

2022

Environmental,
Social &
Governance Report



About this report

This report provides an overview of Iress Limited and its subsidiaries' ('Iress') environmental and social impact for the period 1 January 2022 to 31 December 2022. The report has been prepared in accordance with the GRI Standards: Core Option of reporting. External assurance has not been undertaken for this report. The GRI reporting principles for defining report content (Stakeholder Inclusiveness, Sustainability Context, Materiality and Completeness) have been applied as follows:

- Stakeholder inclusiveness is demonstrated through our multi-stakeholder materiality assessment, consultation during strategy development in 2021 and stakeholder engagement in ESG materiality surveys.
- Sustainability context is demonstrated beyond an internal company focus, through discussion of material environmental and social topics with clients and investors.
- Materiality process is described in detail.
- Completeness is addressed (for the reporting period) through qualitative and quantitative data including the reason why certain data is not available, and our future actions to improve this.

Acknowledgement of Country

We pay our respects to the Traditional Owners of the lands where we work as well as across the lands through which we travel. We recognise Indigenous Peoples' continuing connection to land, place, waters and community. We pay our respects to their cultures, Country, and elders past, present and emerging.

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Social & Iress Impact
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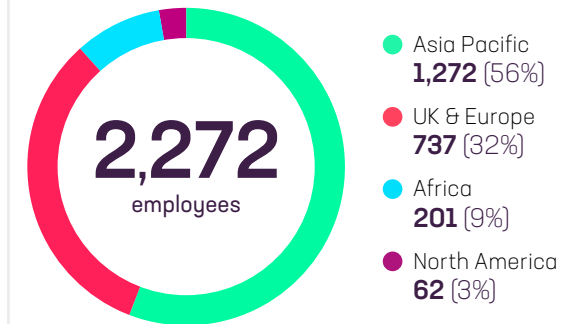
About Iress

Iress is a technology company that provides software to the financial services industry. Our clients and users are stockbrokers, financial advisers, banks, investment managers, mortgage lenders and brokers, and superannuation funds.

We are headquartered in Melbourne, Australia, with markets in Africa, the Asia Pacific, North America, the UK and Europe. Iress is a publicly listed company on the Australian Securities Exchange (ASX:IRE).



Our people



54% of our people work in product and technology

Our clients

10,000+
clients globally

500,000+
users globally

Message from our Managing Director & CEO

I am pleased to share Iress' Environmental, Social and Governance (ESG) report for 2022. This is our fifth report, reflecting Iress' commitment to ESG and the impact we continue to make through our ESG activities.

Iress believes it is critically important to play an active role in supporting the communities we serve, and to leave the world in a better place than we found it. The social and environmental obligations of organisations have continued to evolve in 2022, with certain instances demonstrating the importance of cyber and data security globally, and an enhanced focus by regulators in Australia on 'greenwashing' and the importance of climate-related financial disclosures.

Iress has made significant strides in our ESG approach and we continue to focus on specific areas we can support, where it makes sense for us to do so. We are committed to effectively managing risks across our operations, including cyber security, modern slavery and climate change.

In 2022, we continued to roll out our 2021-2023 information security strategy to strengthen our security culture and systems, in addition to developing a 2023-2024 modern slavery roadmap to improve transparency in our supply chain. We also developed our initial response to the recommendations from the Task Force on Climate Related Disclosures, conducting climate risk and opportunity assessments and establishing a 2022-2024 climate-related risk and opportunity roadmap to improve our disclosure overtime. We also established a near term science-based emission reduction target, committing to reducing scope 1 and 2 emissions 46.2% by 2030 from a 2019 base year, and reducing scope 3 emissions by a minimum of 18.5% by 2030 from a 2019 base year.

Through Iress Impact (formerly Iress Foundation), we are committed to making a visible, reliable, and meaningful contribution to partner charities that align with the United Nations Sustainable Development (SDG) goals of quality education (SDG 4), decent work (SDG 8), and partnership for the goals (SDG 17). Since Iress Impact was established in 2017, it has contributed over \$1m to our local communities.

Sustainable returns for shareholders

\$617.9m

Revenue AUD (m)

\$165.1m

Segment profit AUD (m)

\$52.7m

Net Profit after Tax AUD (m)

46c

Dividend per share AUD (cents)

In 2022, we were delighted to announce a strengthened partnership with Talent Beyond Boundaries (TBB), a global not-for-profit that works with governments and businesses to give refugees and other displaced people access to skilled employment opportunities. The expanded partnership involves a fixed financial agreement of \$750,000 over five years, in addition to pro-bono skilled volunteering. Iress has partnered with TBB since 2017 and since then, Iress has hired and relocated five skilled refugees and their families to Australia and the UK through the TBB program, as well as provided financial support for TBB to enable people in more locations to access skilled migration pathways.

As we move through 2023, we look forward to continuing to provide more reliable and meaningful support to the work and efforts of organisations such as TBB, giving back to the communities within which we exist, and building a sustainable future through our ESG activities.

Marcus Price
Managing Director &
Chief Executive Officer



2022 Highlights

Social & Iress Impact



\$202,544

Donated to charitable causes
Over \$1.1 million donated to charitable causes since 2017

777

Total hours volunteered

17

Charities supported

Introduced continued payment of retirement contributions on full salary for the duration of parental leave for a maximum of 12 months.⁽¹⁾

Announced extension to **Long Weekend** initiative – enabling all Iress people to take a Friday or Monday off work for up to eight days per calendar year.

Strengthened our support of Talent Beyond Boundaries & won **Partnership of the Year** award together with Talent Beyond Boundaries in the Employee Mobility Institute's (TEMI) 2022 Australasian Workforce Management Awards.

See **page 19** for total Iress Impact contributions



Environmental



Continued our transition to a cloud-based technology architecture,

5,700+

services to the cloud and retired

320+

physical servers.

Detailed review of our global e-waste providers and waste management practices

Developed our inaugural response to the Task Force on Climate-related Financial Disclosures (TCFD) and established a 2022-2024 climate-related risk and opportunity roadmap to improve disclosure overtime.

See **page 29** for Environmental data



Established a near term science-based emission reduction target:

Iress is committed to reducing:

- Scope 1 and 2 emissions

46.2%

by 2030 from a 2019 base year.

- Scope 3 emissions by a minimum of

18.5%

by 2030 from a 2019 base year.

Governance



Revised and strengthened our risk management framework and risk management policy statement.

Established internal working group focused on modern slavery

Continued internal training on human rights and modern slavery, and developed 2023-2024 modern slavery roadmap to improve transparency in our supply chain.

Continued to roll out the 2021-2023 information security strategy to **strengthen our security culture and systems.**

See **page 37** for Governance framework



(1) Applies to employees in Australia, New Zealand, UK, South Africa, Tunisia & Canada.

Environmental and social impact roadmap

Our 2025 environmental and social impact roadmap centres on four key pillars:



Our 2022 progress on this roadmap includes:

Healthy environment

- Established near-term science based emission reduction targets across scope 1, 2 and 3.
- Created e-waste partnerships in every region where Iress operates.

Prospering community

- Progressed our sustainable procurement procedures and policies, including modern slavery and environmental impact.
- Extended our internal giving and volunteering platform beyond the UK and Australia to improve management of our volunteering opportunities and increase access to payroll donations.

People wellbeing

- Developed an internal global calendar of events to foster a culture of inclusion and belonging.
- Progressed our work on diversity, equity and inclusion, surveyed our people and continued developing a revised strategy due for implementation in 2023.
- Developed First Nations Australians inclusion program including information on Acknowledgement of Country with plaques to be installed in Australia offices in early 2023.

Responsible business

- Revised and strengthened our risk management framework and risk management policy statement.
- Responded to the recommendations from the Task Force on Climate-related Disclosures.
- Continued to strengthen our approach to cyber security through global training and system improvements.

Winning Steps

Iress' short- and medium-term goals and objectives are referred to internally as our 'Winning Steps'. Winning Steps are shared annually, and in 2022, we embedded ESG objectives within our organisational Winning Steps.

To support the delivery of our 2025 environment and social impact roadmap, we prioritised the following Winning Steps:

ESG strategy	Our ESG strategy is defined, implementation is commenced, measured and reported.
Emissions reduction	An emissions reduction target is established and clearly communicated.
Iress Impact	Participation in Iress Impact initiatives increases annually.
Diversity	A program of activities is created to recognise and share our diversity at Iress.

Materiality

In 2022 we conducted a materiality assessment with a newly developed topic universe. We surveyed our people, shareholders and clients to understand their opinion on the role Iress should play in a range of environment, social and governance topics. This process was informed by the GRI Standard, Sustainable Development Goals (SDGs), Sustainability Accounting Standards Board (SASB) software and IT services sector standard, and Iress' internal documents.

Our topic universe included 38 topics, which were developed on research around global risks and megatrends, media trends, peer comparisons, and relevant ESG standards. The material topics were prioritised through a series of surveys, developed through stakeholder engagement aligned with our risk management approach. We identified 20 material topics for Iress to address in this report and include these topics in future strategic planning.

Iress' key stakeholders are those groups and individuals who impact and are impacted by our operations. These include: our clients and users, our people, investors, suppliers, industry and education partners, regulators, governments, and communities in which we operate.

We actively engage our stakeholders in different ways and at different intervals. This can include using surveys and peer forums to regularly understand what's important to our people and our clients, global internal Town Halls to encourage open discussions between our people and the CEO and Leadership Team, and engagement with policy makers and industry associations such as the Financial Services Council (FSC) on issues that are important to our clients and communities.

The results of this materiality assessment are presented in the table.

Material Topics

Social & Iress Impact	Environmental	Governance
Culture and values	Climate change adaptation and resilience	Ethics and integrity
Talent attraction and retention	Waste and resource efficiency	Data privacy and cyber security
Employee engagement		Transparent, fair, and responsible product information/advice
Occupational health, safety, and wellbeing	Customer and product	Risk management
Modern slavery and forced labour	Customer experience	Industry leadership and engagement
Responsible and sustainable procurement	Product/service quality	Responsible advertising
Diversity, equity, and inclusion	Innovation	Economic growth
		Anti-corruption

Social



2022 key achievements

- Introduced continued payment of **retirement contributions** on full salary for the duration of parental leave for a maximum of 12 months.
- Strengthened our support of Talent Beyond Boundaries & won **“Partnership of the Year”** award together with Talent Beyond Boundaries in the Employee Mobility Institute’s (TEMI) 2022 Australasian Workforce Management Awards.
- **Announced plans to extend Iress’ ‘Long Weekend’ initiative** - enabling all Iress people to take a Friday or Monday off work for up to eight days per calendar year.



2023 key objectives

- **Implement diversity, equity and inclusion strategy** and continue internal training and events to promote inclusion and celebrate diversity.
- **Establish a diversity, equity and inclusion council** to review policies, processes and practices across our global business.
- **Extend skilled volunteering opportunities** and strengthen our charitable partnerships. Increase our volunteering hours year on year.

Relevant UN SDGs



People, retention and attraction

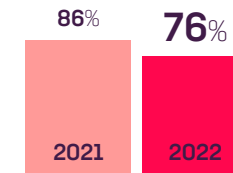
Employee engagement

In November 2022 we conducted our annual people survey inviting all Iress people to have their say on what matters to them and what we do well.

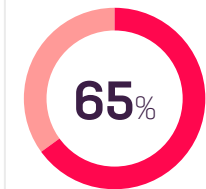
Total participants

1,785

(76% of our people)



Employee engagement



a 2% decrease compared to 2021.

91%

of our people agree that they are able to arrange time out from work when they need to.

72%

of people agree that Iress’ commitment to social responsibility (e.g. community support, sustainability, etc) is genuine.

People, retention and attraction continued



Values

We challenge our people to deliver the right results for our clients and users and reward them for contributing to our success.

We make things happen

Open and direct communication, teamwork, leadership and no complacency.

There's got to be a better way

Creativity, working proactively, scale, not size, take ownership.

We do things the right way

Integrity, honesty and fairness, focused on results, specialist knowledge and skills, and humility not arrogance.

Clients, clients, clients

Business awareness, commercial, client-driven, responsible and flexible.

“At Iress it is about being authentic. We drive a non-hierarchical environment, where every single person, regardless of role, can contribute to Iress’ success.”

Julia McNeil, Chief People Officer

People benefits at Iress

People are at the heart of what we do. The following benefits were provided to our people in 2022:

Flexibility

- Long Weekends, enabling our people to take an additional six days off during the year (a Friday or Monday) to do what they love most. In 2022, almost 10,000 Long Weekend days were taken by our people globally. In 2023, we are increasing these to eight days per year.
- 17 weeks' paid parental leave and a further nine weeks at half-pay. Return from parental leave on reduced hours for four weeks at full salary. Continued payment of retirement contributions for our people during parental leave in all countries where it is possible to do so.
- The ability to purchase up to 10 days additional leave per year.

Remuneration

- All people at Iress have the option to participate in our employee share plan, the ability to purchase Iress shares pre-tax salary.
- Equity grants for our top 25% of performers that equate to 20% of base salary.

In 2023 we are introducing a number of initiatives to evolve our ways of working:

- Focus Fridays, where there are no pro-active/planned or recurring meetings.
- Common in-office working hours of 10.00am-3.00pm to provide greater clarity of when to book meetings, alongside greater flexibility for people to balance personal commitments.

Occupational Health and Safety (OH&S)

At Iress, we require all our people to take appropriate care for their own health and safety and the health and safety of others. We are committed to ensuring our workplace is safe and healthy at all times for the benefit of our people, clients and visitors. Our primary business activity is office based, therefore training focuses on OH&S within this environment. This includes ergonomic training for all Iress people through WorkRite, engaging volunteer OH&S Champions, fire wardens and first aiders, and collaboration between our People and Facilities teams to maintain a safe and comfortable working environment.

In our hybrid working environment, all new starters and people have been provided with access to WorkRite Display Screen Equipment (DSE) Assessment. This program takes individuals through safe and ergonomically friendly ways to work at home and the office. At the end of the assessment, people are provided with recommendations based on responses, as well as instructions on who to contact if further assistance is required.

We follow best practice in all OH&S issues and relevant legislation in jurisdictions. We conduct annual third audits of our OH&S management system. Outcomes are integrated into OH&S management and reflected in our global OH&S policy where relevant. Should a potential risk be identified, our facilities team is tasked and trained in remediation. Should an incident occur, these are reported through dedicated First Aid officers who are responsible for notifying the facilities team. OH&S issues can be reported to a dedicated email address and are reviewed by the facilities team and dedicated OH&S champions. These reports are also reviewed by the OH&S committee. In 2022 no incidents were recorded in our offices, with one minor incident recorded offsite.

Iress provides access to an third-party Employee Assistance Provider for each operating market.

Diversity, equity and inclusion

At Iress, our people are our greatest asset and we recognise and respect that each person is unique. We also acknowledge that diversity makes us stronger. By promoting a breadth of ideas, experience, and talent, we can create a successful, stimulating and innovative workplace.

We have key business priorities that focus on diversity and inclusion. We expect all our people to understand the importance of these priorities and, where possible, contribute to their achievement. All people (and all our new starters) have undertaken inclusion training and all people leaders are expected to recognise and challenge unconscious bias.

Our commitment to diversity is simple – we want to create and maintain a workplace where our people can achieve their best, regardless of individual differences.

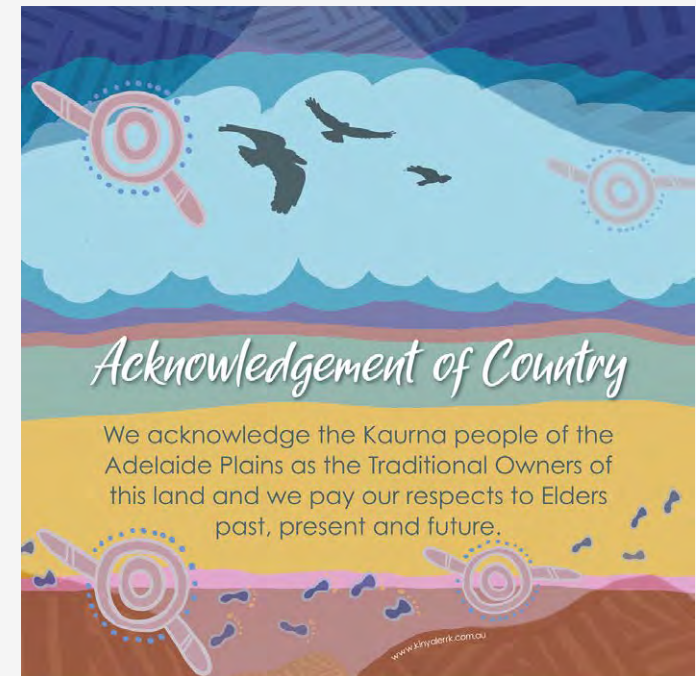
We recognise the role we have in creating and fostering a mentally healthy workplace. We support employees through in-person and virtual events as part of Iress Connected, on topics such as mediation, managing stress and yoga. All Iress people have access to a confidential Employee Assistance Provider.

In 2022 we:

- **conducted our first global diversity, equity and inclusion survey**, using the results to develop an action plan to be implemented in 2023. (See page 11 for results).
- launched an intensive mentorship program to **support career growth** at Iress.
- **introduced closed captioning** as default on all internal and external videos and webinars.
- continued to undertake annual role-by-role remuneration reviews (by country) and **submit annual Gender Pay Gap reports** to ensure role gender remuneration parity.
- **maintained endorsed employer status with Work180** in the UK and Australia.
- developed internal resources **focused on Indigenous inclusion in Australia**, to support Acknowledgment of Country during meetings and events.

In 2023 we will:

- conduct **further training on diversity, equity and inclusion** for our people.
- **establish a diversity, equity and inclusion council** to review policies, processes and practices across our global business.
- **deliver focused diversity, equity and inclusion training** for Talent Acquisition People Partners and hiring managers on inclusive recruitment.
- **extend our mentorship program** to all people globally.
- **install Acknowledgement of Country plaques** in all Australian offices.



Acknowledgement of Country plaque, Country of the Kaurna people of the Adelaide Plains ([Kinya Lerrk](#)).

Diversity, equity and inclusion continued

Gender diversity at Iress

Our current gender diversity objectives are set and agreed by our Board. These include:

- improving our female representation, targeting 40% female candidate representation for leadership roles and 50% female candidate representation for new graduate and apprentice roles.
- ensuring there continues to be no gender bias in how we remunerate.

Our focus on improving the gender workforce composition globally includes participation in the 40:40 vision for representation at Board, Leadership Team, and senior leadership levels by 2030.

Iress has increased our overall female representation from 35.7% (as at 30 September 2021) to 36.0% as at 30 September 2022. Our continued focus on gender and diversity initiatives will bring us closer to achieving our goal of 40% female representation at Iress by December 2024.

In 2022 we released our 2021–2022 Australian Workplace Gender Equity Report. The report is a mandatory requirement under the *Workplace Gender Equality Act 2012* (the Act) in Australia. The information in the report is based on our Australian people only and covers our specific policies, strategies and actions on gender equality; our employee movements, including appointments, promotions, resignations and parental leave; and our workforce composition, salaries and remuneration.

In 2022 we also released our 2021 UK gender pay gap report based on our people in the UK. This report is a mandatory requirement under the *Equality Act (2010)* in the UK.

[Read more here](#)

40:40 vision

Iress adopts an objective of achieving the following representation at Board, Leadership Team, and senior leadership levels by 2030:

- 40% women
- 40% men
- 20% any gender

Female Representation at Iress:

50%

Board

25%

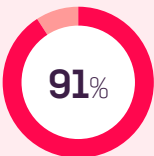
Leadership

40.7%

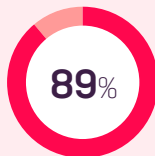
Senior leadership



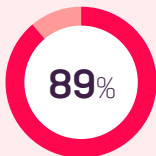
In our people survey



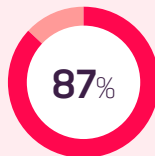
of people agreed that gender-based harassment and sexual harassment are not tolerated at Iress.



of people agreed that their people leader cares about their wellbeing.



of people agreed that their people leader genuinely supports equality between genders.



of people agreed that Iress supports diversity (age, gender, sexual orientation, ethnicity, language, education, qualifications, ideas and perspectives).

We understand that a diverse Board, with different perspectives, experience and gender, will remain relevant, competitive and productive. We manage this objective by periodically assessing the diversity of the Board, in terms of gender, talent and experience, and determining the extent to which membership of the Board fulfills that objective.

We have set an objective to maintain a minimum 30% female representation on its Board, as recommended by the Australian Institute of Company Directors.

Diversity, equity and inclusion continued

Celebrating diversity at Iress

In 2022 we developed a calendar of celebrations to raise greater awareness of the diversity of culture at Iress and encourage our people to learn, celebrate and commemorate significant days of importance to our community.

Internal training

We conducted Designing for Cognitive Bias Training for Iress people in February 2022 to bring awareness to the fact that there are many invisible forces impacting our daily decision making, which include biases that force exclusion. Many people across different functions of Iress attended and walked away with greater awareness to identify and adjust their biases for more inclusive outcomes.

20 May 2022 marked the annual [Global Accessibility Awareness Day](#), when people and companies around the world raise awareness of accessibility. To mark the occasion, one of our Iress Design System engineers produced videos to educate Iress people on level A criteria for the Web Content Accessibility Guidelines (WCAG). WCAG is an internationally recognised standard created by the World Wide Web Consortium (W3C).

We have an inclusion inbox, where our people in South Africa can anonymously raise issues or suggestions related to diversity, inclusion, discrimination. In 2023 this will be made available to people globally.

Our global anti-discrimination policy provides instructions for discrimination concerns, whereby people are to contact their people leader or a member of the People team. Our Grievance Policy and procedure also provides a mechanism for our people to raise incidents of discrimination.

Iress Connected

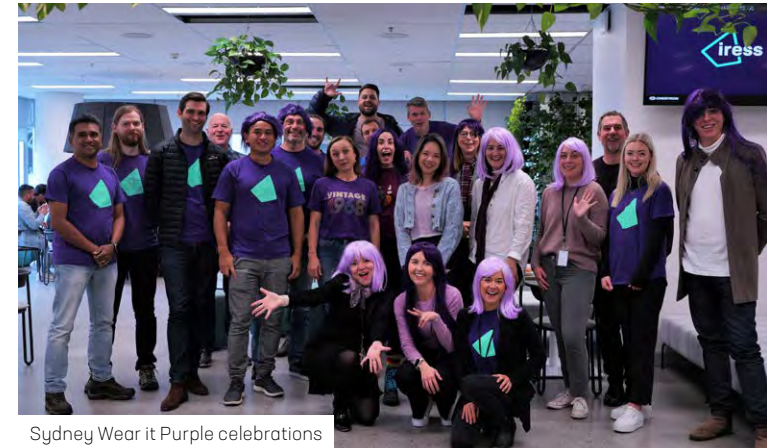
Iress Connected is an initiative led by Iress people and supported by senior leadership that brings together our people to promote a diverse and healthy workplace. Key Iress Connected initiatives in 2022 included:

- **International Women's Day**
A series of educational webinars for our people, including 'What's menopause got to do with me?' and 'Tell us what you really think'.
- **Mental health awareness month**
A series of sessions for our people on managing mental health, including 'Life as a highly sensitive person', 'Life with anxiety disorder', 'Physical health for mental health' and 'Understanding burnout'.
- **Social sessions**
Coordinated social events to celebrate NAIDOC, Diwali, Pride Month, RUOK day and Wear it Purple Day.
- **30 day inclusion challenge**
Over 100 people participated in this online program to 'think, feel and do' inclusion.

Graduate recruitment program

In 2022 we launched our graduate recruitment program in South Africa. The 12 month program forms part of our Black Economic Empowerment skills development plan to upskill previously disadvantaged communities in South Africa. In 2022, six African graduates, with a 50/50 gender split, were hired and successfully completed the program. These graduates have been placed in permanent roles at Iress, beginning in 2023, and an additional six new graduates will participate in the 2023 Graduate Program in South Africa.

Iress does not employ workers under the legal age of work, and requires suppliers to abide by legal standards related to working age and hazardous work.



Diversity, equity and inclusion continued

Digital inclusion

Throughout 2022, we've worked to ensure the technology we build is accessible and meets the needs of as many people as possible, including those who live with disabilities. Our Iress Design System (IDS) is continuing to evolve and mature, as we build more user interface components across our products. IDS is fully accessible, which ensures that teams who adopt it are also getting the benefits of accessible user interface components and standards.

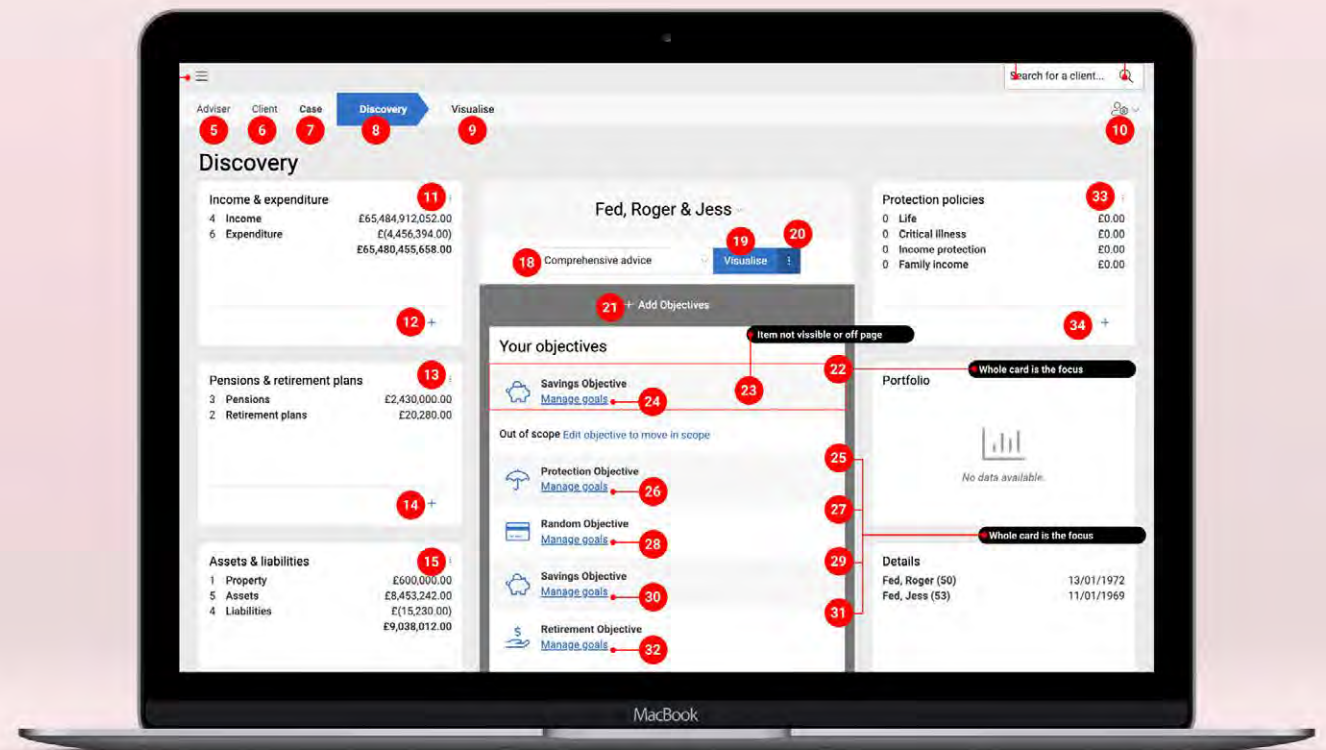
Availability of dark mode has been implemented in IDS and adopted in some of our products. Dark mode houses the potential to lower energy consumption of devices and provides users with longer battery time, applicable to those using display technology like OLED. It also reduces eye strain and helps prevent conditions such as low vision and photosensitivity.

Product accessibility

In 2022, we conducted various accessibility audits on our products. This ensures that any new propositions we launch to the market meet best practice digital accessibility, so that as many people as possible can successfully use and obtain value from them.

In 2023, we will work towards formally establishing our digital accessibility capability. This includes conducting more training and audits and continuing to raise awareness of the importance of digital accessibility and inclusion. Our journey towards full digital inclusion is ongoing and we aspire to continually improve our products.

Digital accessibility audit



Awards and recognition



External awards



TEMI Awards - Iress & Talent Beyond Boundaries

Together with Talent Beyond Boundaries (TBB), Iress won the 'Partnership of the Year' award at The Employee Mobility Institute's (TEMI) 2022 Australasian Workforce Management Awards. This award recognises organisations who have partnered together to deliver an exceptional employee mobility experience that supports business growth and talent strategies.

CIOS50 Awards 2022

Andrew Todd (Chief Technology Officer) was recognised in the CIOS50 Awards as one of Australia's most innovative technology leaders for the fourth year in a row. The CIOS50 is Australia's premier award program for senior technology and digital executives.



2022 Women Leading Tech Awards and 2022 Women in Finance Awards

Emily Chen (Global Head of Product, Technology Platform) was shortlisted for the Women Leading Tech Awards in the 'Product' award category, and the Women in Finance Awards, in the 'Innovator of the Year' category. The Women Leading Tech Awards support gender parity and representation across the tech industry in Australia and the Women in Finance Awards shine a light on every highly skilled and talented woman propelling the Australian finance industry forward.



Internal awards

Global Hackathon

Our annual Global Hackathon brought together global teams in a hybrid format for 24 hours to work on ideas to help us, our clients and users, and the millions of people who rely on financial services every day. Our Hackathons are an important part of Iress' culture, bringing together our global cohort to innovate, socialise and have fun.

This year's theme - 'making it easy for people to love financial services' - saw a total of 160 ideas submitted, 2,105 votes casted and 83 global teams working to develop solutions, with a number of these ideas now in production.

This year's winners explored ideas across a number of spectrums, from products and applications, through to data science, natural language processing, and solving environmental issues. One of the most popular entries, taking out the award for 'best response to the 2022 theme', was called 'The Green Machine' - a tool that enables engineers to compare coding and design options to make energy-efficient and cost-efficient choices.

Goals of 'The Green Machine'

1. Create a carbon footprint tool to establish a value of carbon produced by Iress software
2. Goal 2 - Show how this can be used to promote a marketing strategy for Iress software
3. Goal 3 - Support Iress in achieving its ESG targets
4. Demonstrate the ability of the tool to be integrated with Iress UNCAGED processes
5. Promote socially responsible engineering capabilities and practices.

People data

Total workforce by gender



Executive, senior & other managers by gender



Percentage of employees receiving regular performance & career development reviews



Remuneration

Equity is granted in the form of shares or share rights. Participation in the Onelress Equity scheme was 43% (down from 46% in 2021) however, there was a significant increase in United States participation from 50% to 75%.

Employee totals by contract type, employment type and gender

Contractor



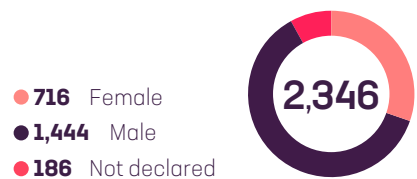
Fixed term



Regular



Full time



Part time



Total

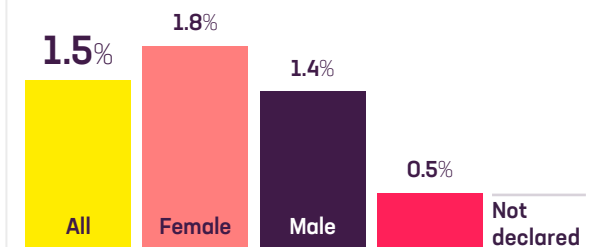


Total employees*

2,272 +224 contractors

*People on regular and fixed term contracts

Health & safety: lost day rate



People data continued

New people hires (2022) by region, gender & age

Location	Gender	<30		30-50		>50		Total
		%	Count	%	Count	%	Count	
APAC	Female	27.61%	37	61.19%	82	11.19%	15	134
	Male	25.13%	49	65.13%	127	9.74%	19	195
	Not declared	100.00%	1	0.00%	0	0.00%	0	1
North America	Female	0.00%	0	100.00%	2	0.00%	0	2
	Male	28.57%	2	71.43%	5	0.00%	0	7
	Not declared	100.00%	1	0.00%	0	0.00%	0	1
South Africa	Female	25.00%	4	75.00%	12	0.00%	0	16
	Male	63.64%	7	36.36%	4	0.00%	0	11
UK & Europe	Female	46.67%	14	53.33%	16	0.00%	0	30
	Male	28.74%	25	58.62%	51	12.64%	11	87
	Not declared	84.62%	11	15.38%	2	0.00%	0	13
Total		30.38%	151	60.56%	301	9.05%	45	497

Employee levels by gender & age

Employee level	Gender	<30		30-50		>50		Total
		%	Count	%	Count	%	Count	
People Leaders	Female	4.82%	8	71.08%	118	24.10%	40	166
	Male	2.09%	6	73.17%	210	24.74%	71	287
Global Leadership	Female	0.00%	0	100.00%	2	0.00%	0	2
	Male	0.00%	0	16.67%	1	83.33%	5	6
Employees	Female	16.15%	105	65.54%	426	18.31%	119	650
	Male	16.97%	195	65.62%	754	17.41%	200	1,149
	Not declared	75.00%	9	25.00%	3	0.00%	0	12
Total		14.22%	323	66.64%	1,514	19.15%	435	2,272

People turnover (2022) by region, gender & age

Location	Gender	<30		30-50		>50		Total
		%	Count	%	Count	%	Count	
APAC	Female	25.26%	24	58.95%	56	15.79%	15	95
	Male	20.25%	32	68.35%	108	11.39%	18	158
	Not declared	0.00%	0	100.00%	1	0.00%	0	1
North America	Female	0.00%	0	100.00%	1	0.00%	0	1
	Male	66.67%	2	0.00%	0	33.33%	1	3
South Africa	Female	12.50%	2	81.25%	13	6.25%	1	16
	Male	31.58%	6	57.89%	11	10.53%	2	19
UK & Europe*	Female	13.64%	6	68.18%	30	18.18%	8	44
	Male	18.18%	16	60.23%	53	21.59%	19	88
	Not declared	100.00%	8	0.00%	0	0.00%	0	8
Total		22.17%	96	63.05%	273	14.78%	64	433

* UK & Europe includes Tunisia employees.

People by contract & region

Region	Regular	Fixed term	Contractor	Total
Australia	1,153	59	105	1317
Canada	57	0	0	57
France	40	0	3	43
New Zealand	25	1	0	26
Remote	0	0	102	102
Singapore	34	0	0	34
South Africa	200	1	1	202
Tunisia	23	0	0	23
United Kingdom	672	2	13	687
United States of America	5	0	0	5
Grand Total	2,209	63	224	2,496

People data continued

Employee by function, gender & age

Function	Gender	<30		30-50		>50		Total
		%	Count	%	Count	%	Count	
Client Solutions		8.53%	18	72.04%	152	19.43%	41	211
	Female	9.64%	8	65.06%	54	25.30%	21	83
	Male	7.09%	9	77.17%	98	15.75%	20	127
	Not declared	100.00%	1	0.00%	0	0.00%	0	1
Commercial		13.93%	84	60.70%	366	25.37%	153	603
	Female	13.23%	34	58.75%	151	28.02%	72	257
	Male	14.49%	50	62.03%	214	23.48%	81	345
	Not declared	0.00%	0	100.00%	1	0.00%	0	1
Corporate		13.66%	28	69.76%	143	16.59%	34	205
	Female	15.44%	23	71.81%	107	12.75%	19	149
	Male	8.93%	5	64.29%	36	26.79%	15	56
	Not declared	0.00%	0	37.50%	3	62.50%	5	8
Global Leadership		0.00%	0	100.00%	2	0.00%	0	2
	Female	0.00%	0	16.67%	1	83.33%	5	6
	Male	0.00%	0	65.32%	81	28.23%	35	124
Mortgages		6.45%	8	68.00%	17	28.00%	7	25
	Female	7.14%	7	64.29%	63	28.57%	28	98
	Male	0.00%	0	100.00%	1	0.00%	0	1
	Not declared	0.00%	0	67.18%	217	14.24%	46	323
Product		18.05%	24	71.43%	95	10.53%	14	133
	Female	18.52%	35	64.55%	122	16.93%	32	189
	Male	100.00%	1	0.00%	0	0.00%	0	1
	Not declared	15.66%	125	69.17%	552	15.16%	121	798
Technology		13.61%	23	71.01%	120	15.38%	26	169
	Female	15.30%	95	69.40%	431	15.30%	95	621
	Male	87.50%	7	12.50%	1	0.00%	0	8
	Not declared	14.22%	323	66.64%	1,514	19.15%	435	2,272

Board diversity: gender & age

Gender	<30	30-50	>50
Female	0	0	3
Male	0	0	3

Ratio of basic salary & remuneration of females to males**

Location	<30	30-50	>50
APAC	1:1.12	1:1.15	1:1.48
North America	1:1.04	1:1.34	1:1.36
UK & Europe*	1:0.98	1:1.13	1:1.18
South Africa	1:1.47	1:1.14	1:1.64

* UK & Europe includes Tunisia employees.

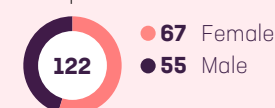
** Based on average salary across gender.

Parental leave statistics, by gender

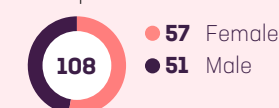
Employees that were entitled to parental leave.



Employees that took parental leave.



Employees that returned to work in the reporting period after parental leave ended.



Employees that returned to work after parental leave ended that were still employed 12 months after their return to work.*

Gender	Total
Female	51
Male	48
Total	99

* Calculated using figures of people who took parental leave in 2021.

Return to work and retention rates of employees that took parental leave.**

Gender	Total	Retention rate
Female	65	78.46%
Male	62	77.42%
Total	127	

** Calculated using figures of people who took parental leave in 2021 and were still employed after 12 months.

Community and industry engagement

Industry engagement events

Iress values the role of financial industry professionals, not just as clients and users of our products, but as agents for financial education and security. In November 2022, we hosted a series of events for the fund manager community in Sydney and Melbourne. Attended by over 100 delegates, industry professionals came together to network and hear about unlocking opportunities through data.

Iress also hosted several consultants' breakfasts in the UK, engaging with leading figures in the wealth management industry. In New Zealand, we supported the NZ financial advice community through sponsorships with Wealthpoint NZ and Share NZ.

Iress sponsored a number of South African industry events in 2022, including Financial Mail Top Analyst Award, The Financial Planning Institute Convention, and PSG Annual Conference, reinforcing our support for these events as platforms that engage with, and applaud excellence in the financial services industry.

Iress' Super:Efficient conference

In December 2022, we hosted our annual Super:Efficient superannuation conference in Melbourne.

Industry professionals joined us for an action packed day to hear about the future of superannuation in Australia, the increasing importance, and options, around member engagement and digital advice, as well as detailed product and legislation updates.

Industry support

Iress sponsored multiple industry conferences in 2022, including the Stockbrokers and Investment Advisers Association (SIAA) conference, the Association of Superannuation Funds of Australia (ASFA) conference, the Financial Planning Association of Australia (FPA) Congress, TradeTech Paris, the Festival of Financial Planning, Global Wealthtech Summit, the Income Protection Task Force (IPTF), and regularly supported the Building Society Association through sponsorship and events.

Accessible Advice

'Accessible Advice' was one of the ideas generated during Iress' Global Hackathon in 2021. Using existing Iress technology, the Accessible Advice program facilitates the connection between vulnerable people and financial advisers interested in providing pro-bono advice. This initiative leverages Iress' existing relationships with charities and advisers, as well as existing Iress technology to support people who would otherwise be unable to access financial advice.

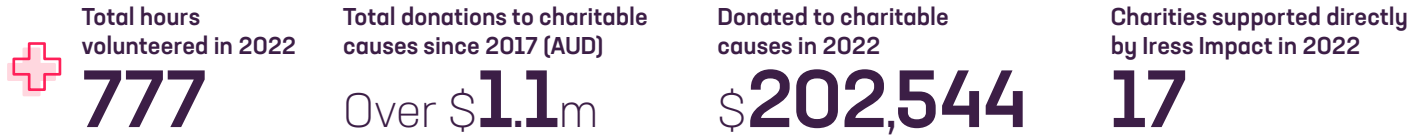
In 2022, we worked through the technical details and logistics of connecting the beneficiaries from social enterprise, Two Good, to Iress' network of financial advisers. Iress and Two Good plan to launch the Accessible Advice pilot program together in 2023.

Upfront podcast

In 2022 we launched our 'Upfront' podcast series, a collection of bold and frank conversations that tackle the financial services industry's biggest challenges and opportunities head on. The podcast covers topics such as financial literacy, diversity and inclusion and sustainability. Upfront was a finalist in The Drum B2B Awards in the 'Best B2B Podcast/Audio Campaign' category. Since its launch, Upfront has had 35,000 downloads and over half a million minutes of listening time, ranking it in the top 2% of podcasts during the first 3 months of launch. Upfront is available on major podcast platforms.



Iress Impact



About Iress Impact


Iress Impact (formerly Iress Foundation) was established in 2017 to support charities, predominantly through fundraising and workplace giving. Since then, Iress Impact has contributed over \$1m to our local communities. As the initiative has evolved over the years, our focus has grown to include charitable donations and skilled volunteering and community support in areas where we can have the greatest positive impact.



Zambrello's Plate4Plate meal packing event, Sydney

Aligning with the UN Sustainable Development Goals

The guiding principles established in 2017 remain relevant today: facilitate, support and promote people engagement; make a visible, reliable, and meaningful contribution to partner charities. As a financial technology company, we have aligned Iress Impact's mission to the following United Nations Sustainable Development (SDG) goals:

- 
Quality education (SDG 4), with a focus on STEM education
- 
Decent work (SDG 8), with a focus on displaced people and refugees
- 
Partnership for the goals (SDG 17) through the provision of services to charities.

To help deliver these goals, everyone at Iress receives three days of Iress volunteer leave annually to contribute to their community.

The Iress Impact Giving Platform

In 2022, Iress Impact launched a new global giving platform. The platform, provided by Benevity, has helped us achieve and deliver our goals.

- 
Sustainable Development Goal 4 - Providing more skilled volunteering opportunities to our people on the platform.
- 
Winning Step - The platform has allowed us to share volunteering opportunities more easily so we can increase Iress Impact participation globally.



Iress Impact continued

Talent Beyond Boundaries partnership

Talent Beyond Boundaries (TBB) is a global not-for-profit that works with governments and businesses to give refugees and other displaced people access to skilled employment opportunities.

Iress has partnered with TBB since 2017 and since then, Iress has hired and relocated six skilled refugees and their families to Australia and the UK through the TBB program, as well as provided financial support for TBB to enable people in more locations to access skilled migration pathways.

In 2022, we expanded our partnership with TBB to provide more reliable and meaningful support to their work and efforts. The expanded partnership includes a fixed financial agreement of \$750,000 over five years, in addition to pro-bono technical volunteering and communications and marketing support to further promote the benefits of TBB's skilled migration program in Australia and around the world.

"Iress has been an incredible partner and advocate from the very beginning, and their generous support has been instrumental in our global success. The financial contribution from Iress and further promotion around TBB's program will have such a massive impact for TBB and the refugees we support."

Steph Cousins, TBB CEO

In October 2022, we hosted a LinkedIn live event with TBB and previous CEO Andrew Walsh, along with two of our TBB recruits. The session detailed the process for hiring through TBB, and the benefit it brings to employers, participants and their families.

Iress also joined a panel event hosted by Vialto partners with TBB to talk about our experience working together. This was attended by 100 people from different organisations across Australia.

In December 2022 we hosted a round table with Minister for Immigration, Citizenship and Multicultural Affairs to discuss the benefits of the Talent Beyond Boundaries program and its transition from a pilot to permanent Australian entry program.

Talent Beyond Boundaries - Skilled volunteering

In 2022 we commenced a specialised skill program for Iress' developers to improve the existing software that TBB uses to connect employers and refugees. The maintenance and improvement of this software is a crucial part of TBB's model that allows each refugee's employment details to be safely and securely reviewed by potential employers. Five developers are taking part during 2023.



River Nile School

In 2022 we formed a new partnership with the River Nile School (RNS), an independent senior school for young women.

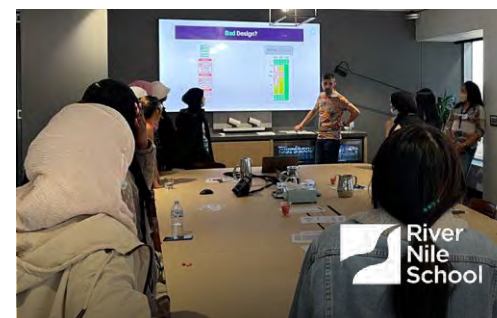
The school aims to re-engage refugee and asylum seeker school-aged young women who may have experienced disrupted schooling, and help them to find a flexible learning environment most suitable to their circumstances. All students who attend RNS have English as an additional language, and they focus on developing students' English literacy alongside the curriculum.



In May 2022 we visited the RNS as part of their annual Careers Day. In August 2022, a number of RNS students visited Iress' Melbourne office, taking an office tour and participating in career development and user experience design workshops. In September 2022, we hosted 12 RNS students for a five week internship. The students joined our Workplace Tech, Facilities, Product Design and People teams to learn about what it's like to work at a technology company and gain new skills. We look forward to supporting these students' ongoing development and pathways to employment in 2023.

"I am pleased to have had the opportunity to meet our work experience students from the River Nile School as they finished up their five week placement with us. There is something about the impact we are making as an organisation to provide additional support and opportunities for these young women to be exposed to careers in technology that makes me even more proud of our work at Iress."

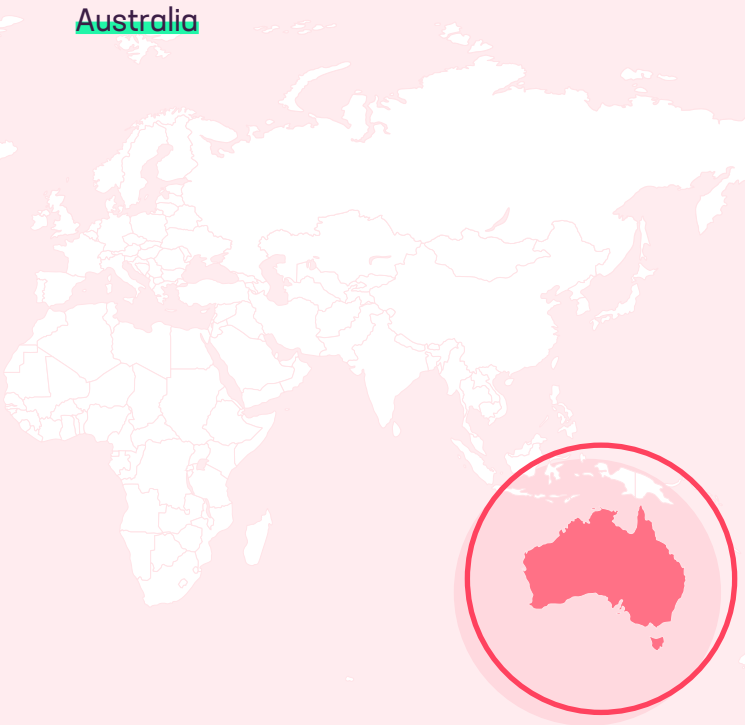
Joydip Das, Chief Product Officer, Iress



Volunteering at Iress



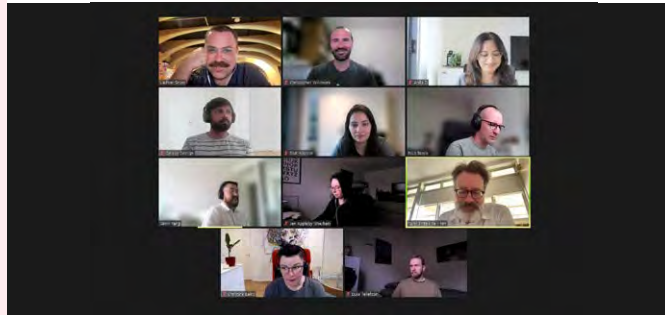
Australia



Story Factory, Sydney

Our Sydney team continued to virtually volunteer with Story Factory, a not-for-profit creative writing centre for young people in under-resourced communities. Story Factory aims to build writing skills, confidence and creativity. Our volunteers helped to transcribe handwritten stories produced during Story Factory workshops to be published and provided to young writers.

See more [online](#)



Zambrero's Plate4Plate, Sydney

Members of our Sydney team also volunteered at Zambrero's Plate4Plate meal packing event, to support their mission of bringing an end to world hunger. Volunteers packed 60,000 meals in two hours for communities in Timor-Leste.



Packing meals with Foodbank, Melbourne

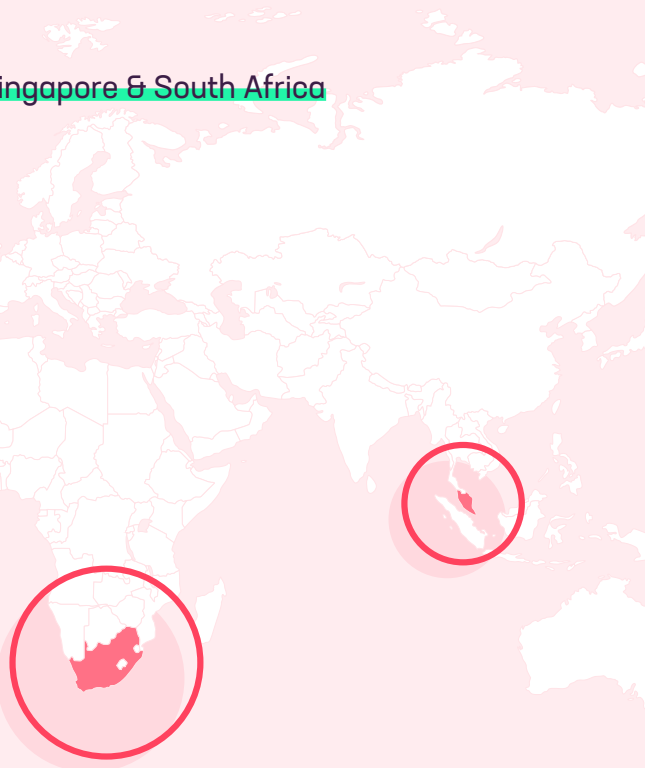
Our Melbourne team continued to volunteer with Foodbank Australia, helping to pack and distribute food relief. In 2022, our people collectively packed **23,434 meals** over a number of Foodbank volunteer days for those in need.



Volunteering at Iress continued



Singapore & South Africa



iThemba Lethu, South Africa

Our Impact team in Durban volunteered at **iThemba Lethu** ("I have a destiny"), a cause focused on restoring hope in vulnerable children by creating safe and caring homes where children can thrive. The team volunteered their time to plant a vegetable garden.

"We are so privileged and humbled to be part of this journey with iThemba Lethu. We are grateful to Iress Impact for their generous contributions to iThemba Lethu over the past few years as this has allowed us to help them achieve their needs. We look forward to a long and successful partnership with iThemba Lethu."

Dale Bosiger, Iress Account Manager and
Omeshiree Naidoo, Iress Account Manager

See more [online](#)



Seeds of Africa, South Africa

Our Johannesburg team has played an important role in working with **Seeds of Africa**, which aims to provide students, families, and their networks with resources to alleviate poverty and reinvest in their local community. Seeds of Africa also supports Healing Words Creche - a creche which provides shelter to over 55 children up to the age of six in one of the less fortunate townships in Johannesburg.

Beach clean-up, Singapore

Our Impact team in Singapore organised a beach clean-up as one of their volunteering days to help preserve the beauty of Singaporean beaches.

"Everyone felt that they played a part in making a difference."

Jacq Jeremiah, Head of Client Relationships



Digital volunteering with 7oaks, Singapore

Our Singapore people participated in a digital volunteering opportunity with a school called 7oaks. This initiative is run by Filos Community Services, a not-for-profit social service organisation that requires volunteers to spend 30 minutes every week reading with a child to encourage literacy and a love of reading. At the moment this activity runs over Zoom breakout rooms.

"It's a two-way shared experience - it's not just me reading to the child, or me giving to them. I enjoy the books too! I've learned to try to see things from their perspectives, but also it gives me a chance during the week to totally switch off from work and be completely focused on something and someone else. It's such a different and fulfilling experience from our daily work."

Shee Hwa Ho, Client Solutions Implementation Specialist

Volunteering at Iress continued



UK & France



Surrey Three Peaks Challenge, UK

Our people participated in the Surrey Three Peaks Challenge, in memory of a former colleague Chris Rebbeck who sadly passed away in 2022. To support Chris's love for cricket, the team fundraised £8,250 for [Capital Kids Cricket](#), a youth development charity that uses cricket to overcome societal challenges and empower young people.



Hamper Scamper Initiative, UK

Our Cheltenham team dedicated 144 hours of their time to help [Caring for Communities and People](#) to collect, sort and deliver festive food and gifts for those in need as part of their Hamper Scamper initiative. The Iress team packed 800 boxes for the community.

"We were so pleased to be able to volunteer with Hamper Scamper again this year. This is a local initiative supporting families suffering economic hardship and that really resonate with people. We had no shortage of volunteers keen to contribute through food and gift donations as well as manual labour, help sort and organise donations as well as making and packing hampers for families in need. It was sobering to see the scale of this initiative and therefore how many families are struggling with the cost of living and our team of volunteers were keen to help play their part in making a difference."

Jacqueline Durbin
Global Head of Product – Life, Pensions & Mortgages

Emmaüs Défi Super Christmas initiative, France

Our Paris team collectively volunteered 30 hours of their time to the [Emmaüs Défi Super Christmas initiative](#), which involved packaging toys for families in need.



Donations



This year we have supported a broad range of causes through charitable donations.

Total donated globally 2022 (AUD)

\$202,544

Total donations to charitable causes since 2017 (AUD)

Over \$1.1m

Some of the charities we supported in 2022 included:

Crises and natural disasters

- **Pakistan flood crisis:** Emergency donation to Medecins Sans Frontieres to help provide medical support.
- **Ukraine humanitarian crisis:** Crisis donation to GIVIT and CARE Australia to aid people affected by the Ukraine crisis.

Mental health

- **Wear it Purple:** An annual LGBTIQ+ awareness day especially for young people, based in Australia.
- **Movember:** An annual event involving the growing of moustaches during the month of November to raise awareness of men's health issues, such as prostate cancer, testicular cancer, and men's suicide.



Quality education and early childhood development

- **Healing World Creche:** a creche in an informal settlement in Johannesburg that provides much needed care, food and supplies to disadvantaged children. The creche has been supported by Iress for many years.
- **iThembu Lethu:** A home in Kwa-Zulu Natal for HIV-positive children. The donation from Iress was used to provide roof insulation for one of the houses in the shelter.
- **Little Lambs:** Provides food to the children at Klipheuwel Township creche in Cape Town.

Decent work

- In 2022 we announced our expanded partnership with **Talent Beyond Boundaries**, which includes a fixed financial agreement of \$750,000 over five years. During 2022 we contributed over \$140,000.



Case Study - iSchool Africa



In South Africa we sponsor the **Iress iSchoolAfrica #MyFuture** Programme for 70 learners at Lehlabile Secondary School in Mamelodi.

This program empowers Grade 11 and Grade 12 students from disadvantaged backgrounds who have the potential to succeed, through a combination of iPad technology, access to relevant curriculum content and online subject-focused lessons. Our Johannesburg office celebrated Nelson Mandela Day in July this year by hosting 20 students from iSchool Africa for a day of coding with volunteers from Iress.

See more **online**

In 2022, Iress supported iSchool Africa in the following ways:

- 80 students provided with iPads
- Three online sessions per week, seven subjects covered
- Provided 16 sphero robots - a robotic ball programmed with code by participants
- Supported grade improvement in science subjects by 13%.

Supply chains

Iress is committed to upholding stringent procurement practices—ensuring adherence to both core-selection, best-practice criteria and stakeholder expectations.

The criteria includes a number of technical, legal, operational, and sustainability factors that suppliers are assessed against. Iress does not engage a supplier unless they meet these criteria. This process of assessment ensures that suppliers are both suitable and meet the objectives contained in Iress' various policies, including the Supplier Code of Ethics Policy.

Our Supplier Code of Ethics Policy outlines the expectations of Iress' suppliers to share the values set out in the Code. The Code applies to all suppliers engaged by Iress, being any third party organisation which provides goods and services to Iress. Suppliers are also expected to ensure that the rest of their supply chain, including sub-contractors, adhere to the Code.

Our Supplier Code of Ethics and Sustainable Procurement Policy, which apply to all suppliers, are available [online](#).

As part of improved oversight on our supply chain we intend to further understand and collect information on the environmental impact of our suppliers.

Our Code of Ethics and Conduct Policy guides our people and suppliers on corruption and bribery. No formal training has been conducted on corruption and bribery.

In 2022 we:

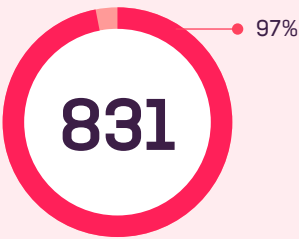
- Implemented a new supplier onboarding process that captures information and engages due diligence across Iress Legal, Procurement, Information Security, and Accounts teams.
- Conducted real-time monitoring of all non-government suppliers, including financial stability, adverse media (environmental, labour, health & safety, ethical & regulatory media), sanctions, and company sustainability credentials via Ecovadis.
- Developed a list of recommended suppliers for our Sydney and Melbourne offices to increase our support of social enterprise and Indigenous owned business.

In 2023, we aim to:

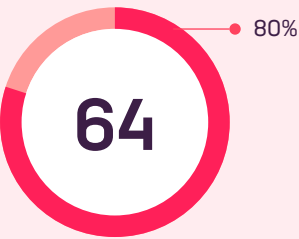
- Continue to improve the transparency of our supply chain and conduct a detailed risk assessment across our Tier 1 supply chain.
- Increase our use of social enterprise and Indigenous owned businesses for our catering and office provisions.

Suppliers by country

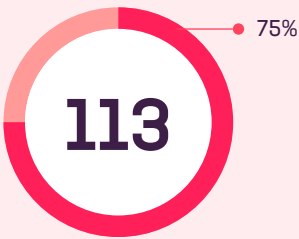
Australia & New Zealand



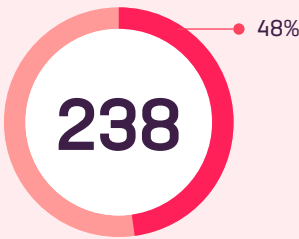
Singapore



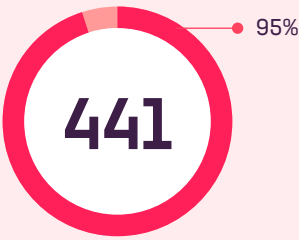
Canada & USA



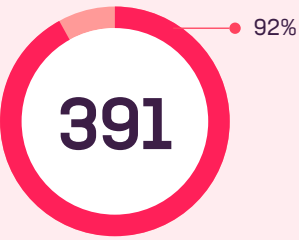
France*



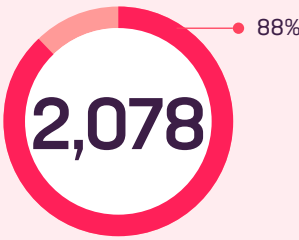
South Africa



UK



Total



● Percentage of overall spend on local suppliers

* Also includes Tunisia.

Modern slavery

What is modern slavery

Modern slavery describes situations where offenders use coercion, threats or deception to exploit victims and undermine their freedom.

Practices that constitute modern slavery can include:

- human trafficking
- slavery
- servitude
- forced labour
- debt bondage
- forced marriage, and
- the worst forms of child labour⁽¹⁾

Iress issued its 2021 modern slavery statement in June 2022 in accordance with the *Modern Slavery Act 2015* (UK) (a UK Act) and the *Modern Slavery Act 2018* (Cth) (an Australian Act) (the Acts). This statement is available on [Iress' website](#) and the Australian Border Force Modern Slavery Portal. The statement outlines our approach to managing modern slavery risk. To date, no instances of modern slavery have been identified within our supply chains. Our next modern slavery statement will be published in June 2023.

We recognise that modern slavery is a key concern for our clients and we will continue to improve oversight in our supply chain. In 2021 we established a cross-functional Modern Slavery Working Group, with representation from ESG, Legal, Risk, Compliance, Procurement, IT and People teams across Iress, and with executive oversight from the Chief Legal Officer. The group met regularly during 2022 to discuss and review arising risks, processes, policies, training and priorities for 2023.

⁽¹⁾ Australian Government, Department of Home Affairs.

2023-2024 modern slavery roadmap

We held a modern slavery and human rights training session with members of our Modern Slavery Working Group and representatives from Iress' Audit and Risk Committee and Board. Following this training session, we identified and prioritised a list of actions into a roadmap for implementation over the next three years.

Key priorities for 2023 include:

- ➡ Move from ad-hoc to regular training programs for all Iress people on modern slavery. Additional training modules for those involved in procurement or working directly with suppliers.
- ➡ Continue to improve procurement and management of contractors.
- ➡ Refine communication on what to do in the instance of suspected modern slavery (internal and external).
- ➡ Continue to refine our procurement practices and management of high risk suppliers.

Social procurement in South Africa: Broad-based Black economic empowerment (BBBEE)

BBBEE is a central part of the South African Government's transformation strategy. It is a mandated program designed to address the enduring consequences of the abandoned apartheid system.

It promotes economic participation for Black people, women, persons with disabilities and youth in the mainstream economy. BBBEE has different components, including:

Enterprise and supplier development

Enterprise and supplier development measures the extent to which entities buy goods and services from empowering suppliers with strong BBBEE recognition levels. Supplier and enterprise development initiatives intend to assist and accelerate growth and sustainability of enterprises owned by Black people (African, Coloured, Indian and Chinese).

Iress' performance is audited and final audited results for 2021 are applicable for the period January 2022 to December 2022.

Iress scored 92.8% (46.4 out of 50 points) on this metric. We anticipate holding this position for the next financial period.

Preferential Procurement

The Preferential Procurement metric measures the percentage of an entity's expenditure with an empowering supplier that is recognised as BBBEE expenditure, depending on that supplier's BBBEE level. Iress currently scores 85% of the total measured points. This position has been levelled up over the last two years leveraging the Iress Enterprise Development program (ED) beneficiaries into the supplier pipeline and allowing them to participate in the procurement process. The Iress ED program makes a monetary and non-monetary contribution to develop businesses that are owned by Black people.

The target for ED is 3% of net-profit after tax, which for 2022 was estimated at \$51,000. In 2022, our ED program contributions included:

- **Black Vation for their "Kasi to Kasi" application:** Designed to service township areas (but not limited to), this initiative will enable the stimulation of township economies across South Africa.
- **Lusethu Trading for the acquisition of streaming equipment:** A new revenue stream for the Lusethu Trading business, which has asserted their position as a supplier of choice for government tenders providing streaming services.

The Iress Supplier Development (SD) program

The Iress Supplier Development (SD) program is on a contribution basis made available to Iress's Black-owned suppliers, who are mostly small entrepreneurial businesses. The target for SD is 2% of net-profit after tax for 2022, which is estimated at \$34,000. In 2022, we made financial contributions to the following organisations:

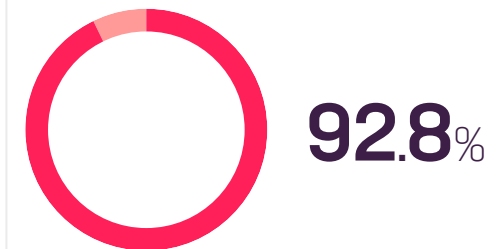
- **MalediFresh:** Provides the daily fruit supply for Iress' office in Johannesburg. Iress supported the diversification of their revenue stream to enable household sales.
- **Akunamillio:** Assisted the fire equipment business to relocate into a township and stimulate the local economy whilst saving business costs on rentals.
- **Lucky Time:** A new business providing BBBEE consulting services. Iress supported in setting up the business and providing their general computing equipment.
- **Vezi Solutions (IT hardware):** An existing supplier that required a refresh of their equipment with support from Iress.

Youth Employment Service Program

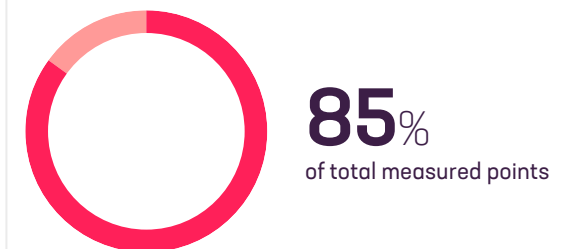
16 Black youth are employed by Iress annually in clerical roles at various hosting institutions for a 12-month fixed-term contract. This provides them with an opportunity to gain work experience and improve their employability.

Our BBBEE performance

Enterprise and supplier development



Preferential Procurement



Environmental



2022 key achievements

- Established a near term science-based **emission reduction target**.
- Continued our transition to a **cloud-based technology architecture**, 5,700+ services to the cloud and retired 320+ physical servers.
- **Detailed review** of our global e-waste providers and waste management practices.
- Developed our **inaugural response to the Task Force on Climate-related Financial Disclosures** (TCFD) and established a 2022-2024 climate-related risk and opportunity roadmap to improve disclosure overtime.



2023 key objectives

- Develop and integrate an **emission reduction strategy** that establishes interim KPIs to meet our 2030 reduction targets.
- Continue to implement our **2022-2024 TCFD disclosure roadmap**.
- **Continue to interrogate** e-waste disposal and investigate water consumption of data centre and cloud service providers.

Relevant UN SDGs



In 2022 we reviewed our emission reporting boundary to align with evolving best practice. We have subsequently included additional categories and calculated historical emissions from relevant sources.

Emissions for scope 1 and 2 were calculated using relevant jurisdictional emission factors. Scope 3 was calculated using supplier specific data, bespoke modelling and input-output emissions factors (tCO₂e/\$AUD).

With the known impacts of climate change and greater visibility of environmental considerations across the supply chain, taking action on environmental issues is critical.

During 2022 we made significant progress in addressing climate change and we intend to keep this momentum during the decade of action.

In setting our near-term emission reduction target, we re-assessed our emissions reporting boundary to align with evolving best practice. Revised emissions (tonnes of CO₂e) from 2019 to 2022 are presented in this section. This report supersedes previously reported data.

Iress is committed to:

- **reducing scope 1 and 2 emissions**

46.2%

by 2030 from a 2019 base year; and

- **reducing scope 3 emissions by a minimum of**

18.5%

by 2030 from a 2019 base year.

Greenhouse gas emissions

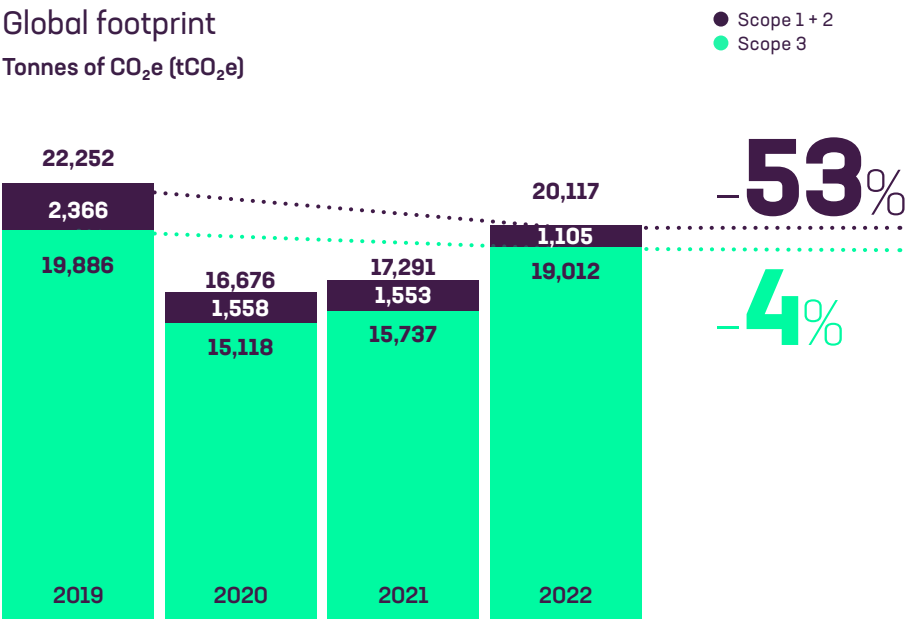
In 2022 we reviewed our emission reporting boundary to align with evolving best practice. We have subsequently included additional categories and calculated historical emissions from relevant sources. Emissions for scope 1 and 2 were calculated using relevant jurisdictional emission factors. Scope 3 was calculated using supplier specific data, bespoke modelling and input-output emissions factors (tCO₂e/\$AUD).

The majority of our emissions are attributed to scope 3, accounting for 95% of our total footprint. Our 2030 reduction targets are developed in alignment with the [Science-Based Targets initiative](#). We are committed to validating our targets with the initiative in 2023, alongside implementing further initiatives to reduce our emission footprint.

Our emissions have decreased from 2019 to 2022 largely due to changes in business operations as a result of the COVID-19 pandemic. During 2023 we will develop and implement an emissions reduction strategy to progress against our 2030 emission reduction target.

Global footprint

Tonnes of CO₂e (tCO₂e)



Activity data

Scope	2019	2020	2021	2022
Scope 1 - Gas (MJ)	2,001,451	2,240,053	1,496,837	1,020,499
Scope 1 - Petrol (kL)	116	42	22	73
Scope 1 - Diesel (kL)	1	2	1	8
Scope 2 - Electricity Grid (MWh)	3,486	2,432	1,663	1,263
Scope 2 - Electricity Greenpower (MWh) ⁽¹⁾	-	-	668	675
Electricity total (MWh)	3,486	2,432	2,331	1,938
% of renewable electricity	n/a	n/a	29%	35%
Electricity intensity per net leased area (kWh/m ²)	n/a	n/a	n/a	72
Scope 3 - Data Centres Electricity Grid (MWh) ⁽²⁾	8,828	8,828	4,587	4,455
Scope 3 - Data Centres Electricity Greenpower (MWh) ⁽²⁾	-	-	4,241	4,870
% of renewable electricity	n/a	n/a	48%	52%
Data Centre Total	8,828	8,828	8,828	9,325

(1) Electricity greenpower is purchased from certified renewable sources.
 (2) Data centres first measured in 2021. Activity data is unavailable for previous years. The same level of consumption is assumed for previous years.

Scope 2 emissions

Scope 2 emissions relate to electricity purchased for our global offices. Our primary offices in Melbourne and Sydney, Australia operate on 100% renewable energy. This represented 35% of our total global office electricity consumption in 2022. Between 2021 to 2022 our electricity consumption decreased by 17%, and 44% since 2019. This is largely attributed to a reduction in net leased area and transition to more energy efficient buildings.

Electricity emissions are calculated using the location based approach. Under this methodology renewable electricity purchases have not been deducted from the emissions total. Emissions will be calculated using the market based approach in 2023, this methodology will account for renewable electricity purchases as part of emission reduction activities and reporting against 2030 emission reduction target.

Location based electricity calculations (tCO₂e)

Scope	2019	2020	2021	2022	% change from base year (2019)
Scope 2	2,013	1,365	1,373	899	
Scope 3 - electricity T&D losses	186	132	141	106	
Total	2,199	1,497	1,514	1,006	-54%

Greenhouse gas emissions continued

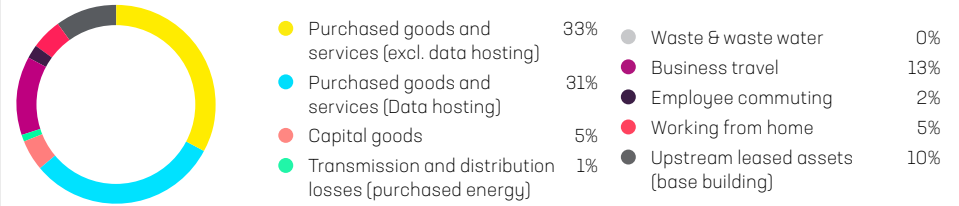
Scope 3 emissions

Scope 3 emissions arise from indirect emission sources in our value chain. Reductions within this scope rely on engagement with our suppliers and people. We are committed to reducing our scope 3 emissions by a minimum of 18.5% by 2030 from a 2019 base year.

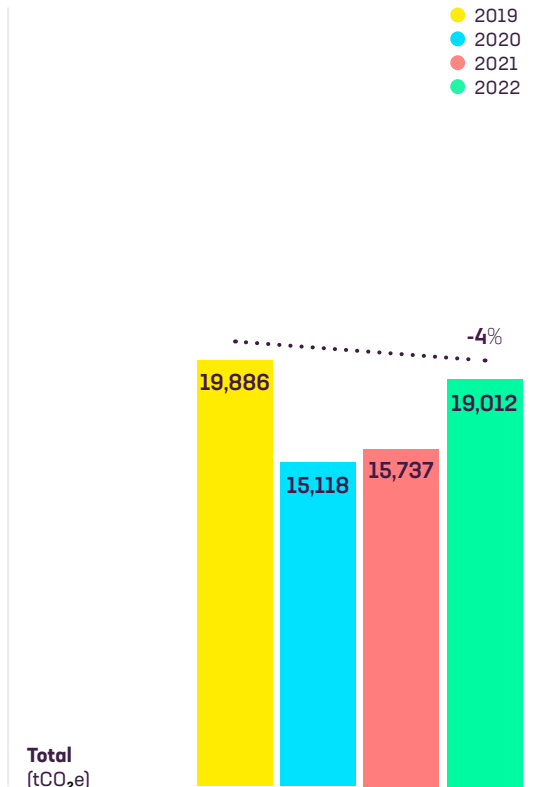
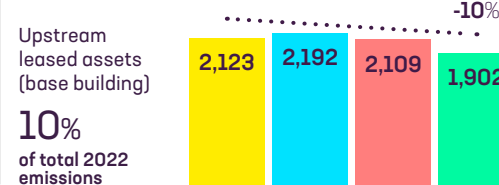
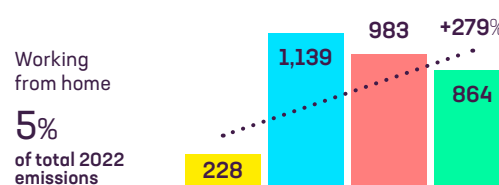
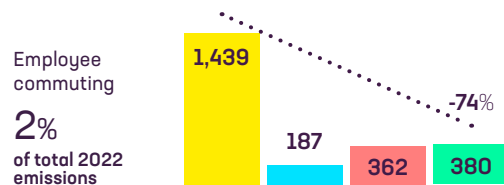
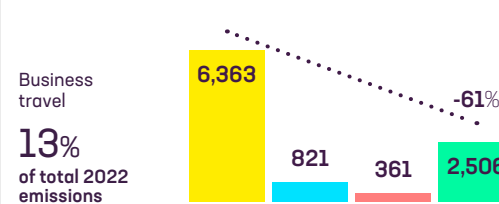
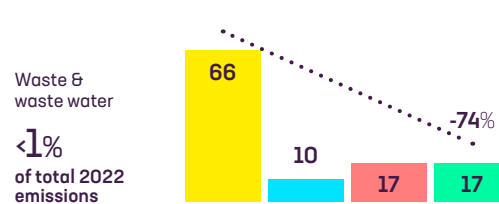
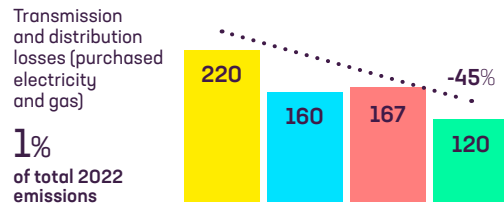
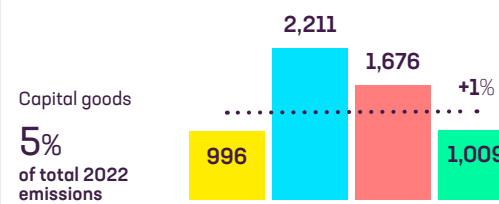
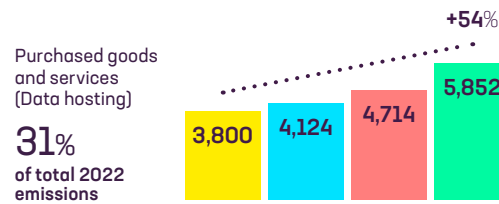
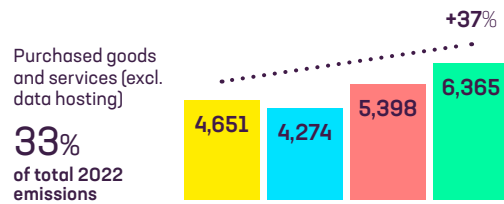
Emissions have been calculated using a combination of spend, actual and modelled activity data. We aim to improve measurement overtime and work with suppliers to source specific emission factors and reduce these overtime.

Since 2019, overall scope 3 emissions have decreased 4%, this is largely attributed to changes in business operations due to the COVID-19 pandemic.

Greenhouse gas protocol scope 3 category



Global scope 3 emissions by category (tCO₂e)



We are subject to the following environmental legislation and have met 2022 reporting obligations for the following requirements:

Environment requirement	Jurisdiction
Energy Savings Opportunity Scheme (ESOS)	United Kingdom
Streamlined Energy and Carbon Reporting (SCER)	United Kingdom
EU Waste Electrical and Electronic Equipment Directive (WEEE)	United Kingdom, Tunisia, France

Climate action

During 2022 we established near-term emission reduction targets aligned to the Science Based Targets initiative (SBTi) guidance. Iress is committed to reducing scope 1 and 2 emissions 46.2% by 2030 from a 2019 base year and reducing scope 3 emissions by a minimum of 18.5% by 2030 from a 2019 base year. The targets have been submitted to the SBTi for validation during 2023.

Emission reduction activities

We are committed to achieving our emission reduction targets no later than 2030. Key emissions reduction activities include:

- Continued transition to renewable electricity and leasing of energy efficient office spaces.
- Transition to a cloud-based technology architecture, working with a partner that is committed to reaching 100% renewable electricity by 2025.
- Continued improvements in waste management practices and diversion of waste from landfill.
- Continue working with key suppliers and assessing their sustainability.
- Reviewing business travel policies.

In 2023 we will develop a detailed emission reduction strategy to establish interim KPIs for meeting our 2030 emission reduction target. The strategy will bring together existing efforts to reduce the impact of our offices, supply chains and products.

A waste audit of available services was completed in 2022. In 2023 we aim to improve our oversight of office waste and services available to divert from landfill.

Migration to the cloud

A central initiative to Iress' 2025 strategy and emission reduction efforts is our transition to a cloud-based technology architecture. Our transition to the cloud enables us to improve product and service delivery, while working to reduce the emissions intensity of our products.

To date, we have:

transitioned

5,700+

products and services to the cloud

retired

320+

physical servers

We are working with a cloud partner that is committed to **100% renewable electricity by 2025**.

Climate-related risk and opportunity

Responding to the Task Force on Climate-related Financial Disclosures

Iress supports the recommendations of the Task Force on Climate-related Financial Disclosures (TCFD) and has adopted this framework to improve the transparency of our reporting. In 2022, we undertook a program of work to develop our initial climate risk and opportunity disclosure, and our roadmap for improving this over time.

2022 progress

Governance

We revised our Audit and Risk Committee Charter to include the areas of environment and social as a key risk. The audit and risk annual agenda plan was updated to include bi-annual reviews on ESG matters, including climate action. Our Chief Legal Officer was appointed as the Leadership Team climate sponsor. We also included climate-related risks on our Enterprise Risk Register, which will be reviewed bi-annually.

Strategy

We developed our 2022-2024 TCFD disclosure roadmap, establishing our key priorities and actions to improve our TCFD disclosure.

2022	2023	2024
Revision of Audit and Risk Committee (ARC) Charter to include mention of climate change as a risk	Develop assurance program for sustainability data (social and environment) published in annual ESG report	Establish Climate Steering Group, supported by representatives responsible for delivering KPIs for Iress' emission reduction strategy
Appointment of Executive Leadership Team 'climate sponsor' - Chief Legal Officer	Develop a global emission reduction strategy with interim KPIs to achieve 2030 reduction targets	Integration of climate risk mitigation measures and emission reduction strategy into relevant company strategies
Inclusion of overarching climate change risk (high and extreme) on enterprise risk register	Develop climate scenarios specific to Iress and conduct climate scenario analysis in 2024	Review of policies and procedures to align with ambitions of emissions reduction strategy
Bi-annual updates on ESG matters, including climate action, included on ARC meeting agenda	Annual monitoring of climate impacts and mitigation, and integration into enterprise risk management framework	Assess integrated reporting
Establish and publish Iress' 2030 science-based emission reduction target	Disclose scope 1, 2 and 3 greenhouse gas emissions for Iress' global operations (2022 ESG report)	Assess the viability of setting an internal cost on carbon to inform business cases and strategy
	Publish Iress' 2030 science-based emission reduction target in 2022 ESG Report	
	Ongoing annual disclosure of progress against emission reduction targets at scope 1, 2 and 3 level	

- Complete
- Ongoing
- Underway
- Not yet started

Climate-related risk mitigation

In 2022 we conducted a review of our risk management framework and revised our approach to managing risk, including the development of new ratings tables and categories. This new framework improves oversight of ESG related risks, including those related to climate change.

Climate risk and opportunity workshops were held with Iress people to identify a list of risks and opportunities across Iress' global operations. Participants joined from marketing, legal, product, technology, and business development. Risks and opportunities were identified using two extreme future scenarios: 1) 'runaway climate change', focusing on physical impacts; and 2) 'heavy regulation and policy intervention', focusing on transitional impacts. Likelihood and consequence of risks were assessed using Iress' risk assessment framework under a 'mid-point' of these two scenarios on a 2030 timescale.

Metrics and targets

In 2022 we established near-term emission reduction targets aligned to the Science Based Targets initiative (SBTi) guidance:

46.2%

reduction in scope 1 and 2 emissions by 2030 from a 2019 base year

18.5%

reduction in scope 3 emissions by 2030 from a 2019 base year

Our 2019 emissions baseline was developed in accordance with the Greenhouse Gas Protocol and adjusted to account for mergers and acquisitions during this period.

Climate-related risks and opportunities

Climate change poses a diverse range of risks, across different time scales, with different likelihood across our global business. However, with risk comes opportunity in how we manage regional and global transitions to a low-carbon economy.

The following climate-related risks were identified during our workshops:

Material risk category	Impact	Description
Physical		
IT operation (incl. IT security)	Weather events (e.g., floods, fires, etc.) impact critical services	Weather events, especially extreme heat, wildfire, causing power outages and disruption to critical services (internet, phone and power) impacting service provision to clients. Also affects people working from home.
People (talent and capability)	Weather events (e.g., floods, fires, etc.) impact offices and employee commute	Increase in employee absence due to sickness driven by climate related impacts (e.g. extreme heat, extreme hayfever etc.).
Transitional		
Financial (revenue)	Difficulty in obtaining capital	Increased requirements for Iress Limited to gain access to capital (i.e. must demonstrate emission reduction), unable to achieve, resulting in higher interest rates or inability to access loans.
Brand, reputation and customer	Requirements to reduce emissions	Clients expect demonstrated emission reduction in Iress' products overtime, failure to do so, or disclose progress, may lead to loss of customers.
Financial (revenue)	Requirements to reduce emissions	Investors expect demonstrated emission reduction in Iress Limited overtime, failure to do so, or disclose progress, may lead to loss of investment, negative impact to share price or access to capital.
Financial (revenue)	Reputation on climate action	Iress is perceived by investors and customers as not "doing enough" and not transparent enough by clients, which leads to loss in sales/revenue.
Brand, reputation and customer	Regulatory changes related to climate change	Iress fails to anticipate or meet the needs of clients in responding to climate-related regulation within their industry (i.e. tracking of emissions intensity of funds or information on validating ESG claims). Loss of customers and impact on brand reputation.

The workshops identified a number of climate-related opportunities for Iress. These key transition opportunities relate to the following areas:

- a. **Supplier engagement** - Strong supplier relationships through shared commitment to reducing emissions.
- b. **Employee/talent attraction and retention** - improved position on employee attraction, engagement and retention, supported by action on climate change.
- c. **Meeting customers' expectations and taking a market-leading position** - providing products and services that support climate-related requirements for clients.
- d. **Reputation on climate action** - improved reputation on climate change through engagement and knowledge sharing with clients, suppliers, and professional learning communities.

Environmental stewardship



E-waste

Electronic waste, or e-waste, is a rapidly growing waste stream, with a complex mix of materials. Iress is committed to the sustainable procurement and consumption of electronics and their responsible disposal at end-of-life to maximise resource recovery. As part of our transition to a cloud-based technology architecture, we have increased our e-waste production through the decommissioning of our data centres. We expect this to decrease overtime as we transition to the cloud.

In 2022 we reviewed our e-waste disposal in all markets of operation, confirming that suppliers servicing our Workplace Technology and Support and Reliability engineering teams had coverage across all e-waste types. Currently we have no e-waste program in France or Tunisia, we are currently assessing vendors to service this market.

Further to e-waste recycling, we donated approximately 300 laptops to [Australia Litehaus](#), a non-profit charity facilitating digital learning opportunities. The organisation supports digital access opportunities in Papua New Guinea, Australia, Uganda and Pakistan.

Water

We recognise that data centres and cloud service providers are significant consumers of water, which is used for cooling. In 2023, we will begin to investigate the water consumption at our remaining data centres to understand efficiency and water sourcing, with a key focus on water-stressed or drought prone areas. Our cloud service provider, Amazon Web Services, is committed to water recycling and becoming 'water positive' by 2030.

Our products

Overview of our software and clients

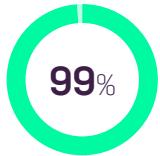
Our software is purposely designed for financial services, from the smallest firms to the largest networks.

Our global capabilities include Financial Advice, Investment Management, Trading & Market Data. Our regional capabilities include Superannuation and Registry technology in Australia and Mortgages, Life & Pension in the UK.

10,000+
Clients

500,000+
Users

The majority of our product portfolio is supported by Iress' Cloud Platform, powered by our supplier, who is committed to 100% renewable electricity by 2025. This includes:



of global Financial Advice & Investment Management software.



of Execution Management System (EMS), our key UK trading proposition.

Cloud-based technology architecture

Part of Iress' transition to a cloud-based technology architecture includes decommissioning physical data centres, with services transiting to the cloud. To date 5,700+ services have transitioned to the cloud, and decommissioned 320+ physical servers. This includes:

- 99% of Xplan worldwide (1400+ instances) on Iress Cloud Platform, with seven services remaining for migration.
- 99% of Document Storage (1400+ instances) worldwide on Iress Cloud Platform, with nine services remaining for migration.
- 100% of CommPay (431 instances) worldwide on Iress Cloud Platform.
- 99% of IPS (1,454 instances) worldwide on Iress Cloud Platform, with 10 services remaining for migration.
- 100% of EMS on Iress Cloud Platform.

All new Iress products are cloud native as a principle. This approach enables us to use the common capabilities of our products as 'building blocks' to reduce the risks of duplication in build and improve scalability. The goal is to increase speed to market for our products and provide seamless upgrades for our clients and users.

In addition to increased efficiencies, our transition to a cloud-based technology architecture enables us to improve product and service delivery, while working to reduce the emissions intensity of our products. Our cloud service provider is committed to 100% renewable energy by 2025, affording both efficiencies and emission reductions associated with our products. Regular activity reports are provided by our supplier detailing energy consumption, associated emissions, and renewable energy composition.

Our cloud-based technology architecture enables 85% of our clients to receive weekly, automatic product updates and 70% less downtime during enterprise clients updates.

Digitally-led support for our clients

Digital-led design is a common principle across all of our products: enabling advice, trading, and investment to be delivered digitally, and paperless where possible. We support and encourage our clients to reduce paper consumption where possible, encouraging financial services professionals to distribute relevant documents via a client portal, which also provides additional security benefits.

Supporting energy efficiency for our clients

The availability of dark mode has been implemented in the Iress Design System and adopted in some of our products. Dark mode enables lower energy consumption of devices and provides users with longer battery time, applicable to those using display technology like OLED.

Governance



2022 key achievements

- Revised and strengthened our risk management framework and risk management policy statement.
- Established internal working group focused on modern slavery. Continued internal education on human rights and modern slavery and developed 2023-2024 modern slavery roadmap to improve transparency in our supply chain.
- Continued to roll out our 2021-2023 information security strategy to strengthen our security culture and systems.



2023 key objectives

- **Cyber security priorities:** Continue to create a security focused culture through mandatory training, reviewing information security controls and uplift.
- **Risk management priorities:** Continue to embed our revised risk management framework to support our desired risk culture.

Relevant UN SDGs



Governance

Iress operates under a set of well-established corporate governance policies and processes that reinforce the responsibilities of all directors, officers, and our corporate entities as set out in the *Corporations Act 2001* (Cth) [Corporations Act] and the Listing Rules of the Australian Securities Exchange (ASX).

Many of these governance elements are also embedded in our Constitution. The Iress Board operates in accordance with a Board Charter, and has ultimate responsibility for setting strategy and policy for the Group globally. We believe that adopting a high standard of corporate governance is essential to sustainable long-term performance and value creation.

Governance of ESG continued

Governance structure

The Audit and Risk Committee is responsible for ESG at Iress, with the Chief Legal Officer responsible for the management of ESG risks, including those related to climate change.

Iress Board	To oversee, and consider recommendations from the Audit & Risk Committee on the company's strategy, policies, processes and performance in relation to environmental, social and governance (ESG) matters.
Audit & Risk Committee	<p>The Committee is responsible for:</p> <ul style="list-style-type: none"> (a) reviewing the ESG strategy, initiatives, and policies (b) reviewing and monitoring the financial, operational, regulatory, and reputational risks and opportunities of ESG on the company and provide insight and guidance with respect to the company's management of such risks and impacts (c) reviewing and discussing reports and ESG risk disclosures in periodic reporting documents from management regarding the company's progress toward achieving its key ESG objectives (d) providing guidance with respect to communications with employees, investors, and other stakeholders, as appropriate, regarding the company's position on or approach to ESG matters (e) reviewing the sufficiency of the financial and human resources allocated to ensuring the proper development, training, education, management and advancement of the company's ESG strategies and (f) considering any other matters pertaining to ESG that may be referred to the Committee by the Board or another Board Subcommittee.
Chief Executive Officer	Provides stewardship of strategy and advocates inclusion in planning.
Leadership team	Approves the ESG strategy and annual plan. Monitors progress of the plan on a quarterly basis.
Chief Legal Officer	Oversees the management of strategic initiatives.
ESG function	Works across the business to coordinate and support delivery of the ESG strategy.

Compliance and risk management

Our business and the environment in which we operate has evolved, and will continue to do so. Therefore, a robust risk management framework that ensures risks are understood, managed and communicated, is integral to the continued success of Iress. In 2022, we revisited our risk management framework and risk management policy statement, which is underpinned by the principles outlined in *ISO 31000: 2018 – Risk Management Guidelines*.

Risk governance structure

All Iress people have a responsibility to incorporate risk management into their day-to-day practices to ensure Iress' overarching strategic objectives are achieved. Our risk governance structure provides oversight of the effective operation of our framework through the following governing bodies:

- The Iress Board has overall responsibility for ensuring that an effective risk management framework is established.
- The Audit and Risk Committee (ARC) is appointed and authorised by the Board to assist in carrying out its obligations as they relate to risk management at Iress. The ARC has responsibility for endorsing the framework and reviewing material enterprise risks in light of the risk appetite set by the Board.
- The Executive Risk Committee (ERC) supports the Board and ARC and has responsibility for the application of the framework across the organisation.

Risk assessment process

Risk management is a dynamic process through which we can anticipate, detect, acknowledge, and respond to changes in our environment.

The Iress risk assessment process follows the principles outlined in *ISO 31000:2018 Risk Management – Guidelines*. Our process is underpinned by the collation and recording of information into risk registers which serve as the single-source of truth used for communicating and reporting risk management information and insights across Iress.

Risk assurance process

Iress adopts a proportionate approach to risk assurance, ranging from self-evaluation to independent external assurance activities to ensure that our material risks are appropriately managed.

Cyber security and data protection

Data privacy and security

In 2022, Iress undertook several actions to positively impact our security position and better protect Iress, its people, and the clients we serve. The information security landscape continues to evolve, becoming more complex and bringing more risk.

During 2022 we undertook a cyber security scenario exercise, which included our Board, to test our systems and processes in the event of a cyber security breach. The outcomes from the scenario have been used to strengthen our approach to information security.

Our 2021-2023 information security strategy details our three-year strategic overview, which builds on our previous three year plan. The strategy focuses on strengthening our security culture and operational efficiency regarding information security. The strategy contains six objectives:

1. Continue to satisfy client assurance demand and emerging statutory cyber obligations.
2. Iress software is safe, secure and trusted by our clients.
3. The data we are entrusted with is protected, secure and managed in accordance with changing global data protection and privacy legislation regulations.
4. Continue to uphold best-practice cyber hygiene, defence and response processes.
5. Security tasks are efficient, effective, and automated, where practical.
6. Strengthen our security culture and specialist security knowledge.

The Information Security Team's role is to support Iress in meeting information security obligations, defining and coordinating the organisation's security strategy, setting security policy and equipping the business team with the skills to operate securely at scale. The following initiatives are currently being delivered to implement strategic information security outcomes within Iress:

SentinelOne

SentinelOne Extended Detection and Response (XDR) unifies and extends our detection and response capability across multiple security layers. It works by identifying malicious behaviours, preventing and remediating advanced attacks on every endpoint and cloud workload. The platform has been rolled out across the Iress workplace environment and is currently protecting 3,200 endpoint devices.

Additionally, this provides our Security Operations Team with shared local threat intelligence coupled with externally acquired threat intelligence sources.

Axonius - cyber security asset management

Axonius provides Iress with a comprehensive dynamic asset register by correlating asset data from existing solutions to provide a real-time inventory. This gives our teams the confidence to control asset management complexity within the organisation. The benefits of using tools like Axonius include reducing the time spent on manual asset management activities.

SOC2

Iress is pursuing SOC2 Type II accreditation across its main product offering within the Wealth Management product line. Covering this product set with detailed control effectiveness testing and evidencing will enable Iress to provide our clients with the highest level of information security assurance. Once complete, Iress will extend SOC2 Type II scope accreditation across other product lines.

Cyber incident management

In 2022, Iress undertook two incident response tabletop exercises - the first with our engineering teams and the second with the Iress Board. The exercise featured a series of scenarios that simulated real-world situations (e.g. ransomware attacks). This exercise guided our teams through a series of scenarios that accurately and effectively mimic the experience of a targeted attack in order to better prepare us for cyber incidents.



Cyber security and data protection continued

Certifications and standards

We employ four key information security frameworks at Iress, in addition to other standards and audit frameworks for specific areas of the business, such as ATO, SWIFT and ASAE3402 reporting GS007 control standards.

ISO/IEC 27001:2013 Certification

The ISO/IEC 27001: 2013 Certification requires organisations to put in place a broad range of internal information security risk controls designed to reduce the likelihood and impact of information security incidents (whether innocent or malicious), if and when they occur.

We review control effectiveness at management level on a regular basis through a series of metrics, and the Executive Risk Committee addresses areas that need special attention due to potential risk.

A core aspect of ISO 27001 is continuous improvement. We fulfil our information security risk and audit obligations with a combination of internal resources and external specialist security consultancies. Both perform a number of internal information security audits and risk assessments across the organisation each year according to a three-year information security audit plan.

In addition to a full recertification every three years, we are subject to annual independent audits to uphold our certification and ensure Iress' ongoing compliance with the standard.

Centre for Internet Security Standards (CIS)

Our technical cybersecurity standards are aligned to CIS and used as a blueprint for Iress' systems architecture to ensure we maintain effective cyber hygiene.

Open Web Application Security Project (OWASP)

Iress leverages OWASP research and guidance in our software development methodology. This is of particular value in ensuring our software avoids common and widely exploited security vulnerabilities and weaknesses, securely. The OWASP is a non-profit foundation that works to improve the security of software.

Cloud Security Alliance (CSA)

As a software-as-a-service (SaaS) provider, we utilise best-practice cloud security controls and methodologies. In particular, we adopt specific controls from the CSA's cloud control matrix of fundamental security principles and controls. In future, we plan to expand the adoption of CSA controls within Iress.

Data protection impact assessments

We undertake data protection impact assessments to look at how and where we process data across our business. This ensures that the appropriate handling and controls of data are in place, and that data flows are compliant with applicable legal and regulatory requirements. In 2022, we completed multiple data protection impact assessments.

Supplier security assessments

These assessments are conducted with key suppliers and for various internal projects where personal information is expected to be exchanged. Data handling arrangements and security controls are also reviewed to ensure they are appropriate. In 2022, we conducted 90 supplier security assessments.

Security awareness and training

In 2022, we conducted a number of internal training sessions on security:

- New starter information security awareness training for all new joiners (both full time employees and contractors)
- Annual information security awareness training (all Iress people)
- Multiple phishing awareness education campaigns across new and existing areas of the business (all Iress people).

Security governance

Monitored in accordance with Iress' risk management framework, the Audit and Risk Committee is responsible for reviewing cybersecurity. Cybersecurity is one of Iress' key risks and it is measured based on cybersecurity risks and mitigation measures.

Anti-fraud and fraud awareness policy

Iress is committed to the prevention of fraud and the promotion of an anti-fraud culture. Our fraud policy sets out Iress' responsibilities in relation to the prevention of fraud, provides information and guidance to Iress people and other people working with Iress on how to report potential fraud issues, and provides examples of potentially fraudulent activities.

Responsible and ethical business practices

Our current corporate governance policies and procedures are available [online](#). A summary of key ESG governance documents is provided below.

Code of Ethics and Conduct

Iress Limited, along with all companies within its group (together “Iress”) is committed to complying with its legal obligations, acting ethically and responsibly, conducting business in a way that is open and accountable to shareholders and the wider marketplace, and creating a safe non-discriminatory workplace.

Whistleblower protection

Iress’ whistleblower policy applies to all Iress people, including part-time and casual employees, officers, agency workers, contractors and suppliers and their employees (where relevant) and is subject to applicable laws as they apply to the local Iress entity. It encourages people to report any suspected reportable conduct with the knowledge that their concerns will be taken seriously, appropriately investigated, and that their confidentiality will be respected. It also provides people with guidance around how to raise concerns and reassures people that they can raise any concerns and complaints of reportable conduct without fear of discrimination, intimidation, disadvantage or reprisal.

Anti-bribery and corruption policy

This policy sets out Iress’ responsibilities, and those of the people working for and with Iress. Business activities are to be honest, lawful, ethical and performed with integrity. Any form of bribery or corruption is not tolerated. This policy applies to all people working for Iress, including any third party acting on our behalf, and provides guidance to identify and respond to potential instances of bribery and corruption.

During 2022 we revised our risk management framework to improve our management of enterprise risks, including corruption, which is generally considered a low risk. To operationalise the revised framework, a new methodology for capturing and reporting risks is being introduced across our organisation. Iress will conduct an analysis of our exposure to corruption once the program is completed.

Share trading policy

This policy outlines Iress’ guidelines on buying and selling, or otherwise dealing in Iress’ shares by employees, directors and senior management. The policy aims to protect the interest of Iress’ stakeholders, explain conduct that is prohibited under Australia’s insider trading laws, and establish best practice procedures for dealing in Iress’ shares.

Tax transparency

In 2022, we published our third annual tax transparency report, detailing our tax contribution, tax governance and strategy, and international related party dealings for the 2021 financial year. The report was prepared in accordance with the guidelines set out in the voluntary Tax Transparency Code (TTC) recommended by the Australian Board of Taxation and endorsed by the Australian Treasury.

Iress is considered a medium business under the TTC requirements, and has voluntarily prepared the report to include an additional level of information—the same as a large business is expected to provide. The report is published on a voluntary basis as part of Iress’ ongoing commitment to provide transparency to the public and other interested parties around its tax affairs.

See [Tax Transparency Report 2022](#)



“Building a sustainable and resilient business requires robust governance processes across multiple areas of activity. At Iress we place significant emphasis on our environmental and social governance responsibilities.”

[Roger Sharp](#), Board Chair

Corporate governance statement

Our corporate governance statement outlines the key aspects and mechanisms of Iress’ governance framework, which have been established, and kept under review, by our Board of Directors.

Memberships and partnerships

In 2022 we continued to support industry partnerships, beyond financial services. The size of many of our clients and partners means collaboration across small numbers of clients is just as important as formal partnerships or memberships.

Global

FISD (Financial Information Services Association of SIIA)

FIX Trading Community

SIIA – The Software & Information Industry Association

Australia

ASFA Affiliation of Superannuation Practitioners (ASP)

ATO APRA Funds Operational Insights Report Design Working Group

ATO Online Superannuation Screens Communications Working Group

ATO SMSF Rollovers Design Group ATO Super Administration Stakeholder Group (SASG)

ATO Superannuation Data Standard Technical Group (SDSTG)

ATO SuperStream Implementation Working Group

ATO Technical Services Working Group (TSWG)

Australian Blockchain Association Australian Custody Services Association (ACSA)

Financial Executive Women (FEW)

Financial Executives Institute (FEI)

Financial Services Council (FSC)

Stockbrokers and Financial Advisers Association (SAFAA)

The Association of Superannuation Funds of Australia (ASFA)

Women in Super (WIS)

Canada

Canadian Security Traders Association (CSTA)

Investment Industry Regulatory Organisation of Canada (IIROC) (Market Rules Advisory Committee and LEI Implementation Committee)

Portfolio Management Association of Canada (PMAC)

New Zealand

Financial Advice New Zealand

FinTechNZ

South Africa

SA Securities Lending Association (SASLA)

United Kingdom

Association of Mortgage Intermediaries (AMI)

Building Society Association Income Protection Task Force (IPTF)

Intermediary Mortgage Lender Association (IMLA)

ORIGO (Industry Standards Body for Life and Pensions – UK)

The Personal Investment Management and Financial Advice Association (PIMFA)

Building Societies Association (BSA)

GRI Reporting Framework

Statement of use

Iress Limited has reported in accordance with the GRI Standards for the period 1 January 2022 to 31 December 2022. GRI 1: Foundation 2021 was used. There is no applicable GRI sector standard.

GRI Standard	Disclosure	Page/reference/further information
General disclosures		
GRI 2	General Disclosures 2021	
2-1	Organisational details	p. 3. Iress Limited.
2-2	Entities included in the organisation's sustainability reporting	p. 3. Iress Limited is the only entity included in this report. See Annual Report .
2-3	Reporting period, frequency and contact point	Reporting period: 1 January – 31 December 2022 Contact point: Amarjot Bagga, Head of Environment and Social Impact. amarjot.bagga@iress.com
2-4	Restatements of information	Environmental activity data and emissions calculations from CY19 to CY21 have been re-issued due to changes in the methodology and reporting boundary to align with best practice. This has resulted in higher emissions caused by a broader boundary.
2-5	External assurance	p. 2.
2-6	Activities, value chain and other business relationships	pp. 3, 25.
2-7	Employees	pp. 3, 15–17. No significant variations to employee numbers. Data has been compiled using internal management systems.
2-8	Workers who are not employees	pp. 15–16. Iress does not employ contractors that are considered to complete a significant portion of the company's activities. Contractors primarily provide product and technology support. No significant variations to contractor numbers. Data has been compiled using internal management systems.
2-9	Governance structure and composition	pp. 36–37, 15–17. See Corporate Governance Statement and Annual Report .
2-10	Nomination and selection of the highest governance body	See Corporate Governance Statement and Board Charter .
2-11	Chair of the highest governance body	p. 37. Roger Sharp is the Chair of Iress' Board of Directors. Roger Sharp is a non-executive director. See Conflicts of Interest Policy .

GRI Standard	Disclosure	Page/reference/further information
2-12	Role of the highest governance body in overseeing the management of impacts	pp. 32, 37. See Corporate Governance Statement and Board Charter .
2-13	Delegation of responsibility for managing impacts	p. 32–33, 37. See Board Charter .
2-14	Role of the highest governance body in sustainability reporting	Iress' Board of Directors has reviewed and endorsed this report.
2-15	Conflicts of interest	See Conflicts of Interest Policy .
2-16	Communication of critical concerns	p. 37.
2-17	Collective knowledge of the highest governance body	See Corporate Governance Statement .
2-18	Evaluation of the performance of the highest governance body	See Corporate Governance Statement and Annual Report .
2-19	Remuneration policies	See Corporate Governance Statement , Board Charter and Annual report .
2-20	Process to determine remuneration	See Corporate Governance Statement , Board Charter and Annual report .
2-21	Annual total compensation ratio	Information currently not calculated.
2-22	Statement on sustainable development strategy	p. 4.
2-23	Policy commitments	pp. 26, 37, 40. See corporate governance policies and procedures .
2-24	Embedding policy commitments	p. 40. See Code of Ethics and Conduct Policy .
2-25	Processes to remediate negative impacts	pp. 32–33, 37, 40.
2-26	Mechanisms for seeking advice and raising concerns	p. 40.
2-27	Compliance with laws and regulations	No significant instances of non-compliance with laws and regulations during the reporting period. No fines for instances of non-compliance with laws and regulations paid during the reporting period.

GRI Reporting Framework continued

GRI Standard	Disclosure	Page/reference/further information
2-28	Membership associations	p. 41.
2-29	Approach to stakeholder engagement	pp. 2, 7.
2-30	Collective bargaining agreements	Not applicable. No Iress employees are employed on collective bargaining agreements.
Material topics		
GRI 3	Material Topics 2021	
3-1	Process to determine material topics	p. 7.
3-2	List of material topics	p. 7.
Specific disclosures		
Customer experience		
GRI 3	Material Topics 2021	
3-3	Management of material topics	pp. 7, 31, 35-36, 38, 39.
GRI 418	Customer Privacy 2016	
418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	No instances of substantiated complaints concerning breaches of customer privacy and losses of customer data recorded during the reporting period.
Ethics and integrity		
GRI 3	Material Topics 2021	
3-3	Management of material topics	pp. 7, 37, 40. See corporate governance policies and procedures .
GRI 207	Tax 2019	
207-1	Approach to tax	p. 40. See Tax Transparency Report .
207-2	Tax governance, control, and risk management	See Tax Transparency Report .
207-3	Stakeholder engagement and management of concerns related to tax	See Tax Transparency Report .
207-4	Country-by-country reporting	Not applicable. Iress Limited does not meet the definition of a Significant Global Entity (i.e. turnover >\$1bn).

GRI Standard	Disclosure	Page/reference/further information
Data privacy and cyber security		
GRI 3	Material Topics 2021	
3-3	Management of material topics	pp. 7, 36, 38, 39.
GRI 418	Customer Privacy 2016	
418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	No instances of substantiated complaints concerning breaches of customer privacy and losses of customer data recorded during the reporting period.
Transparent, fair, and responsible product information/advice		
GRI 3	Material Topics 2021	
3-3	Management of material topics	pp. 7, 35.
GRI 417	Marketing and Labeling 2016	
417-1	Requirements for product and service information and labeling	Not applicable. Iress does not product physical products, no product disclosure statements produced.
417-2	Incidents of non-compliance concerning product and service information and labeling	No instances of non compliance concerning product and service information and labeling recorded during the reporting period.
417-3	Incidents of non-compliance concerning marketing communications	No instances of non compliance concerning marketing communication recorded during the reporting period.
Talent attraction and retention, employee engagement		
GRI 3	Material Topics 2021	
3-3	Management of material topics	pp. 5, 7, 8-10. See Careers webpage.
GRI 401	Employment 2016	
401-1	New employee hires and employee turnover	p. 16.
401-2	Benefits provided to full-time employees that are not provided to temporary or part-time employees	p. 9. See Benefits webpage.
401-3	Parental leave	p. 17.

GRI Reporting Framework continued

GRI Standard	Disclosure	Page/reference/further information
Occupational health, safety, and wellbeing		
GRI 3	Material Topics 2021	
3-3	Management of material topics	pp. 7, 9, 12.
GRI 403	Occupational Health and Safety 2018	
403-1	Occupational health and safety management system	p. 9.
403-2	Hazard identification, risk assessment, and incident investigation	p. 9.
403-3	Occupational health services	p. 9.
403-4	Worker participation, consultation, and communication on occupational health and safety	p. 9.
403-5	Worker training on occupational health and safety	p. 9.
403-6	Promotion of worker health	p. 12.
403-7	Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	Not applicable. Given the nature of the products sold by Iress, no significant negative OH&S impacts linked with operations, products or services have been identified and/or needed mitigation.
403-8	Workers covered by an occupational health and safety management system	p. 9.
403-9	Work-related injuries	pp. 9, 15.
403-10	Work-related ill health	p. 9.
Modern slavery and forced labour		
GRI 3	Material Topics 2021	
3-3	Management of material topics	pp. 5, 7, 26. See Modern Slavery Act Statement , Supplier Code of Ethics and Conduct and Sustainable Procurement Policy .
GRI 408	Child Labor 2016	
408-1	Operations and suppliers at significant risk for incidents of child labor	p. 12.

GRI Standard	Disclosure	Page/reference/further information
GRI 409	Forced or Compulsory Labor 2016	
409-1	Operations and suppliers at significant risk for incidents of forced or compulsory labor	p. 26. See Modern Slavery Act Statement .
Climate change adaptation and resilience		
GRI 3	Material Topics 2021	
3-3	Management of material topics	pp. 7, 28-34.
GRI 305	Emissions 2016	
305-1	Direct (Scope 1) GHG emissions	p. 29.
305-2	Energy indirect (Scope 2) GHG emissions	p. 29.
305-3	Other indirect (Scope 3) GHG emissions	pp. 29-30.
305-4	GHG emissions intensity	p. 29.
305-5	Reduction of GHG emissions	pp. 29, 31.
305-6	Emissions of ozone-depleting substances (ODS)	Not applicable. Iress does not produce, import or export ozone-depleting substances.
305-7	Nitrogen oxides (NOx), sulfur oxides (SOx), and other significant air emissions	Not applicable. Iress activity does not result in emission of these substances.
Responsible advertising		
GRI 3	Material Topics 2021	
3-3	Management of material topics	p. 7.
GRI 417	Marketing and Labeling 2016	
417-1	Requirements for product and service information and labeling	Not applicable. Iress does not product physical products, no product disclosure statements produced.
417-2	Incidents of non-compliance concerning product and service information and labeling	No instances of non compliance concerning product and service information and labeling recorded during the reporting period.
417-3	Incidents of non-compliance concerning marketing communications	No instances of non compliance concerning marketing communication recorded during the reporting period.

GRI Reporting Framework continued

GRI Standard	Disclosure	Page/reference/further information
Responsible and sustainable procurement		
GRI 3	Material Topics 2021	
3-3	Management of material topics	pp. 7, 25, 26, 27.
GRI 308	Supplier Environmental Assessment 2016	
308-1	New suppliers that were screened using environmental criteria	p.25. See Supplier Code of Ethics and Conduct and Sustainable Procurement Policy .
308-2	Negative environmental impacts in the supply chain and actions taken	p. 25. Data unavailable. Iress does not collect this data.
GRI 414	Supplier Social Assessment 2016	
414-1	New suppliers that were screened using social criteria	All new suppliers must complete our supplier due diligence questionnaire. See Modern Slavery Act Statement .
414-2	Negative social impacts in the supply chain and actions taken	No negative impacts identified in the supply chain in 2022. See Modern Slavery Act Statement .
Economic growth		
GRI 3	Material Topics 2021	
3-3	Management of material topics	p. 7. See Annual Report .
GRI 201	Economic Performance 2016	
201-1	Direct economic value generated and distributed	See Annual Report .
201-2	Financial implications and other risks and opportunities due to climate change	p. 33. See Annual Report - Material business risk.
201-3	Defined benefit plan obligations and other retirement plans	Iress does not have a defined benefit plan.
201-4	Financial assistance received from government	No financial assistance from Governments was received in 2022.
GRI 204	Procurement Practices 2016	
204-1	Proportion of spending on local suppliers	p. 25. See Modern Slavery Act Statement .

GRI Standard	Disclosure	Page/reference/further information
Anti-corruption		
GRI 3	Material Topics 2021	
3-3	Management of material topics	pp. 7, 25, 40.
GRI 205	Anti-corruption 2016	
205-1	Operations assessed for risks related to corruption	p. 40.
205-2	Communication and training about anti-corruption policies and procedures	p. 40.
205-3	Confirmed incidents of corruption and actions taken	No instances of corruption recorded during the reporting period.
Waste and resource efficiency		
GRI 3	Material Topics 2021	
3-3	Management of material topics	pp. 7, 29, 34, 35.
GRI 301	Materials 2016	
301-1	Materials used by weight or volume	Not applicable. Iress does not produce or sell any physical products.
301-2	Recycled input materials used	Not applicable. Iress does not produce or sell any physical products.
301-3	Reclaimed products and their packaging materials	Not applicable. Iress does not produce or sell any physical products.
GRI 302	Energy 2016	
302-1	Energy consumption within the organization	p. 29. No electricity, heating, cooling or steam sold during the reporting period.
302-2	Energy consumption outside of the organization	p. 29.
302-3	Energy intensity	p. 29.
302-4	Reduction of energy consumption	pp. 29, 35.
302-5	Reductions in energy requirements of products and services	p. 35.

GRI Reporting Framework continued

GRI Standard	Disclosure	Page/reference/further information
GRI 306	Waste 2020	
306-1	Waste generation and significant waste-related impacts	p. 34.
306-2	Management of significant waste-related impacts	p. 34. Information partially unavailable. A waste audit of available services was completed in 2022. In 2023 we aim to improve our oversight of office waste and services available to divert from landfill (p. 31).
306-3	Waste generated	Information unavailable. Iress does not currently have detailed reporting on its waste.
306-4	Waste diverted from disposal	Information unavailable. Iress does not currently have detailed reporting on its waste.
306-5	Waste directed to disposal	Information unavailable. Iress does not currently have detailed reporting on its waste.
Diversity, equity, and inclusion		
GRI 3	Material Topics 2021	
3-3	Management of material topics	p. 7. See Diversity webpage.
GRI 405	Diversity and Equal Opportunity 2016	
405-1	Diversity of governance bodies and employees	pp. 15-17.
405-2	Ratio of basic salary and remuneration of women to men	p. 17.
GRI 406	Non-discrimination 2016	
406-1	Incidents of discrimination and corrective actions taken	No incidents of discrimination and corrective actions taken during the reporting period.

GRI Standard	Disclosure	Page/reference/further information
Material topics with no related GRI disclosures		
Product/service quality		
GRI 3	Material Topics 2021	
3-3	Management of material topics	p.35. See Annual Report .
Innovation		
GRI 3	Material Topics 2021	
3-3	Management of material topics	p. 35. See Annual Report .
Culture and values		
GRI 3	Material Topics 2021	
3-3	Management of material topics	pp. 10-14, 18-24.
Risk management		
GRI 3	Material Topics 2021	
3-3	Management of material topics	pp. 32-33, 37. See Annual Report .
Industry leadership and engagement		
GRI 3	Material Topics 2021	
3-3	Management of material topics	p. 18

Corporate directory

Directors	R Sharp	Chair since May 2021 and Independent Non-Executive Director since February 2021
	M Price ⁽¹⁾	Independent Non-Executive Director since July 2022 and Managing Director and Chief Executive Officer since 3 October 2022
	A Walsh ⁽²⁾	Managing Director and Chief Executive Officer since October 2009 and retired on 3 October 2022
	N Beattie	Independent Non-Executive Director since February 2015
	J Cameron ⁽³⁾	Independent Non-Executive Director since March 2010 and final term as director ended at the AGM in May 2022
	M Dwyer	Independent Non-Executive Director since February 2020
	J Fahey	Independent Non-Executive Director since October 2017 and Chair of the People & Performance Committee since February 2020
	A Glenning ⁽⁴⁾	Independent Non-Executive Director since October 2022
	T Vonhoff	Independent Non-Executive Director since February 2020 and Chair of the Audit & Risk Committee since May 2021
Company Secretary	P Ferguson	
Registered Office	Level 16, 385 Bourke Street Melbourne VIC 3000 Phone: +61 3 9018 5800 Fax: +61 3 9018 5844	
Share Registry	Computershare Investor Services Pty Ltd 452 Johnston Street Abbotsford VIC 3067 www.computershare.com	
Stock Exchange Listing	Iress Limited shares are quoted on the Australian Securities Exchange under the code: IRE	
Auditor	Deloitte Touche Tohmatsu	

1. Appointed as Independent Non-Executive Director on 26 July 2022 and assumed the Managing Director and Chief Executive Officer role on 3 October 2022.
2. Retired as Managing Director and Chief Executive Officer effective 3 October 2022, and remained a consultant from 3 October 2022 until the end of January 2023.
3. Retired on May 5 2022.
4. Appointed as Independent Non-Executive Director on October 11 2022.

