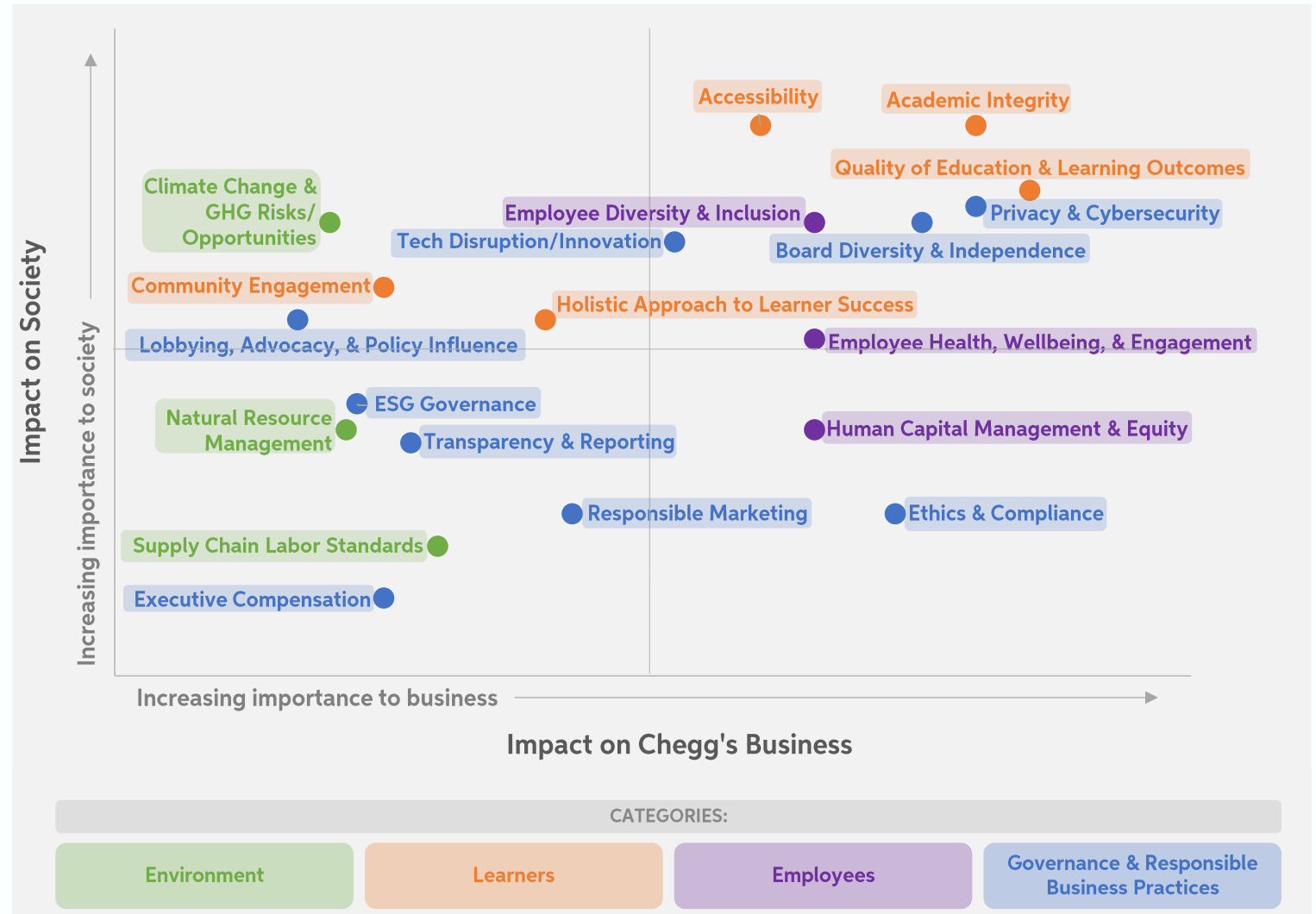


Chegg Materiality Assessment

In late 2021, we completed our first formal materiality and assessment to help prioritize our ESG roadmap and better understand which ESG topics are most material to Chegg and our key stakeholders.

- We engaged over 300 students, professors, employees, executives, employee resource group leaders, investors, and board members as a part of this process to help us evaluate 20 key ESG issues. We value the opinions of our stakeholders, both internal and external, and will continue to engage on ESG and other topics.
- The feedback from this materiality assessment reinforced our longstanding belief that Chegg’s mission and values are critical to our business success and are deeply integrated into our culture and processes.
- We are excited to incorporate the conclusions from the materiality assessment. Going forward, our ESG strategy plans to put an increased emphasis on the topics in the upper right-hand quadrant, which have been identified by our stakeholders as important to both business and society.



This matrix is a visual representation of the conclusions and feedback we gathered. Issues further along the X-axis were collectively viewed as more impactful to Chegg’s business results, and issues higher up along the Y-axis were collectively viewed as more impactful to society. Please see the tables on the following pages for issue definitions.

Issue Definitions

Environment

Climate Change and GHG Risks and Opportunities	The physical and financial risks and opportunities of climate change for Chegg (e.g. extreme weather events, natural disasters; and increased energy costs). Management of greenhouse gas (GHG) emissions from Chegg's operations, including direct activities (Scope 1), purchased energy (Scope 2), and supply chain emissions (Scope 3). Also referred to as carbon emissions.
Natural Resource Management	Management of Chegg's total energy use, water use, and solid waste generation and disposal. This includes use of renewable energy, efforts to reduce impacts on local waterways, and responsible operations in areas of high-water stress, textbook end-of-life considerations, and measures to reuse and recycle.
Supply Chain Labor Standards	Labor issues in Chegg's supply chain, which includes our business partners or suppliers, such as any company that produces materials we use in our offices, outside consultants, marketing partners, and the textbook publishers who produce the textbooks we rent/sell. Labor issues may include working hours, health and safety, age of workers, remuneration, sexual harassment, human trafficking/modern slavery, freedom of association, and collective bargaining.

Learners

Academic Integrity	Promoting ethical student or customer behavior and limiting cheating or plagiarism. Facilitating positive relationships with professors and institutions.
Accessibility	Equal access to Chegg's products and services for students or customers regardless of race, ethnicity, economic status, age, or other backgrounds.
Community Engagement	Building long-term value in communities where Chegg employees live and work. Investing in local communities via job creation, volunteering, and charitable contributions.
Quality of Education or Learning Outcomes	Quality of Chegg's educational tools/services, measuring and achieving stated learning objectives and demonstrating learning outcomes from Chegg's products and services.
Holistic Approach to Learner Success	Helping students with other challenges they may face, such as mental health and student debt.

Issue Definitions, Continued

Governance & Responsible Business Practices

Board Diversity and Independence	Independence and diversity of Chegg's Board of Directors
ESG Governance	Oversight of ESG issues at the highest level of the organization
Ethics and Compliance	Conducting Chegg's business in an ethical way that not only complies with all regulations, but also protects and builds the company's reputation as a responsible business.
Executive Compensation	Oversight of executive compensation with appropriate incentives for business success, including setting measurable ESG targets and tying executives' compensation to performance relative to those targets or goals and in alignment with peer practices.
Lobbying, Advocacy, and Policy Influence	Alignment between Chegg's ESG commitments and lobbying practices, including efforts to influence public policy development through direct engagement or through multi stakeholder associations or initiatives.
Privacy and Cybersecurity	Protecting information managed by Chegg from unwanted parties and unauthorized access, such as security threats and cyberattacks. Ensuring customer, employee, and corporate data are being collected, analyzed, stored, and transferred in a secure manner.
Responsible Marketing	Accurate and transparent description of Chegg's products and services across marketing strategies.
Technology Disruption and Innovation	Performance issues and downtime due to technological challenges. Innovation to support leading technology, products, offerings, and user experience.
Transparency and Reporting	The timely, accessible, and accurate disclosure of performance, goals and policies related to the company's ESG activities and impacts, and the use of such disclosures to drive change at a company or wider systems level.

Employees

Employee Diversity and Inclusion	Diverse representation across Chegg's workforce and maintaining an environment where employees feel welcomed, respected, supported, and valued to participate and succeed.
Employee Health, Wellbeing, and Engagement	Safety and wellbeing of employees against chronic or acute physical and mental health impacts and workplace accidents. Active participation of employees in company activities, employees' full involvement in and enthusiasm for their work and overall satisfaction and motivation of employees.
Human Capital Management and Equity	Ability to attract and retain global skilled talent. This includes acquisition of talent, retention, and training and development. This also includes fair and unbiased compensation structures, including equal pay for work of equal value.