

Working for a Better World

ESG REPORT | FISCAL YEAR 2023 | JUNE 1, 2022 - MAY 31, 2023

Table of Contents



6 Ethics Doing business the right way



10 Governance Guiding our business to deliver long-term success

14 Privacy and Security Keeping our data safe

16 Diversity, Equity, and Inclusion Being intentional about DEI



22 Employees Supporting our people



28 Environment Managing our environmental impact



39 Community

Keeping our local communities strong



48 Empowering Businesses

Helping our clients be successful



50 Occupational Safety Keeping our employees safe and comfortable

This Environmental, Social, and Governance ("ESG") report is for fiscal year 2023 (FY23). It was prepared with reference to the GRI Standards. GRI and SASB Indices can be found at paychex.com/corporate/corporate-responsibility.

Some metrics included in this report are provided for international operations, others for United States (U.S.) operations only.

A Letter from the President and CEO



The world is constantly changing. Demographics, political and economic landscapes, legal and regulatory environments, technology, and social and environmental changes are just some of the macro factors businesses across the globe must navigate—as well as their clients and employees.

To meet the evolving needs of our small- and mid-size clients in this ever-evolving world, we work hard to anticipate the products, services, and support that will **help them succeed**—now and in the years to come. This purpose-driven approach is how we set our strategy and is how we focus our efforts to make a difference in the lives of our clients and their stakeholders.

In fact, approximately 740,000 businesses trust Paychex to use the greatest standards of care when handling their most delicate human resource issues, and their most sensitive employee and financial data. These businesses and millions of their employees count on us to deliver, and we do.

Just as we have a responsibility to them, we know that in order for them to thrive we need to also focus on making our communities stronger and providing our employees a workplace where they can grow and thrive. In the following pages and in the accompanying information on our corporate website, you'll learn how we're working hard to make a difference.

Regardless of how rapidly and dramatically things change, we remain steadfast in our commitment to being the very best version of our Company, helping businesses succeed and positively impacting the world. To us, that means doing business the right way for our clients, our employees, our owners, our community, and our planet.

John B. Gibson

President and Chief Executive Officer Paychex, Inc. Our stakeholders are everything to us. Our employees have powered our business to make Paychex successful for **more than** 50 years.

Our **clients** fuel our purpose.

Our **shareholders** believe in our future.

Our **employees** power our business.

Our **communities** support us.

In return, we're committed to delivering value to these stakeholders—not just because it's the right thing to do, but because it's intrinsically aligned with our values, which guide how we interact with them.

The Values that Drive Our ESG Efforts

We conduct our business with integrity, because our clients trust us with their most sensitive employee information.

We are accountable for our impact on the planet, and in doing our part to ensure environmental stewardship.

We drive innovation in our products and services, responding to our clients' evolving needs while delivering value to our investors.

We work in partnership with each other to create outstanding products and a positive culture, with our clients to deliver a strong service experience, and with our communities to support the greater good through hands-on volunteering and financial support.

We treat our employees with respect by listening to their feedback, creating a culture of inclusion and diversity, providing opportunities for continued development, and offering world-class benefits that address all the components of well-being.

We provide outstanding service, building trusted relationships through ongoing dialogue with our clients, partners, and fellow employees and providing the foundation for continued success.

How We Engage with Our Stakeholders

We regularly engage our key stakeholders to better understand issues that matter most to them. Incorporating their feedback helps us deliver better products and services that help businesses succeed, provide fulfilling careers for our employees, and deliver shareholder value year after year. As the world evolves, we'll keep listening—and we'll keep evolving our products, policies, and commitment to ESG focus areas to create a better world for all.

Stakeholder Group	How We Engage
Clients and Partners	Paychex has direct relationships with our approximately 740,000 payroll clients in the U.S. and Europe. We engage with them through incoming and outgoing client service, email, our product portal and app, social media, and client surveys. We also have robust partnerships with accounting and banking professionals, financial advisors, franchises, and national associations, whom we engage through dedicated service and relationship teams, platforms, webinars, communications, industry groups, and conferences.
Shareholders	The Paychex Investor Relations website provides the investment community with information about our strategy, product solutions, news, senior leadership team, financial performance, governance, and corporate responsibility. Additionally, Paychex values shareholder feedback and is committed to ongoing engagement. During FY23, for example, formal discussions with shareholders were held to review topics such as compensation practices, corporate governance, environmental, social, and other matters that were priorities of our shareholders.
Paychex Employees	We keep our more than 16,000 employees informed and inspired about Company news, priorities, strategies, and financial and operational performance through a variety of channels, including our corporate intranet site, video, podcasts, in-person and virtual meetings, and written communications. We also have an ongoing listening strategy with our biannual Employee Experience Survey, pulse surveys, leader forums and Q&A sessions, Employee Business Resource Groups, and our Ethics Hotline.
Community and Nonprofit Organizations	Through our PaychexCares program, we mobilize our employees to give to and volunteer with charitable organizations in their local communities. We also directly support and collaborate with nonprofits through the Paychex Charitable Foundation (the "Foundation"). During FY23, the Foundation introduced an annual multimillion-dollar commitment and strategic giving framework to dramatically increase its financial support of nonprofit organizations that align with the Company's mission. Under this framework, the giving focuses major gifts on four critical areas of well-being: mental health, physical health, financial health, and professional skills development. We engage these nonprofit organizations by identifying needs in the communities where we have a high concentration of employees and clients, and help address those needs with volunteer support from our employees as well as our financial commitment.



Ethics

We hold ourselves to the highest ethical standards: doing business the right way and conducting ourselves with integrity.

A Letter from the Chief Ethics Officer



You could say that working for a better world is part of our DNA as a Company.

After all, we were founded on the belief that small businesses deserved the same reliable payroll processing service that larger organizations enjoyed, but geared to their unique needs. We delivered, taking painstaking care of their most confidential data—the personal information and wages of their employees.

Today, more than five decades later, we continue to hold ourselves to the highest standards of ethical business practice. Our employees live and breathe our integrity value, our processes and policies revolve around it, and we're known for our commitment to doing business the right way.

Ethical business behavior will always be foundational for us—but that's only the beginning. Our commitment to ESG drives how we apply our integrity across everything that touches our business—from how we use energy in our operations; to how we contribute to the quality of life in the communities we serve; to how we establish our governance framework; to how our workplace values diversity, equity, and inclusion.

The rapidly changing world demands that we constantly improve in these areas. As Chief Ethics Officer, I'm proud of what we've accomplished over the years and of the work we continue to do to make our world a better place for all.

Stephanie Schaeffer

Chief Legal and Ethics Officer Paychex, Inc. Integrity is infused into everything we do at Paychex, and much of what you'll see in the following pages. From governance to policies; to how we care for our employees, environment, and communities; to how we help our clients succeed while protecting their confidential information; ethical behavior is just part of who we are at Paychex.

In FY23, we celebrated our 15th appearance on the World's Most Ethical Companies list, which honors organizations that demonstrate exceptional leadership and a commitment to business integrity through bestin-class ethics, compliance, and governance practices.

Anticorruption

Free and Fair Competition

We have incurred no monetary losses as a result of legal proceedings associated with anticompetitive behavior regulations in FY23.

Freedom of Expression

Paychex does not operate in any country where core products or services are subject to government-required monitoring, blocking, content filtering, or censoring.





Government Relations

Lobbying

While there is no formal policy against the Company making political contributions, Paychex has not made any financial or in-kind political contributions in the last five years. We do not disclose the recipients of our political advocacy, but specific issues lobbied on are disclosed in our quarterly Form LD-2.

- IRS electronic filing and services-related issues: H.R.4345/S.3179, Financial Services and General Government Appropriations Act Public Law 117-103, Consolidated Appropriations Act
- Telehealth-related issues:
 Public Law 117-103, Consolidated Appropriations Act
- Health Savings Account and Flexible Spending Account-related issues: H.R.2121/S.897, Improving Child Care for Working Families Act of 2021 H.R.725, Personalized Care Act of 2021
- Retirement-related issues:
 H.R.2954, Securing a Strong Retirement Act of 2021
- Professional Employer Organizations (PEOs)–related issues: Backlog in processing of Forms 941-X for Employee Retention Credits
- Employee Retention Tax Credit-related issues: Backlog of tax returns and tax payments due to COVID-19 office closures

Paychex has helped make a positive impact by lobbying for public policy that will assist the small and medium-sized businesses and their employees that we serve. Through lobbying efforts to advocate for a quicker turnaround of the Employee Retention Tax Credit (ERTC), Paychex has enabled our clients to obtain an average of \$185,000 in Employee Retention Tax Credits and, as of May 31, 2023, has helped businesses retroactively claim more than \$12 billion.

Financial Assistance Received from the Government

During FY23, we continued to execute on our long-term plan to reduce the Company's brick and mortar footprint. As part of this project and other real estate and labor decisions, we evaluate the impact that potential geographic shifts in our investment in capital and labor may have on legacy and future incentive programs. In addition, risks to achieving incentives are monitored and evaluated on a regular basis. For FY23, there were no material amounts received for any such economic incentives.



Governance

Corporate governance guides us as we strive to deliver long-term success and maximize shareholder value. Paychex recognizes the fundamental principle that good corporate governance is critical to organizational success and the protection of shareholder value.

Board-Level Oversight of ESG

The Nominating and ESG Committee of Paychex's Board of Directors (the "Committee") is responsible for Board oversight of ESG issues.

Among other things, the Committee is responsible for:

- developing and overseeing sustainability priorities, objectives, and strategy with the goal of further integrating sustainability into the Company's strategy and operations;
- overseeing the Company's policies and programs on issues of corporate citizenship, such as environmental sustainability, philanthropic and political activities, and any related expenditures;
- overseeing the Company's risks, reporting, and disclosure with respect to corporate social responsibility (CSR) and ESG matters, including climate-related risks and opportunities; and
- annually reviewing and providing ongoing oversight of the Company's programs on CSR and ESG, including the activities of the Company's Ethics and ESG Steering Committee (the "ESG Steering Committee").

Management-Level Oversight of ESG

The ESG Steering Committee is chaired by the Vice President, Chief Legal and Ethics Officer, and Secretary, and is comprised of members representing legal, human resources, business operations, compliance, finance, marketing, enterprise risk management, sustainability, enterprise security, and communications. These organizations at Paychex are stakeholders in sustainability strategy and policy setting.

The purpose of the ESG Steering Committee is to assist the Company's senior management in the development and sustenance of a world-class Ethics and Environmental, Social, and Governance program. The ESG Steering Committee's primary function is to review and recommend to senior management objectives, policies, and procedures that best serve the Company's interests in maintaining a business environment committed to high standards of ethics and integrity, corporate responsibility, legal compliance, and assessment and management of climate-related issues.

There are currently 23 members in the ESG Steering Committee, including Vice President, Chief Legal and Ethics Officer, and Secretary; Vice President—Service Excellence and Operations; Vice President—Chief Human Resources Officer; Vice President—Marketing; Vice President—Finance and Investor Relations; Director—Legal; Director—Compliance Risk; Director—Business Operations; Director—Benefits and Well-Being; Director of Internal Audit; Director—External Reporting; Director of Corporate Communications; Director of Diversity, Equity, and Inclusion, and Employee Experience; and many senior managers. Paychex's ESG strategy is focused on the following focus areas:

- Ethics
- Governance
- Privacy and Security
- Diversity, Equity, and Inclusion ("DEI")
- Employees
- Environment
- Community
- Empowering Businesses
- Occupational Safety

Linking Executive Compensation with ESG Goals

In FY22, a portion of the CEO's qualitative goals was based on DEI and ESG program improvements. Beginning in FY23, DEI and ESG program improvement goals have been included as a qualitative component to cash incentive plan metrics for all executives.

Highlights of Our FY23 ESG Governance Efforts

In October 2022, Martin Mucci, CEO and Chairman of the Paychex Board of Directors, retired as CEO, and John Gibson, then President and COO, assumed the role of President and CEO. Martin Mucci remained Chairman of the Paychex Board of Directors, separating the roles of CEO and Chairman of the Board.

Also in October 2022, the Paychex Board of Directors was expanded to 11 members from 10 members. The Board appointed Paychex President and CEO John Gibson to fill the new position.

In January 2023, the Paychex Board of Directors was expanded to 12 members from 11 members and appointed Theresa M. Payton to fill the new position. Ms. Payton is the founder and CEO of Fortalice Solutions, a firm advising Fortune 150 boards, C-suite, and regulators on secured technology innovation and transformation efforts regarding client delivery and privacy.

As a respected technology expert, successful entrepreneur, and CEO, Ms. Payton's ability to provide sound governance insights on digital and security risks will make her a strong addition to our Board of Directors. She has served on the Federal Advisory Board of CyberArk, a publicly traded cybersecurity product company, and as a member of the Transformation Innovation Advisory Board of UniCredit S.p.A., the largest pan-European bank headquartered in Milan.



Paychex is included in FTSE4GOOD Index Series.*

As of June 2023, our **FTSE ESG Rating improved from**

3.3 to 3.6

on a scale of 0–5, where a higher score is better.

*FTSE Russell (the trading name of FTSE International Limited and Frank Russell Company) confirms that Paychex, Inc. has been independently assessed according to the FTSE4Good criteria, and has satisfied the requirements to become a constituent of the FTSE4Good Index Series. Created by the global index provider FTSE Russell, the FTSE4Good Index Series is designed to measure the performance of companies demonstrating strong Environmental, Social and Governance (ESG) practices. The FTSE4Good indices are used by a wide variety of market participants to create and assess responsible investment funds and other products. In 2023, Paychex received a rating of AA (on a scale of AAA-CCC) in the MSCI ESG Ratings assessment.



MSCI classifies companies rated AA and AAA as **leaders in their industries** in managing the most significant ESG risks and opportunities.

THE USE BY PAYCHEX OF ANY MSCI ESG RESEARCH LLC OR ITS AFFILIATES ("MSCI") DATA, AND THE USE OF MSCI LOGOS, TRADEMARKS, SERVICE MARKS OR INDEX NAMES HEREIN, DO NOT CONSTITUTE A SPONSORSHIP, ENDORSEMENT, RECOMMENDATION, OR PROMOTION OF PAYCHEX BY MSCI. MSCI SERVICES AND DATA ARE THE PROPERTY OF MSCI OR ITS INFORMATION PROVIDERS, AND ARE PROVIDED "AS-IS" AND WITHOUT WARRANTY. MSCI NAMES AND LOGOS ARE TRADEMARKS OR SERVICE MARKS OF MSCI.

Our ISS Governance



on a scale of 1–10, where a lower number represents less risk.



Privacy and Security

Privacy and security of personal and account information are among our top priorities.

Privacy

User Privacy

We had no monetary losses as a result of legal proceedings associated with user privacy in FY23.

Cybersecurity

The privacy of our clients and employees—and their information is important to us. We keep personal and account information secure by adhering to top-rated security protocols.

Data Security—Breaches

Paychex has established policies and procedures to comply in a timely fashion with applicable federal and state legal requirements related to privacy, data security, and incident notification.

Paychex will provide notification to clients with no undue delay and in compliance with individual state and federal regulations surrounding the exposure of personally identifiable information (PII) and/or individual or protected health information (IHI/PHI).



For FY23, our average Security Scorecard score was



Our average Rating was



**Out of 900.



Diversity, Equity, and Inclusion

We believe we must be intentional about diversity, equity, and inclusion.

Approach

At Paychex, Diversity, Equity, and Inclusion ("DEI") are at the core of our culture. We're deeply committed to growing the diversity of our talent and building a culture of belonging where everyone can thrive. We strive to leverage our expertise and resources to build stronger, more inclusive teams and communities.

Diversity is a source of energy and innovation at Paychex. Paychex empowers employees to do great work by creating an open culture that values diverse perspectives, fosters collaboration, and encourages innovative ideas—a place where employees can bring their authentic selves to work.



President and CEO John Gibson is a signatory to the CEO Action for Diversity & Inclusion pledge, demonstrating that DEI is a top priority at Paychex and exemplifying the support from Paychex leadership.

By acting with integrity, the support shown by leadership for DEI is shared with transparency, and we continue our journey to building a strong and sustainable culture of inclusion.

Our Priorities: People First

Our Vision	Foster an environment of intentional inclusion where all employees feel represented and engaged with a sense of belonging unmatched in their career, where our values form the cornerstones of our culture, and where equal access and opportunity to learn, grow, and thrive are available to everyone.	
Our Mission	Empower and inspire our employees and communities to cultivate authenticity, growth, and success.	
Our Purpose	Attract, retain, and motivate a diverse team that reflects the communities we serve. We acknowledge and share our lived experiences and unique perspectives. We embrace courageous dialogue, seek to understand, and serve as allies, mentors, coaches, and sponsors to create positive experiences for all.	

Action Plan

Building a more inclusive culture requires sustained focus and action and the holistic integration of DEI into our entire business. Leaders at Paychex are expected to lead more inclusively by valuing differences, recognizing and overcoming bias, and fostering a speak-up culture where all colleagues feel their ideas and contributions are welcome and valued.

FY23 Initiatives to Operationalize DEI at Paychex

- Launch of DEI Advisory Board, chaired by the CEO, to align DEI efforts through strategic task forces to move DEI actions throughout the enterprise.
- Evolution and expansion of our Employee Resource Groups (ERGs) to Employee Business Resource Groups ("EBRGs"), supporting the upward mobility of its members, as well as providing the groups opportunities to further provide value to the business.
- DEI goals linked to executive team performance.
- Monthly internal awareness campaigns for various DEI-related topics.
- Rollout of Count Me In, a self-identification campaign designed to help us create a stronger sense of inclusion, with programs important to all employees, and provide resources to support under-represented groups.

Diversity Recruiting Initiatives in FY23

- Partnered with several colleges and universities that have led to internships and co-ops in many of our lines of business including HR services, computer science, software engineering, compliance risk, and benefits and well-being.
- Deepened the Paychex brand throughout our communities through job fairs and networking events.
- Diverse marketing and advertising reviews on our career site to drive teams of diverse culture and thought.

Employee Business Resource Groups

EBRGs are voluntary, employee-led groups that provide forums for connection, cultural celebration, community service, personal and professional development, and the advancement of our business objectives. EBRGs enrich our culture of belonging and deepen our understanding of diversity across people and experiences.

Each EBRG is sponsored by a senior leader at Paychex and supports our commitment to attracting, developing, and retaining talent from all backgrounds and experiences. EBRG members focus on supporting our employees both personally and professionally at every level of the employee lifecycle and serve as a platform to elevate diverse perspectives and help support key business goals and priorities.

Current Paychex EBRGs

Asian Pacific Islander (API)

This group creates awareness and education for our employees to appreciate the distinct and varied Asian and Pacific Islander communities through networking and cultural and educational events.

Black/African American

This group strives to provide opportunities for employees to engage, collaborate, share information, build community, and positively impact the Paychex community.

Diverse-Abilities

This group focuses on fostering an environment of understanding on behalf of those impacted by some form of disability. To be a member does not require a disability, just a passion to help others.

Hispanic/Latino

This group exists to facilitate internal connections for the professional growth of Paychex employees, to increase engagement through networking events and community outreach activities, and to share Hispanic/Latino culture and heritage.

Intergenerational & Multicultural

This group bridges generational and cultural differences through activities and forums that generate awareness, foster respect, and facilitate interconnectivity among Paychex employees, clients, and communities.

Military/Veteran

This group is open to all employees and specifically our veterans, current members of the military, and to anyone who has an active or inactive military member in their life. This group is a safe space to listen, learn and build connections.

LGBTQ+

This group is designed to be a safe space to share, listen, and learn while supporting the LGBTQ+ community and allies.

Women

This is an all-inclusive group dedicated to providing not only women, but all employees at Paychex, opportunities to connect, collaborate, grow, and develop their knowledge on all topics related to women in the workplace.

Leadership Development

Connections Mentoring Program

Mentorship is an integral part of Paychex's culture. When individuals participate in mentorship and truly devote their time, effort, and attention, they cultivate a unique growth opportunity that can be career-transforming. To create the most effective Paychex of tomorrow we must use this valuable tool to be agile and look beyond today to the future career and business landscape and prepare our employees to have cross-business acumen and transferable skills.

Partnership within McKinsey Connected Leaders Academy

McKinsey Connected Leaders Academy is a training program to help organizations make demonstrable progress on inclusion and equity, improve talent pipelines, and unlock the full potential of people within the Company. Paychex is committed to building teams that reflect society's diversity. This is one of the Company's priorities, not just because it's the right thing to do, but also because it's good for business. Together with McKinsey, our employees participate in affinity-based development programming designed to help accelerate racial equity and equip future leaders with the skills, peer networks, and sponsorship they need to achieve their aspirations and grow here at Paychex.

DEI & Culture-Specific Training Library

We are committed to promoting understanding of underlying historic and systemic issues that create unequal outcomes for underrepresented communities. Our aim in FY24 is to strengthen our culture of inclusion and belonging by intentionally growing DEI awareness and capability through expanded training and initiatives aimed and targeted to align the business objectives and outcomes to our corporate values, culture, and DEI.

We're proud of the progress we've made toward our DEI objectives and are pleased to have received recognition as a great workplace for women and diversity from respected organizations, including those shown here.



Performance

Pay Equity

At Paychex, it's important that we are leading the way when it comes to pay equity. We recently engaged a thirdparty vendor to conduct a regression analysis related to gender and racial pay equity, and the results confirmed that the actions taken by Paychex to ensure pay parity continue to be effective. We have made significant progress toward our goal of 100% gender pay equity, achieving 99.96% in our U.S. operations in FY23. That is, women are paid 99.96 cents for every dollar men are paid for the same job. Additionally, we have made progress toward our goal of 100% racial pay equity. Racial minorities as a group are paid 99.73 cents for every dollar that Caucasians are paid for the same job in our U.S. operations. We are proud of the progress we have made and will continue to make efforts toward achieving our goal of 100% pay equity.







Employees

Our programs support our employees' total well-being, professional growth, and sense of community.

Employee Training and Development World-Class Training

Throughout our Company's more than 50-year history, we've been committed to providing our employees with the training needed to excel at their jobs. From functional training for payroll specialist and sales roles, to personal and professional development, to leadership development programs, our world-class training has earned us the distinction of being named to Training Magazine's APEX award list of the Top Training Organizations 22 consecutive times. Most recently, we ranked No. 5 on the 2023 list.

In FY23, we provided nearly 5,700 workforce training, skills, and leadership development programs through in-person, virtual classroom, or online self-paced modules. New Paychex employees in our service organizations attend multiple sessions where they learn job knowledge, skills to be efficient, and expectations for quality and key performance indicators. New hires in sales roles attend programs that enhance skills such as discovery, presenting, negotiation, and closing a sale. All employees are offered ongoing personal and professional programs on topics such as emotional intelligence, career development, and technical programs on Microsoft Excel and other Microsoft Office software.





Average Training Hours by Gender

*FY21 training hours were lower than normal due to increased employee use of both Online Knowledge Center articles and bite-sized learning modules that provide in-the-moment training in lieu of a structured program. Additionally, fewer new-hire trainings occurred during FY21 due to COVID-19.

Average Hours of Training by Job Level

Job Level	FY23
Individual Contributor	64.3
Sr. Individual Contributor	10.9
Sales	35.9
Supervisor	38.0
Manager	15.6
Sr. Manager	8.6
Sr. Management	6.2

In FY23, 763 employees participated in our mentoring program

with a 96% satisfaction rate among mentors/mentees.

281 employees received tuition reimbursement totaling \$1.2 million.

The Right Way Training

Each year, all Paychex employees complete an engaging and informative training on doing business "the right way." The training, which is an extension of our Paychex core values, includes cybersecurity and identifying malicious software, protecting our confidential information, avoiding conflicts of interest, and an escalation path for all employees for problem resolution including the confidential Paychex Ethics Hotline hosted by EthicsPoint.



Performance Feedback

96.4%

of active and eligible U.S. employees received a performance review from their manager for FY23.





99.9%

of active and eligible U.S. employees received a performance rating for FY23.

Benefits and Well-Being

Paychex provides holistic employee benefits focused on the well-being of the entire person. From comprehensive medical and dental insurance; to financial benefits such as retirement savings with a Company match; to extended mental, emotional, and physical resources such as the Employee Assistance Program (EAP); these benefits are designed to ensure our employees feel healthy, engaged, and fully supported by their Company.



Paychex 401(k) Plan

Paid Family Leave

The Paychex Supplemental Paid Family Leave ("PSPFL") program is paid time away from work for employees using approved Family and Medical Leave Act (FMLA) time for baby bonding, to care for a sick family member, or for military/exigency/military caregiver leave. The Company-provided benefit is offset by any state or local benefits to which an employee is entitled.









Supporting Employee Emotional and Mental Well-Being

Studies have shown that while many companies offer an Employee Assistance Program ("EAP"), the median program utilization is around 6.8%. Our commitment to offering prepaid, confidential, professional assistance to employees and their families continues to result in a high utilization of the program, providing robust resources to our employees in the U.S. and India.

In FY23, an average of 20.3% of Paychex U.S. employees and 14% of eligible household members utilized EAP services.

Physical Well-Being

Thousands of employees participate in our award-winning well-being programs that include walking challenges with subsidized Fitbit devices. In FY23, nearly 6,000 employees on 1,200 teams logged more than 1.4 million steps in these challenges. Other programs include stress management, resiliency programs, and health coaching. We even have branded bicycles on hand at our Rochester campus for employees to sign out for mid-day fitness breaks.



Influenza Vaccine Clinics

Each year, we offer Paychex employees and their spouses the opportunity to receive a flu vaccine through clinics. In FY23, they were offered in Rochester, New York; Phoenix, Arizona; Lehigh Valley, Pennsylvania; Albuquerque, New Mexico; Greensboro, North Carolina; and Denver, Colorado, helping employees stay as healthy as possible during flu season.

Paychex Scholarship Program for Children of Employees

204 children of Paychex employees have received over \$725,000 toward college tuition since the program's inception.





Environment

We are committed to managing our environmental impact as an integral part of our operations.

Climate

Environmental Impact

As a technology and software services provider, Paychex's key environmental impact lies in greenhouse gas ("GHG") emissions, energy consumption, resource consumption, and waste management.

More information about our commitment to environmental management, as well as our interim GHG emissions-reduction targets, can be found on our website at <u>paychex.com/corporate/corporate-responsibility/environment</u>.

Paychex has a clearly stated **Environmental Policy** that is reviewed annually and updated as necessary.

Net-Zero GHG Emissions by 2050

In 2021, Paychex announced our ambition to reach Net Zero GHG emissions by 2050.

In 2022, the Company announced GHG emissions-reduction targets for 2030 and 2040. Since then, we have been working to reduce energy consumption and GHG emissions. Reduction of energy usage and GHG emissions is necessary to mitigate climate change and its impact on people, the environment, and the economy. We are taking initiatives to track our energy consumption and to assess the effectiveness of the actions taken. We are also tracking our progress against our GHG emissions-reduction targets and reporting that to relevant internal departments and senior management.

Energy Usage and Greenhouse Gas Emissions Reduction

Scope 1 and Scope 2 GHG emissions

Paychex continually pursues and prioritizes initiatives aimed at reducing its energy consumption and GHG emissions. In FY23, we replaced one of the heating, ventilation, and air conditioning systems ("HVAC") at an owned facility with energy-efficient equipment, which will reduce our energy consumption. Other initiatives implemented in FY23 include replacement of existing lighting with LED lights at our corporate headquarters, which we are also implementing at another facility, and replacement of a lighting control panel at one of our facilities, which is expected to reduce energy usage. We are planning to perform audits of HVAC systems at our owned facilities, with the goal of identifying opportunities for energy-use reduction. We are also pursuing opportunities for installing geothermal HVAC systems and replacing HVAC equipment with energy-efficient equipment. Other initiatives we're exploring include installing onsite solar at our owned facilities, installing geothermal HVAC system at an owned facility, and upgrading HVAC equipment at our owned data centers to reduce energy usage.

Scope 3 GHG emissions

Paychex has established emissions-reduction targets for Scope 3 categories Business Travel, Employee Commuting, Upstream Leased Assets, and Downstream Transportation and Distribution.

Since the COVID-19 pandemic, we have significantly reduced our Scope 3 Business Travel emissions as overall business travel has declined.

We are exploring additional opportunities to reduce business travel, thereby further reducing emissions. We are making investments in IT and technology to replace in-person meetings with video conferencing, which will continue to reduce business travel and resulting Scope 3 Business Travel GHG emissions.

Our flexible workplace program, established in FY22, has decreased the number and frequency of employees commuting to offices, resulting in a reduction in Scope 3 Employee Commuting emissions. Only 8% of our United States employee base was designated as permanent work-from-home at the end of FY20 (May 31, 2020). At the end of FY23, 73% of our U.S. workforce worked from home on a full-time basis, while another 13% commuted into the office only two or three days per week. Only 14% of our employees are now expending fuel and generating emissions by commuting to the office every day.

In FY23, Paychex vacated multiple occupied facilities, resulting in reduced Scope 3 Upstream Leased Assets emissions. We've also begun adding language in all of our new lease agreements to support our efforts to operate our buildings more efficiently while accurately accounting for energy and water consumption as well as waste generation.

We continue to encourage our clients to transition from paper-based products to digital products. In this reporting year, more than one million W-2s that were traditionally printed and mailed to our clients were delivered electronically.



Electric car charging stations at some of our facilities enables our employees to reduce their office commuting emissions.

Data Centers

Paychex continues to assess and improve the energy efficiency of our data centers, power systems, and cooling mechanisms to reduce our overall environmental impact and carbon footprint.

Using an industry-leading Data Center Monitoring Infrastructure (DCMI) application, we monitor our efficiency, distribution, and consumption. We proactively maintain our power and cooling systems while continuously looking for ways to conserve energy, including regularly decommissioning and recycling old equipment, migrating to energy-efficient high-density computers, optimizing airflow, and converting to LED lighting in our data centers to improve Power Usage Effectiveness (PUE) scores.

We are actively exploring ways to retrofit green technology for our data centers to further reduce carbon footprint and improve PUE scores. We are not currently designing any additional data centers. Our average data center PUE was 1.90 in FY23.

Energy Consumption

The following figures reflect energy-consumption data for our owned facilities across the Company.





GHG Emissions Reporting—Scope 1 and Scope 2

In FY23, we determined the Scope 1 and Scope 2 GHG emissions from our owned facilities across the Company. Scope 1 GHG emissions from these facilities are reported in Figure 7. Scope 2 GHG emissions from these facilities, calculated using location-based and market-based methods, are reported in Figure 8. FY19 is the baseline year for all GHG emissions-reduction targets. Our FY23 Scope 1 and Scope 2 emissions have continued to decrease, as compared to baseline year FY19.

The reported numbers include emissions of carbon dioxide, methane, and nitrous oxide. GHG emissions were calculated following the guidelines in The Greenhouse Gas Protocol—A Corporate Accounting and Reporting Standard, GHG Protocol Scope 2 Guidance—an amendment to the GHG Protocol Corporate Standard, IEA 2020 Emission Factors, U.S. EPA Center for Corporate Climate Leadership standards, and using U.S. EPA emission factors and IPCC Fourth Assessment Report 100-year Global Warming Potential values. The emissions were consolidated using the Financial Control approach. As a result, emissions for the facilities that we leased are being reported under Scope 3 Upstream Leased Assets.

As noted in Figures 7 and 8 below, our Scope 1 and Scope 2 GHG emissions calculated using location- and market-based methods have been decreasing since FY19.

Figure 7:

Paychex Global Scope 1 GHG Emissions



Figure 9:

GHG emission intensity ratio



GHG Emissions Reporting—Scope 3

We report our Scope 3 emissions, following the GHG Protocol Corporate Value Chain Scope 3 Accounting and Reporting Standard, for four relevant categories: Category 6 Business Travel, Category 7 Employee Commuting, Category 8 Upstream Leased Assets, and Category 9 Downstream Transportation and Distribution (refer to Figures 10–13). These include emissions of carbon dioxide, methane, and nitrous oxide. The emissions were determined using U.S. EPA's emission factors, IEA 2020 Emission Factors, and IPCC Fourth Assessment Report 100-Year Global Warming Potential values. Emissions reported under Category 8 Upstream Leased Assets include emissions from natural gas and electricity usage in the facilities that we lease in our operations worldwide.

While several GHG emissions categories of the Scope 3 standard are not applicable to Paychex, we continue to expand our accounting and reporting efforts to report emissions from the remaining relevant categories.

Figure 10:





These emissions represent emissions for our employees in the U.S. which account for ~95% of our worldwide operations.

*During FY21, because of COVID-19 pandemic, only a fraction of our employees worked from the office. The emissions reported here represent commuting by those employees.

Figure 11: Scope 3 category—Business Travel



*During FY21, because of the COVID-19 pandemic, business travel was limited and much less than in prepandemic reporting years.

Figure 12:

Scope 3 category—Upstream Leased Assets



Emissions were calculated using actual energy usage data where available, and estimated energy usage where actual usage data was not available.

Figure 13:

Scope 3 category–Downstream Transportation and Distribution



Emissions were calculated using actual energy usage data where available, and estimated energy usage where actual usage data was not available.

Resource Use

Paper Use

Paychex continues to encourage its clients to transition from paper-based products and services to their digital counterpart. We've begun restricting paper mailings to only those clients who opt into the policy or as required by state and federal regulations. This endeavor has allowed us to avoid printing and distributing over 43 million sheets of paper during FY23. Additionally, in office, we have made every effort to go paperless, avoiding printing many thousands of pages of documents.

Figure 14:

Paper consumption in Paychex U.S. offices



Paper usage in FY21 was much lower than previous years because a significant number of our employees worked from home and didn't have access to the printers in offices.
Water Use

We have started tracking water withdrawal for our owned facilities in the U.S. Figure 15 provides the water withdrawal data.

All our owned data centers and one leased data center use water only for drinking and sanitation purposes. Two leased data centers use water for cooling.

Using the World Resources Institute's ("WRI") Aquaduct tool, we have performed an assessment of baseline water stress for our facilities in Rochester, data centers, fulfillment centers, and key office locations across the U.S. WRI defines baseline water stress as the ratio of total water withdrawals to available renewable surface and groundwater supplies. The results of the assessment indicate that all our data centers except one are in areas that have low water stress. One of our leased colocation data centers that uses water for cooling is in a Medium to High water stress area, however, it only comprises 3% of our total cabinets and 2% of our total data center appliances, which is a minor share of our data center infrastructure.



Water fountains have been replaced with fountain/water bottle filling stations at many locations, with more planned, saving water and eliminating the need for single-use plastic water bottles.

Figure 15:





Waste Management

We are committed to reducing the waste generated in our facilities that is landfilled and have implemented numerous initiatives to increase recycling. Figures 16 and 17 on the next page provide the waste management data for our owned facilities in Rochester. This data represents waste generated in offices, data centers, and a distribution and fulfillment center. Municipal waste is reported under "Waste Landfilled," and all other waste streams are reported under "Waste Recycled," since all those waste streams are sent for recycling.

Figure 16:

Total Waste Generated in our owned facilities and our fulfillment and distribution center in Rochester



Figure 17: Waste Management at our owned facilities and our fulfillment and distribution center in Rochester



*FY19 and FY20 Total Waste Generated and Waste Recycled data does not include waste generated in our fulfillment and distribution center, all of which is recycled. As a result, the % Waste Landfilled in FY19 and FY20 is overstated and Total Waste Generated is understated.

Other Waste—Furniture, Electronics, and Coffee Pods

A significant percentage of equipment and furniture from our decommissioned office space is salvaged through a recycling, repurposing, or donation process.

We work with a recycling partner to manage the electronic waste generated from our operations. Our recycling partner removes electronic data following necessary guidelines and manages the waste by resale and recycling. In FY23, we recycled 74.8 metric tons ("MT") of electronic waste in our operations in the U.S.

We partner with a recycling vendor to recycle the coffee pod waste created in our offices. The spent coffee grounds from the pods are composted, and the metal and plastic components are recycled.



Community

We contribute to the quality of life in the communities where our employees live and work.

Paychex Charitable Foundation

The Spirit of Giving is Central to Our Corporate Identity

At Paychex, we believe in creating a world where people are the most important part of every business. We know that happier, healthier, and engaged teams create better businesses. And strong, local businesses support vibrant communities.

An integral piece of our commitment to corporate responsibility is charitable giving. It's ingrained in our culture and is central to our corporate identity. Inspired by the longstanding philanthropy of our founder, B. Thomas Golisano, we established the Paychex Charitable Foundation in 2014. Through the Foundation, we provide funding to programs in the communities where our employees live and work.



Contributions from the Foundation support health and wellness; entrepreneurship and education; improving the economic health of the community and its workforce; and corporate citizenship. In addition, the Foundation supports the significant charitable activities of Paychex employees. Employee teams that support a local nonprofit with fundraising and/or hands-on volunteering may request a Foundation grant for that charity.

In FY23, Paychex made yet another significant investment in the Foundation, committing **\$5 million** in funding.

That's on top of the \$100 million added in FY22.

With these contributions, **more than**

\$21 million

of funding is now available through the Paychex Charitable Foundation.

\$2,040,500

in Foundation-funded grants were awarded in FY23, a new record. This includes \$57,000 to organizations supported and nominated by employees to supplement their team fundraising and volunteer efforts.



Strategic Giving Initiative Focused on Well-Being

Last fiscal year, the Paychex Charitable Foundation introduced an annual multimillion-dollar commitment and strategic giving framework to dramatically increase the financial support of nonprofit organizations that align with our mission.

As a national leader in HR, payroll, and benefits, Paychex has a unique vantage into the challenges facing American businesses and workers. We use those insights to direct funding where we see the greatest need.

The impacts of the COVID-19 pandemic and the rapid acceleration and shift to hybrid and remote work have helped to focus the efforts of the Foundation as it addresses one of the most profound challenges impacting businesses today: supporting worker well-being.

Within the strategic giving framework, the Foundation addresses four critical areas of well-being: mental health, physical health, financial health, and professional skills development.

The framework directs a \$1 million investment, over the course of four years, to each of the components of well-being identified above for a total investment of \$4 million.

Grants are being allocated by market in up to 10 locations where a high concentration of Paychex employees live and work, including Albuquerque, New Mexico; Baton Rouge, Louisiana; Chicago, Illinois; Lehigh Valley, Pennsylvania; Los Angeles, California; Phoenix, Arizona; Rochester, New York; San Diego, California; Tampa, Florida; and West Palm Beach, Florida.

As part of the grants awarded through the strategic giving framework, Paychex will also be providing volunteer opportunities to involve our employees, providing a powerful combination of financial support from the Foundation and the volunteer commitment of a network of nearly 16,000 Paychex employees from across the U.S.

Strategic Giving Partners

In FY23, we signed gift agreements with the following national nonprofit partners to help support this critical work:

Mental Health America

Mental Health America promotes mental health as a critical part of overall wellness, including prevention services, early identification, and intervention for those at risk. The organization has over 140 affiliates nationwide, each working to integrate care, services, and support for those in need.

Feeding America

Feeding America is the nation's largest hunger-relief organization. Through its robust partnership network, the organization provided 5.2 billion meals to people experiencing hunger in 2022.

Junior Achievement

With more than 100 local affiliates across the U.S., Junior Achievement reaches more than three million students per year in approximately 127,000 classrooms and after-school locations with core program content focused on work readiness, entrepreneurship, and financial literacy.

National Urban League

With more than 90 local affiliates across the U.S., the National Urban League serves 300 communities with direct services that improve the lives of more than three million people annually through program areas that include education and job training, workforce development, entrepreneurship, and more.





FEEDING[®] America



Supporting Diverse Communities

In FY23, the Paychex Charitable Foundation continued its legacy of philanthropy, providing over 110 grants totaling \$2,040,500. Gifts from the Foundation have traditionally supported the diverse needs of the community, but this year we took that commitment to new heights. In November, we introduced a formal giving effort that directs a \$5,000 donation to a nonprofit organization aligned with each of the Company's major DEI observances. See below for details on some of the benefitting organizations, with more to come as the year progresses.

Martin Luther King, Jr. Center for Nonviolent Social Change

The Martin Luther King Jr. Center for Nonviolent Social Change is a national resource dedicated to empowering people to create a just, humane, equitable, and peaceful world.





First Nation's Development Institute

First Nation's Development Institute strengthens Native American economies to support healthy Native communities.

Fisher House

For more than 30 years, the Fisher House has provided a home away from home for families of patients receiving medical care at major military and VA medical centers.





Girls Who Code

Girls Who Code, Inc. works to inspire, educate, and equip girls with the computing skills to pursue 21st century opportunities.

Thurgood Marshall College Fund

The Thurgood Marshall College Fund (TMCF) provides scholarships, capacity building, programmatic support, and advocacy for students and public Historically Black Colleges and Universities (HBCUs).

Asian Americans Advancing Justice

Rooted in the dreams of immigrants and inspired by the promise of opportunity, Asian Americans Advancing Justice advocates for an America where all are able to equally benefit from, and contribute to, the American dream.

Trevor Project

The Trevor Project is the world's largest suicide prevention and mental health organization for lesbian, gay, bisexual, transgender, queer, and questioning (LGBTQ) young people.

Wounded Warrior Project

The mission of the Wounded Warrior Project is to honor and empower severely injured service men and women by raising awareness for their needs and providing direct service.

Autism Speaks

Autism Speaks is dedicated to promoting solutions, across the spectrum and throughout the lifespan, for the needs of individuals with autism and their families.

Anti-Defamation League

The Anti-Defamation League works to stop the defamation of the Jewish people and to secure justice and fair treatment for all.

The Paychex Charitable Foundation exemplifies our commitment to working for a better world.

Annual Companywide United Way Campaign

Better United for Our Communities

With 16,000 employees disbursed across states, continents, homes, and offices, we are nonetheless united in our commitment to the communities where we live and work. Our longstanding support of United Way gives our employees an easy way to give back while building community within their own teams through localized fundraising events that bring people together for a shared purpose.

With a campaign that remained strong—yet different—during the pandemic years, the 2023 effort returned to its prepandemic momentum, raising nearly \$900,000 through employee pledges and fundraisers—setting a Company record. On top of those tremendous employee contributions, the Paychex Charitable Foundation added a \$350,000 gift on behalf of our employees. **That's \$1.25 million** that went back into local communities across the U.S.

On the other side of the globe, Paychex India made a ₹1.2 million donation to United Way of Bengaluru as part of their corporate social responsibility. The donation specifically helped 38 Anganwadi childcare centers, providing renovations to the centers as well as nutrition kits. Paychex leaders from our Bengaluru office were instrumental in nurturing the relationship with United Way, and many of our India staff visited some of the centers that benefited from the donation.





Since 2006, Paychex and its employees have given \$15.27 million to United Way organizations across the U.S.



Community Initiatives #PaychexCares Spirit Shines

Wherever our employees are, their caring spirit shines brightly. Whether it's a coordinated annual volunteer event or a cause championed by an employee and supported by their co-workers, whether the need is urgent or ongoing, Paychex employees rise to the occasion again and again. Leading with our values and a fundamental belief in the power of caring, our employees wrap their arms around people in need.

In Rochester, for example, we're proud to be one of the largest company teams represented at United Way's annual Day of Caring volunteer event. In FY23, more than 900 Paychex employees, including management at all levels, on 80 separate volunteer teams traded their office jobs for a day to go out into the community to help local nonprofits with garden clean-up, painting, window-washing, tree-planting, mulching, making repairs, and more.

At our offices across the U.S., many teams regularly give back through food and clothing drives, charity walks, and fundraisers. Others have volunteer committees that meet regularly to look at the needs in their communities and determine the initiatives they'll undertake for the year. One example is our Lehigh Valley Regional Service Center in Pennsylvania. In the past year alone, this team helped women survivors of sex trafficking, people with autism, children with epilepsy, and pregnant women and mothers of infants.





The Paychex Caring Spirit Award is given each year to a location or department that demonstrates their commitment to charitable service based on their support of the annual United Way campaign, their applications to the Foundation for funding support, and independent charitable initiatives they undertake throughout the year. Our Lehigh Valley office won the award this year, making them the only Paychex location to have won twice since the Caring Spirit Award was launched in 2017, exemplifying their ongoing commitment to caring for their local community.



Even small gestures make a big impact. In Atlanta, a Paychex sales representative was driving her son to school one day when she came upon two homeless 18-year-olds that she felt compelled to help. She rallied her co-workers and they raised nearly \$2,000 to purchase bicycles so the boys could ride to and from the high school where they were seniors, and to put the teens up in a hotel room for two weeks while she looked for a shelter or program that served young men. Her diligence paid off when she found Hope Thru Soap, a 501(c)(3) that serves the unsheltered homeless population in Metro Atlanta. The organization moved the boys into an extended-stay facility where they could finish out the school year before transitioning them to an apartment.

Among the \$57,000 awarded by the Paychex Charitable Foundation in FY23 to organizations nominated and supported by our employees, Hope Thru Soap received \$2,000 thanks to a caring sales representative rallying her team, raising money, and following through by applying for a grant to support the organization that helps many homeless people like the two boys she happened upon during an ordinary day.

Paychex employees are also there for major humanitarian efforts.

When a devastating earthquake hit Turkey and Syria in February of 2023, killing tens of thousands of people and leaving more than a million homeless, employees were quick to appeal for a corporate donation on behalf of coworkers who had family members in the impacted areas. Along with a \$10,000 Foundation gift to Global Giving's Turkey and Syria Earthquake Relief Fund, nearly \$20,000 more was donated by hundreds of Paychex employees to provide humanitarian relief to survivors.



Empowering Businesses

Our purpose is to provide our clients with the freedom to succeed.

Helping Businesses Succeed

Providing Support to Navigate a New Era of Work

In 1971, Paychex began by offering a single, revolutionary payroll product to address the unmet needs of small businesses. As we've grown, we've rapidly evolved to become a true advocate for businesses of all sizes—from startups to corporations—by anticipating the needs of our clients with innovative products, services, and support.

We make it simple for businesses of all sizes to pay and manage their employees. We make their payroll easy and automatic. We handle their benefits programs. We guide them through their human resources challenges. We help them navigate ever-changing laws and regulations. We do it all in the way our clients want—online and mobile, over the phone, or any combination.

See how we're fulfilling our purpose while helping our clients fulfill theirs in our <u>Client Impact Report</u>. From restaurants to animal hospitals to insurance companies, we're making a difference in the lives of our smallto mid-size business clients and their millions of employees.

Our founding purpose remains today—to provide businesses the freedom to succeed.





Occupational Safety

We are committed to providing our employees with a safe and comfortable working environment at our facilities.

FY20 15,319 100%
FY21 14,451 100%
FY22 15,498 100%
FY23 15,419 100%

Number of U.S. employees covered by an occupational health and safety management system

Performance

With our continued focus on employee safety, we have not had any work-related fatalities or catastrophic injuries. In FY23, the Paychex Safety and Ergonomics team assisted 571 employees with their ergonomic issues.

In conjunction with the ongoing efforts of the Safety and Ergonomics team in providing all our employees with access to various safety information, resources, and training material, we have seen a **61% reduction** in the number of reported new workers' compensation claims in the last five years.





We'll keep working for a better world for all of our stakeholders.

Just as we've done for **more than 50 years,** doing business the right way is how we do our part to make the world a better place. We'll keep finding ways to improve upon the good work we've already done to be the very best version of our Company—for our clients, shareholders, employees, communities, and planet.

This report includes forward-looking statements within the meaning of the Private Securities Litigation Reform Act of 1995 which are subject to risks and uncertainties. For additional information regarding our use of forward-looking statements, please see our <u>latest 10-K</u>. We undertake no obligation to update or revise any forward-looking statements.

This report covers Paychex's fiscal year 2023 and provides qualitative and quantitative information on our approach to managing our Environmental, Social, and Governance (ESG) opportunities and risks. This report was prepared with reference to the GRI Standards and follows the Sustainability Accounting Standards Board (SASB) Standards for industry Software & IT Services, with respect to our ESG focus areas. GRI and SASB indexes can be found at <u>paychex.com/corporate/corporate-responsibility</u>. We report on ESG issues that pertain to us through this ESG report and the <u>Paychex Corporate Responsibility</u> website. Additional information about our Company can be found through our submissions to the CDP (formerly Carbon Disclosure Project), in our annual and quarterly reports, and our proxy statement on file with the U.S. Securities and Exchange Commission and on the <u>Paychex Investor Relations website</u>. Links and references included throughout the report provide direction on where to find additional information.

Data in this report reflect estimates using methodologies and assumptions, which may change in the future as a result of new information or subsequent developments. Statements regarding the Company's future direction and intent are subject to change or withdrawal without notice and represent goals and objectives only.





Thank You

To learn more about Paychex's commitment to corporate social responsibility, visit our website.

This report was prepared using the GRI Standards as a GRI-referenced report. GRI and SASB Indices can be found at <u>paychex.com/corporate/corporate-responsibility</u>.