



PAYCHEX[®]

Corporate Social Responsibility Report:

Putting Good to Work

Fiscal 2020, June 1, 2019–May 31, 2020

Table of Contents

05-21 | **Employees**

22-29 | **Communities**

30-36 | **Environment**

37-44 | **Ethics**

This report was prepared using the GRI Standards as a GRI-referenced report. 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 U.S. operations only.



A Letter from the CEO

In times of crisis and times of calm, we believe we have a corporate responsibility to lead with our values of integrity, accountability, service, innovation, partnership, and respect. Never has this been more evident than during the COVID-19 pandemic.

During this challenging time, we put the safety of our employees first, and in doing so gave them the peace of mind that allowed them to serve their clients, colleagues, and communities with the outstanding dedication and service we're known for.

Our expertise helped us get in front of the crisis for not only our clients, but all businesses, by standing up an online Coronavirus Help Center in the early days of the pandemic that helped businesses understand the rapidly changing regulations and initiatives like the CARES Act. We then swiftly developed tools to help clients access resources such as PPP loans, delivered webinars on topics they needed to understand, and supported them with human resource expertise to help them manage their workplaces and employees in the time of unprecedented uncertainty and change.

During this time, we continued to care for our communities in true "Paychex Cares" fashion, supporting our employees' grassroots efforts in their local communities and making a \$1 million grant from our Paychex Charitable Foundation to help United Ways across America address the impact of the COVID-19 crisis on underserved populations.

I invite you to learn more about these initiatives, along with other steps we took during the past fiscal year to help our employees, communities, and environment thrive—all while leading with our values.




Thank you,

Martin Mucci

President and Chief Executive Officer
Paychex, Inc.

At Paychex, putting good to work reflects our approach to corporate responsibility. It's empowering our **Employees** through well-being, inclusion, and diversity. It's giving back and making a positive impact in our **Communities**. It's serving as a good steward of the **Environment**. It's a commitment to **Ethics** and doing business the right way for ourselves and our clients. It's about everything we do to **Be Paychex**.

Our commitment to corporate responsibility—and all of our business practices—are guided by six values that demonstrate what it means to Be Paychex:

 Integrity Be Ethical	 Accountability Be Responsible	 Innovation Be Curious
 Partnership Be Collaborative	 Respect Be Considerate	 Service Be Helpful

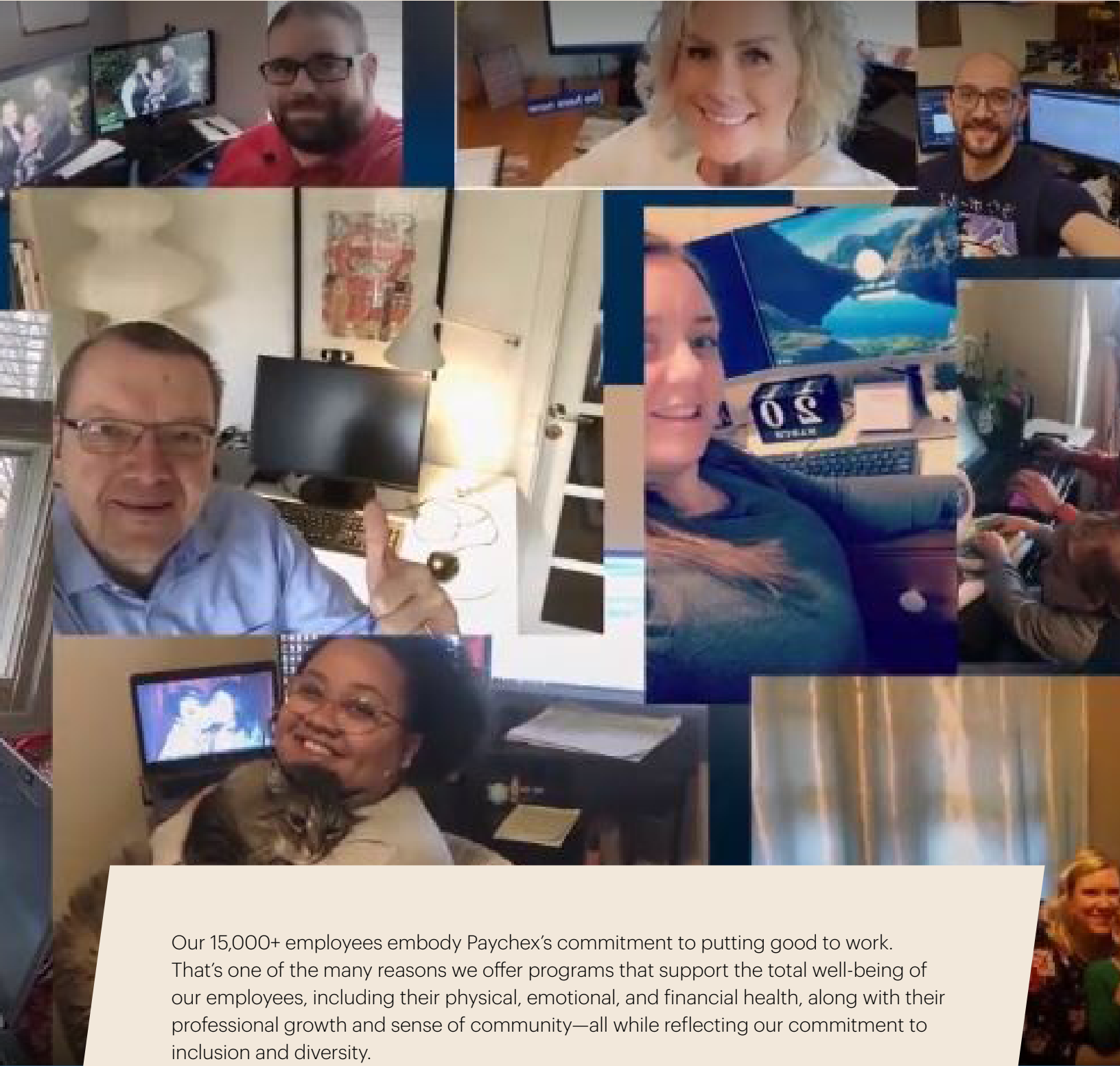
Champions in Action

Nearly 10% of employees—representing every Paychex location around the world—serve as volunteer culture champions, living the Paychex values by example and keeping them top-of-mind for their co-workers.



Employees

Pages 05–21



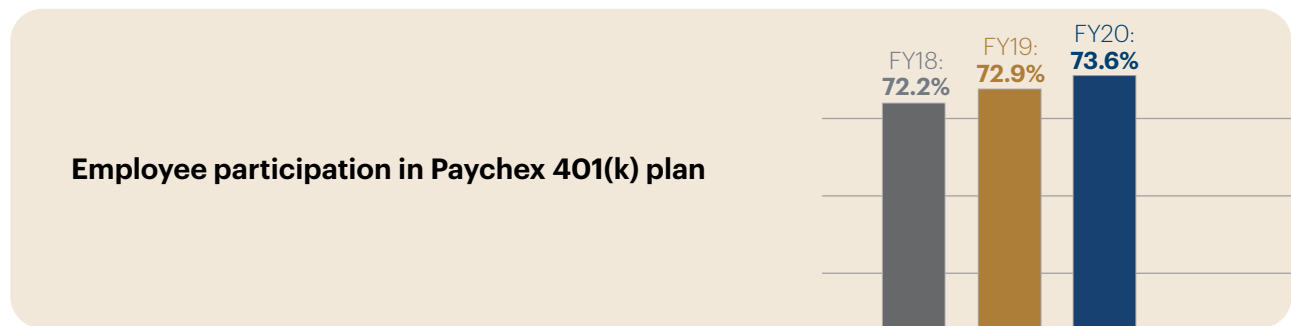
Our 15,000+ employees embody Paychex's commitment to putting good to work. That's one of the many reasons we offer programs that support the total well-being of our employees, including their physical, emotional, and financial health, along with their professional growth and sense of community—all while reflecting our commitment to inclusion and diversity.

Robust Benefits

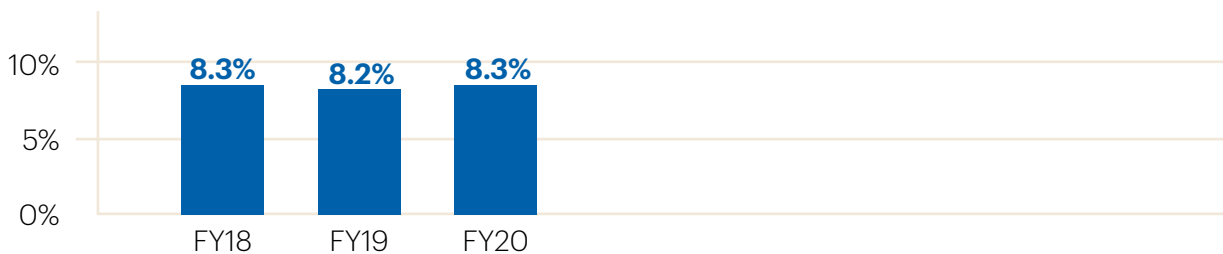
Paychex is committed to rewarding our employees with a comprehensive and competitive [benefit package](#) to help keep our employees well and manage life's twists and turns. In the U.S., wellness benefits include medical/Rx, dental, vision, telemedicine, short- and long-term disability, Employee Assistance Program (EAP), paid family leave, stress management, mindfulness training, resiliency training, and programs for weight loss and tobacco cessation.

To support the financial security of our employees, we regularly review salaries to ensure we're staying competitive in the industry, and offer financial benefits such as a 401(k), employee stock purchase plan, tuition assistance, scholarships for children of employees, and financial fitness education.

Paychex 401(k) Plan



Voluntary Employee Contribution (Average Deferral)



We strive to also provide comprehensive benefits at our international locations. In Germany, most benefits are determined by the government, and we offer a supplemental defined contribution pension program to full- and part-time employees. In Denmark, most benefits are also socialized. In India, while benefits like health and dental insurance aren't typically required by law, Paychex employees—along with their immediate families, parents, and parents-in-law—are eligible for coverage under the Paychex plan, with the company covering 50% of the total premium.

Paychex health and well-being programs are designed to meet our benefit strategies and objectives:

- Enable employees to achieve their optimal health so that they can be their best at work, as well as outside of work.
- Maintain programs that are affordable for employees and the company.
- Strive to meet the changing needs of a diverse workforce.
- Ensure our programs make a positive difference in attracting, retaining, and engaging our workforce.
- Maintain the appropriate competitiveness that optimizes our investment.

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 an employee is entitled to.

U.S. Employees Entitled to PSPFL*, by Gender

	FY18	FY19	FY20
Female	8,325	8,354	9,107
Male	5,655	5,788	6,158

**Note: Full- and part-time employees scheduled to work 20 or more hours/week are eligible for PSPFL.*

U.S. Employees Who Took PSPFL, by Gender

	FY18*	FY19	FY20
Female	137	353	322
Male	82	251	289

U.S. Employees Who Returned to Work After PSPFL Ended, by Gender

	FY18*	FY19	FY20
Female	91	334	305
Male	59	240	284

U.S. Employees Who Returned to Work After PSPFL Ended and Were Still Employed 12 Months After Their Return to Work, by Gender

	FY18*	FY19	FY20**
Female	76	270	NA
Male	51	203	NA

**Note: PSPFL started 1/1/18, halfway into our fiscal year, so FY18 figures are lower.*

***Note: For PSPFL claims that ended in FY20, 12 months have not elapsed to measure how many of the employees are still with the company.*

Return to Work Rate of U.S. Employees Who Took PSPFL, by Gender

	FY18*	FY19	FY20
Female	66.4%	94.6%	94.7%
Male	72.0%	95.6%	98.3%

Retention Rate of U.S. Employees Who Took PSPFL, by Gender

	FY18	FY19	FY20**
Female	83.5%	80.8%	NA
Male	86.4%	84.6%	NA

*Note: PSPFL started 1/1/18, halfway into our fiscal year, so FY18 figures are lower.

**Note: For PSPFL claims that ended in FY20, 12 months have not elapsed to measure how many of the employees are still with the company.



Taking Care of Employees in the COVID-19 Environment

When the COVID-19 pandemic gripped the world in early 2020, Paychex anticipated the unique challenges employees might face during the crisis, and adjusted policies and programs to help our employees receive the benefits and care they might need.

These adjustments included:

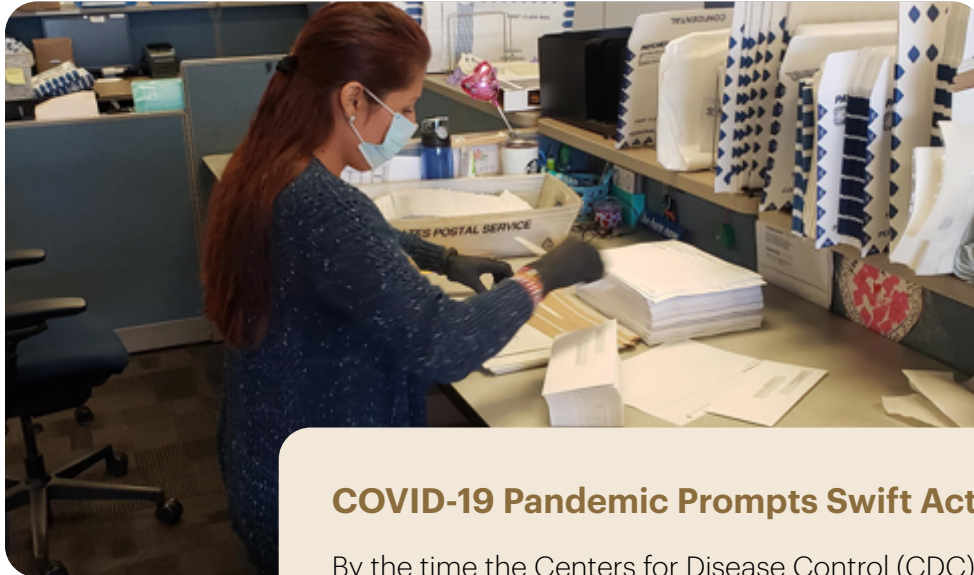
- Elimination of co-pays for any telemedicine visits for any employees/family members covered under the Paychex medical plans.
- Expansion of Sick Leave and Short-Term Disability to allow employees to receive full pay during their time away.
- Creation of a new Paychex Caregiver Pandemic Leave Policy.
- Creation of the new Paychex Supplemental Pandemic Personal Leave program.
- Paychex voluntarily adopted a provision of the Internal Revenue Service (IRS) Notice allowing employees a one-time special enrollment in order to make changes to their health care and dependent care FSA.



In the last four months of FY20, nearly **three dozen employees** were helped by our new supplemental paid pandemic personal leave program that provided two weeks of sick time and four weeks at two-thirds base pay.

During the pandemic, employees made more than **8,400** telemedicine visits at **no cost**, thanks to Paychex waiving all co-pays for this program to give them easy access to medical care.

As part of our commitment to employee health and safety, Paychex continues to routinely survey workers regarding their concerns and comfort in returning to work during the pandemic and will continue to avoid exposing employees to unnecessary risk.



COVID-19 Pandemic Prompts Swift Action

By the time the Centers for Disease Control (CDC) stated that COVID-19 was heading toward pandemic status back on February 25, 2020, the Paychex crisis response team was already making contingency plans to protect our employees. With employee safety our primary concern, this planning made it possible to successfully send 95% of our workforce home, with the equipment and resources needed to do their jobs remotely, within a week of President Trump's declaration of a National Emergency on March 13, 2020. Only employees in critical on-site roles remained on-site, armed with masks and new protocols to keep them as safe as possible.

In those early weeks, the Paychex human resources and organizational development team was also mobilizing to quickly deliver resources and benefits to help employees successfully manage their new reality. From free tools to help parents forced into home-schooling, free online wellness classes through Zoom, mental health webinars and an Employee Assistance Program (EAP) toolkit, training sessions to help employees master Webex, and resources for leaders to help them successfully manage a remote workforce while staying true to the Paychex culture and values, it's no wonder employees gave Paychex an 87% positive rating in a special pulse survey that measured the information, leadership support, and well-being support provided by the company during the first few weeks of the crisis.

Behavioral Health

Through the Paychex Employee Assistance Program (EAP), Paychex employees (along with their spouse and immediate family members) can get help through the whole continuum of behavioral health-related needs, including social determinants, managing stress, dealing with claims issues, finding providers, getting connected with digital tools, finding in-network facility options, and getting connected to clinical support if and when members need a higher level of care.

In 2018, Paychex successfully piloted an integrated service delivery model for behavioral health where employees only had to contact one place via phone, chat, text, or video.

After the pilot was completed, we found:

99.1% of callers who completed the survey said their well-being partner solved their issue.

and...

99.7% were satisfied with their experience.

Occupational Health and Safety

Paychex is committed to providing our employees with a safe and comfortable working environment, and has a number of policies, practices, and training materials to help us accomplish this.

For example, all employees can access the Safety and Ergonomics section of our internal website, which contains information, resources, and training to help them recognize and follow protocols when a potential safety concern may exist. The site also includes links to safety manuals for both office and warehouse employees, which comply with current OSHA guidelines and regulations. And online training in our Learning Management System (LMS) helps employees identify potential safety hazards and proper protocols to follow should one be recognized. These manuals are reviewed on an annual basis and are updated as needed.

A formal Safety Committee representing various departments and individuals from facilities, human resources, real estate, and security has been meeting on a quarterly basis since 2018 to review any safety-related concerns and discuss how we can continue to make Paychex an even safer place to work. In addition, more than 225 trained safety representatives across the U.S. assist their co-workers and local management when a safety matter exists.

Due to our continued focus on employee safety, we have not had any work-related fatalities nor catastrophic injuries.

Safety Reporting Process: Employees can alert the safety team to existing or potential safety concerns with a reportable event form and checklists for topics such as office safety, workstation ergonomics, and safe lifting to help our workplaces stay as safe as possible. The corporate safety team reviews and responds to every reportable event form and email received and works directly with local management and other departments (such as facilities, real estate, and security) to promptly address any concerns raised.

Employees may report anything in need of repair to their supervisor and can contact the corporate safety team directly to report potential safety hazards without fear of any sort of reprisal from management. They can also use an online form to report any injury they may have sustained, near miss they had, or if they refuse to work or want to remove themselves from what they feel is an unsafe or unhealthy work condition. Once reported, the situation is investigated and addressed with local management and/or appropriate departments.

With **5%** of our U.S. employees working at on-site locations in critical roles throughout the pandemic, we swiftly instituted safety protocols, mandatory training, and enhanced cleaning measures to help keep them as safe and healthy as possible.

On-site Resources: We have installed automated external defibrillators (AEDs) in all locations and provide training for employees. Well-stocked first-aid kits are also available at all locations. We do not have our own on-site medical facility to treat our employees should they need medical attention. If an employee is injured at work, the corporate safety team will not share their medical diagnosis or any other specific medical or treatment details with their supervisor or manager, with the exception of any work restrictions that may be given.

In conjunction with the ongoing efforts of the Safety/Ergonomics team in providing all our employees with access to various safety information, resources, and training material, we have seen a **40% reduction** in the number of reported new workers' compensation claims in the last five years.

Helping Employees Achieve All the Dimensions of Well-being



The Paychex voluntary well-being program supports employees for making health a priority and addresses the environmental and cultural factors that influence all dimensions of well-being, including physical, social-emotional, financial, community, and career.

The program includes:

- Socially based, multi-week Fitbit wellness challenges
- Best-in-class tobacco cessation options
- Healthy, delicious, favorably priced food in company cafeterias and vending machines
- A partnership with community-supported agriculture
- Subsidized wearable Fitbit devices
- Blood pressure kiosks
- Mindfulness-based stress-reduction programs
- Resiliency programs
- Ergonomics
- Treadmill workstations
- Financial well-being
- Flu shots
- Health coaching
- Voluntary on-site screenings and measurable outcomes related to health risk
- Workforce engagement, productivity, motivation, and satisfaction

Preventive health care programs include annual on-site health screenings, annual on-site flu shot clinics, the Kurbo pediatric weight-loss program, full coverage of annual routine screening exams—such as mammograms—built into medical plans, and the Quit for Life™ tobacco cessation program.

Whelp, I needed a fifty pound weight for weighted squats. It was a little wiggly but it worked a treat!! 🐶🐶🐶



Thousands of employees participate in our award-winning well-being programs that include walking challenges with subsidized Fitbit devices. In fiscal 2020, employees walked or ran nearly **2.7 million miles** in these challenges, while also participating in stress management, resiliency programs, and health coaching. And more than **4,100 employees** participated in a special month-long “Beat the Seat” Fitbit challenge to stay physically active and virtually connected with their co-workers while working from home during the COVID-19 pandemic.

Paychex takes every opportunity to cross-promote programs by creating partnerships with leaders and informal leaders (such as our pool of volunteer wellness champions) across the organization and leveraging communication vehicles such as email, newsletters, social media, home mailers, and mobile applications.

A Responsive Program

Paychex voluntary wellness programming topics and strategy are informed through:



Health Assessment

The Health Assessment or Health Risk Appraisal/Health Risk Assessment (HA) is a tool an employee uses to submit individual health/well-being and risk factor data. The HA includes questions on lifestyle, health behaviors, and personal and family medical history. This information is analyzed and returned to the employee as an individualized assessment of their current health status/quality of life and often contains strategies for reducing risk. Aggregated data are also reported back to Paychex to inform strategy and programming.



Biometric Screening

Our biometric screenings measure health indicators such as weight, height, body mass index (BMI), waist circumference, blood pressure, blood sugar, lipid panel (cholesterol, high-density lipoprotein (HDL), triglycerides), and body fat. For decades, Paychex has offered our employees the opportunity to participate in free, voluntary biometric screenings to help them know their numbers and better understand their health risks. In the fall of 2019, more than 2,400 employees participated.



Social Determinants of Health (SDOH)

Conditions in the places where employees live, learn, work, and play affect a wide range of health risks and outcomes.

Social Determinants of Health in the Rochester Community

Paychex was a founding member of the Rochester Community High Blood Pressure (HBP) Collaborative. Using national and community data, the collaborative found that African Americans and Latinos have a higher prevalence of hypertension in comparison to Whites.

The collaborative received input from community stakeholders—the African American Health Care Coalition, Latino Health Care Coalition, Monroe Medical Plan, Southwest Area Neighborhood Association, Community Place, and several physician groups and community organizations—to develop the initiative. The HBP Collaborative developed a community outreach program, which consisted of blood pressure screenings, educational events, and the use of culturally and linguistically appropriate communications.

Several churches formed a Health Ministries Coalition. Through this coalition, an ambassador campaign was developed. The coalition provided blood pressure screenings along with eight-week classes centered on blood pressure and diabetes education, and four of the churches offered Diabetes Prevention Program classes. The HBP Collaborative works with primary care practices twice a year to collect race, ethnicity, demographic, and quality data which all help in tracking and reporting disparities. The baseline rate was 62.7% of individuals “in control” of hypertension, which improved to 71.3% after three years. This work continues today.

Protecting Personal Health Information

The Paychex employee wellness program is a voluntary program available to all full-time employees. Part-time employees, employee spouses, and dependents are eligible to participate in some aspects of the program. The program is administered according to federal rules permitting employer-sponsored wellness programs that seek to improve employee health or prevent disease.

Paychex is required by law to assure the privacy and security of our workers’ personally identifiable health information. Paychex does not collect or receive personally identifiable health information through the wellness program. Paychex may receive aggregate information about the wellness program in order to enhance the program based on identified health risks in the workplace, and third-party vendors contracted by Paychex will never disclose any worker’s personally identifiable health information either publicly or to Paychex.

Employees’ health information is not sold, exchanged, transferred, or otherwise disclosed. Any third-party representative who handles employee information for purposes of providing employee services as part of the wellness program must abide by the same confidentiality requirements. Employees will not be discriminated against in employment because of the medical information they provide as part of participating in the wellness program, nor may the employees be subjected to retaliation if they choose not to participate.

Taking Time to Take Care

Paychex offers employees paid time off during the work day for activities that promote well-being, community involvement, physical activity, and mindfulness.



Community Involvement

Time is given to employees for the express purpose of volunteering for a charitable organization in their community. Employees may take the eight hours consecutively or divide the time into two four-hour increments. Volunteer activity may be done individually or as part of a group, within or outside of Paychex.



Self-Directed Coaching

Individualized online coaching based on health risk or personal interest. All employees are given 10–60 minutes as needed, with their manager’s approval.



Telephonic Coaching

One-on-one session on a single behavioral intervention (such as tobacco cessation support) that addresses health risks. All employees are given 10–60 minutes as needed, with their manager’s approval.



Mindfulness and Yoga

All employees are given 10–60 minutes as needed to practice with a live instructor with their manager’s approval.



On-site Health Screening

Comprehensive screenings and consultation for important markers of health.

hr4u
Free virtual wellness classes

Through Zoom.
We've arranged for free online wellness classes through Zoom. Registration is limited to 99 participants per session so hurry and [reserve your spot](#).

Wednesday
12:00 - 12:30 pm EST - **Mat Yoga** with Bethany
12:35 - 1:00 pm EST - **Deskercise** (low impact stretches) with Bethany
1:05 - 1:30 pm EST - **Relaxation** with Bethany

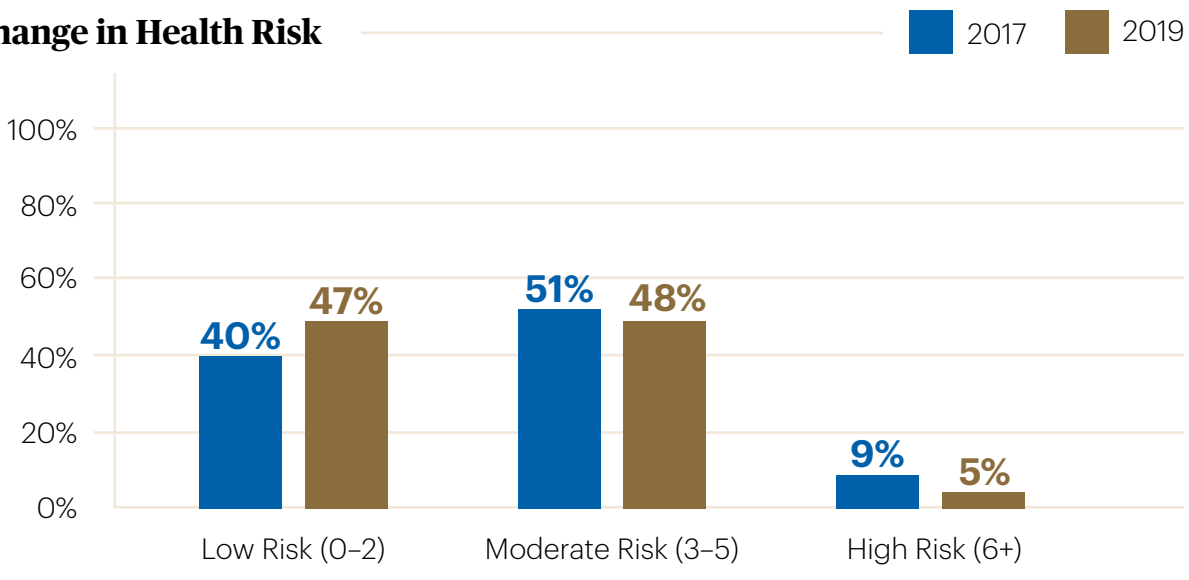
Thursday
12:00 - 12:30 pm EST - **Mat Yoga** with Ana
12:35 - 1:00 pm EST - **Deskercise** with Ana
1:05 - 1:30 pm EST - **Meditation** with Ana



Health Risks Decreasing

In 2019, more than 4,800 Paychex employees completed their Health Assessment. When comparing 2017 data to 2019, the average number of health risks decreased significantly from 3.07 to 2.72 (-11.4%). All lifestyle risks improved over time, especially in the following areas: exercise, blood pressure, cholesterol, back care, and depression.

Change in Health Risk



World-Class Training

Throughout our company’s nearly 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* list of the Top 125 Training Organizations 19 consecutive times. Most recently, we ranked No. 14 on the 2020 list.

Average Hours of Training by Gender

	FY18	FY19	FY20*
Female	55.5	52.6	40.7
Male	50.5	52.5	36.7

**Note: FY20 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 the last quarter of the fiscal year due to COVID-19.*

Average Hours of Training by Job Level

	FY18	FY19	FY20
Individual Contributor	56.09	52.24	42.45
Senior Individual Contributor	16.97	16.22	16.49
Sales	58.71	66.96	39.97
Supervisor	61.02	59.05	45.45
Manager	58.29	52.21	37.02
Senior Manager	38.81	38.06	27.11
Director	35.65	26.22	24.59
Executive	15.34	7.87	12.76

Training by the Numbers

Provided nearly
6,000

workforce training, skills, and leadership development programs offered through in-person, virtual classroom, or online self-paced modules.

452

employees participated in our Women in Leadership mentoring program, with an **86%** satisfaction rate among mentors/mentees.

Note: 53% of leadership roles within Paychex are held by women.

473

full- and part-time employees received college tuition reimbursement, totaling **\$1.9 million**; **168** children of employees have received **\$551,500** in higher-education scholarships since 2005.

Employees by the Numbers

Average number of new employees added annually over the last five years:

3,109

Employee engagement:

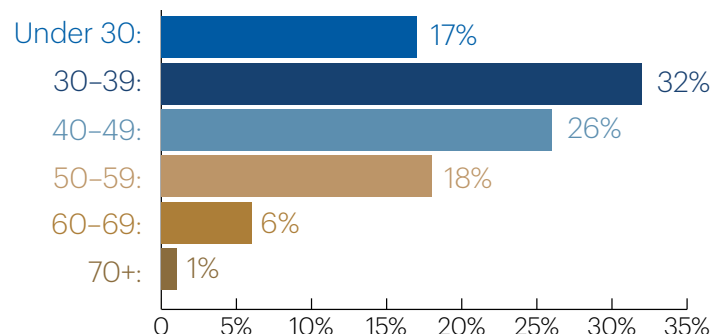
92%

at close of FY20, an all-time high.

Note: This level of engagement is reflective of the "safety first" approach we took to the COVID-19 pandemic and the work we did across the organization to keep employees as safe and productive as possible while working from home.

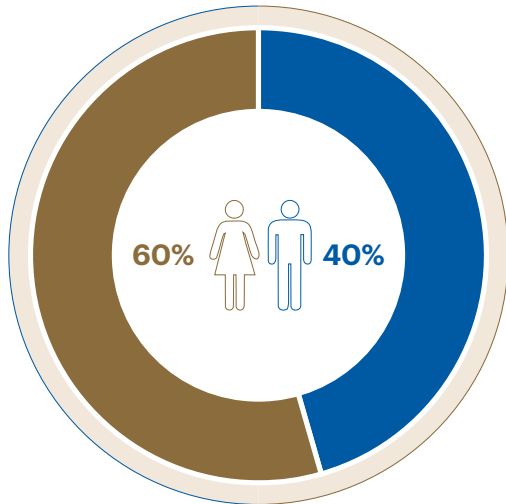


Employees by Age Categories:



Paychex Workforce

Employees by Gender:

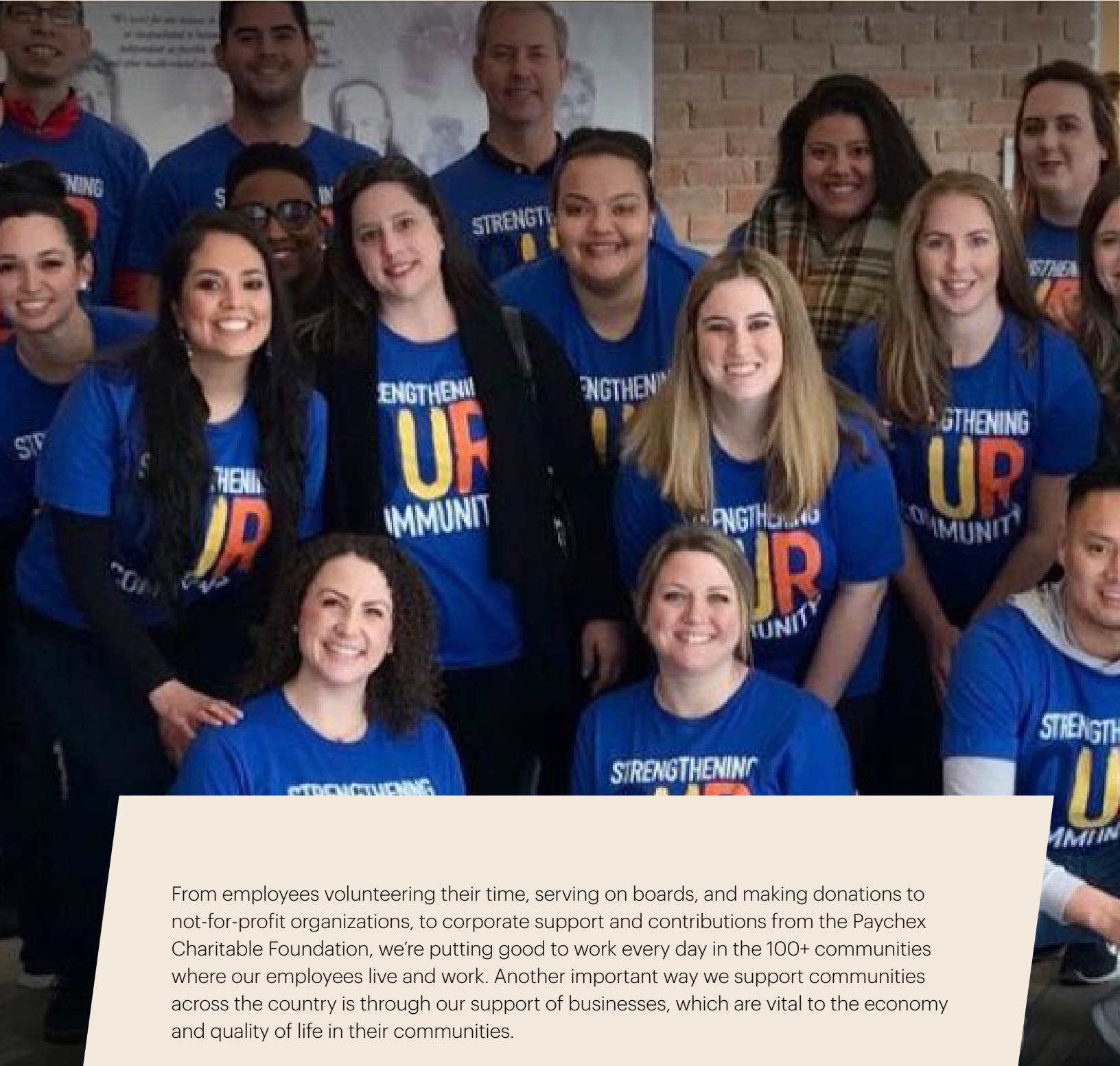


Percentage of Senior Management at Significant Locations of Operation That Are Hired from the Local Community, FY20:

Denmark: **88%** | India: **100%**



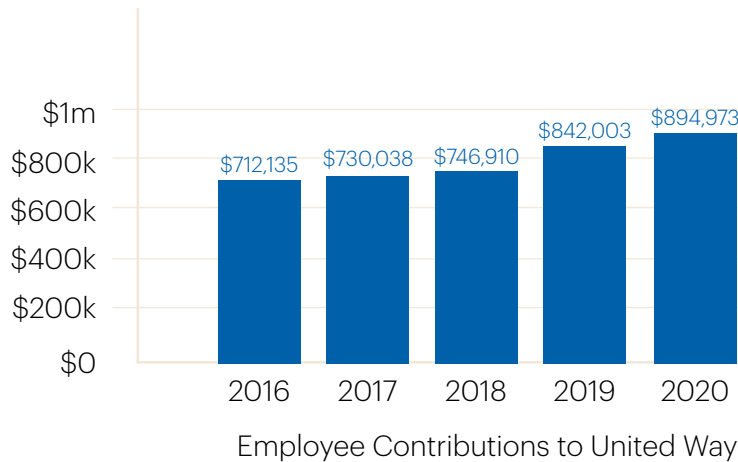
When we measured overall employee engagement with a special survey two months into the COVID-19 crisis, **77%** of our employees responded. With a record level of engagement, **92%** said they'd speak positively about and like working at Paychex, and feel motivated to do their very best to help make the company successful.



From employees volunteering their time, serving on boards, and making donations to not-for-profit organizations, to corporate support and contributions from the Paychex Charitable Foundation, we're putting good to work every day in the 100+ communities where our employees live and work. Another important way we support communities across the country is through our support of businesses, which are vital to the economy and quality of life in their communities.

Paychex Cares

Annual United Way Campaign



Corporate Contribution to United Way over the Same 5-Year Period: **\$2,015,000**

For a single three-week period each year, Paychex offices across the U.S. buzz with the activity of the annual United Way campaign. Championed by a different Paychex executive each year, who also serves as the company campaign chair, employees at each location form committees to run their local campaigns, all working toward a company goal that exceeds the prior year's. Employees attend kickoff meetings to learn more about United Way's efforts in their local communities, participate in office fundraisers like bake sales and raffles, and make confidential donations through an online pledge site.

For the 2020 campaign, Paychex saw a 12% increase over 2019, raising \$1.1 million, including \$895,000 from employees and a \$225,000 corporate gift. In addition, the Paychex Charitable Foundation made a special **\$1 million COVID-19 relief gift** to help United Ways in several cities across the U.S. address the unique needs brought about by the COVID-19 crisis. Since initiating companywide campaigns in 2006, Paychex and its employees have given more than \$12 million to United Way organizations across the United States.

Paychex Charitable Foundation

The Paychex Charitable Foundation (the Foundation) was established in 2014 to provide monetary support to initiatives that support economic development in communities where we have operations, while enhancing the quality of life for those who live and work in these communities.

Contributions from the Foundation fall into one or more of these categories:



**Entrepreneurship/
education**



**Health and
wellness**



**Improving
the economic
health of the
community and
its workforce**



**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.

\$1,546,522 in foundation-funded grants were awarded in fiscal 2020, including nearly **\$42,000** to organizations supported and nominated by employees to supplement their team fundraising and volunteer efforts.

Caring Doesn't Stop for COVID-19

One of the things that makes Paychex such a special place to work is our collective commitment to caring. Not only does it help our communities, but it helps build bonds between employees as they work together to create and participate in team fundraising and hands-on volunteer opportunities.

Even when the COVID-19 pandemic forced most Paychex employees out of the office and into the safety of their homes, the caring continued. From individual employees using their 3-D printing expertise to create protective face shields for health care workers, to carefully organized food and clothing drop-offs, to special pizza deliveries for small-business owners, Paychex employees acted in characteristic "Paychex Cares" spirit to jump into action when the need was especially great.

The caring didn't stop with employees. Just a few weeks into the pandemic, the Paychex Charitable Foundation made a \$1 million gift to United Way to help local communities address the needs of those hit hardest by COVID-19, including \$500,000 designated to a Community Crisis Fund created by United Way of Greater Rochester to support nonprofit organizations that provide direct services to those most affected by the pandemic. As CEO Marty Mucci said in a message to employees, "Never has there been a more important time for us to show our support for our communities." In addition to United Way of Greater Rochester, the money was distributed to 10 United Way organizations across the U.S. where Paychex has the greatest employee presence and demonstrated history of employee giving.



More than \$150k

has been raised for the American Heart Association over the past three years by employee walk teams in some of our largest locations. Although the 2020 Rochester Heart Walk was moved to a virtual event due to COVID-19, employees still exceeded the company goal by more than 20%, raising nearly \$37,000.

Supporting U.S. Businesses and the Economy

Serving more than 680,000 small- and mid-sized businesses throughout the United States and parts of Europe, we offer comprehensive HR, payroll, benefits, and insurance solutions, backed by cutting-edge technology and personalized service. Paychex makes complex HR and payroll issues simple for our clients, freeing them up to focus on running their business.

Helping Businesses Through a Crisis

During the COVID-19 pandemic, many businesses were faced with shutdowns and worker furloughs. Paychex reacted in real time to provide resources to U.S. businesses during this time of need. Our 200+ compliance specialists worked with regulatory agencies such as the Small Business Administration, the U.S. Treasury, IRS, and other U.S. government representatives to advocate on behalf of businesses. These specialists interpret new regulations on a daily basis, and as the economy begins to reopen, they are tracking separate state initiatives and regulations, which is the backbone for an [interactive tool](#) on our website that provides all businesses—not just our clients—a quick rundown of executive orders and legislative changes related to COVID-19.

Just days into the crisis, we created a comprehensive [Help Center](#) on our paychex.com website, which is continually updated with educational resources and tools to help businesses understand federal and state regulations arising from the pandemic and support them during every phase of reopening. We've also conducted more than 45 educational webinars on everything from maintaining financial wellness during the crisis to supporting employees in a remote environment. These live webinars have been attended by nearly 200,000 interested businesses owners, HR managers, and CPAs, who can ask specific questions about their business in real time and get answers from subject-matter experts.

When the Paycheck Protection Program (PPP) was introduced, we created an [online payroll report](#) to help simplify the process of filing a loan application. This report was proactively delivered to clients and was available the same day the loan applications opened. We have processed more than 530,000 reports for our clients and their CPAs—including 250,000 that were provided within the first three days. And when we learned that some of our clients found connecting with an SBA-approved lender to be challenging, we [joined forces with three fintech companies](#)—Biz2Credit, Fundera, and Lendio—to provide direct access to alternative lenders to get the loan process underway quickly. More than \$100 million of loans have been processed through these referral relationships for our clients. Then, within days of the Paycheck Protection Program Flexibility Act being signed into law, we introduced an online [PPP Loan Forgiveness Estimator](#) and Forgiveness Report to simplify the complicated forgiveness application process for our clients. To date, we've helped clients leverage and maximize more than \$28 billion in PPP loans.

“We have worked with Paychex for over five years, and I have always appreciated your excellent customer service, the good work of your colleagues, and the easy-to-use technology you make available to clients. As we mobilized to review and apply for a PPP loan, I again appreciated and am grateful for the fact that Paychex invested the time and resources to make it easier for clients to access and report the critical payroll information required by lenders and the SBA. Although the PPP loan process at the federal level and among the banks has not been smooth, I am happy to report that my interactions with you, Paychex as a whole, and your technology platform have been, by far, the smoothest and easiest part of the entire process. Thank you!!”

Jeff

Customer, professional services company

Investments in Innovation to Help Businesses: The Future of Work is Now

Innovative thinking is a key to success for our company, and perhaps never has it been so evident as it's been during the COVID-19 pandemic. As a long-standing human resources leader, we have insight into the needs of our clients and their employees and see trends in our markets—even when those markets are changing rapidly as a result of the pandemic. Our strategy for innovation is to use this insight to anticipate the future needs of our clients and constantly evolve to meet those needs. We have invested in a broad portfolio of technology and services to support the employee life cycle from hire to retire, and this innovation not only helps businesses be more productive by making complex HR and payroll matters simple, but helped us respond with speed and agility when businesses needed us the most.

The workplace has been evolving to more flexible remote working and payment options. COVID-19 has accelerated this trend, with many businesses quickly moving employees to work-from-home. Our solutions and HR support allow businesses to effectively manage a remote workforce.

Our focus on mobile-first design within our Paychex Flex® platform allows clients and their employees to access our five-star-rated app from anywhere and on any device. Paychex Flex allows over 25 self-service actions that can be used by managers and their employees, increasing efficiency for business owners and HR administrators.

Our HR innovations are helping clients support their employees, whether they are in the office or working remotely, by managing critical communications, keeping them engaged, and helping them stay productive.



Flexible Payment Options

Along with traditional paper checks or digital transfer through direct deposit or paycard, new payment options have added flexibility and speed to how and when employees are paid—another item of critical importance during the COVID-19 pandemic. Here are some recent payment option innovations:

- **Pay-on-Demand (powered by PayActiv)**, which gives employees access to earned wages in advance of their normal pay day, allowing them to manage their personal cash flow. Our solution is unique in that it provides clients with flexible payment options including direct deposit, pay card, and digital payment into Amazon or PayPal accounts.
- We were the first to offer **Real-Time Payments (RTP)** for direct deposit via the RTP network, which allows employers to issue payment to employees within just a few minutes in time-sensitive or emergency situations.

“Got some great info on a briefing with Paychex today. They have tools and calculators for clients and non, including this look at the eight-week timeline employers must meet in order to get PPP loan forgiveness. It is a complex process without a partner.”

Mollie Lombardi

Founder and Principal Analyst, MollieLombardi.com and m.Research

"I attended the webinar this afternoon and found it really helpful with regard to how we can get the office back up and running in safe and measured stages while maintaining compliance on every level. Paychex is incredibly helpful in providing information about EVERYTHING, and I really want to make sure we all know how to bring our teachers back as quickly and fairly as possible. I've also heard from the Benefits Department about my health insurance and am filling out an application to submit to them by Monday, so I really appreciate everything that Paychex does in general and how timely everyone is in assisting clients. It's just really comforting to know that there are people who are so well-versed in all of the compliance, ethics, and EEO regulations, and I can't thank you enough!"

Denise

Customer, nonprofit organization

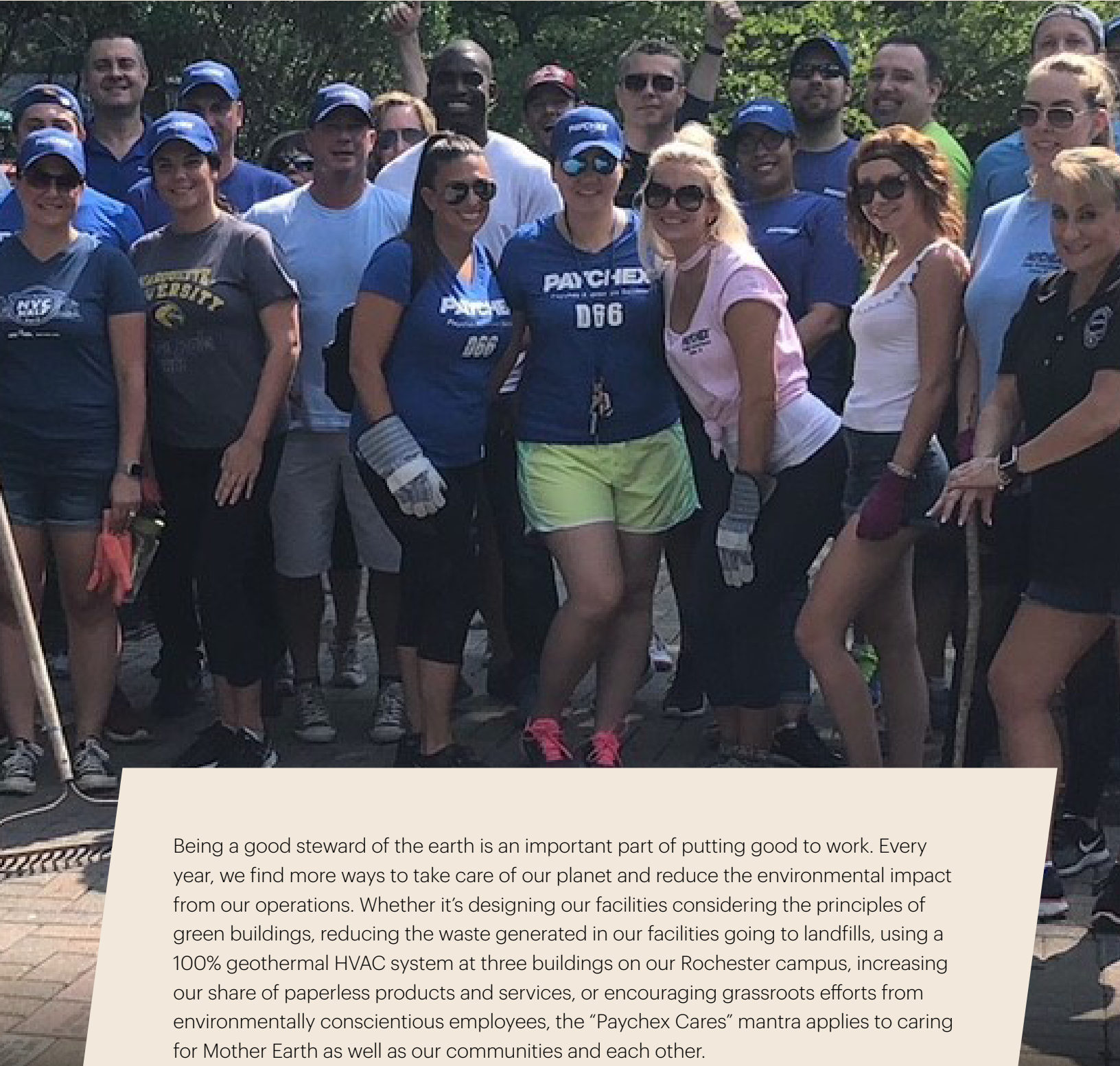
Advances in Technology

The Paychex technology roadmap is focused on leading-edge areas of technology, including wearables and voice-activated technology, artificial intelligence, robotics automation, data analytics, and flexible payments. This fiscal year, we launched the first of our wearable apps, **Paychex Time for the Apple Watch®**. This allows client employees the flexibility and convenience of clocking in and out right on their Apple Watch. As businesses begin to reopen in the COVID-19 environment, "contactless" time and attendance solutions include our wearable app and our InVision® IRIS time clock.

We have made investments in artificial intelligence (AI) and machine-learning technologies within **Paychex Intelligence Engine** to improve efficiency and productivity for both our clients and our service operations. Our award-winning **Paychex Flex Assistant** is a continually evolving online chatbot that answers 200+ commonly asked questions. Paychex Flex Assistant handled approximately one million transactions in fiscal 2020. Through machine learning, the chatbot continually expands its knowledge base and provides a more robust data set to leverage and formulate answers to frequently asked questions. A user's in-app interactions with Paychex Flex Assistant allow them to elect their preference for learning—via written how-to documents, tutorial-style video vignettes, or a guided interactive tour.

Paychex Integrations is a private marketplace that takes the company's integration partner strategy a step further, continuing to simplify the process for customers looking to connect Paychex Flex with some of the most popular HR, accounting, point-of-sale, and productivity applications on the market today.

Data and analytics are areas of increasing focus. Paychex has a rich and reliable repository of secure, aggregated data gathered from interactions with clients. Business decisions often depend on hard facts about operations and employees. Throughout the Paychex Flex platform, we offer **workforce analytics** and **live reports** capabilities that provide clients the payroll, HR, and benefits insights they need to make data-driven decisions.



Being a good steward of the earth is an important part of putting good to work. Every year, we find more ways to take care of our planet and reduce the environmental impact from our operations. Whether it's designing our facilities considering the principles of green buildings, reducing the waste generated in our facilities going to landfills, using a 100% geothermal HVAC system at three buildings on our Rochester campus, increasing our share of paperless products and services, or encouraging grassroots efforts from environmentally conscientious employees, the "Paychex Cares" mantra applies to caring for Mother Earth as well as our communities and each other.

Here are some environmental sustainability highlights from fiscal 2020:

- We've eliminated paper from 19 training programs, saving approximately 190,000 sheets of paper annually.
- Our work-from-home program leads to energy and cost savings, plus reduced emissions and fuel usage by employees who no longer drive to work every day. Excluding the employees temporarily working from home due to the COVID-19 pandemic, 8% of our U.S. employee base was designated as work-from-home at the end of FY20, May 31, 2020. By the end of July, the number had increased to more than 20%.
- According to our food service vendor's December 2019 sustainability scorecard, 100% of their coffee is fair trade/eco-certified, 73% of milk and 100% of yogurt is free of rBGH, 76% of eggs are from cage-free facilities, 97% of seafood is from sustainable sources, and 100% of chicken is produced without the use of nontherapeutic human antibiotics.

Environmental Impact

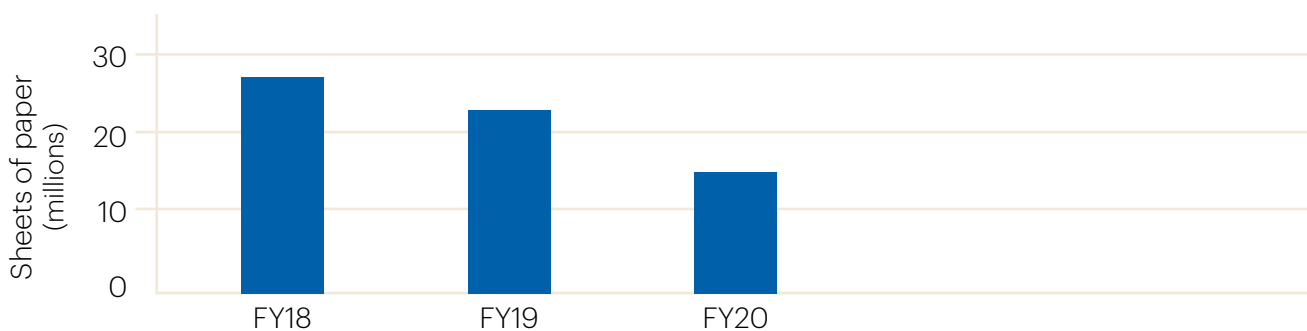
We are committed to reducing the environmental impact from our operations and strive for continuous improvement in all key areas.

Resource Consumption

We continuously seek ways to increase our share of paperless products and services. With our "Smart Print" program, we've replaced printing equipment with more efficient devices that enable printing to the cloud. This initiative, as well as eliminating paper-filled binders in favor of electronic documents in our training programs and replacing many client-facing paper outputs with electronic reports, has led to a decrease in paper consumption in our offices. Figure 1 below illustrates the trend of paper consumption in Paychex offices across the U.S.

Figure 1:

Paper Consumption in Paychex Offices across U.S.



Energy and Greenhouse Gas Emissions Reduction

Paychex is committed to managing and reducing its energy consumption and greenhouse gas (GHG) emissions intensity. In recent years we have undertaken several initiatives to reduce our direct and indirect emissions.

To decrease our dependence on fossil fuels for heating, a geothermal HVAC system was installed at three buildings at our Rochester campus, eliminating the use of natural gas for heating.

We have started the process of replacing the lighting in our existing facilities in Rochester with LED light fixtures. In addition, we install LED light fixtures, occupancy sensors and dimmers, and other energy-efficient fixtures (lighting, HVAC, plumbing, hand dryers) as a standard practice in all new facilities.

We design our facilities considering the principles of green buildings, such as maximizing the use of daylight, utilizing interior finishes with recycled content and paint with low volatile organic compounds (VOC) content, and other furnishings with similar properties.

This year we installed electric car charging stations at one of our facilities in Rochester to help reduce our indirect emissions from employee commutes and business travel. We plan to install electric car chargers at more locations in Rochester.

Energy Consumption

We are taking several initiatives to reduce energy consumption in our facilities. The following tables* highlight data for our facilities in Rochester, New York, which account for one-third of our physical footprint.

As noted in Tables 1 and 2, our energy consumption increased in FY2019 compared to FY2018, which we attribute to an increase in the number of our facilities as a result of the company's growth. In FY2020, energy consumption decreased. We are committed to reducing our energy consumption intensity in the future.

**Due to unavailability of data, these figures exclude the following: energy consumption in four of our vehicle fleets comprising eight vehicles, and natural gas consumption in a facility that constituted 2.3% of floor space in our Rochester, N.Y., operations in 2018 and 2.1% in 2019 and 2020. Figures for 2020 exclude both electricity and natural gas consumption for five months in a facility that constituted 3.2% of floor space in our Rochester, N.Y., operations.*

Table 1: Total electrical power consumption in facilities in Rochester, N.Y.

Year	Total Electrical Power (GJ)
FY2018	106,540.7
FY2019	110,211.3
FY2020	102,831.5

Table 2: Total energy consumption in facilities in Rochester, N.Y.

Year	Total Energy Consumption (GJ)
FY2018	160,615.9
FY2019	167,662.6
FY2020	157,633.1

Table 3: Share of grid electricity in total energy consumption in facilities in Rochester, N.Y.

Year	% Grid Electricity
FY2018	66%
FY2019	66%
FY2020	65%

Table 4: Energy intensity ratio for Paychex facilities in Rochester, N.Y.

Year	Total Energy per Full-Time Employee (GJ/FTE)	Total Energy per Square Meter of Floor Space (GJ/sq meter floor space)
FY2018	34.99	1.70
FY2019	35.54	1.63
FY2020	32.53	1.53

Types of energy included in the intensity ratio are fuel and electricity. The ratio was calculated using energy consumption inside the organization.

Table 5: Normalized electrical power use in Paychex facilities in Rochester, N.Y.

Year	Total Electrical Power per Full-Time Employee (GJ/FTE)	Total Electrical Power per Square Meter of Floor Space (GJ/sq meter floor space)
FY2018	23.21	1.13
FY2019	23.36	1.07
FY2020	21.22	1.00

GHG Emissions

This year, we also determined the greenhouse gas (GHG) emissions from the facilities in our corporate headquarters in Rochester, New York, which accounts for one-third of our physical locations. We are continuously improving our data collection and management to enable us to disclose the GHG emissions from our remaining facilities in the future.

GHG emissions from our facilities in Rochester, New York*, are given in Figure 2 below**. These include emissions of carbon dioxide, methane, and nitrous oxide. GHG emissions were determined following the guidelines in The Greenhouse Gas Protocol—A Corporate Accounting and Reporting Standard, USEPA Center for Corporate Climate Leadership’s standards, and using USEPA’s emission factors and IPCC Fourth Assessment Report 100-year Global Warming Potential values.

As noted in Figure 2, our GHG emissions have increased in FY2019 compared to FY2018, the base year for our GHG emissions, which we attribute to an increase in the number of our facilities as a result of the company’s growth. In FY2020, our GHG emissions decreased. We are committed to reducing our GHG emissions intensity in the future.

**Due to unavailability of data, these figures exclude greenhouse emissions from the following: four of our vehicle fleets comprising eight vehicles, and natural gas consumption in a facility that constituted 2.3% of floor space in our Rochester, N.Y., operations in 2018 and 2.1% in 2019 and 2020. Figures for 2020 exclude emissions from both electricity and natural gas consumption for five months in a facility that constituted 3.2% of floor space in our Rochester, N.Y., operations.*

***Obtained using 100-year Global Warming Potential in IPCC Fourth Assessment Report (AR4). GHG emissions obtained using 100-year Global Warming Potential in IPCC Fifth Assessment Report (AR5) gave identical results.*

Figure 2:

GHG Emissions from Paychex Facilities in Corporate Headquarters in Rochester, New York

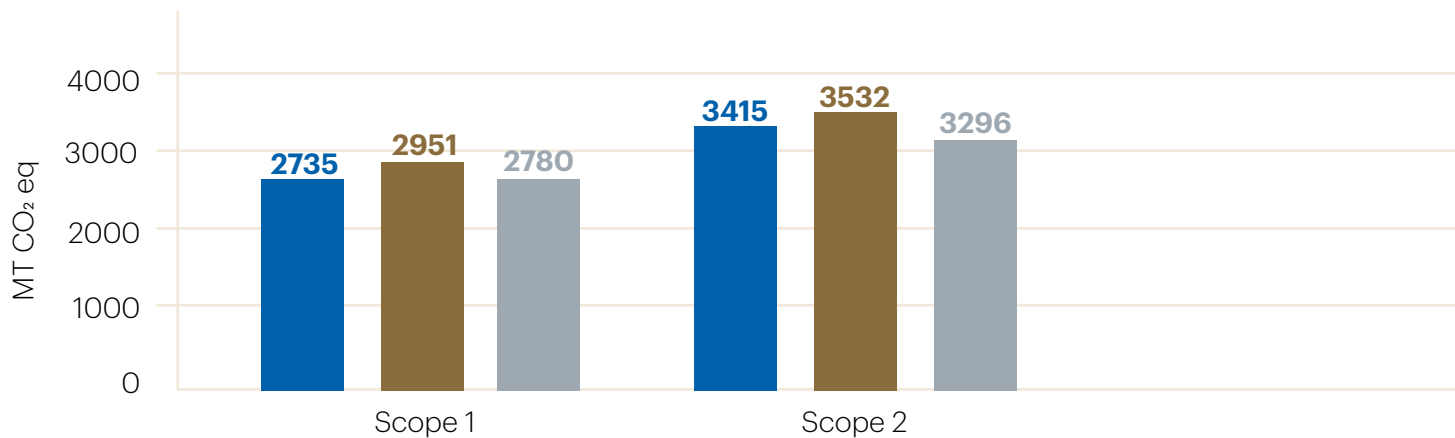


Table 6: GHG emissions intensity ratio

Year	MT CO ₂ eq per Full-Time Employee	MT CO ₂ eq per Square Meter of Floor Space
FY2018	1.34	0.065
FY2019	1.37	0.063
FY2020	1.25	0.059

Waste Management

At Paychex, we are committed to reducing the waste generated in our facilities that goes to landfills, and have implemented numerous initiatives to increase recycling.



Construction and Decommissioning Waste

We manage the waste from construction and decommissioning of our facilities by following the principles of waste management hierarchy. This involves practices such as maximizing the reuse of mechanical, electrical, and plumbing infrastructure; donating furniture to charities; and recycling demolished material that cannot be reused.



Furniture recently donated to the Volunteers of America Upstate New York office prompted the organization's president and CEO to send a heartfelt letter of thanks, saying, "Your donation has not only beautified our organization, but it has also saved us considerable funds."



Coffee Pod Recycling Initiative

We partner with TerraCycle® to recycle the coffee pod waste created in our offices. TerraCycle composts the spent coffee grounds, recycles the metal component, and recycles the plastic component into plastic products. Since starting the program, we have recycled about 20,450 coffee pods. In the absence of this initiative, these pods would have been landfilled, where the decomposing coffee grounds would have generated greenhouse gases, and the metal and plastic resources would have been wasted.





Recyclable Container Deposits

Container deposit refunds from bottle and can recycling are used to support charitable initiatives such as a local high school marching band, a Boy Scout troop, and a local Ronald McDonald House.



Electronic Waste

We work with a recycling partner to manage the electronic waste generated from our operations. Our recycling partner removes the data following necessary guidelines and manages the waste by resale and recycling. In fiscal 2020, we recycled 9,139 units of electronics companywide.



Municipal Waste

For the other waste generated in our facilities, we have a recycling program and provide bins to support waste segregation at its source. Paper that contains confidential information is managed by turning into shred, which is then recycled by our partner.



Food Waste

In fiscal 2020, our food services partner started a food waste tracking and reduction program. Different types of food waste generated in our food services will be tracked and reduction initiatives will be taken.

Rochester Employees Make Every Day Earth Day

It began with a group of IT professionals who thought they could do a better job of recycling at their office. After improving signage and increasing the number of recycling receptacles in their building, they knew they could do more. So, they widened their scope to include other Rochester buildings and are partnering with the facilities team to implement many of their initiatives.

Over the past fiscal year, this team (which is governed by an oversight committee of employees from various Rochester buildings) has continued to drive their efforts forward with things like recycling awareness campaigns, coffee pod recycling (mentioned above), and their “Kick the Can” initiative that encourages employees to turn in their deskside trash cans and use community receptacles in breakrooms instead, thus preventing thousands of plastic liners used in small trash cans from entering landfills and waterways.



Adhering to the highest ethical standards in the industry is a fundamental tenet of putting good to work at Paychex. Whether it's ensuring our data and physical buildings are protected, creating an inclusive work environment, or establishing sound business practices and training our employees on them, we strive to live by our values—one of the most important of which is integrity.

Protecting Our Data, Buildings, and Employees

One of our most fundamental responsibilities is to keep Paychex employees, assets, information, and client data safe. It's how we deliver on our promise of doing business the right way.



Cybersecurity

Through the Paychex Information Protection Program, we apply best practices in information security, proven technology and effective policies and procedures, and maintain a comprehensive program to monitor and safeguard information from unauthorized access or destruction. The Paychex Information Protection Program follows an industry-recognized security policy framework, Code of Practice for Information Security Management (ISO/IEC 27002:2013), from the International Standards Organization.



Customer Privacy

Paychex is committed to protecting the security and integrity of client information through procedures and technologies designed for this purpose. Specifically, we:

- Maintain policies and procedures covering the physical security of our workplaces, systems, and records.
- Apply physical, electronic, and procedural safeguards built on industry-recognized best practices.
- Use technology such as backup files, virus detection and prevention, firewalls, and other computer hardware and software to protect against unauthorized access to or alteration of customer data.
- Encrypt sensitive information transmitted over the internet.
- Use access controls and internal auditing to limit employee access to customer information to those who have a business reason to know.
- Require employees to take information security awareness training at hire and annually, and apply this training to their jobs every day.
- Use advanced technologies for the backup and recovery of customer information.
- Monitor compliance with established policies through ongoing security risk assessments and internal audits.

Learn more about the Paychex commitment to privacy and security on our [corporate website](#).



Client Services Security

Security policies and procedures for Paychex client-facing services and applications are specifically designed to protect the confidentiality of the sensitive information in clients' electronic communications and transactions. Paychex stands behind its commitment to keep client data protected through the following best practices and technologies:

- Multilayered firewall technologies
- Real-time monitoring for suspicious or unusual activity
- Secured transmission of communications using transport layer security (TLS) encryption
- Comprehensive access controls
- Logical patch management procedures and processes
- Regular vulnerability assessments
- Multifactor authentication options for select client-facing services



Secure Email Communications

An important component of safeguarding the privacy and security of client, company, and employee information is the Paychex Secure Email Message Center. A protected email environment designed to keep sensitive and confidential information safe, the Secure Email Message Center provides a vehicle for Paychex to send notifications to regular email accounts with links to our secure email server, where recipients can register and access confidential emails.



Retention and Destruction of Hard Copy and Electronic Information

The Paychex Records Management Program (RMP) provides effective management of the company's business records. The RMP will provide effective life-cycle management of all Paychex records from their generation or receipt to their final disposition. Adherence to the RMP ensures that Paychex:

- Complies with government regulations and legal requirements by using multifactor authentication options for select client-facing services.
- Protects records necessary to Paychex operations.
- Reduces the cost of maintaining and storing records.
- Supports good business practices.



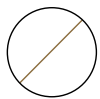
Physical Security

With the rise of active shooter incidents across the country, Paychex launched Active Threat Preparedness Training in 2019 to help our employees understand what they can do to prepare for and—if necessary—minimize the impact should the unthinkable happen.

We partnered with the Monroe County Sheriff's Office in Rochester, New York, and underwrote the comprehensive training video that includes powerful information, statistics, and a re-enactment of an active threat situation. It was filmed at Paychex locations in Rochester and features our own employees and local law enforcement, who volunteered to be actors and extras in the compelling and powerful re-enactment.

The training is also available on the Monroe County Sheriff's Office website free of charge to other businesses and individuals in Rochester and beyond to help as many people as possible be prepared to take appropriate action to minimize loss of life.

Sound Business Practices



Anti-corruption

The Paychex Code of Business Ethics and Conduct, and Paychex Foreign Corrupt Practices Act Policy and Procedures provide requirements for employee conduct with regard to anti-corruption. These policies require all employees to comply with the provisions of the Foreign Corrupt Practices Act. Specifically, employees must adhere to the following provisions:

- Do not make payment to, or promise to pay to, or give anything of value to, any foreign official or political party, for the purpose of influencing any act or failure to act.
- Do not induce any foreign official or party to use influence to affect a decision of a foreign government or agency, in order to obtain or retain business.
- Do not contract with any business in which a government official or employee holds a significant interest, without the prior approval of the Paychex legal department.

Adherence to laws, regulations, and corporate policies is included within internal audit testing based on the assessed level of risk. The results of internal testing are communicated to Paychex senior management and the Board of Directors as appropriate. In addition, all Paychex employees are required to complete an annual online training program called **The Right Way: Living the Values**.

Total “Right Way” Employee Training Hours

FY18:	12,131 hours
FY19:	8,310 hours
FY20:	9,331 hours

Percentage of Employees That Completed “Right Way” Training

FY18:	99.5%
FY19:	99.8%
FY20:	99.1%

The Right Way includes modules on ethics, nonharassment, and security and internal controls. Two anti-corruption scenarios are included in the Security & Internal Controls module. In these scenarios, employees must identify the appropriate approach to potential violations of company anti-corruption policies. A live link to the Paychex Code of Business Ethics and Conduct (which includes the company’s anti-corruption policies) is provided within the training. Completion of this annual training is mandatory and tracked to ensure maximum participation.

To date, Paychex has identified no incidents of corruption within the organization or our subsidiaries.



Free and Fair Competition

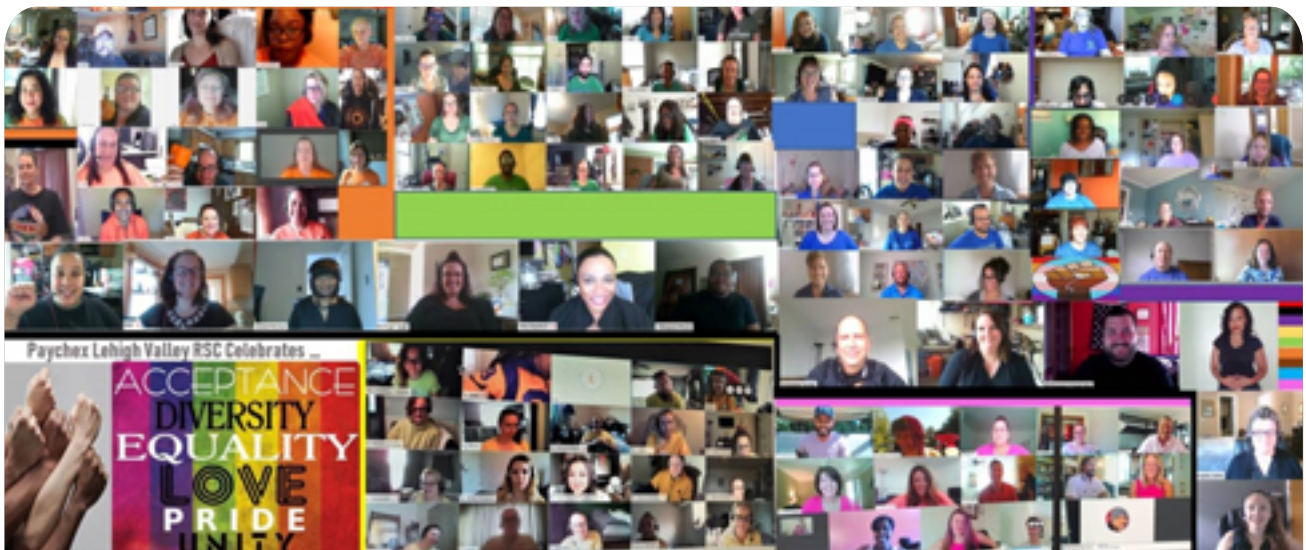
We are also committed to dealing fairly and honestly with our competitors. As a general rule, employee contacts with competitors should be limited and always avoid subjects such as prices, customers, and suppliers. Collusion among competitors is illegal, and the consequences of a violation are severe. Our general standards are:

- Employees may not knowingly make false or misleading statements regarding Paychex’s competitors or the products of our competitors, customers, or suppliers.
- Employees may not enter into an agreement or understanding, express or implied, with any competitor concerning prices, discounts, other terms or conditions of sale, profits, or costs.
- We expect all employees to stress the benefits of Paychex products and services to provide our customers with the full opportunity for equal consideration.
- We prohibit the unauthorized or improper solicitation of confidential data from a competitor’s employees or customers.
- Employees must comply with antitrust laws—they may not participate in any discussion, agreement, or scheme with any competitor or potential competitor that involves prices, territories, or customers.

Creating an Environment of Inclusion

We support and respect our employees by fostering a culture of respect for self and others, with inclusiveness that leads to a diverse workforce of employees who are empowered to be themselves. Nearly two dozen inclusion committees (teams of champions for inclusion and diversity in their local area) help employees bring awareness about inclusion and diversity while promoting inclusive work environments. A great example is our Lehigh Valley team:

Lehigh Valley Sets a Shining Example



Every month, the 350 employees in our Pennsylvania regional service center come together to learn about, discuss, and celebrate their differences and unique life stories. A cross-functional inclusion and diversity committee champions the Psychex values while helping all employees feel included and a part of something bigger than their day-to-day work, while providing another layer of support as they learn more about and understand each other.

Monthly topics are selected based on world events and employee recommendations. In FY20, celebrations focused on neurodiversity, Martin Luther King Jr. Day, mental health awareness, and Pride Month, to name just a few. The team uses all available channels to connect with employees, talk about the topics, and share experiences.



Veterans Supporting Veterans

We also support employees who come together around common interests. For example, the Paychex Veterans Focus Group consists of 18 employees, most of whom have military backgrounds. The group's mission is to recognize their fellow veterans and help the talent acquisition team attract military veterans to Paychex. The group organizes annual charity events to raise money for veteran causes, spotlights employee veterans on internal news channels and social media, celebrates employee vets on Veterans Day, and is planning a virtual ruck march in the COVID-19 environment.



Jeans Day for Vets

As Veterans Day approaches each year, CEO Marty Mucci invites employees to make a donation to wear jeans on Veterans Day and offers a dollar-for-dollar Foundation match of up to \$5,000. Since 2014, the effort has raised more than \$75,000 for veterans' organizations, including \$10,000 in FY20 for the Fisher House Foundation.

Minneapolis Team Lends a Hand—and \$3,500 Worth of Food and Supplies—to a Hurting Community

After civil unrest left many Twin Cities neighborhoods in dire need, Team Paychex jumped in to donate food, toiletries, and other necessities for people who no longer had access to grocery stores.



Helping a Community in Crisis

After George Floyd was killed in police custody in Minneapolis on Memorial Day, ensuing riots left many parts of the Twin Cities damaged and devastated. From trash in the streets, to debris from looted businesses, to blocked streets, residents were in dire need. Paychex employees in the area jumped in to help local community organizations get essential food and toiletries to people who no longer had access to grocery stores due to public transportation coming to a standstill. In just a few days, employees raised \$2,300, which was used to buy several SUV loads of food, diapers, formula, medicine, hand sanitizer, toiletries, and paper goods that were delivered to affected neighborhoods. The team made five more donation drops over the next month and says they'll do so as long as they continue to raise money.





Thank you!

To learn more about Paychex's commitment to corporate social responsibility, visit [Paychex.com/corporate](https://paychex.com/corporate).

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