



2022 EDELMAN TRUST BAROMETER

Methodology

27-market global data margin of error: General population +/- 0.6% (n=31,050); half-sample global general online population +/- 0.8%

Country-specific data margin of error: General population +/- 2.9% (n=1,150); half-sample +/- 4.1% (n=575).

Annual online survey in its 22nd year

Fieldwork conducted: Nov 1 - Nov 24, 2021

28

36,000+

1,150+

countries

respondents

respondents/country

GLOBAL AVERAGES vary based on the number of countries surveyed each year:

GLOBAL 27 does not include Nigeria*

GLOBAL 22 does not include Colombia, Kenya, Nigeria, Saudi Arabia, S. Africa and Thailand

GLOBAL 24 Not asked in China, Russia, Thailand

the sensitive nature of the question prevented this data from being collected in these markets

Other global averages detailed in technical appendix

*To prevent skewing the global results, Nigeria is not included in any global averages because the online population is not representative of the true population

Argentina Canada Colombia France Germany Indonesia Malaysia Saudi Arabia

Brazil

China

India

Italy

S. Africa

S. Korea

Thailand

The Netherlands

UAE

U.S.

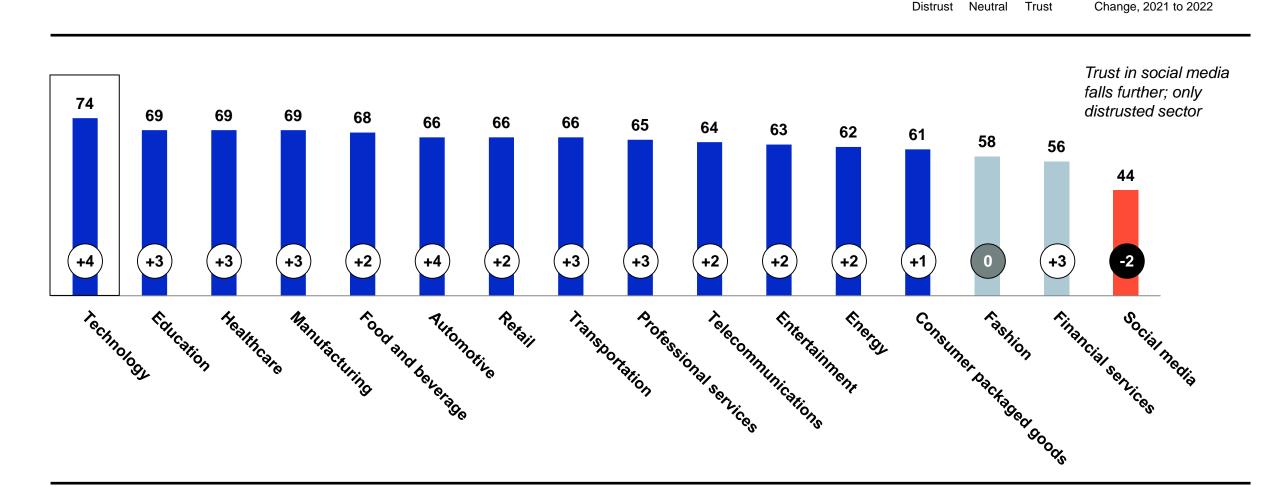


22 YEARS OF TRUST

'01	'02	'03	'04	'05	'06	'07	'08	'09	'10	·11
Rising Influence of NGOs	Fall of the Celebrity CEO	Earned Media More Credible Than Advertising	U.S. Companies in Europe Suffer Trust Discount	Trust Shifts from "Authorities" to Peers	A "Person Like Me" Emerges as Credible Spokesperson	Business More Trusted Than Government and Media	Young People Have More Trust in Business	Trust in Business Plummets	Performance and Transparency Essential to Trust	Business Must Partner With Government to Regain Trust
'12	'13	'14	'15	'16	'17	['] 18	['] 19	'20	'21	'22
Fall of Government	Crisis of Leadership	Business to Lead the Debate for Change	Trust is Essential to Innovation	Growing Inequality of Trust	Trust in Crisis	The Battle for Truth	Trust at Work	Trust: Competence and Ethics	Business Most Trusted	The Cycle of Distrust

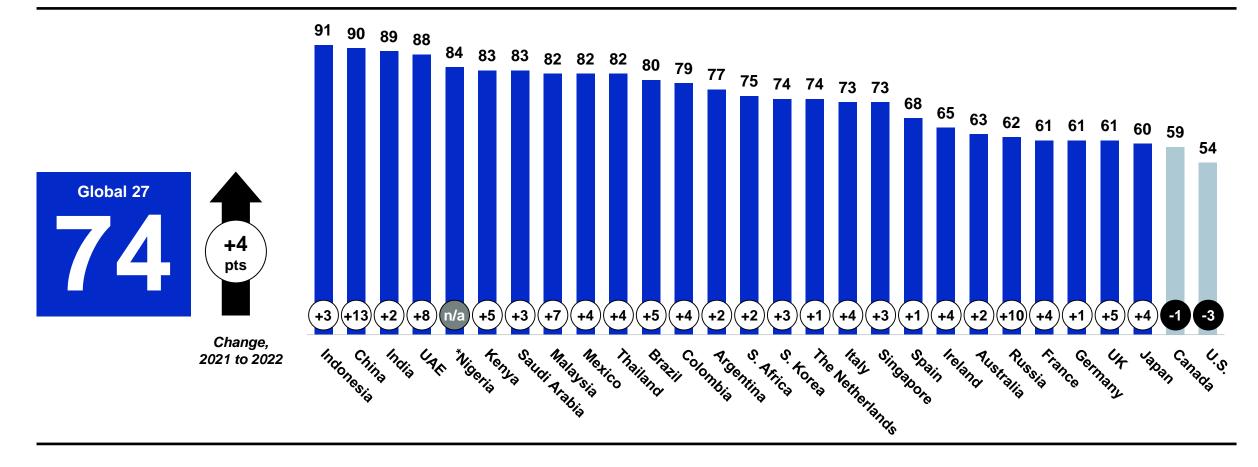
TRUST IN TECH HIGH, BUT UNDER PRESSURE

GLOBALLY, TECH SECTOR MOST TRUSTED



TRUST IN TECHNOLOGY INCREASES IN 25 OF 27 COUNTRIES

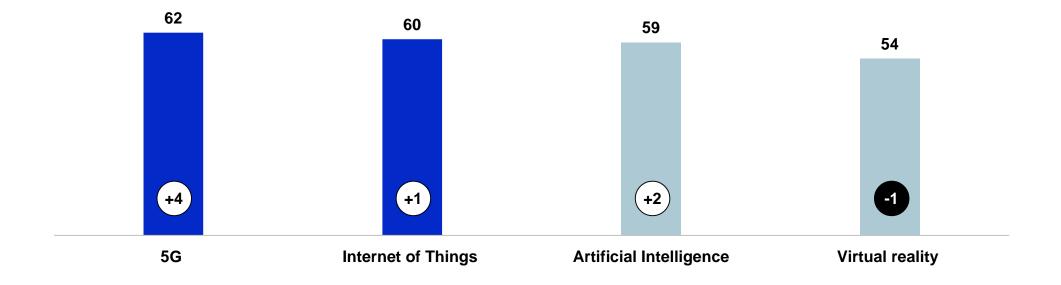






GLOBALLY, 5G AND IOT SUBSECTORS NOW TRUSTED

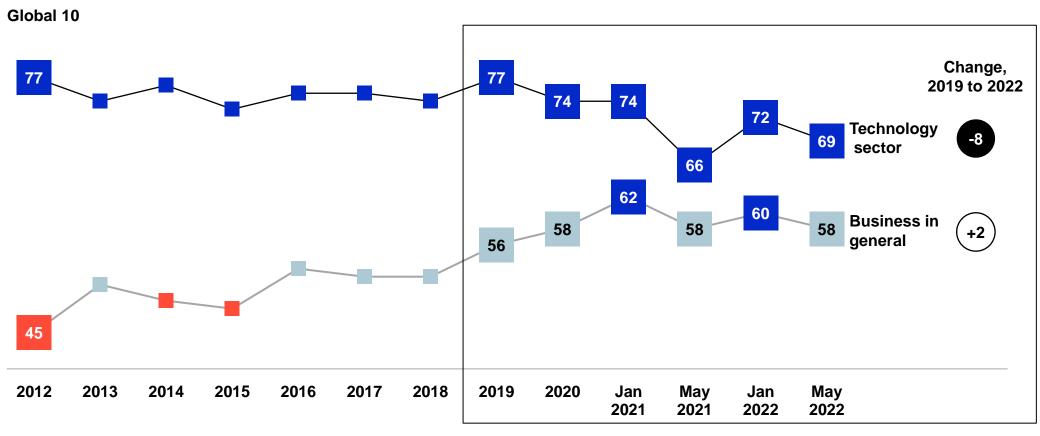




TRUST IN TECH WEAKENS SINCE START OF PANDEMIC

Percent trust in the technology sector vs. trust in business

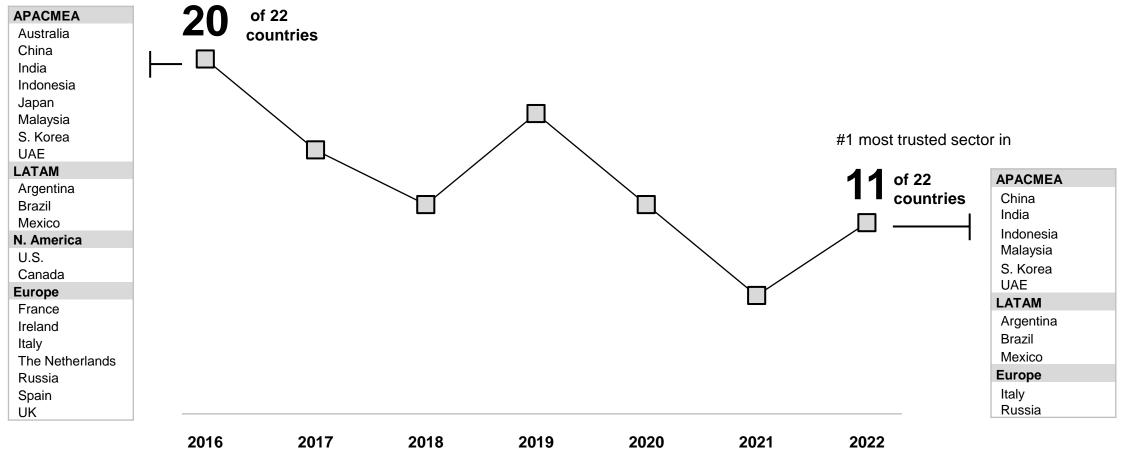




2021 Edelman Trust Barometer. TRU_IND. [TECHNOLOGY] Please indicate how much you trust businesses in each of the following industries to do what is right. 9-point scale; top 4 box, trust. Industries shown to half of the sample. TRU_INS. [BUSINESS] Below is a list of institutions. For each one, please indicate how much you trust that institution to do what is right. 9-point scale; top 4 box, trust. General population, 10-mkt avg.

TECHNOLOGY SECTOR LOSES TRUST LEADERSHIP IN INDIVIDUAL COUNTRIES

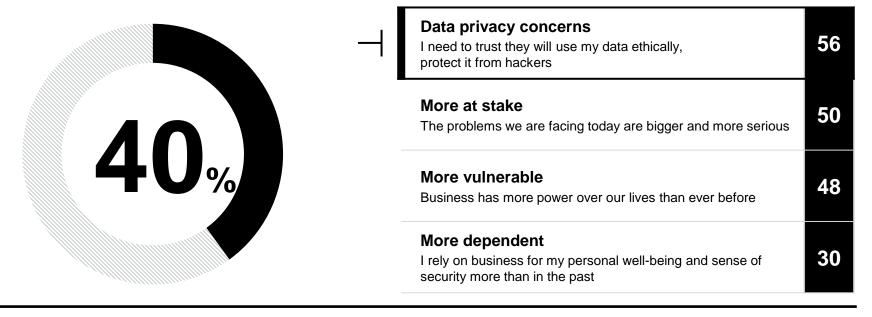
Number of countries in which technology is the **#1 most trusted sector**



DATA PRIVACY TOP CONCERN RAISING THE STAKES FOR TRUST IN BUSINESS

Percent who say

Being able to trust business is **more important to me today** than in the past



Concerns about data privacy highest in: Ireland (69), Singapore (67), Thailand (62), UK (62), Spain (61)

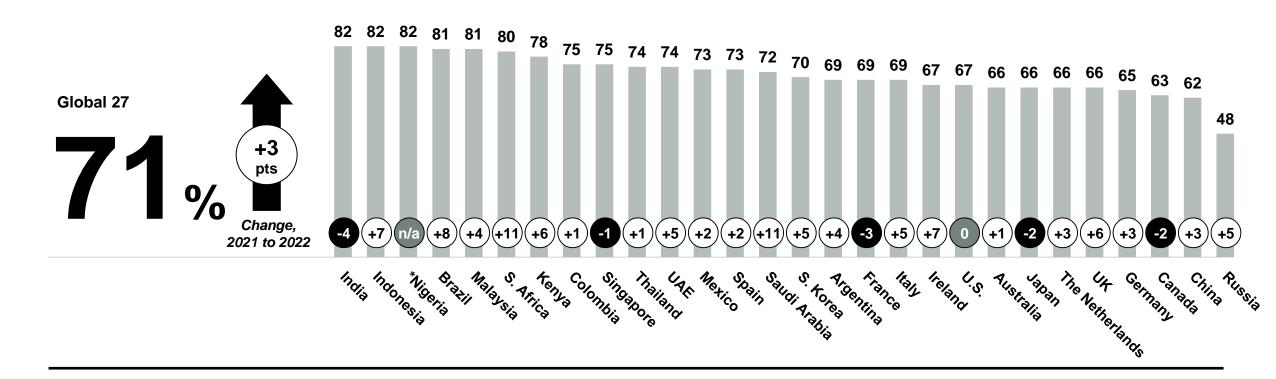
2022 Edelman Trust Barometer. IMP_BUS_TRU. Is it less, equally, or more important to you to be able to trust business today than it was in the past? Question asked of half of the sample. 3-point scale; code 3, more important. IMP_BUS_MRE. You just indicated that it is more important to you to be able to trust business today than in the past. Among the potential reasons listed below, please select those, if any, that best describe why it has become more important to you to be able to trust business. Pick all that apply. Question asked of those that said it is more important today than in the past to trust business (IMP_BUS_TRU/3). General population, 27-mkt avg.

WIDESPREAD FEARS OF CYBER-ATTACKS

Percent who say



I worry about hackers, cyber-attacks and cyber terrorism

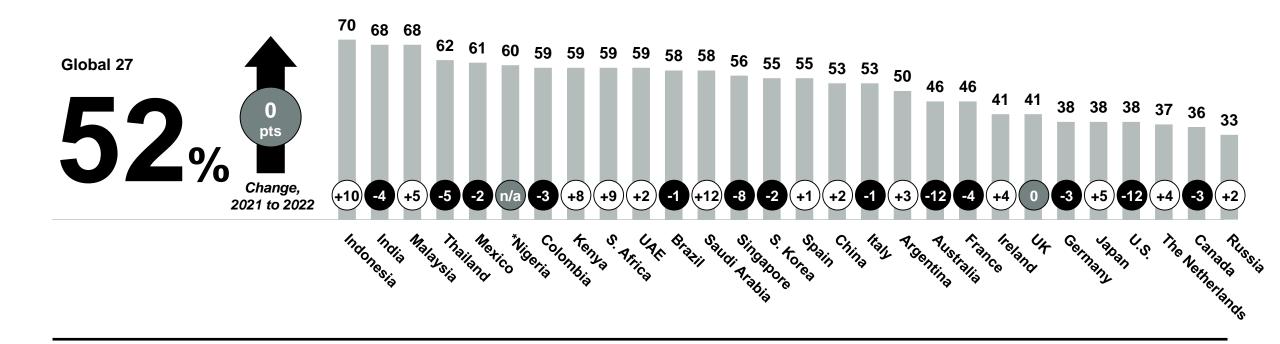


CONCERNS ABOUT JOB LOSS TO AUTOMATION

Percent of employees who say



I worry about automation and/or other innovations taking my job away



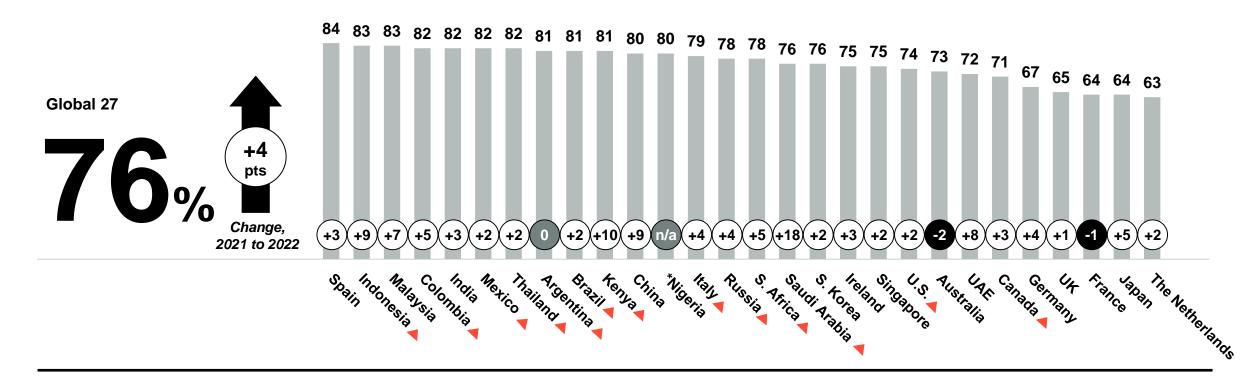
FAKE NEWS CONCERNS AT ALL-TIME HIGHS

Percent who agree



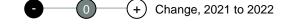
All-time high in 13 of 27 countries

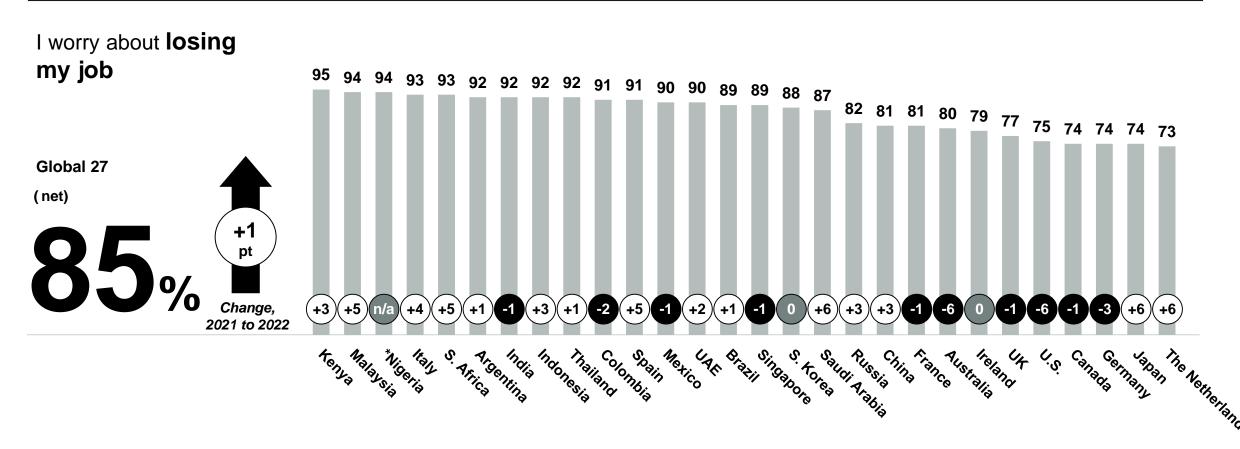
I worry about false information or fake news being used as a weapon



MAJORITY WORRY ABOUT JOB LOSS

Percent of employees who say





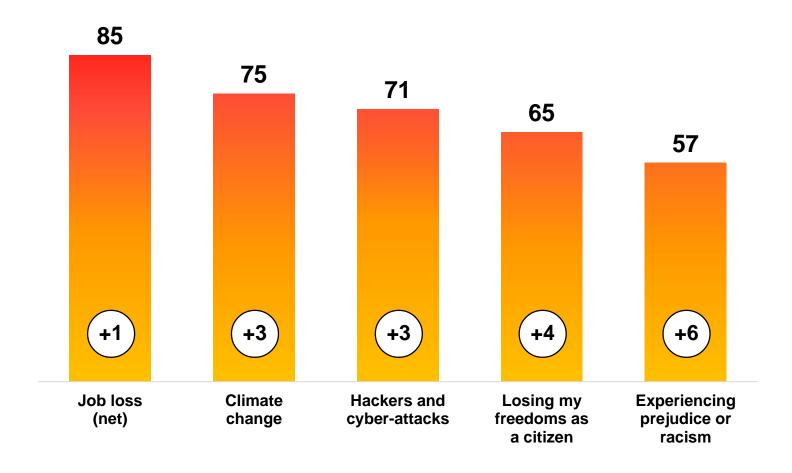
2022 Edelman Trust Barometer. POP_EMO. Some people say they worry about many things while others say they have few concerns. We are interested in what you worry about. Specifically, how much do you worry about each of the following? 9-point scale; top 4 box, worry. General population, 27-mkt avg. Job loss asked of those who are an employee of an organization (Q43/1). Job loss is a net of attributes 1-3, 5, and 22-24.
*Nigeria is not included in the global average



SOCIETAL FEARS ON THE RISE

Percent who worry about...





2022 Edelman Trust Barometer. POP_EMO. Some people say they worry about many things while others say they have few concerns. We are interested in what you worry about. Specifically, how much do you worry about each of the following? 9-point scale; top 4 box, worry. Non-job loss attributes shown to half of the sample. General population, 27-mkt avg. Job loss asked of those who are an employee of an organization (Q43/1). Job loss is a net of attributes 1-3, 5, and 22-24.

FOR TECH WORKERS, TRUSTED LEADERSHIP CRITICAL

ALL STAKEHOLDERS HOLD BUSINESS ACCOUNTABLE

Percent who agree

Global 27

Global 7

Source: 2021 Edelman Trust Barometer Special Report: Institutional Investors

58%

60%

64%

88%

Buy or advocate for brands

based on their beliefs and values

Choose a place to work

based on their beliefs and values

Invest

based on their beliefs and values

of institutional investors

subject ESG to the same scrutiny as operational and financial considerations

2022 Edelman Trust Barometer. Belief-driven consumer, employee, and investor segments. General population, 27-mkt avg. Employee data is filtered to be among employees of an organization (Q43/1). Investor data is only among those who sell stocks, bonds, or mutual funds as a standalone or employer-sponsored investment (INVESTOR/1). See Technical Appendix for a full explanation of how belief-driven consumers, employees, and investors were measured.

2021 Edelman Trust Barometer Special Report: Institutional Investors. Q7. Please indicate the extent to which you agree or disagree with the following statements regarding shareholder activism. 4-point scale; top 2 box, agree. 7-mkt avg.



CEOS EXPECTED TO BE THE FACE OF CHANGE

Percent who say

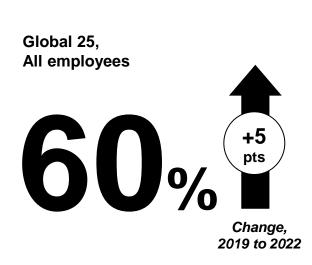
CEOs should be personally

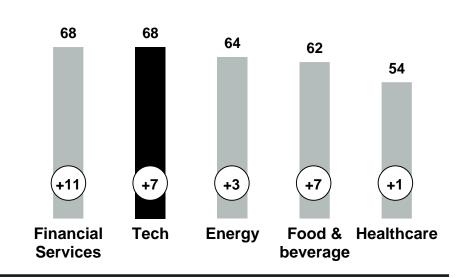
visible when discussing public policy with external stakeholders or work their company has done to benefit society

When considering a job, I expect the CEO to speak publicly about **controversial social and political** issues that I care about

Global 27, General population

81 (net) 0/0

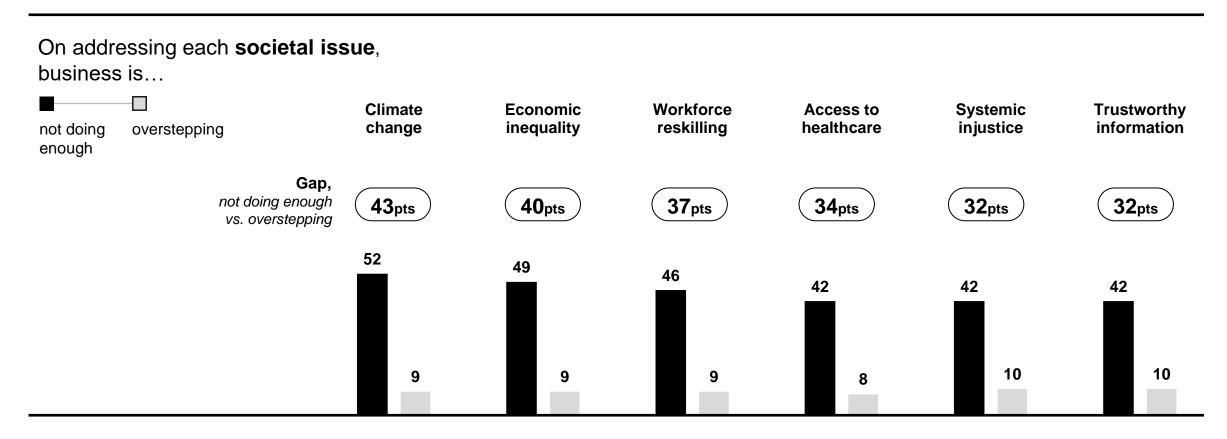




Those employed in...

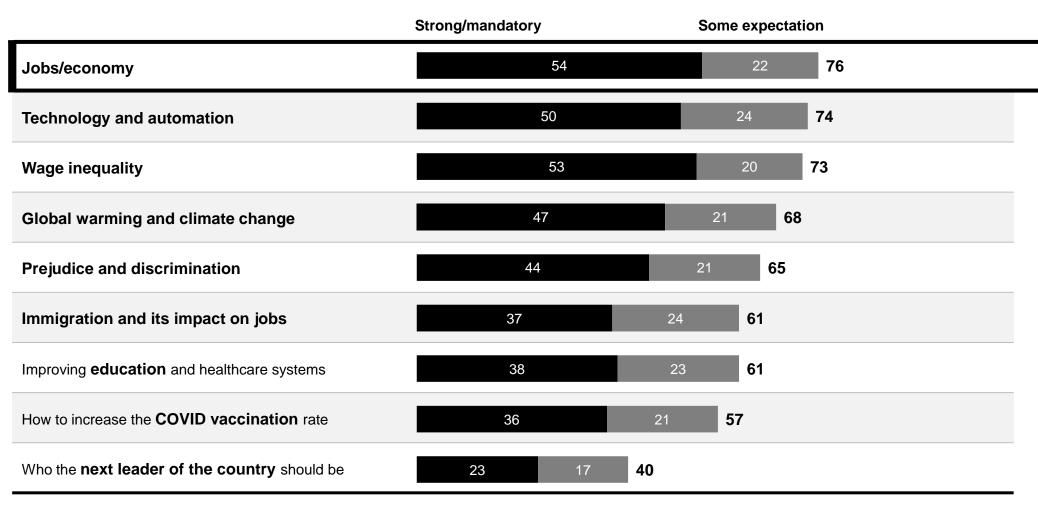
WANT MORE, NOT LESS, BUSINESS ENGAGEMENT ON SOCIETAL ISSUES

Percent who say



CEOS EXPECTED TO INFORM POLICY ON JOBS, AUTOMATION

Percent who expect CEOs to inform and shape conversations and policy debates about each issue



2022 Edelman Trust Barometer. CEO_RSP. For each of the following topics, please indicate to what degree corporate CEOs should be held responsible for directly helping to inform and shape ongoing conversations and policy debates. 5-point scale; codes 4-5, strong/mandatory; code 3, some expectation. Question asked of half the sample. General population, 27-mkt avg. "Improving education and healthcare" is an average of attributes 9 and 10. "Jobs/economy" is an average of attributes 11 and 12. Callout among those employed in the tech sector (Q420/13 and Q43/1).

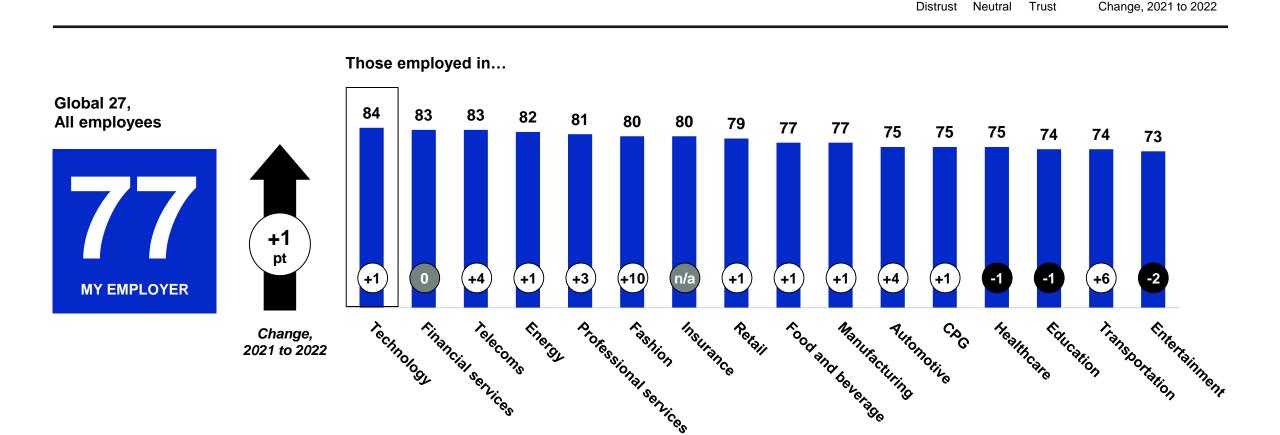


#1 expectation for

tech sector employees, tied with wage inequality

MORE THAN 8 IN 10 TECH WORKERS TRUST THEIR EMPLOYER

Percent trust in my employer



7 IN 10 TECH WORKERS CHOOSE EMPLOYERS BASED ON BELIEFS

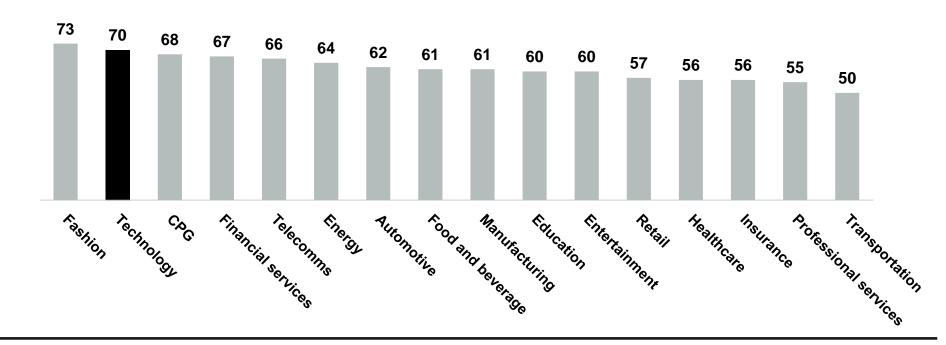
Percent who agree, among employees

I choose a place to work based on my beliefs and values

Global 27, All employees

60%

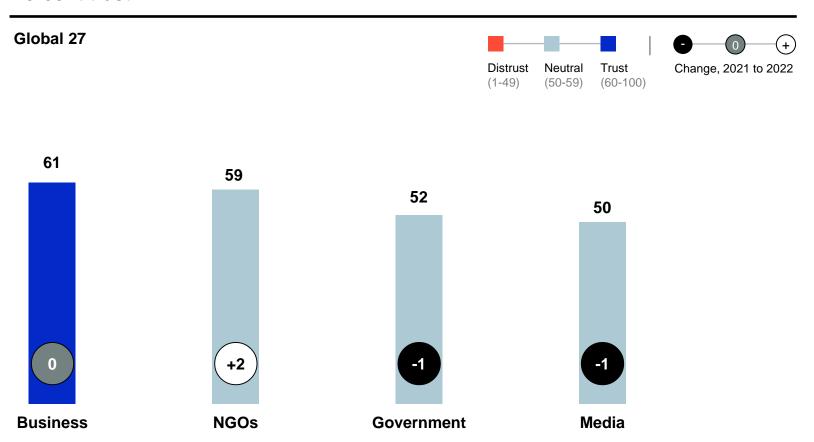
Those employed in...

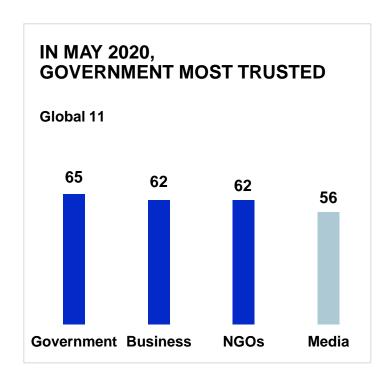




TRUST DECLINES FOR GOVERNMENT AND MEDIA; BUSINESS STILL MOST TRUSTED INSTITUTION

Percent trust





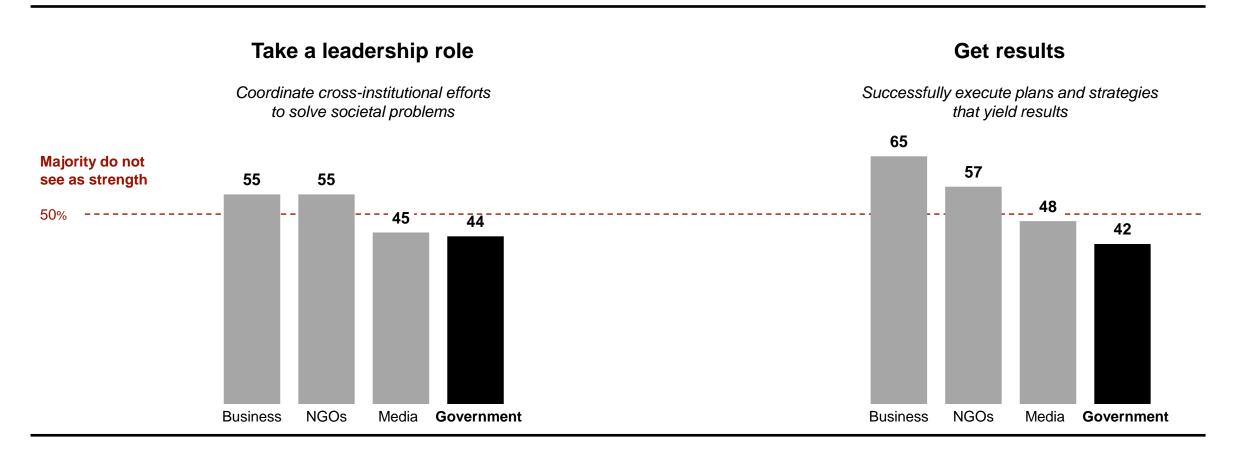
2022 Edelman Trust Barometer. TRU_INS. Below is a list of institutions. For each one, please indicate how much you trust that institution to do what is right. 9-point scale; top 4 box, trust. General population, 27-mkt avg.

2020 Edelman Trust Barometer Spring Update. TRU_INS. Below is a list of institutions. For each one, please indicate how much you trust that institution to do what is right. 9-point scale; top 4 box, trust. General population, 11-mkt avg.



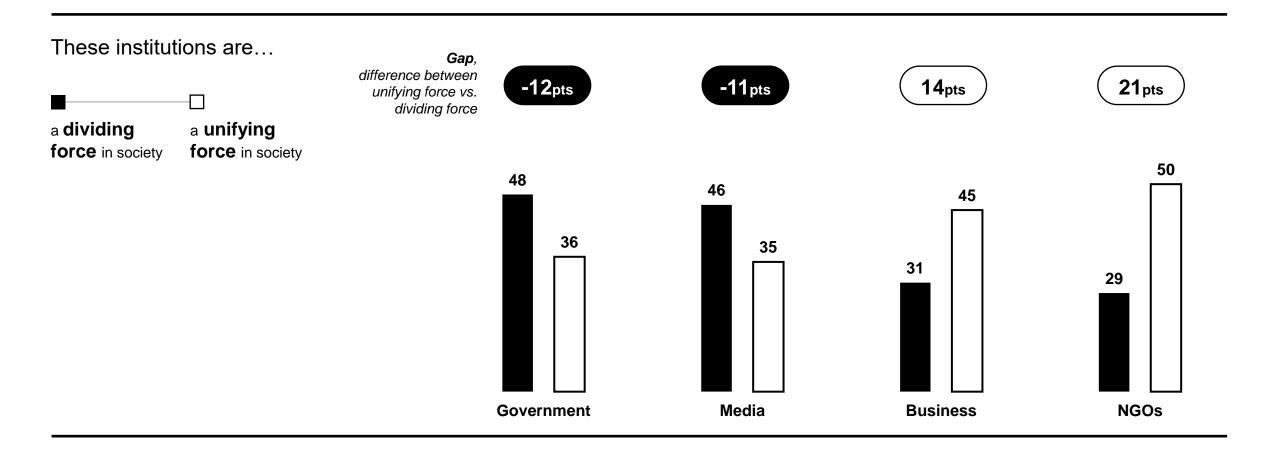
GOVERNMENT NOT SEEN AS ABLE TO SOLVE SOCIETAL PROBLEMS

Percent who say each is a strength of institutions



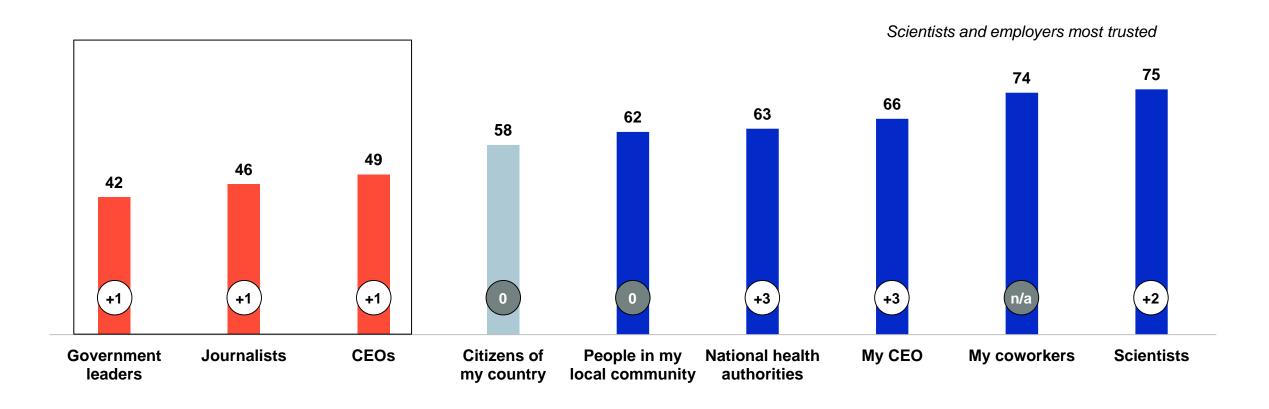
GOVERNMENT AND MEDIA SEEN AS DIVISIVE

Percent who say



SOCIETAL LEADERS NOT TRUSTED







BUSINESS SEEN AS COMPETENT AND EFFECTIVE DRIVERS OF POSITIVE CHANGE

Net ethical scores in detail

	Business Net score	NGOs Net score	Government Net score	Media Net score	
Effective	29pts	30	-7	9	Highly effective agent of positive change VS Completely ineffective agent of positive change
Visionary	19	22	-10	-5	Has vision for the future I believe in Does not have a vision for the future I believe in
Fair	-7	11	-19	-12	Serves the interests of everyone equally and fairly VS Serve the interests of only certain groups of people

Watchout for business: negative score for fairness

INFORMATION QUALITY NOW MOST POWERFUL TRUST BUILDER ACROSS INSTITUTIONS

Potential trust gain associated with doing each well (top 5)

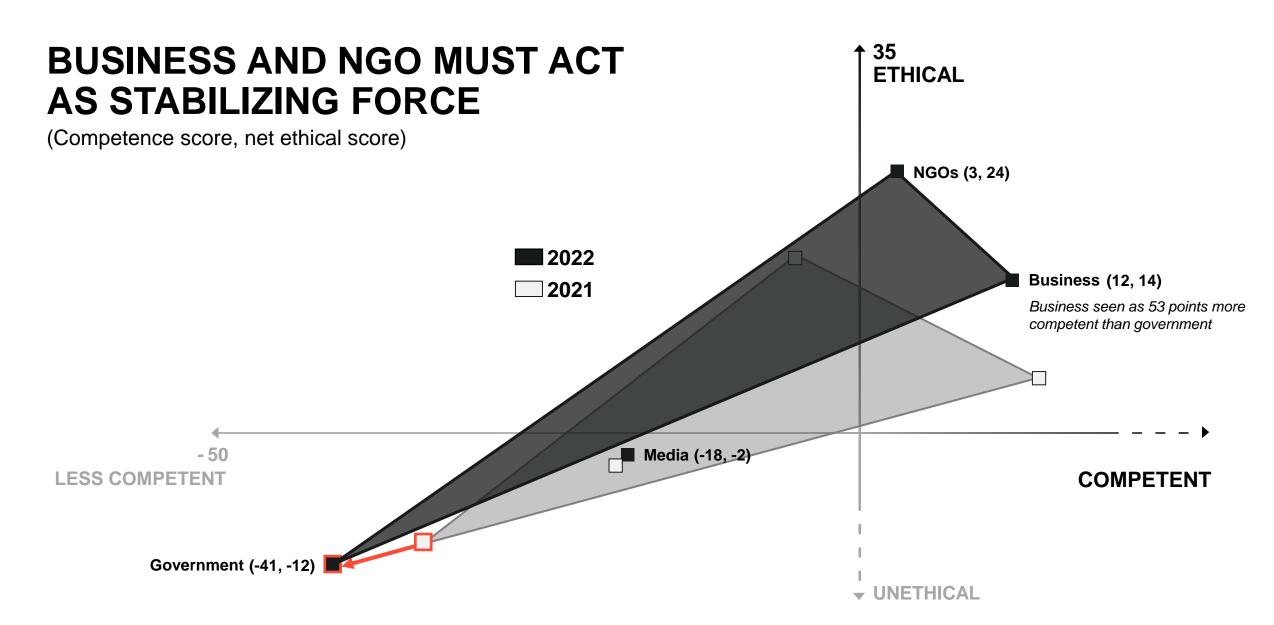
Business	% pt gain
Information quality	3.0
Hold others accountable	2.5
Communication and transparency	2.3
Exert power effectively	2.1
Get results	1.8

NGOs	% pt gain
Information quality	3.2
Exert power effectively	2.4
Work with other institutions and organizations	2.3
Take a leadership role	2.1
Change management	2.0

Government	% pt gain
Information quality	6.1
Take a leadership role	3.7
Exert power effectively	3.5
Long-term thinking and planning	3.2
Hold others accountable	3.2

Media	% pt gain
Information quality	6.6
Communication and transparency	3.2
Exert power effectively	2.5
Change management	2.2
Hold others accountable	2.0

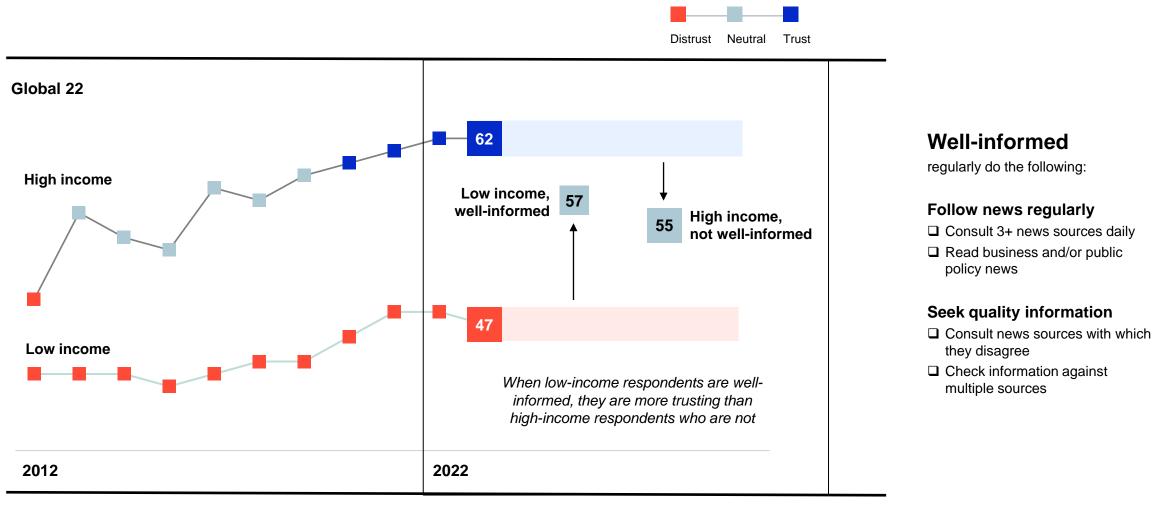
TECHNOLOGY COMPANIES MUST MEET THE DEMAND FOR ACTION



2022 Edelman Trust Barometer. The ethical scores are averages of nets based on [INS]_PER_DIM/1-4. Question asked of half of the sample. The competence score is a net based on TRU_3D_[INS]/1. Depending on the question it was either asked of the full of half the sample. General population, 24-mkt avg. Data not collected in China, Russia and Thailand. For full details regarding how this data was calculated and plotted, please see the Technical Appendix.

GOOD INFORMATION CAN HELP CLOSE THE SOCIETAL DIVIDE

Trust Index



2022 Edelman Trust Barometer. The Trust Index is the average percent trust in NGOs, business, government and media. TRU_INS. Below is a list of institutions. For each one, please indicate how much you trust that institution to do what is right. 9-point scale; top 4 box, trust. General population, 22-mkt avg., by income. Media Consumption scale. General population, 22-mkt avg., by income. For full details on how the Well-Informed Scale was built, please refer to the Technical Appendix.

RESTORING TRUST IS KEY TO SOCIETAL STABILITY

Business societal role is here to stay

People want more business leadership, not less.

Demonstrate tangible progress

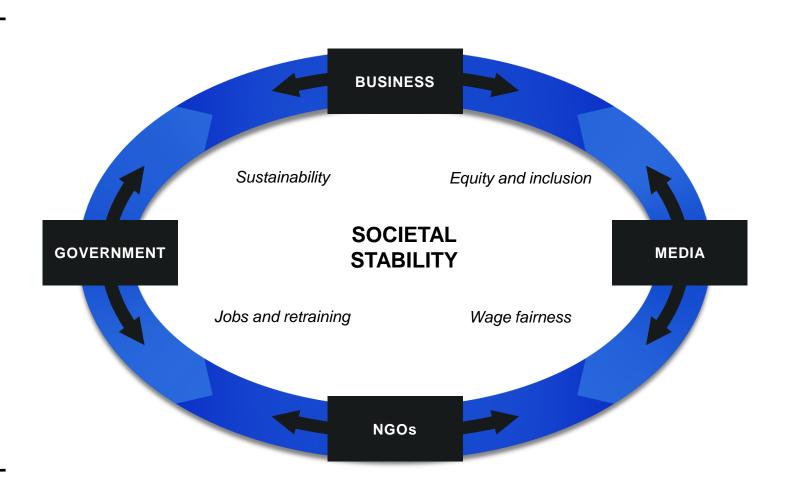
Restore belief in society's ability to build a better future: show the system works.

Leadership must focus on long-term thinking

Solutions over divisiveness; long-term thinking over short-term gain.

Every institution must provide trustworthy information

Clear, consistent, fact-based information is critical to breaking the cycle of distrust.



Percent of employees who worry about		Global 27		Argentina		Australia		Brazil		ada	China		Colombia		Fra	nce
+/- : change from Jan 2021 to Jan 2022	2022	+/-	2022	+/-	2022	+/-	2022	+/-	2022	+/-	2022	+/-	2022	+/-	2022	+/-
JOB LOSS (net)	85	+1	92	+1	80	-6	89	+1	74	-1	81	+3	91	-2	81	-1
Automation and/or other innovations taking your job away	52	0	50	+3	46	-12	58	-1	36	-3	53	+2	59	-3	46	-4
Your job being moved to other countries where workers are paid less	49	+2	48	+6	41	-13	50	-4	30	-5	51	+5	56	0	45	+2
Cheaper foreign competitors driving companies like yours out of business	54	+1	57	+1	51	-7	61	+5	40	+2	51	+1	66	0	47	-2
Not having the training and skills necessary to get a good paying job	57	+3	64	+5	52	-9	67	+6	44	0	59	+3	65	-2	45	0
International conflicts about trade policies and tariffs hurting the company you work for	54	+1	63	+8	49	-9	61	-3	39	-2	52	0	68	+2	45	0
Losing your job as a result of a looming recession	61	0	72	+2	51	-11	71	+6	42	-4	53	+1	73	-3	46	-4
Permanent jobs with benefits being replaced by freelance, gig-economy or short-term jobs that do not offer benefits	59	+1	60	+1	56	-13	65	-2	51	-2	57	+2	67	-1	55	-1

Percent of employees who worry about		Germany		India		Indonesia		Ireland		Italy		Japan		Kenya		ysia
+/- : change from Jan 2021 to Jan 2022	2022	+/-	2022	+/-	2022	+/-	2022	+/-	2022	+/-	2022	+/-	2022	+/-	2022	+/-
JOB LOSS (net)	74	-3	92	-1	92	+3	79	0	93	+4	74	+6	95	+3	94	+5
Automation and/or other innovations taking your job away	38	-3	68	-4	70	+10	41	+4	53	-1	38	+5	59	+8	68	+5
Your job being moved to other countries where workers are paid less	43	-1	66	-1	65	+5	36	+1	76	+7	37	+7	55	+8	67	+8
Cheaper foreign competitors driving companies like yours out of business	45	0	69	-2	73	+8	44	+1	63	+8	32	0	68	+2	69	+4
Not having the training and skills necessary to get a good paying job	41	+3	70	0	71	+9	47	+4	62	+3	42	+6	69	+11	72	+7
International conflicts about trade policies and tariffs hurting the company you work for	42	+1	70	-6	67	+6	42	+4	60	+3	31	-1	67	+10	69	+8
Losing your job as a result of a looming recession	38	-6	73	+2	76	+7	48	0	70	+5	45	+3	75	+9	80	+6
Permanent jobs with benefits being replaced by freelance, gig-economy or short-term jobs that do not offer benefits	47	-6	71	-4	71	+1	55	+4	65	+3	33	+2	64	+3	71	+5

Percent of employees who worry about		Mexico		*Nigeria		Russia		Saudi Arabia		Singapore		S. Africa		S. Korea		ain
+/- : change from Jan 2021 to Jan 2022	2022	+/-	2022	+/-	2022	+/-	2022	+/-	2022	+/-	2022	+/-	2022	+/-	2022	+/-
JOB LOSS (net)	90	-1	94	n/a	82	+3	87	+6	89	-1	93	+5	88	0	91	+5
Automation and/or other innovations taking your job away	61	-2	60	n/a	33	+2	58	+12	56	-8	59	+9	55	-2	55	+1
Your job being moved to other countries where workers are paid less	56	0	57	n/a	23	+1	59	+13	54	-5	52	+8	41	+4	54	+6
Cheaper foreign competitors driving companies like yours out of business	63	+3	60	n/a	31	+3	61	+13	60	-5	61	+6	52	+3	57	+2
Not having the training and skills necessary to get a good paying job	68	+5	66	n/a	49	+10	57	+9	63	+2	66	+15	53	+6	64	+10
International conflicts about trade policies and tariffs hurting the company you work for	66	0	57	n/a	31	0	61	+11	58	-4	60	+9	47	+5	63	+7
Losing your job as a result of a looming recession	73	-1	72	n/a	61	+1	64	+14	66	-5	76	+10	61	0	65	+2
Permanent jobs with benefits being replaced by freelance, gig-economy or short-term jobs that do not offer benefits	68	+1	63	n/a	40	0	60	+8	61	-5	69	+12	54	+1	69	+6

Percent of employees who worry about		Thailand		The Netherlands		UAE		UK		S.
+/- : change from Jan 2021 to Jan 2022	2022	+/-	2022	+/-	2022	+/-	2022	+/-	2022	+/-
JOB LOSS (net)	92	+1	73	+6	90	+2	77	-1	75	-6
Automation and/or other innovations taking your job away	62	-5	37	+4	59	+2	41	0	38	-12
Your job being moved to other countries where workers are paid less	55	-2	30	+4	63	+10	38	+2	37	-11
Cheaper foreign competitors driving companies like yours out of business	64	-2	38	+7	63	+5	43	+2	45	-5
Not having the training and skills necessary to get a good paying job	69	+2	39	+7	63	+7	43	-4	46	-6
International conflicts about trade policies and tariffs hurting the company you work for	68	+1	39	+6	65	+6	47	+2	42	-8
Losing your job as a result of a looming recession	74	-4	39	+1	73	+8	49	-1	47	-8
Permanent jobs with benefits being replaced by freelance, gig-economy or short-term jobs that do not offer benefits	65	-1	48	+6	65	+3	49	-2	48	-5