ability to deliver high-quality and reliable services and products and support continuity under changing conditions. Our supplier inclusion strategy is a key driver of this excellence.



Diverse Supplier Metrics⁸

Metrics	2023	2024 ⁵
Women-Owned Business Enterprises	42	41
Minority-Owned Business Enterprises	32	39
Small Business Enterprises	37	40
Self-certified Small Disadvantaged Business Enterprises	11	12
Veteran-Owned Business Enterprises	2	2
Diverse Suppliers	120+	130+

Expected for 2025 and Beyond

In 2024, we began the onboarding of suppliers acquired through the Sterling acquisition to our supplier platform to enable the assessment of these suppliers in 2025. Additionally, over the next one to two years, we intend to utilize our supplier intelligence tool to evaluate our Tier 2 suppliers. This initiative aims to achieve improved visibility into our Tier 2 suppliers, thereby supporting enhanced risk management and compliance with our customer requirements and fostering communication and partnerships throughout our supply chain.

8. Data is from Legacy First Advantage only. As of January 1, 2025, we have begun assessing new suppliers that were brought to First Advantage through the Sterling acquisition.

Environment and Climate



- **Forward-Looking Climate Approach**

Forward-Looking Climate Approach

Scope 1, 2, and 3 Greenhouse Gas Footprint Assessment

In 2024, we continued our work to assess our carbon footprint across Scopes 1, 2, and 3 greenhouse gas (GHG) emissions in collaboration with a third-party consultant.

Our GHG inventory follows the Greenhouse Gas Protocol Corporate Accounting Standard, providing a structured approach to measuring emissions. For our 2024 GHG inventory calculations, we were able to improve data collection and increase data coverage, enabling the calculation of an additional six Scope 3 categories compared to our 2023 emissions inventory. This means that we were able to include emissions associated with business travel, waste, co-working and leased office spaces for the first time.

The increase in emissions from 2023 to 2024 can be attributed to this increased data coverage as well as the expansion of facilities and business operations resulting from the Sterling acquisition.

Scope 1 and Scope 2 emissions encompass activities such as the consumption of natural gas, diesel fuel, and purchased electricity across all facilities.

Scope 3 emissions arise from a variety of upstream and downstream activities, including purchased goods and services, capital goods, fuel and energy-related activities, upstream transportation and distribution, waste generated during operations, business travel, employee commuting, upstream leased assets, and downstream leased assets. Among these, purchased goods and services represent the most significant source of emissions, accounting for about 84% of our total emissions.

In 2024, we continued to consolidate physical office spaces and reduced non-essential business travel across our global employee base to work towards carbon reduction. Recognizing the increasing frequency of climate-related

disruptions, we expanded the reach of our remote workforce model to strengthen business continuity. This included cross-training teams in the Philippines to support customer-specific work traditionally managed by our UK operations, strengthening our resilience and increasing our capabilities of providing uninterrupted service delivery during regional disruptions.



First Advantage GHG Emissions⁹

Scope	Legacy First Advantage 2023		2024	
	Total GHG (tco2e)	Contribution (%)	Total GHG (tco2e)	Contribution (%)
Scope 1	253	1%	294	<1%
Scope 2	1,277	7%	1,178	1%
Scope 3	16,521 ¹⁰	92%	99,258 ¹¹	99%
Total	18,051	100%	99,966	100%

9. GHG emissions data reported herein is based in part on estimates and third-party methodologies that incorporate various assumptions and third-party data. Actual emissions may differ from those reported herein.

10. Includes Scope 3 categories 1, 2, 7.

11. Includes Scope 3 categories 1, 2, 3, 4, 5, 6, 7, 8, 13.



Appendix

- **SASB Disclosures**
- **Task Force on Climate-related Financial Disclosures**
- **Selected Policies**
- **Reconciliation of Pro Forma Revenues and Pro Forma Adjusted EBITDA**

SASB Disclosures

Industry: Professional and Commercial Services

Activity Metrics

SASB Accounting Metric	SASB Code	Page/Response
Number of employees by: (1) full-time and part-time, (2) temporary, and (3) contract	SV-PS-000.A	Number of Associates
		Full-Time 9,938
		Part-Time 99
		Total 9,987

Data Security

SASB Accounting Metric	SASB Code	Page/Response
Description of approach to identifying and addressing data security risks	SV-PS-230a.1	Ensuring data privacy and security remains a top priority for First Advantage. We have implemented systems designed to prevent data breaches and safeguard our customers' information. Our Information Security Risk Program is well-established and encompasses various elements, including risk assessments, identification and evaluation of vulnerabilities and threats (both process-based and technical testing), and an information security management framework and lifecycle. This framework defines the threat and risk criteria that guide the prioritization of control implementations and remediation efforts. Our ISO 27001 and ISO 27701 certifications demonstrate our proactive approach to risk management. This program undergoes a thorough review at least annually or whenever significant changes occur in the business process.



SASB Accounting Metric	SASB Code	Page/Response
Description of policies and practices relating to collection, usage, and retention of customer information	SV-PS-230a.2	In accordance with applicable laws and the contractual terms and conditions of its services, data collected from customers about candidates, or directly from candidates, is stored in First Advantage's secure data centers. The specific data center used may depend on the candidate's geographic location. This data is managed in compliance with the company's data retention and destruction policies. First Advantage typically collects and processes candidate data solely to perform the relevant services and only for the purposes for which the candidate has provided authorization or permission. Upon the completion of data purging, a data destruction certificate is issued to the customer.

(1) Number of data breaches, (2) percentage that (a) involve customers' confidential business information and (b) are personal data breaches (3) number of (a) customers and (b) individuals affected

SV-PS-230a.3

Except as required in its periodic reports filed with the US Securities and Exchange Commission, First Advantage does not disclose this information.

Workforce Diversity and Engagement

SASB Accounting Metric	SASB Code	Page/Response
Percentage of (1) gender and (2) diversity group representation for (a) executive management, (b) non-executive management, and (c) all other employees	SV-PS-330a.1	Organizational Diversity, pg. 22
(1) Voluntary and (2) involuntary turnover rate for employees	SV-PS-330a.2	Involuntary = 5.2 % Voluntary = 18.9%
Employee engagement as a percentage	SV-PS-330a.3	Employee Engagement and Inclusion, pg. 20

Professional Integrity

SASB Accounting Metric	SASB Code	Page/Response
Description of approach to ensuring professional integrity	SV-PS-510a.1	<p>Our global presence forms the bedrock of a corporate culture rooted in professional integrity and respect. Our commitment to professional responsibility for employees, customers, and investors is demonstrated through our mission statement, codes of ethics, and policies.</p> <ul style="list-style-type: none"> A Global Code of Conduct and Ethics has been established, applicable to all employees and contractors. Additionally, suppliers are expected to adhere to First Advantage’s Code of Business Conduct, which encompasses ethical employment practices, human rights, health and safety, and environmental protection. Compliance with applicable regulations, standards, and laws is mandatory for all employees, suppliers, and contractors. Annual training is conducted for all directors and officers, and where appropriate, for employees, agents, and business partners. Non-participation in such training and failure to acknowledge policies may result in disciplinary action, up to and including termination of employment or termination of a third party’s contract. A whistleblower mechanism has been established for the confidential and anonymous submission of concerns through an independent third party. Multiple channels are available for employees, directors, officers, and vendors to report their concerns. Fraud prevention and control are collective responsibilities shared by all employees, vendors, and contractors, rather than being confined to specific individuals or departments within First Advantage. Each member of the management team is well-versed in recognizing various types of improprieties and is expected to remain vigilant for any signs of irregularity. First Advantage enforces stringent policies on security access and privacy guidelines.
Total amount of monetary losses as a result of legal proceedings associated with professional integrity	SV-PS-510a.2	\$0



Task Force on Climate-related Financial Disclosures (TCFD)

The following chart presents First Advantage's approach to governance, strategy, risk management, metrics, and targets as they relate to climate change. While First Advantage is in the process of implementing the TCFD framework, certain elements have not yet been fully integrated. First Advantage has not provided all disclosures recommended by the TCFD framework, and, where applicable, alternative information has been presented. Our disclosures aligned with the TCFD framework are not necessarily deemed material under U.S. federal securities laws or other applicable laws and regulations. Consequently, their inclusion herein should not be interpreted as an indication of materiality by First Advantage.

Governance

TCFD Recommendation	Disclosure
Board oversight of climate-related risks, opportunities, processes, and the frequency with which the Board and/or Board committees (e.g., audit, risk, or other committees) are informed about climate-related issues	<p>Board members receive updates on sustainability matters, including climate-related issues, on a quarterly basis or more frequently if necessary.</p> <p>Additionally, First Advantage's Board of Directors has established a sub-committee dedicated to corporate responsibility and sustainability that is responsible for evaluating and managing environmental risks. This sub-committee reports to the Nominating and Corporate Governance committee and meets quarterly as well as reports out to the Board on a quarterly basis.</p>
Management's role in assessing or managing climate-related risks and opportunities	<p>Management is tasked with implementing policies and practices that advance our climate-related objectives. We are committed to continuously gathering data to enhance and expand our sustainability strategies.</p>

Strategy

TCFD Recommendation	Disclosure
Describe the climate-related risks and opportunities the organization has identified over the short, medium, and long term	<p>First Advantage has identified a range of climate-related risks and opportunities across short-, medium-, and long-term horizons.</p> <p>Short-term Risks and Opportunities:</p> <p>Risks:</p> <ul style="list-style-type: none"> Immediate physical risks such as extreme weather events (e.g., flooding, hurricanes) that could disrupt operations and supply chains. <p>Opportunities:</p> <ul style="list-style-type: none"> Enhancing operational resilience through improved infrastructure and emergency preparedness plans. <p>Medium-term Risks and Opportunities:</p> <p>Risks:</p> <ul style="list-style-type: none"> Transition risks arise from regulatory changes and shifts in market dynamics as the economy moves towards low-carbon solutions. This includes potential vulnerabilities in our supply chain and customer base due to evolving consumer preferences for sustainable products and services. <p>Opportunities:</p> <ul style="list-style-type: none"> Investing in sustainable technologies and practices to meet regulatory requirements and market demands, thereby gaining a competitive edge and improving brand reputation. <p>Long-term Risks and Opportunities:</p> <p>Risks:</p> <ul style="list-style-type: none"> Long-term physical risks, such as sea-level rise and temperature fluctuations, could have lasting impacts on our operations and assets. <p>Opportunities:</p> <ul style="list-style-type: none"> Developing long-term strategies for sustainability, including reducing Scope 3 emissions, which constitute 99% of our overall emissions profile. By focusing on our value chain, particularly purchased goods and services, we can reduce our carbon footprint and enhance environmental performance.

Risk Management

TCFD Recommendation	Disclosure	TCFD Recommendation	Disclosure
<p>Describe how the company identifies, assesses, and manages climate-related risks</p>	<p>First Advantage identifies, assesses, and manages climate-related risks in accordance with the Task Force on Climate-related Financial Disclosures (TCFD) guidelines.</p> <p>Identification:</p> <p>We partner with expert third parties to conduct in-depth analyses of our carbon footprint, including Scope 1, 2, and 3 GHG emissions. This involves data collection from various company operations and resources to estimate emissions where direct data is unavailable.</p> <p>We also evaluate physical and market risk climate exposure, considering short-, medium-, and long-term impacts.</p> <p>Assessment:</p> <p>Our GHG assessment follows the GHG Protocol: Corporate Value Chain (Scope 3) Accounting and Reporting Standard, ensuring a standardized approach.</p> <p>Working with expert third parties we conduct analyses of tiered impact functions to understand the sensitivity and vulnerability of our operations to various climate scenarios, including extreme weather events and long-term climate shifts.</p> <p>Management:</p> <p>Management is responsible for implementing policies and practices that support our climate-related goals.</p> <p>We have established a sub-committee within our Board of Directors dedicated to corporate responsibility and sustainability, including evaluating and managing environmental risks.</p> <p>We gather data to expand our sustainability strategies and prepare for regulatory requirements and support sustainability reporting.</p> <p>The Physical Risk analysis was conducted to prepare for a range of outcomes, from immediate threats like flooding to long-term changes such as sea-level rise, helping to ensure that we are adaptable to both short-term and long-term climate shifts.</p> <p>By integrating these practices into our strategic planning, First Advantage aims to mitigate risks and capitalize on opportunities, thereby enhancing our resilience and sustainability.</p>	<p>Describe how processes for identifying, assessing, and managing climate-related risks are integrated into the organization's overall risk management</p>	<p>Climate Risk Reporting Assessment</p> <p>First Advantage commissioned an evaluation of our physical and transition risk climate exposure, in alignment with the recommendations of the TCFD.</p> <p>Transition Risk: Market Risk Exposure</p> <p>Transition risks arise from the shift towards a low-carbon economy, which can impact market dynamics, regulatory landscapes, and technology. For First Advantage, the primary market risks include exposure to suppliers and customers who are vulnerable to regulatory changes and shifts in consumer preferences towards sustainable products and services. By assessing the market risk exposure of our top suppliers and customers, we have evaluated potential vulnerabilities in our supply chain and customer base that could affect our financial performance.</p> <p>Physical Risk Assessment</p> <p>Physical risks pertain to the direct impacts of climate change, such as extreme weather events and long-term shifts in climate patterns. We have assessed multiple physical risk scenarios to gauge their potential effects on our physical locations. These scenarios help us prepare for a range of outcomes, from immediate impacts like flooding and hurricanes to long-term changes such as sea-level rise and temperature fluctuations. In terms of climate hazards, the top 3 of importance for First Advantage in the 2030s include temperature extremes, pluvial flooding, and wildfires - though this risk was determined to be low.</p>



Metrics and Targets

TCFD Recommendation

Disclosure

Disclose scope 1, scope 2 and, if appropriate, scope 3 greenhouse gas (GHG) emissions, and describe targets used by the organization to manage climate-related risks and opportunities, and performance against targets

Scope 1, 2, and 3 Greenhouse Gas (GHG) Footprint Assessment

In 2024, we partnered with a third-party consultant to perform an analysis of our carbon footprint, including Scope 1, 2, and 3 following the Greenhouse Gas Protocol: A Corporate Accounting Standard (GHG Protocol), Revised Addition and the Corporate Value Chain (Scope 3) Accounting and Reporting Standard: Supplement to the GHG Protocol Corporate Accounting and Reporting Standard and ISO 14064-1:2018.

Under this framework, we apply the operational control approach, meaning we account for emissions from facilities, assets, and operations where First Advantage has the authority to implement policies and operational decisions. The GHG assessment reveals that First Advantage’s Scope 3 emissions, which stem from our value chain, particularly from purchased goods and services, contribute about 99% of our overall emissions profile.

Reported in tons of CO2e:

Scope 1 = 294
Scope 2 = 1,178
Scope 3 = 99,258



Selected Policies

Policy	Objective	Policy	Objective
Global Information Privacy Policy	Maintaining practices and requirements that protect the information managed or used by First Advantage and are in line with the security controls in place.	Global Anti-Bribery and Foreign Corrupt Practices Act Policy	Ensuring compliance with anti-bribery laws (e.g., FCPA, UK Bribery Act); defining due diligence processes for third-party agents and mechanisms for reporting suspected violations.
Data Protection and Privacy Policies	Using information responsibly and continuing to protect privacy rights, as well as promoting transparency through consumer education and privacy principles.	Global Anti-Money Laundering and Sanctions Statement	Acknowledging and complying with global regulations and communicating legal obligations to stakeholders.
Global Code of Conduct and Ethics	Establishing a Global Code of Conduct and Ethics that encompasses directors, officers, and employees, outlining the ethical standards they are expected to uphold while maintaining service quality and market position.	Business Continuity Policy	Establishing a comprehensive program for continuing to provide essential services during natural disasters or emergencies.
Code of Business Conduct	Upholding high supplier standards by requiring compliance with the Code of Business Conduct, covering key areas such as employment practices, and undergoing a comprehensive screening process.	Securities Trading Policy	Committing to prevent insider trading by requiring employees to comply with laws and avoid actions that may be deemed improper.
Corporate Responsibility and Sustainability Policy	Outlining our commitment to socially responsible and sustainable practices, and establishing values and objectives in alignment with this policy.	Facility and Personnel Security Policy	Establishing measures to provide global physical security for First Advantage personnel and facilities.
Anti-Slavery Transparency Statement	Demonstrating our commitment to ethical labor practices, and our commitment to identifying and addressing slavery and human trafficking risks.	FA Cares Volunteer Time Off Program and Policy	Encouraging employees to support their communities through corporate volunteering and enabling participation during work hours.
Global Anti-Fraud and Whistleblower Policy	Promoting ethical business behavior by facilitating the detection and prevention of fraud, as well as protecting employees who report wrongdoing.	Culture and Inclusion Program	Operating with empathy and compassion, First Advantage fosters a global inclusive workforce devoted to the diverse voices that make up our talent and products. Our team members empower each other to be their authentic selves and treat all with respect, integrity, and fairness.

Reconciliation of Pro Forma Revenues and Pro Forma Adjusted EBITDA

(in thousands)	Historical		Pro Forma	
	Period Ended Oct 31, 2024	Year Ended Dec 31, 2024	Adjustments for the Twelve Months Ended Dec 31, 2024 ¹²	Year Ended Dec 31, 2024
	Legacy Sterling	Reported First Advantage		First Advantage
Net (loss) income	\$ (43,549)	\$ (110,273)	\$ 14,390	\$ (139,432)
Interest expense, net	33,320	51,848	75,013	160,181
Provision (benefit) for income taxes	367	(4,342)	4,764	789
Depreciation and amortization	52,623	145,919	87,684	286,226
Loss on extinguishment of debt	—	383	—	383
Share-based compensation	36,658	31,762	—	68,420
Transaction and acquisition-related charges	59,619	128,234	(181,851)	6,002
Integration, restructuring, and other charges	8,161	5,771	—	13,932
Adjusted EBITDA	\$ 147,198	\$ 249,302	\$ —	\$ 396,500
Revenues	650,284	860,205	(929)	1,509,560

12. To facilitate comparability, we present pro forma combined company results, consisting of First Advantage and Sterling historical results and certain pro forma adjustments as if the acquisition of Sterling had occurred on January 1, 2023. The pro forma information does not constitute Article 11 pro forma information.



2024 Sustainability Impact Report

First Advantage (NASDAQ: FA) is a leading provider of global software and data in the HR technology industry. Enabled by its proprietary technology and AI, First Advantage's platforms, data, and APIs power comprehensive employment background screening, digital identity solutions, and verification services. With a strong emphasis on innovation, automation, and customer success, First Advantage empowers 80,000 organizations to hire smarter and onboard faster. Headquartered in Atlanta, Georgia, First Advantage serves customers in over 200 countries and territories, modernizing hiring and onboarding on a global scale. For more information, please visit our website at www.fadv.com.

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