

# Environmental, Social & Governance Report

2021



About this report

This report provides an overview of Iress Limited and its subsidiaries' (Iress') environmental and social impact for the period 1 January 2021 to 31 December 2021. 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:

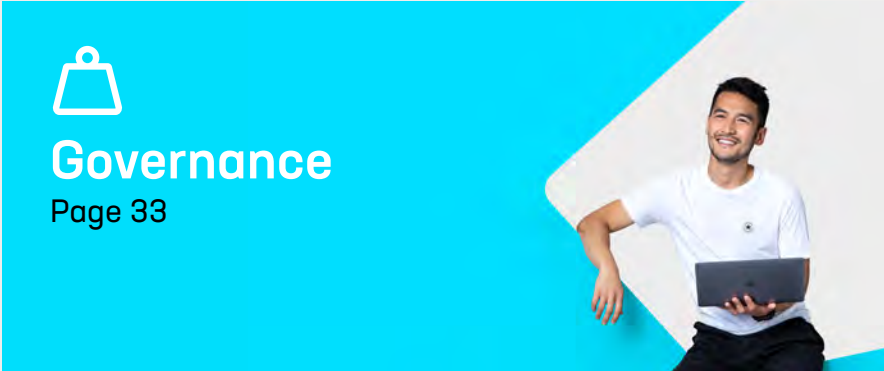
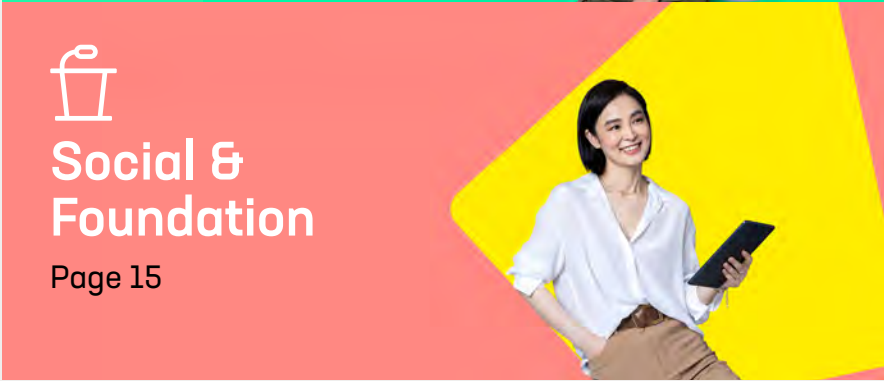
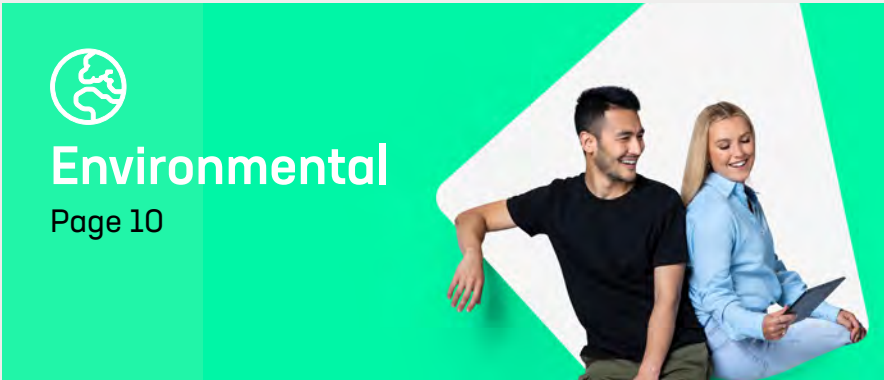
- Stakeholder inclusiveness is demonstrated through our multi-stakeholder materiality assessment, consultation during strategy development, and stakeholder engagement throughout the reporting period.
- Sustainability context is demonstrated beyond an internal company focus, through discussion of material environmental and social topics.
- 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 in 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.

\* Monetary figures are in Australian Dollars unless stated otherwise.

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## 2021 highlights



### Environmental

#### Switched to renewable energy

in Sydney and Melbourne offices  
(representing 95% of Australian footprint).

Established e-waste partnerships, addressing digital inequalities in remote communities (Sustainable Development Goals):



Upgraded new offices in the UK with

#### low voltage LED lighting

to minimise power usage.

Signed science-based targets commitment.

#### Transitioned 2000+

services to the cloud during 2021.

Implemented a new environmental management system to measure consumption and emissions.



### Social & Foundation

Introduced the 'Long Weekend'—enabling all permanent employees and fixed-term contractors to take a Friday or Monday off work for up to six days per calendar year.

Employed two software engineers from Syria and Iraq to support refugee employment through Talent Beyond Boundaries.

Logged

3,000+

hours of sales and service training completed by our people, supporting their professional development and higher quality service to our clients.

Commitment to

40:40

vision initiative aimed at improving gender diversity in executive roles by 2030.

Implemented new supplier management system that utilises real-time monitoring of supplier and supply chain risks, using specialist market data vendors to identify human rights and environment risks.

Volunteering hours

615

Donations to charitable causes

\$231,811

Charities supported

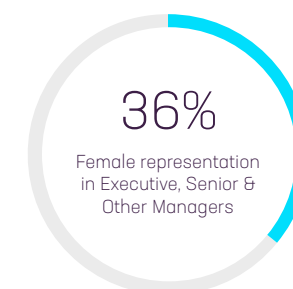
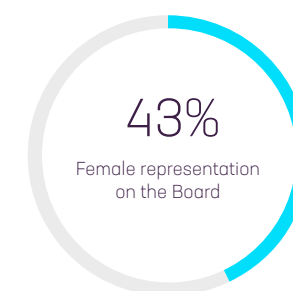
36



### Governance

Inclusion of ESG matters in the Audit & Risk Committee charter to formalise Board oversight.

Continuous improvement in disclosures and reporting with ACSI assessing Iress' 2020 ESG report with a 'Detailed' rating.



## Message from our Managing Director & CEO



**Andrew Walsh**  
Managing Director & CEO

I am pleased to share Iress' Environmental, Social and Governance (ESG) report for 2021.

This is our fourth report and builds upon the significant progress Iress has made on ESG. In 2021 we were recognised by the Australian Council of Superannuation Investors (ACSI) in their assessment of ESG reporting by ASX200 companies. Iress was one of just 34 ASX200 companies to achieve a 'Detailed' rating—recognising our commitment to continuous improvement. Iress has always recognised the importance of being a responsible business.

Our overall ethos with respect to ESG is substance over form—meaning we want to go beyond simply doing the right thing by ensuring we use data and insights to determine the strategic benefits, risks and impact of everything we do.

In 2021, we appointed Amarjot Bagga as head of social impact and Iress Foundation to engage the business and stakeholders on ESG and continue building our impact. We also developed a 2025 environmental and social impact strategy. This strategy was created following a range of stakeholder interviews, analysis of our own ESG processes and a review of external ESG best practice and methodologies, globally.

We are committed to observing internationally-recognised risks, such as climate change and modern slavery, and acting on these as part of our ESG roadmap. Our plan for achieving impact moving forward centres around:

- Environment: driving a focused emissions management system and implementing effective e-waste partnerships
- Social: fostering a culture of inclusion and belonging by enhancing our diversity strategy and strengthening our modern slavery risk management processes
- Governance: Reporting on the Task Force on Climate-Related Financial Disclosures (TCFD).

The Iress Foundation, established in 2017, now has a more structured framework that focuses on three causes aligned to Iress' business areas and communities as well as the UN Sustainable Development Goals (SDGs):

- Quality IT education (SDG 4).
- Decent work (SDG 8).
- Provision of services to charities (SDG 17).

Our people also continue to take advantage of their three days' Iress Foundation leave to contribute to the community.

I'm extremely proud of what we've achieved through the Iress Foundation. Some highlights include partnering with Talent Beyond Boundaries to support skilled refugees in finding pathways to great jobs and new lives. We've also supported Two Good Co to support women escaping domestic violence, the Healing World creche in South Africa, Myton Hospice in the UK, Holland Bloorview Kids Rehabilitation Hospital in Canada, and many more globally.

In 2021, we collectively contributed AUD\$231,000 to over 36 charities.

As we move through 2022, I am excited by Iress' continued commitment to a sustainable future through our ESG activities.

Sustainable return  
for shareholders

**\$166.2m**

Reported Segment Profit AUD (m)

**38.8c**

Earnings per share AUD (cents)

**\$73.8m**

Net Profit After Tax AUD (m)

**46.0c**

Dividend per share AUD (cents)

## 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).

### What we do

Provide technology to power financial services.

### Why we do it

We believe technology should help people perform better every day.

### What are we trying to achieve?

We want to make it easy for people to love financial services.

### What will we become?

The essential partner for forward thinking financial services businesses.

↓ LOCATIONS



↓ PEOPLE

2,224 →  
people globally

1,200 Asia Pacific  
725 UK & Europe  
244 Africa  
55 North America

More than half of our people (54%)  
work in product & technology

↓ CLIENTS

500,000+  
users globally

10,000+  
clients globally

↓ VALUES

### 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.

## Organisational Winning Steps

Iress' short- and medium-term goals and objectives are referred to as our Winning Steps.

Winning Steps are shared annually, and in 2022, we have embedded ESG objectives within our organisational Winning Steps. These were communicated to all Iress people in December 2021.

The 2022 Winning Step initiatives that contribute significantly towards our ESG strategy include:

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





## Our response to COVID-19

Iress is exposed to the broader economic uncertainty evident in all of our markets as a result of COVID-19, and Government public health responses, including vaccine rollouts and lockdowns.

Iress continues to deliver all services and support to clients and users. Our teams, including business-critical teams, have continued to work well remotely and the business has consistently been able to operate effectively in this manner for an extended period of time, when required. Regular updates regarding business continuity are published on Iress' website.

Iress operates a software subscription model, with most of its revenue recurring in nature, and we have a history of strong cash conversion and low debtor defaults. These features of Iress' commercial model remain unchanged throughout the pandemic. The majority of client implementation projects have continued since the onset of the pandemic, notwithstanding a short period of adjustment to the new environment.

As in 2020, our focus during the ongoing COVID-19 pandemic remains on the health, safety, and wellbeing of our people. In addition to the measures introduced in 2020, during 2021 we have:

-  continued to run check-in surveys to understand how people are feeling about work and the level of support they are receiving
-  expanded our Employee Assistance Programs for employees and their families
-  held regular CEO updates to reassure and inform people on the company's response
-  held an annual virtual employee conference to connect people and align on strategic goals.



# Environmental & social impact roadmap

Through stakeholder consultation, we developed a comprehensive 2025 environmental and social impact strategy that takes a structured approach aimed at creating genuine outcomes. The Iress Foundation framework focuses on causes aligned with Iress' business and communities.

We recognise our key impacts as:

- energy consumption through operations and suppliers
- e-waste management
- diversity and inclusion
- human rights including modern slavery.

To address these key impacts, our environmental and social impact strategy:

- aligns stakeholder expectations, commitment and builds trust
- establishes structured, consistent implementation
- quantifies and tracks impact.

↓ KEY INITIATIVES INCLUDE



## Environmental

- Measure emissions and set science-based targets for reduction.
- Create an e-waste partnership in every region.
- Start a conversation around how Iress can understand, model, and adopt sustainability principles in software engineering and design.



## Social

- Create an Australian Indigenous inclusion program to assess areas aligned with Iress' business and communities, including a consistent practice of the Acknowledgement of Country at public events.
- Develop a calendar of events (regional and global) to create a culture of inclusion and belonging.
- Identify the scope for affinity groups (as part of the broader diversity strategy), led by members of the Iress leadership team.
- Identify opportunities for sustainable suppliers to be included in the procurement selection process.



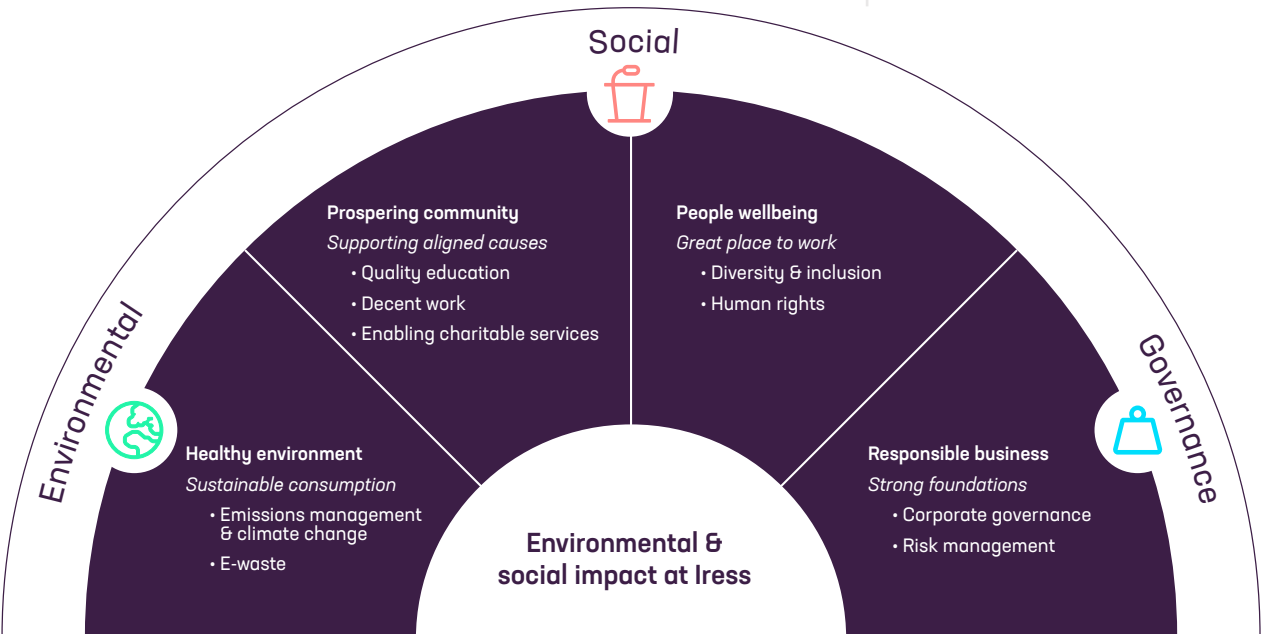
## Governance

- Reporting on the Task Force on Climate-Related Financial Disclosures (TCFD).

A timeline of key initiatives is included on page 37.

## Foundation

- Establish three areas of focus for the Iress Foundation: quality IT education, decent work and the provision of services to charities.
- Seek partnerships in countries of operation that support underrepresented communities with digital upskilling.
- Find decent work opportunities for refugee employment.



## Materiality

In 2020, we conducted a stakeholder-centric materiality assessment with internal and external stakeholders to identify the core sustainability-related issues. In addition to this formal materiality assessment, we also engaged with stakeholders during 2021 via interviews and surveys.

The materiality assessment topics were structured around 57 material topics drawn from the Global Reporting Initiative (GRI) Standards, the United Nations Sustainable Development Goals (SDGs), Sustainability Accounting Standards Board (SASB), Software & IT Services Standard, global risks and megatrends, and Iress' strategic planning considerations.

Our key stakeholders are those groups and individuals who impact—and are impacted by—business need, employee expectation and community benefit. They are our clients and users, employees, investors, suppliers, industry partners, regulators, governments, and education and community partners.

We identified the top 15 topics for Iress to address in this report and include these topics in future strategic planning.

While environmental topics were not identified in the top 15, they were identified as material by the stakeholders we interviewed. Given their deemed materiality and importance in the global community, we have included the topics of environment and climate change in our environmental and social impact strategy.

## Material topics

<b>1. Economic performance</b> About Iress	<b>2. Innovation &amp; product development</b> Environmental/Social	<b>3. Growth</b> Annual Report
<b>4. Product quality &amp; performance</b> Social	<b>5. Customer service</b> Social	<b>6. Purpose &amp; strategy</b> Annual Report/Social
<b>7. Partnerships</b> Governance	<b>8. Ethics &amp; integrity</b> Social	<b>9. Business development</b> Social
<b>10. Non-discrimination</b> Social	<b>11. Industry leadership</b> Environmental/Social	<b>12. Technology infrastructure, systems &amp; infrastructure</b> Social
<b>13. Information security</b> Governance	<b>14. Human rights</b> Social	<b>15. Economic impacts on the local community</b> Social



## Progress

### 2021 Commitments

Area	Commitment	Status	Area	Commitment	Status
↓ ENVIRONMENT	Preference the use of renewable materials and environmentally preferable products and services.	●	↓ FOUNDATION/ SOCIAL	Support programs for vocational training, employment skills, and educational development—including secondary and tertiary career pathway opportunities.	●
	Consider reduction targets for energy, emissions, and waste by the end of 2022.	●			
	Improve/implement a recycling program for office waste and e-waste.	●	↓ GOVERNANCE	Reposition our risk management framework to include ESG risk considerations.	●
	Educate and encourage staff to reduce waste through reduction, reuse and recycling rather than sending waste to landfill.	●		Report to Australia's voluntary Tax Transparency Code.	●
	Improve efficiency of operations and resource use.	●	↓ REPORTING	Improve current public reporting of ESG impacts (Global Reporting Initiative Standards - GRI and the Sustainable Development Goals - SDGs).	●
	Raise awareness and understanding about climate change mitigation and adaptation among Iress employees and the supply chain.	●			
↓ SOCIAL	Assess modern slavery risks with Iress' material supply engagements by tracking and reporting these risks.	●	↓ STRATEGY	Assess our ESG progress and plan the next phase of our ESG strategy.	●
				Promote and explain what we are doing around ESG and sustainability.	●

● Completed

● In progress

# Environmental



- Measure emissions and set science-based targets for reduction.
- E-waste partnership in every region.
- Start the conversation around how Iress can understand, model, and adopt sustainability principles in software engineering and design.

## Relevant UN SDGs



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

We published the following documents in early 2021:

- [ESG Statement](#)
- [Environmental Policy](#)
- [Sustainable Procurement Policy](#)

Environmental and Sustainable Procurement Policies will be updated in 2022.

In 2021, we made significant progress in our approach to understanding our impact on the environment, and we will continue to reduce our impact by implementing an environmental management system to measure Scope 1, 2 & 3 emissions.

The environmental management system supports the identification of Iress' environmental impacts and opportunities to address any gaps.

As a technology company, energy consumption is one of our key impacts. It's consumed through operations and suppliers (data centres) and contributes to greenhouse gas emissions. Via an environmental management system, and the inclusion of emissions reduction in our Winning Steps, we capture and measure emissions across the business and create awareness.

Once measured, our ambition is to set science-based targets for an emissions-reduction pathway.

## Science-based targets

The Intergovernmental Panel on Climate Change warns that global warming must not exceed 1.5 degrees celsius (above pre-industrial temperatures) to avoid the most catastrophic impacts to the environment.

Businesses have a vital role to play in driving down greenhouse gas (GHG) emissions and building a resilient, zero-emissions economy grounded in science.

Science-based targets show companies the actual reductions in GHG required to meet their own targets, they prevent the worst impact of climate change, and provide a path towards decarbonisation.



## Committed

Iress has committed to set near-term company-wide emission reductions in line with climate science with the Science Based Targets initiative.



## Environmental data

Environmental data is calculated using an environmental management system, Worldfavor. Worldfavor uses the GHG protocol as a standard with both location and market based factors. We undertake activity based calculations across the three scopes.

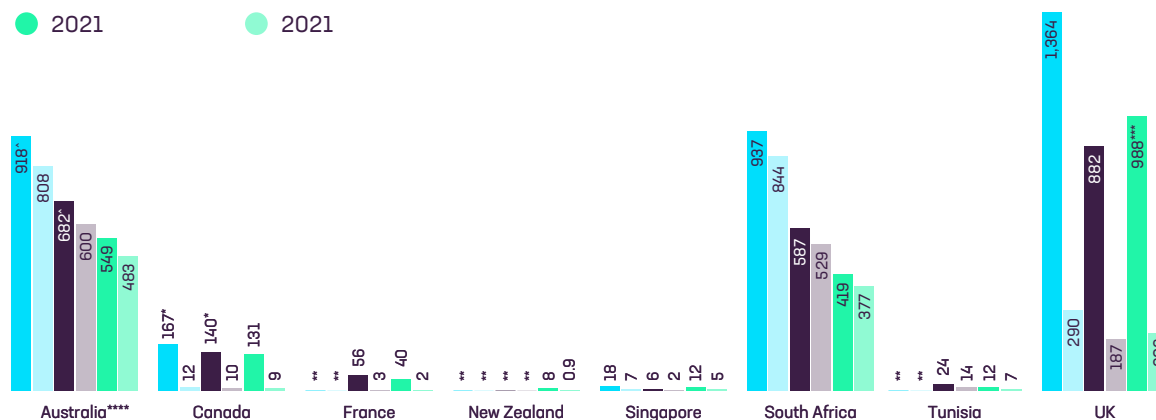
### ↓ SCOPE 1

We have started to capture refrigerant emissions data for leased offices, however this information is inconsistent and not easily available. In 2022 we will work closely with landlords to obtain this information and enter into our environmental management system.

### ↓ SCOPE 2

#### Energy use & emissions

Usage (kWh '000)	CO <sub>2</sub> emissions (tonnes)
● 2019	● 2019
● 2020	● 2020
● 2021	● 2021



2019 and 2020 emissions have been recalculated in the new environmental management system to create a baseline.

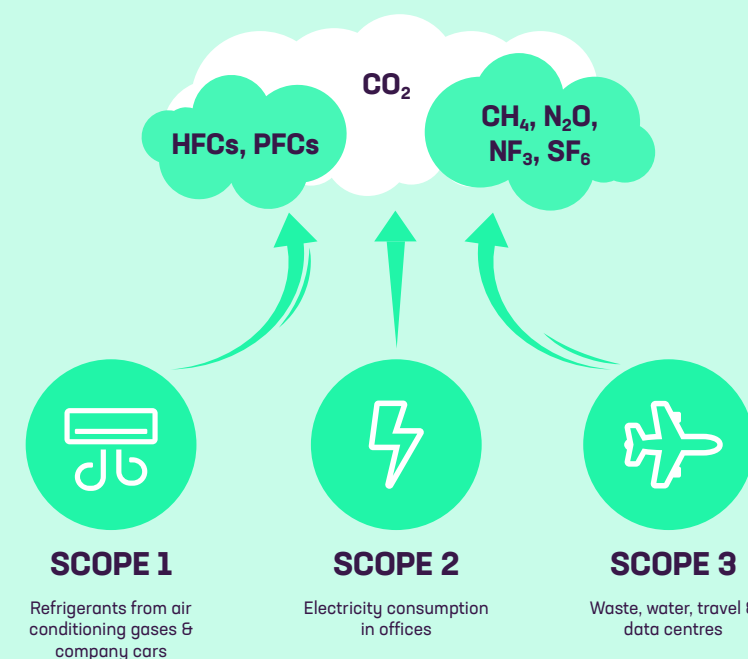
^ Sydney and Melbourne data only. Data was not collected for other Australian office locations.

\* Correction in data from previous report.

\*\* Data was unavailable during reporting period.

\*\*\* Includes natural gas consumption with an emission factor of 0.20297 (Department for Environment, Food and Rural Affairs 2021).

\*\*\*\* Australia also consumed 369,092.4 kWh certified renewable electricity in Sydney and Melbourne offices.



## Environmental data

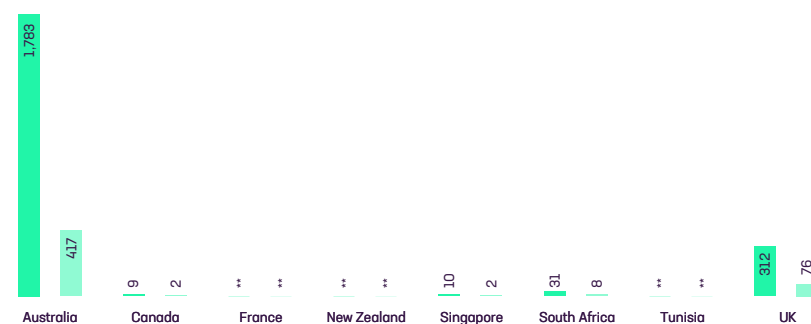
Due to current limitations in reporting, the data may not reflect 100% capture across the business. Our ambition for 2022 is to increase measurement and reporting.

↓ SCOPE 3

### Office material

Laptops, screens/monitors, smartphones, tablets and paper consumption.

Numbers      CO<sub>2</sub> emissions (tonnes)  
● 2021      ● 2021



\*\* Data was unavailable during reporting period.

### Waste electrical & electronic equipment (E-waste)

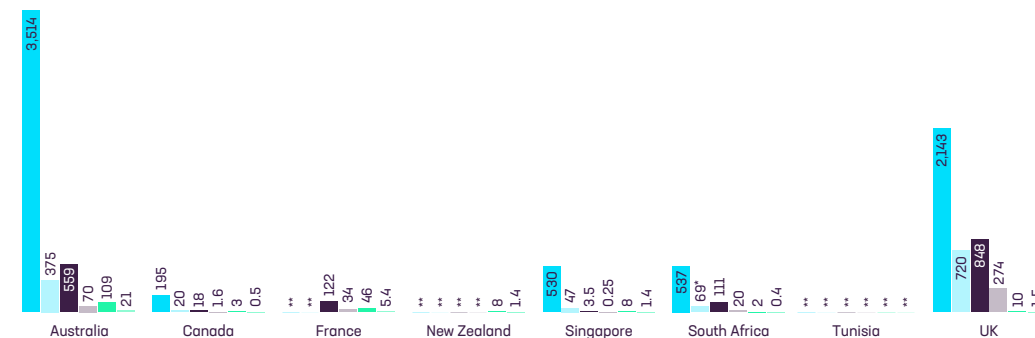


● Open-loop recycling (tonnes)  
● CO<sub>2</sub> emissions (tonnes)  
● Donated items

### Business travel

Usage (kWh '000)      CO<sub>2</sub> emissions (tonnes)

● 2019      ● 2019  
● 2020      ● 2020  
● 2021      ● 2021

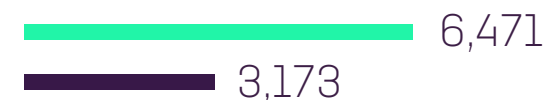


2021 data captures air, car and train travel as well as hotel stays where information was available.

\* Air travel only.

\*\* Data was unavailable during reporting period.

### Data centre energy consumption



● Usage (kWh '000)  
● CO<sub>2</sub> emissions (tonnes)

Also consumed 2,245,000 kWh certified renewable electricity.

Data predictions and estimates have been used where actual consumption was unavailable based on usage. We estimate 70% of data centres have been captured due to limitations in reporting.

## Environmental data

### Environmental legislation & compliance

We are subject to the following environmental legislation and have complied with all 2021 reporting obligations.

Country	Legislation
UK	<ul style="list-style-type: none"> <li>Energy Savings Opportunity Scheme – ESOS</li> <li>Streamlined Energy and Carbon Reporting – SCER</li> </ul>
UK, France & Tunisia	<ul style="list-style-type: none"> <li>EU Waste Electrical and Electronic Equipment Directive – WEEE</li> </ul>

### Source of the conversion factors

Source of conversion factors for reporting Scope 2 electricity (indirect energy consumption):

Country	Emission Factor	Source	Information
Australia	0.88	Australian Government, 2018	Combined gen and T&D factor (Carbon footprint)
Canada	0.0693	Climate Transparency (2021 Report), Emissions intensity of the power sector	<a href="#">Link</a>
France	0.05128	AIB (2020); Production fuel mix factor	European Residual Mix   AIB ( <a href="#">aib-net.org</a> )
New Zealand	0.1051	<a href="#">Ministry for the Environment, 2019</a>	Combined gen and T&D factor (Carbon footprint)
Singapore	0.40432	Singapore Energy Market Authority (EMA), 2020 (valid as of september 2021); Build Margin (BM) (kg CO <sub>2</sub> /kWh) + Upstream Fugitive Methane Emission Factor (kg CH <sub>4</sub> /kWh)	<a href="#">Link</a>
South Africa	0.9006	Climate Transparency (2021 Report), Emissions intensity of the power sector	<a href="#">Link</a>
Tunisia	0.582	European commission, 2017; Table 3.2: GHG emissions from Electricity consumption (IPCC approach, tCO <sub>2</sub> -eq/MWh) in CoM-South Mediterranean countries, 2012	<a href="#">Link</a>
UK	0.21233	DEFRA 2021	Generation factor



## E-waste

Iress is supporting digital inclusion to address inequalities in regional communities.

Through LiteHaus International's Digital Infrastructure Program, in 2021 Iress donated desktops, monitors, laptops, screens and TVs to the program, amounting to over 300 items.

LiteHaus International's Digital Infrastructure Program has provided a digital touchpoint to over 40,000 students, teachers and community members in Papua New Guinea. In addition, their Digital Inclusion Program has provided a personal digital device to 850 high school students across rural, regional, and remote Australia.

LiteHaus Founder & CEO, Jack Growden said: "A quality education can only be a digital education in today's world and the equipment donated by Iress will help us ensure that this is a reality for hundreds of future leaders".

This donation supports the following **Sustainable Development Goals**:



## Migration to cloud

In partnership with Amazon Web Services (AWS), Iress has adopted the best-practice model for financial services. We are building and delivering our business capabilities through cloud migrations for 94% of CommPay, 79% of Document Storage, 78% of Xplan and 62% of Portfolio System.

- 2000+ services transitioned successfully to the cloud in 2021.
- 122 servers decommissioned.
- Cloud and new architecture is dramatically speeding up delivery—up to 90% faster in development, deployment and upgrades.
- Cloud is now being used across our business segments, in advice, portfolio and trading software.
- Clients are already benefiting from new features, improved performance and greater resilience.
- Adding new clients does not increase technology related people costs—the opposite of pre-cloud.

The World Economic Forum\* estimates cloud services to be more energy efficient than privately operated data centres. According to market research company IDC, the transition to cloud computing between 2021 and 2024 should prevent at least 629 million metric tons of CO<sub>2</sub> from entering the atmosphere\*. At Iress, we are working with suppliers to understand energy consumption and efficiency in leased data centres.

\* <https://www.weforum.org/agenda/2021/09/the-next-big-cloud-competition-is-the-race-to-zero-emissions/>



Kowanyama State School, on Koko-bera Country.

# Social



## Consideration of people & communities

- Create an Australian Indigenous inclusion program to assess areas aligned with Iress' business and communities, including a consistent practice of the Acknowledgement of Country at public events.
- Develop a calendar of events (regional and global) to create a culture of inclusion and belonging.
- Identify the scope for affinity groups (as part of the broader diversity strategy), led by members of the Iress leadership team.
- Identify opportunities for sustainable suppliers to be included in the procurement selection process.

## Relevant UN SDGs



## Social Procurement

### Broad-Based Black Economic Empowerment (BBBEE)

BBBEE is a South African Government 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.

Participation in BBBEE activities is measured by points allocated for specified activities. Aggregate scores will result in a participant being allocated to one of eight levels of contribution, where Level 1 is high and Level 8 is low. Each participant in the relevant supply chain can pass on the benefit of its Contributor Level with the pass-on benefit increasing as the Contributor Level improves.

In 2021, Iress moved from a Level 8 Contributor (where clients can recognise 10% of their spend with Iress toward their BBBEE procurement scorecard) to Level 7 Contributor (50% recognition level).

The improvement from Level 8 to Level 7 is attributed to Iress' participation in the Youth Employment Service (YES) Program, which commenced in October 2020. Through the program, 16 Black youth were employed into clerical roles for a 12-month fixed-term contract at externally-hosted organisations.

## Enterprise & supplier development

### Case study

Enterprise and supplier development is a way of growing small, medium, and micro enterprises (SMMEs) for measurable and meaningful socio-economic impact. This impact will aid progress towards sustainable and inclusive economic growth, contributing towards the economic transformation of South Africa. Supplier beneficiaries are funded to enable growth and sustainability, with a view to procure services/products from these enterprises.

In 2021 we had six suppliers and six enterprises participating in the Supplier & Enterprise programs. One of the beneficiaries, Lusethu Trading & Projects, was supported with:

- office space
- Iress equipment and hardware including live streaming for the department of Sport and Agriculture on the topic of Gender based violence
- a training centre to open February 2022.

Lusethu Trading & Projects specialise in software deployment and hardware management.

“Before Lusethu became beneficiaries of the Enterprise Development programs, we were limited by resources, equipment and facilities. Running the business came at a personal cost, the pandemic looked to be the end of us, public unrest was supposed to be the last nail in our coffin. Iress not only saved our dreams but helped us much further in achieving them entirely. We have grown tremendously ever since, despite the trying times.”

**Sibusiso Gwala**, CEO, Lusethu Trading & Projects.



## Modern slavery

Iress' zero tolerance for modern slavery is communicated to all suppliers, contractors, and business partners at the outset of those business relationships, and reinforced thereafter. Iress has a Supplier Code of Conduct which requires suppliers to ensure they comply with the terms of the Acts. Iress is required to report on compliance with the *Modern Slavery Act 2015* (UK)—the UK Modern Slavery Act, and the *Modern Slavery Act 2018* (Cth)—the Australian Modern Slavery Act.

Child labour, forced or compulsory labour, and human rights assessments have not been completed in 2021—with an ambition to identify key impacts, risks and opportunities in 2022.

Where possible, and relevant, contracts include specific clauses regarding compliance with the Acts. The modern slavery working group is responsible for identifying modern slavery risks in their functions and proposing remediation if and when necessary.

### 2021 Actions



Implemented supplier management system with real-time monitoring of suppliers and supply chain risks using specialist market data vendors including Achilles, Dow Jones AME, and Ecovadis.



Established a cross functional modern slavery working group with representation from ESG, Legal, Risk, Compliance, Procurement, IT, HR, and Executive oversight.



Creation of a dedicated ESG function at Iress to develop strategy and embed sustainability into business operations including risk assessment.



Developed policies and procedures including a questionnaire.



Online training offered to all Iress people\* including the Board, Leadership team, and employees. This training covered industry specific risk identification surrounding modern slavery and human rights.

\* Currently, the system does not measure the exact percentage of employees trained, however, 2022 will see the implementation of a new system that records all training participation.

### 2022 Actions



Supplier mapping is ongoing as we continue to invest in and understand this area across our operations. The current supply chain assessment looks at suppliers categorised under spend to prioritise the most material risks.



As part of our broader risk management strategy, Iress' Audit & Risk Committee Charter includes a risk-management process to identify, assess, monitor, and manage risk areas.



Iress' Whistleblowing Policy allows employees to raise concerns including modern slavery or human rights abuses in a confidential manner. The policy includes the provision of an external provider, Your Call Whistleblowing Solutions.

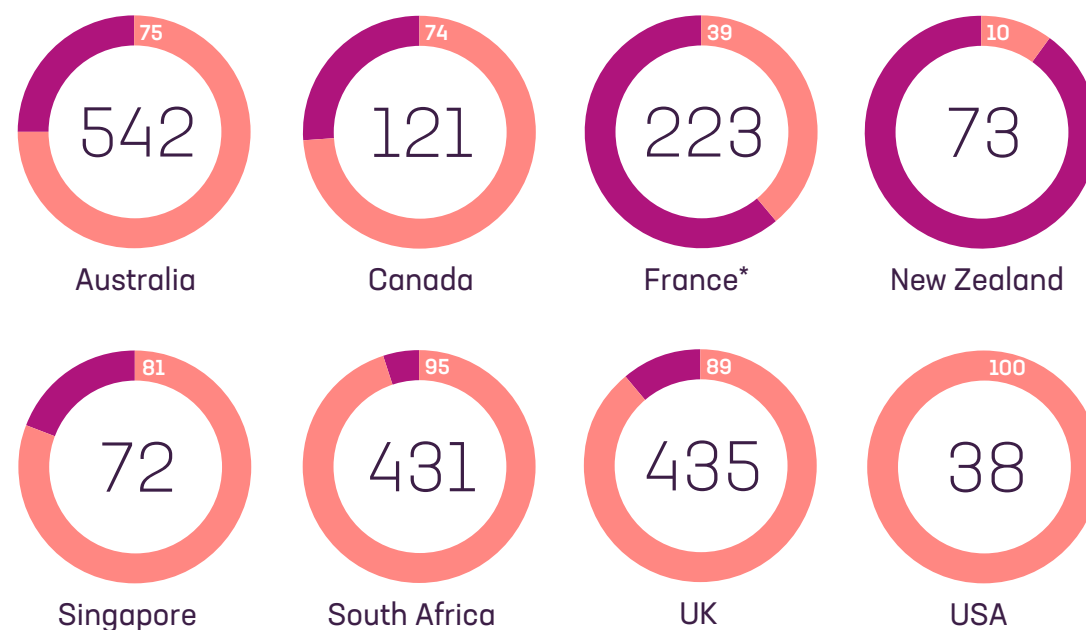


New suppliers to be screened using environmental criteria from Ecovadis.

## Suppliers

New suppliers are screened using environmental criteria from Ecovadis.

### Suppliers by country



● Percentage of overall spend on local suppliers

\* Also includes Tunisia.

Our supplier engagements range from:

- substantial contracts such as leasing arrangements for office premises
- energy contracts
- service arrangements for corporate solutions including people, finance and registry systems
- internal technology requirements for office productivity suites
- technology service arrangements
- data centre and cloud services
- the procurement of goods and services for local offices.

Iress has not traditionally relied on third-party labour hire, therefore this element of the supply chain constitutes less than 1%.

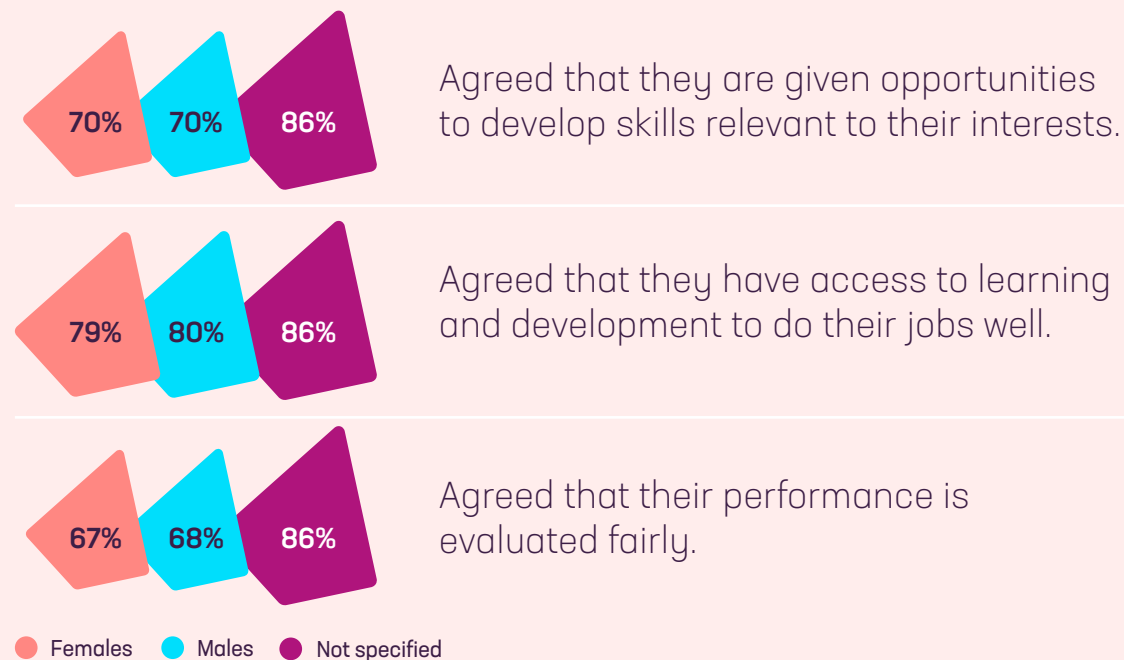
### Procurement practices

At Iress, we are 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 this 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 Conduct.

Iress manages our relationships with suppliers to ensure the expectations and deliverables signed up to are being delivered.

## Engagement

From our People Survey in March 2021:



Iress team celebrates Wear it Purple Day virtually.

## Diversity & inclusion

Our people are our greatest asset, and at Iress, we recognise and respect that each person is unique. We acknowledge that diversity makes Iress stronger by promoting a breadth of ideas and talent, and creating a successful, stimulating and innovative workplace.

Our global commitment to diversity is simple: we want to create and maintain a workplace where our people can achieve their best, regardless of individual differences, gender, physical attributes, family status, sexual orientation, age, race, origin, ethnicity, religious beliefs or ideology.

In 2022, our ambition is to strengthen our approach to diversity through strategic initiatives across the business.

People policies are reviewed annually and changes made based on legislation and gaps identified.

### Wear it Purple Day

At Iress, we strongly believe in creating a diverse and inclusive environment where people feel supported to be their authentic selves at work. This is one of the reasons why we celebrate the annual Wear it Purple Day in support of rainbow (LGBTQIA+) youth in Australia. This day enables us to show solidarity in support of our friends, family, and colleagues from the LGBTQIA+ community.

In recent years, we have gathered together in our offices to show our support—wearing the Iress purple proudly. While this year saw us separated by COVID-19 restrictions, we gathered virtually to show our support on the day with a live band and celebration.

“When I was going through my own journey as a young LGBTQIA+ person, it was a time in my life where I felt the most alone as I desperately tried to make sense of my feelings and hide a secret I didn't want anyone to know. Wear it Purple Day reminds me and hopefully other young LGBTQIA+ people, that we are not alone. Together, LGBTQIA+ young people and allies can support each other so no one has to feel alone.”

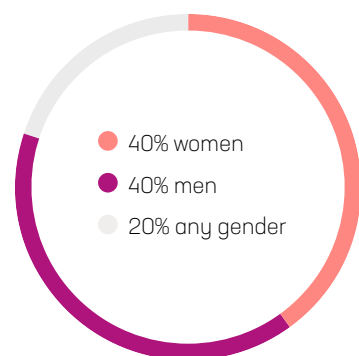
**Sam Johnson**, account manager in our practice solutions team.



# 40:40 vision



Iress adopts an objective of achieving the following representation at board, leadership team, and senior leadership levels by 2030.



## Diversity measurable objectives

**Superannuation/pension during parental leave:** From 2022, we intend to provide payment of retirement contributions on full salary for the duration of parental leave, for a maximum of 12 months.

## Representation

In 2021, our total female representation was 35.7%. We continue to strive to achieve 40% female representation by 2024.

Our female representation in Executive, Senior & Other Managers is 36%.

We partner with the Tech Talent Charter and Women in Finance Charter in the UK, and are an endorsed employer with Work180 in both Australia and the UK.

## Remuneration

Gender Pay Reporting (UK): Employers with 250 or more employees report annually on their gender pay gap. Iress' report for 2021 will be published in April 2022. We continue to see improvement, with our average salary pay gap down from 11.5% in 2020 to 7.9% in 2021.

Onelress Equity scheme: Under the Onelress Equity scheme, permanent employees are invited to acquire Iress shares either by:

- salary sacrificing up to specified limits with Iress supplementing this with shares up to a value of \$300, or
- receiving free Iress shares or share rights worth \$300 with the tax obligations being borne by the participant.

Equity is granted in the form of shares or share rights. Participation in the Onelress Equity scheme was 46% (up from 44% in 2020) with a significant increase for France, 58% up from 37% and Tunisia 43% up from 5%.

## Canada

A number of benefits were improved in Canada, including a change of health benefit provider to offer an enhanced level of cover at reduced cost. We also introduced a retirement fund for the first time in Canada.

## Career reviews

As part of our Growing@Iress framework, we encourage continuous conversations around growth, personal development, and career ambitions.

All employees receive an annual performance review in October each year. Ongoing performance conversations are also part of our performance excellence framework.

Iress is streamlining roles and responsibilities, simplifying and aligning job titles, and making career paths more transparent and aligned to defined capabilities. In conjunction with the rollout of sales training across all relevant teams at Iress, this framework ensures we have a unified approach to sales and service delivery and that we support high performance.

## Iress Connected

Iress Connected is a group that brings employees together across disciplines, teams, and demographics to discuss and explore concepts that broaden our understanding of what it means to be part of a truly diverse and inclusive community. There were 18 Iress Connected sessions held in 2021. Members of the Leadership team and Iress Board co-hosted sessions covering topics such as International Women's Day, neurodiversity accommodations in the workplace, dyslexia, the highly sensitive person (HSP), inclusive language, allyship, and mental health awareness.

## Sexual harassment

In our last People Survey (September 2020), 90% of people who participated agreed that gender-based harassment and sexual harassment are not tolerated at Iress.

Iress has a global anti-harassment policy that covers both sexual and racial harassment. We also have an anti-bullying policy in place confirming our commitment to zero tolerance for bullying in the workplace. This policy strongly encourages employees to report bullying.

A Grievance Policy exists in all Iress regions, which covers the process that should be followed to lodge a complaint or grievance, including sexual harassment complaints.

Iress provides all employees access to a complimentary local Employee Assistance Program for voluntary and confidential counselling and assistance. In most regions, this is extended to family members.

## Discrimination

There are a number of policies in place at Iress confirming our commitment to creating and maintaining a workplace where our people can achieve their best—regardless of individual differences (gender, physical attributes, family status, sexual orientation, age, race, origin, ethnicity, religious beliefs or ideology). These include:

- Global Diversity Policy
- Global Anti-Discrimination Policy.

Additionally, in South Africa:

- Iress provides annual awareness training to all employees on employment equity. There is an employment equity plan in place for South Africa to transform our South Africa workforce so it is more representative of the race and gender demographics in South Africa
- an employment equity committee, representative of all race, gender, and occupation levels, meets quarterly to monitor progress against employment equity targets and identify and address barriers to employment equity
- there is a 100% anonymous and independent inclusion suggestion box where employees can raise an issue related to diversity and inclusion and regional Iress People Partners will be notified via an independent third party.

## Starting school leave

At Iress, we offer additional flexibility for employees who have a child starting school for the first time. For those employed on a permanent ongoing basis, Iress provides up to 8.5 days of starting school leave, which can be accessed within the first term to assist with the transition to school.

There weren't any incidents of discrimination and corrective actions taken in the reporting period.

## People by contract &amp; gender

2,386

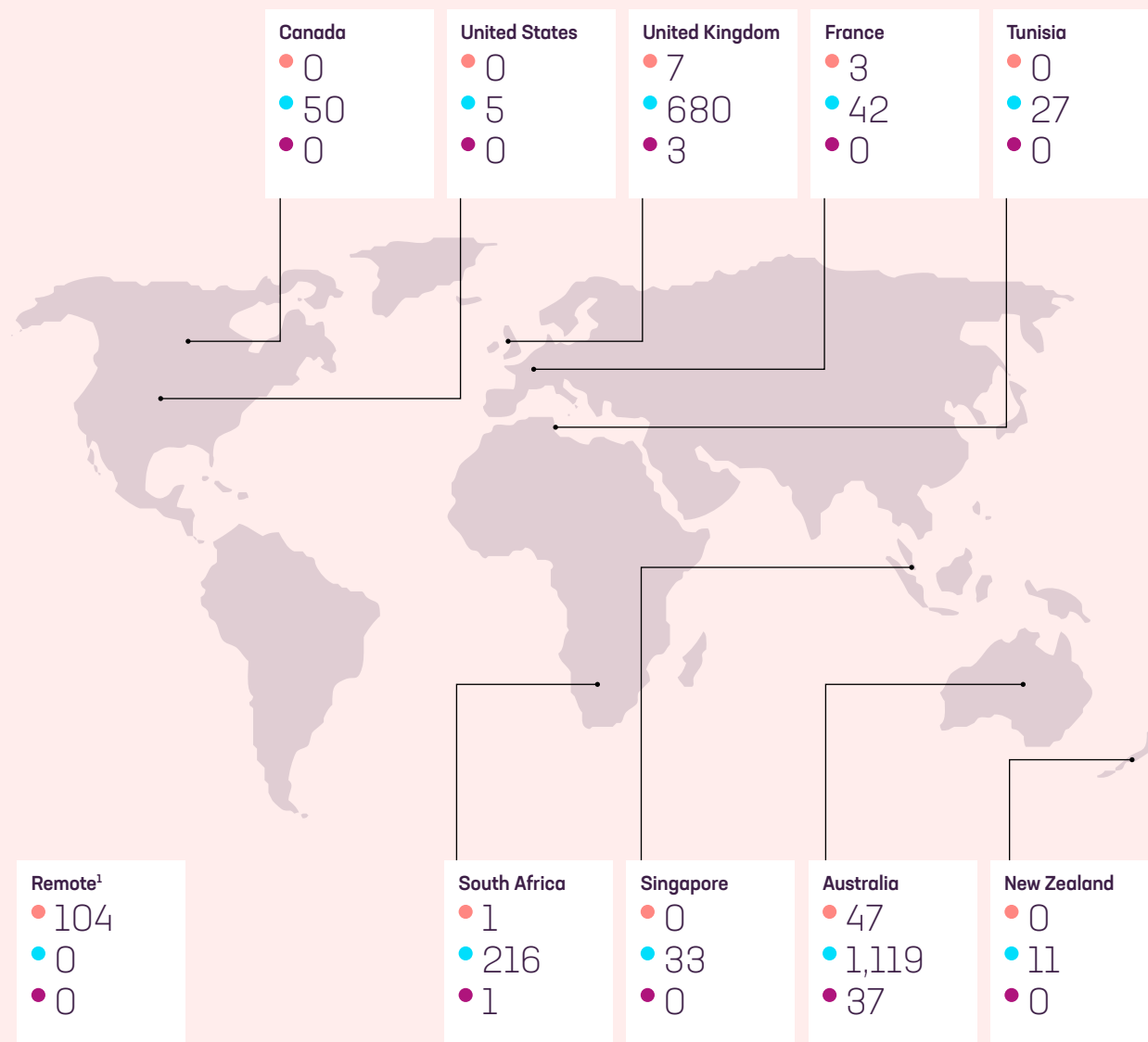
Total employees

	Contractor	Permanent	Fixed term
Female	1	775	21
Male	8	1,396	20
Undisclosed	153	12	0

## People by employment type &amp; gender

	Full-time	Part-time
Female	683	114
Male	1,392	32
Undisclosed	160	5

## People by contract &amp; region



Contractor



Permanent



Fixed term

1. "Remote" refers to a group of contractors where work is outsourced to but the location is outside of the Iress regions, acquired as part of the OneVue acquisition in 2020.

## New people hires (2021) by region, gender & age

Location Address – Country	Gender	<30		30-50		>50		Total Count
		%	Count	%	Count	%	Count	
APAC	Female	29.03	36	57.26	71	13.71	17	124
	Male	30.85	58	59.04	111	10.11	19	188
North America	Female	50.00	1	50.00	1	0.00	0	2
	Male	62.50	5	25.00	2	12.50	1	8
South Africa	Female	100.00	1	0.00	0	0.00	0	1
	Male	42.86	3	28.57	2	28.57	2	7
UK & Europe*	Female	41.18	7	47.06	8	11.76	2	17
	Male	36.36	12	57.58	19	6.06	2	33

## Employee levels by gender & age

Employee Level	Gender	<30		30-50		>50		Total Count
		%	Count	%	Count	%	Count	
Global Leadership team	Female	0.00	0	100.00	2	0.00	0	2
	Male	0.00	0	50.00	3	50.00	3	6
People Leaders	Female	0.74	1	76.30	103	22.96	31	135
	Male	2.27	6	78.03	206	19.70	52	264
Employees	Female	17.45	115	63.88	421	18.66	123	659
	Male	18.06	207	64.57	740	17.36	199	1,146
	Not declared	100.00	11	100.00	1	0.00	0	4
Total		15.29	340	66.37	1,476	18.35	408	2,224

## People turnover (2021) by region, gender & age

Location Address – Country	Gender	<30		30-50		>50		Total Count
		%	Count	%	Count	%	Count	
APAC	Female	28.95	33	59.65	68	11.40	13	114
	Male	22.17	45	67.98	138	9.85	20	203
North America	Female	50.00	1	50.00	1	0.00	0	2
	Male	28.57	2	71.43	5	0.00	0	7
South Africa	Female	14.29	1	85.71	6	0.00	0	7
	Male	12.50	2	81.25	13	6.25	1	16
UK & Europe*	Female	23.08	9	58.97	23	17.95	7	39
	Male	18.46	12	67.69	44	13.85	9	65
	Not declared	100.00	10	0.00	0	0.00	0	10

\* UK & Europe includes Tunisia employees.

## Product accessibility

At Iress, one of the core pillars underpinning our product strategy is experience. Within the Product Design team, we live and breathe a set of values and principles that begin with 'human': *Design for people, not screens, be inclusive so everyone has the same outstanding experience, and don't discriminate.*

We understand that disability is not always a permanent state. A person can have a disability that may be temporary, such as a client who has a cataract and is awaiting eye surgery, or situational, such as, an adviser who is distracted and constantly switching between, and interacting with, different pieces of software.

If we design and build our products with accessibility in mind, we benefit each and every one of our clients and end users.

The Iress Design System (IDS) has a shared visual language, working code, and design tools currently being rolled out across all Iress products. The IDS is a mobile-first framework, and it is fully responsive to cater for different device sizes, both touch and mouse input, and dark and light modes. The IDS also meets Web Content Accessibility Guidelines (WCAG) AA standards.

The Iress Product Design team is currently creating an inclusion and diversity playbook. A beta version will be ready in early 2022, and cognitive bias training will be rolled out across the design team with a focus on inclusion, diversity, and disability."



**Amir Ansari**, Iress' global head of product design.



## ↓ EMPLOYEE STATISTICS

## Employee by function, gender &amp; age

Function		<30		30-50		>50		Total
		%	Count	%	Count	%	Count	
Client Solutions		7.73	16	70.53	146	21.74	45	207
	Female	12.66	10	58.23	46	29.11	23	79
	Male	3.94	5	78.74	100	17.32	22	127
	Not declared	100.00	1	0.00	0	0.00	0	1
Commercial		12.54	73	60.82	354	26.63	155	582
	Female	13.10	33	58.33	147	28.57	72	252
	Male	11.89	39	62.80	206	25.30	83	328
	Not declared	100.00	1	100.00	1	0.00	0	2
Corporate		8.72	17	74.36	145	16.92	33	195
	Female	11.11	16	74.31	107	14.58	21	144
	Male	1.96	1	74.51	38	23.53	12	51
Global Leadership		0.00	0	66.67	6	33.33	3	9
	Female	0.00	0	100.00	3	0.00	0	3
	Male	0.00	0	50.00	3	50.00	3	6
Product		23.20	90	64.18	249	12.63	49	388
	Female	19.73	29	68.71	101	11.56	17	147
	Male	24.37	58	62.18	148	13.45	32	238
	Not declared	100.00	3	0.00	0	0.00	0	3
Technology		17.08	144	68.33	576	14.59	123	843
	Female	16.37	28	71.35	122	12.28	21	171
	Male	16.52	110	68.17	454	15.32	102	666
	Not declared	100.00	6	0.00	0	0.00	0	6
Total		15.29	340	66.37	1,476	18.35	408	2,224

## Board diversity: gender &amp; age

Gender	<30	30-50	>50
Female	0	0	3
Male	0	1*	3

\* Executive Director.

## Ratio of basic salary &amp; remuneration of females to males\*\*

Region	<30	30-50	>50	Total
South Africa	1:1.24	1:1.14	1:1.82	1:1.26
APAC	1:1.08	1:1.18	1:1.27	1:1.19
North America	1:1.27	1:1.30	1:1.36	1:1.27
UK & Europe*	1:0.92	1:1.09	1:1.13	1:1.08

\* UK &amp; Europe data includes Tunisia employees.

\*\* Based on average salary across gender.

## Health &amp; safety: lost day rate

1.3%

Lost Day Rate - All

Lost day rate - Female	1.7%
Lost day rate - Male	1.2%

## Work-related injuries

0%

Total number of work-related injuries for all employees

Total work-related injuries for female employees	0
Total work-related injuries for male employees	0

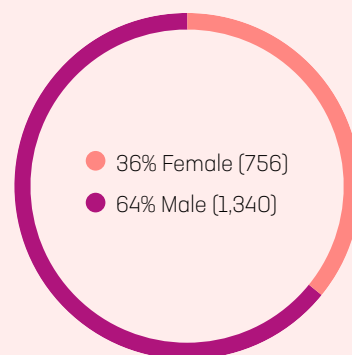
## Programs for enhancing employee skills and transition assistance programs



2021 Iress Graduates, South Africa, L to R Keoabetswe Nthite, Goodwill Madubandela, Makoma Raseemela, Mphophophi Mulelu and Sbonelo Mdluli.

Program	Participants
Apprenticeships upskilling program (UK, 18 months)	6
Graduate training program (APAC, 18-24 months)	6
Internships (SA, 12 months)	6
Learnership program (SA, 12 months)	4
Secondments (internal progression)	
MBA program (Global, 3 years)	4
Sales and service training (Global, 4 years), specifically for the Iress Commercial team	300+
Udemy learning (Global, various length courses), paths set up for various functions/specific job roles	All
FAST training (Global), available to all Iress people	All

### Percentage of employees receiving regular performance & career development reviews



Eligibility: anyone with 3 months of employment as of October 1st.

### Sales & service excellence

Iress has partnered with a global leader in sales training, to create and maintain a high performing sales and service culture at Iress. Through the training, we are enhancing our peoples' capabilities and integrating a methodology into our core commercial processes, systems, and tools. This contributes to driving a consistent and efficient way of doing business globally.

Of the 650 people reporting through to the chief commercial officer, around 225 operate in sales or service roles. Of these people, 204 team members have completed training, with 91% achieving accredited certification. In addition, a further 18 new starters have begun their training journey as part of their induction. Training facilitators delivered 188 hours during live online training sessions. A total of 3,000+ hours of training were completed in 2021, an average of 20 hours for people leaders, and 10 hours for team members.

Ongoing immersion in the training for all team members will ensure we are targeting revenue with strategic significance to the growth of Iress.

“Building on the culture and capability of our people, the successful implementation of the sales training across the business will ensure Iress builds and sustains stronger relationships with clients, not just as a vendor, but as a real, strategic value-adding partner.”

**Kelli Willmer**, head of commercial office.

## Awards

**Sophie Hall** was named a finalist in the 2021 Women in Tech Excellence Awards (UK). Sophie is a member of the Commercial team and was shortlisted in the Transformation Leader: Tech category after being nominated by Steve Gazzard, CEO at Quilter, Iress' largest Xplan client.

**Cindy Blay** and **Claudette Llapitan** were nominated for the Financial Executive Women (FEW) Positive Progression of Women Award.

**Andrew Todd**, Iress' chief technology officer, has been recognised as one of Australia's most innovative technology leaders in the CIO50 list for three years running.

## Industry leadership

### Accelerating investment infrastructure

In 2020, Iress acquired OneVue, combining OneVue's market-leading managed fund admin business with Iress' technology footprint offering a unique proposition for Australia.

Benefits across the industry:

- Seamless and straight-through processing of all asset classes, from advice to execution.
- Reduce advisers' costs by removing execution inefficiency.
- Allows the direct connection of investors and their investments.
- Reduce licensees'/dealer groups' compliance and monitoring costs.

Industry leadership creates valuable outcomes for Iress and all its stakeholders.



### The Wrong End of the Switch

Iress partnered with Griffith University in Australia to compile new research titled 'The Wrong End of the Switch'. This research analysed the investment option switching behaviours of 40,000 superannuation members through the COVID-19 pandemic. It highlighted a tripling of switch volumes and, more crucially, a significant deterioration in decision making quality, with more than 70% of switches having a materially negative impact to the member's super balance of more than 18%. The most affected by poor decision making are women and older members.

Central to the research recommendations is the need to do more to boost financial literacy and capability across the board, as well as utilising technology to positively intervene in superannuation members' financial decisions. Iress is active in both arenas, working closely with superannuation funds via our Acuity software to highlight the potential outcomes and risks, in real-time at the point of decision.

Further, we have seen substantial growth in demand from superannuation funds and their members for digital, scalable education, with Iress Education content seeing 20% month-on-month growth in member engagement as Australia comes out of lockdown and people reflect on how to take control of their financial futures.

# 20%

month-on-month growth in member engagement as Australia comes out of lockdown.

## Our software and clients

	Software	Clients
Financial advice	<b>Integrated financial advice software offering:</b> <ul style="list-style-type: none"> <li>• client management</li> <li>• business automation</li> <li>• portfolio data</li> <li>• research</li> </ul>	<ul style="list-style-type: none"> <li>• institutional and independent advisory</li> </ul>
Trading & market data	<b>Global market data and trading software including:</b> <ul style="list-style-type: none"> <li>• market data</li> <li>• trading interfaces</li> <li>• order and execution management</li> <li>• smart order routing</li> <li>• FIX services</li> <li>• portfolio management</li> </ul>	<ul style="list-style-type: none"> <li>• institutional sell-side brokers</li> <li>• retail brokers</li> <li>• online brokers</li> </ul>
Investment management	<b>Global investment management and trading software including:</b> <ul style="list-style-type: none"> <li>• portfolio management</li> <li>• order and execution management services</li> <li>• FIX services</li> <li>• analytical tools</li> <li>• connectivity</li> </ul>	<ul style="list-style-type: none"> <li>• investment managers</li> <li>• investment platforms</li> <li>• fund managers</li> <li>• private client advisers and managers</li> <li>• wealth managers</li> <li>• custodians and retail platforms</li> </ul>
Superannuation	<b>Superannuation administration software including:</b> <ul style="list-style-type: none"> <li>• fund registry</li> <li>• digital member portal</li> </ul>	<ul style="list-style-type: none"> <li>• superannuation funds</li> </ul>
Mortgages	<b>Multi-channel mortgage sales and origination software including:</b> <ul style="list-style-type: none"> <li>• automated workflow</li> <li>• application processing</li> <li>• connectivity</li> </ul>	<ul style="list-style-type: none"> <li>• mortgage lenders</li> <li>• mortgage intermediaries</li> </ul>
Life & pensions	<b>Insurance and pension sourcing software including:</b> <ul style="list-style-type: none"> <li>• quoting</li> <li>• comparison</li> <li>• application processing</li> </ul>	<ul style="list-style-type: none"> <li>• institutional and independent advisory</li> <li>• mortgage intermediaries</li> </ul>

## Stakeholder groups: clients & investors

### Materiality topics

In July we announced plans to accelerate growth with a new medium-term target to more than double net profit after tax by 2025—with potential for further upside.

We have solid foundations that enable us to capture more market share across large addressable markets.

In addition to executing the plan, we are focused on the transition to a single technology platform.

### Technology infrastructure, systems & applications

A single product and technology platform is key to unlock scale and benefits—the transition to this platform is already underway.

Our vision is to create a single product and technology platform which supports both converging and future industry value propositions by transforming our leading capabilities into standard and modular product components that can be easily adapted into high-value solutions.

The mission is to unify and uplift our portfolio of products, data, and user experience capabilities from diverse technology stacks into an extendable architecture to drive speed, scale, and quality for sustainable growth.

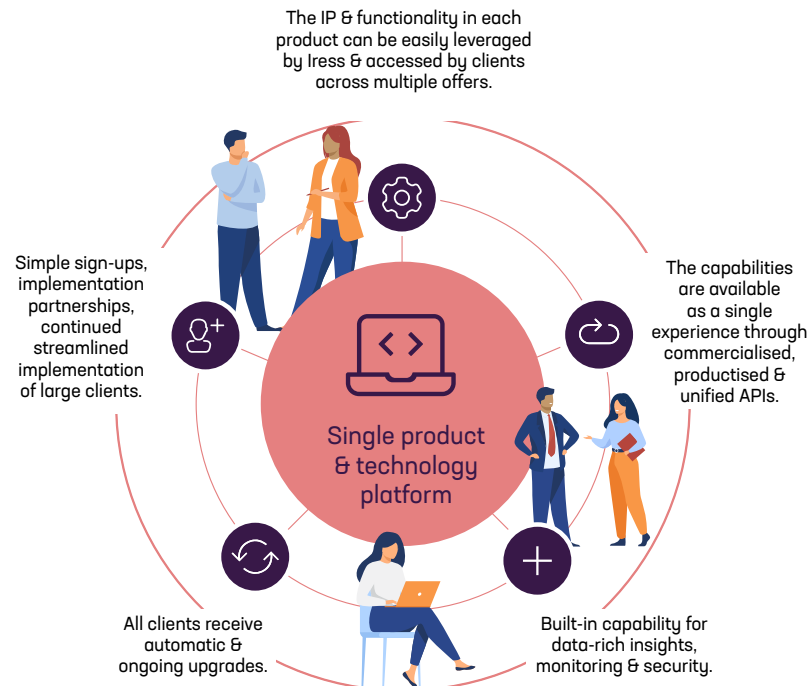


Illustration designed by: pch.vector, freepik.com

### Innovation & product development

Iress has a long history of innovation—it's not the end goal, but an enabler for our clients. Innovation and product development at Iress focuses on our clients' existing and emerging needs. Understanding our clients' strategies is a way for us to understand their intrinsic requirements. The more we understand what they want to achieve, the better we can work with them to put in place innovative solutions to help them achieve their goals. We focus on the 'how' through information flow and insights.

### Customer service

Our approach to customer service enables the first person who interacts with the user/client to solve their issue. We have dedicated support teams that provide our customers with easy access through various communication channels.

Product Support is the frontline team for production support and assistance for Iress software in production. They collaborate with teams across the business to understand and resolve the root cause of an issue.

### Business development

Throughout 2021, there has been a strong focus on the ongoing development of our people within the commercial division of Iress. A transformation of the global team commenced with a program to implement a unified revenue-generation methodology that supports our growth and provides our clients with a consistent experience in sales and service delivery.

We operate today with one of the largest relationship management workforces in the financial services technology segment.

Scaling our Business Development team through adoption of this methodology will deliver revenues simpler, faster, and more flexibly, and ensure we work with our clients not just as a vendor, but as a real, strategic, value-adding partner.



## Digital inclusion

In 2022, we are focused on strengthening our digital inclusion within Iress through our day-to-day digital communications channels such as Zoom. From 2022, we will ensure all videos and webinars are closed captioned.

## Indigenous Inclusion Plan

The United Nations Declaration on the Rights of Indigenous Peoples acknowledges Indigenous people are “the world’s most vulnerable, disadvantaged and marginalised peoples”. Iress’ ambition is to scope an Australian Indigenous inclusion program in 2022 to assess areas of greatest impact and alignment. This includes implementing an ‘Acknowledgement of Country’, which recognises the traditional owners of the land in which we work.



Minamina Jukurpa © Kitty Napanangka Simon/Copyright Agency, 2022.

## Office locations

Australia	Traditional Owners
Adelaide	Kaurna peoples of the Adelaide Plains
Albury	Wiradjuri peoples
Brisbane	Turrbal peoples from the northside of the river and Jagera peoples of the south side of the river
Hobart	Muwina peoples
Melbourne	Bunurong Boon Wurrung and Wurundjeri Woi Wurrung peoples of the Eastern Kulin Nation
Perth	Whadjuk Noongar peoples
Sydney	Gadigal peoples of the Eora Nation
Wollongong	Dharawal peoples
Canada	
Toronto	Mississaugas of the Credit, the Anishnabeg, the Chippewa, the Haudenosaunee and the Wendat peoples. Toronto is now home to many diverse First Nations, Inuit and Métis peoples
New Zealand	
Auckland	Māori peoples of; Ngāti Pāoa, Ngāi Tai, Te Wai-o-Hua (who originate from Ngā Oho), Ngāti Whātua-o-Ōrākei, Ngāti Te Ata and Te Kawerau-a-Maki
South Africa	
Cape Town, Durban & Johannesburg	Sān and Khoekhoe also grouped together as Khoesān

# Foundation



\$231,811

donated to charitable causes  
(including employee giving)

615

volunteering hours

36

charities supported

## Iress Foundation

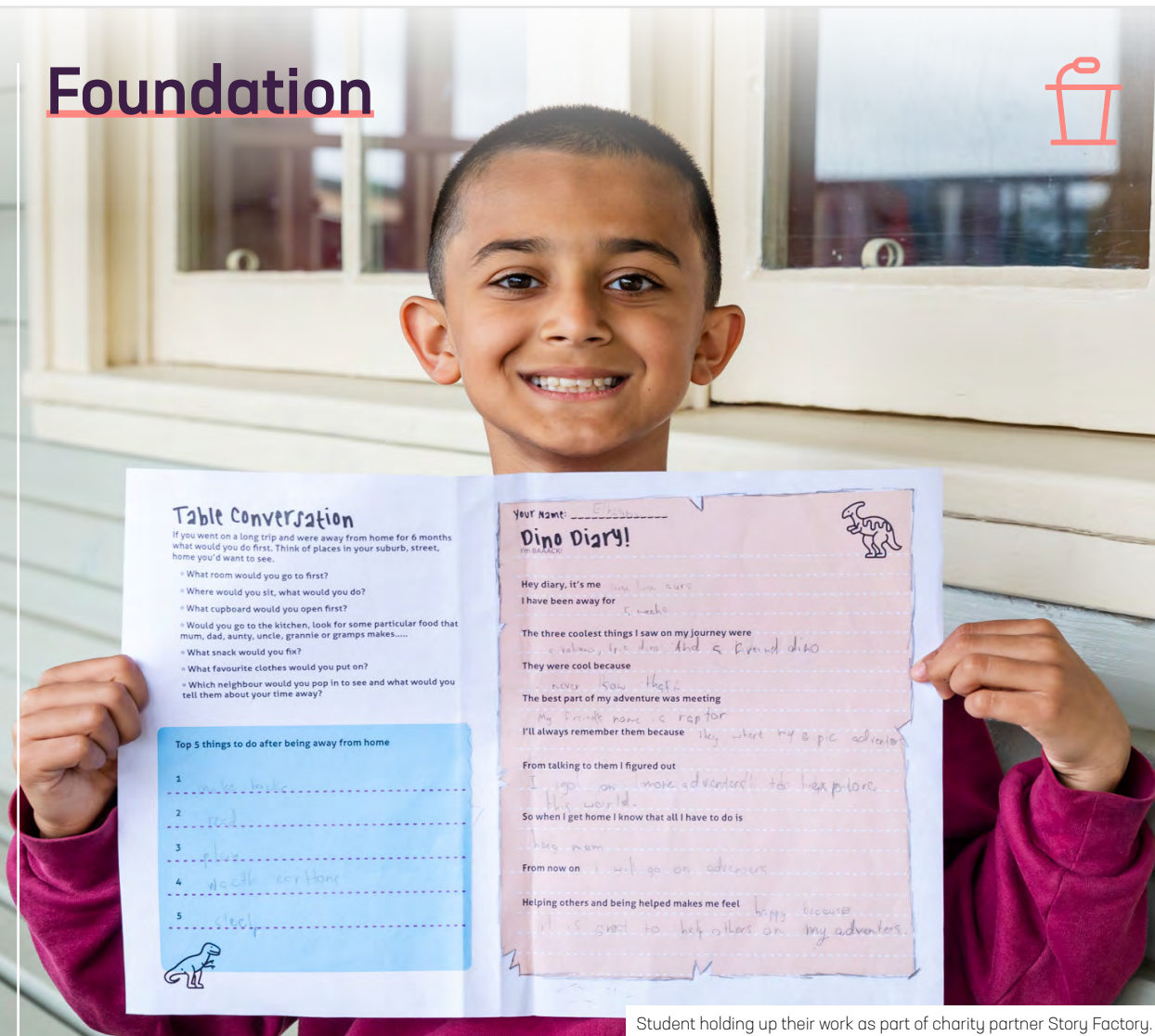
The Iress Foundation was established in 2017 to focus our effort and support towards an already strong and engaged community. The guiding principles established then still remain relevant today: facilitate, support and promote people engagement; make a visible, reliable, and meaningful contribution to partner charities. Employees receive three days of Iress Foundation leave annually to contribute to the community.

As we develop our Foundation framework in 2022, our ambition is to set targets under each SDG of the focus areas.

## Quality education

### South Africa

- **iSchoolAfrica** provides ipad labs in schools for disadvantaged Black communities, as well as support for:
  - **#myfuture 2021** provides ongoing technical support for the centre we sponsored in 2020 along with 10 previously loved ipads
  - **Coding and robotics digital lab** is a mobile ipad lab (consisting of 10 brand new ipads)
  - **Coding and robotics facilitation** is a coding club offered as an after school activity.
- **Yes4Youth** aims to close the current skills gap in youth with disabilities. Through Iress' partnership, four students have been sponsored to complete an NQF 5 level national certificate in Information Technology: Systems Support or Systems Development.
- **Healing World Creche** is 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.
- **Ithemba Lethu** is a home in Kwa-Zulu Natal for HIV-positive children. This donation was used to provide roof insulation for one of the houses.
- **Little Lambs** provides food to the children at Klipheuwel Township creche in Cape Town.
- **Pebbles** is a school program for 10 children in Cape Town.



Student holding up their work as part of charity partner Story Factory.

## Focus areas:



As we develop our Foundation framework in 2022, our ambition is to set targets under each SDG of the focus areas.





Iress employees through TBB program with CEO, L to R: Derar Alkhateeb, Andrew Walsh and Tarek Mulla.

## Decent work

### Talent Beyond Boundaries

Talent Beyond Boundaries (TBB) is a global non-profit working with governments and the private sector to give refugees and other displaced people equal access to skilled migration opportunities.

So far, Iress has hired and relocated five skilled refugees and their families, as well as raised funds for TBB to more people in more locations to access these pathways.

In November 2021, Iress embarked on a Race Around the World Challenge. Our goal was to collectively walk, run, cycle, and roll the same distance as a full loop around the earth—not to see who was the fastest—but to inspire one another to get moving and invest in our wellbeing. Not only did we lap the world once, we did it twice—moving over 100,000kms together while raising \$A20,000 for Talent Beyond Boundaries' work helping skilled refugees relocate globally.

“This funding will allow us to reach hundreds of additional people—including many impacted by the recent crisis in Afghanistan—with the opportunity to change their lives and move internationally on the basis of their skills”

**Sathya Gnanakaran**, ANZ director at Talent Beyond Boundaries.

“The sentiment of helping others is rooted in my personal values and principles, and there is no better personal lesson in recognising gratitude than in giving others a chance. I am inspired by Iress' position to help refugees who have been displaced, and dispelling the myth that these are needy individuals who can't contribute meaningfully to an economy.”

**Nadia Alli**, one of the top competitors, head of finance, South Africa.

“Being able to work with Iress is the best opportunity that's ever happened to me. I haven't felt this happy and excited before in my life. Looking at my level of excitement and enthusiasm that I have now towards my new life and career growth. Having the chance to meet many talents and learn from them is an amazing feeling for me. I'm so looking forward to starting my journey.”

**Atheer Kareem**, Talent Beyond Boundaries candidate, and now an engineer at Iress.



Lisa Ngwenya

“Iress sponsoring my three-year Computer Science degree at the Pearson Institute of Higher Education in Johannesburg means I can break the poverty cycle at home. I'm the first person in my family who's had the chance to attend university which empowers me to make choices about my future. A degree doesn't guarantee a successful life but it does give me options that otherwise wouldn't have existed for me.

I have recently joined the 2022 Iress Graduate Program and I am overjoyed to take my first steps into the working world with Iress.”

**Lisa Ngwenya**, graduate product support analyst.



## Charitable services through skilled volunteering

### The Kids' Cancer Project

The Kids' Cancer Project is an independent national charity supporting childhood cancer research.

Its mission is to support bold scientific research that has the greatest chance of clinical success in improving treatments of childhood cancers.

Its vision is for one hundred percent survival of children with cancer while eradicating the harmful impacts treatment can bring.

“We needed to speed up our reconciliation process at The Kids' Cancer Project and a tailored software solution to bring in some automation was going to be the best way forward. We are delighted that Iress quickly took up the challenge. Through the skilled volunteering of their staff, they not only saved us development dollars, but now because of the work they did, the data team has time to focus on other higher-value work and we can run reports more frequently.”

**Henry Yuen**, head of technology & data at The Kids' Cancer Project.

“Iress engaged with The Kids' Cancer Project to understand its processes and requirements and established areas where we could provide the most value. A team of volunteers with varied backgrounds including product management, product support, data intelligence, and engineering located across Australia and the UK, met regularly with The Kids' Cancer Project to come up with a solution for automating their reconciliation process. Our volunteer engineers then developed the solution, using some of their Iress Foundation leave. It's such a great feeling to know that Iress has helped The Kids' Cancer Project to cut down their hours spent on administrative work so they can focus on activities that fund kids' cancer research.”

**Zita White**, associate product manager at Iress.



### Accessible Advice

During Iress' Global Hackathon in June, 177 ideas were generated through 87 teams. 'Accessible Advice' was one of those ideas—a social impact initiative born from a global team of 18 Iress people.

Using existing Iress technology, the Accessible Advice program facilitates the connection between vulnerable people and financial advisers interested in providing pro-bono advice. These are people who would otherwise be unable to access financial advice. This initiative leverages Iress' existing relationships with charities and advisers, as well as existing Iress technology.

The Accessible Advice team won both the APAC award, and the Global Innovation category at Iress' Global Hackathon.

The pilot program will launch in Australia in February 2022 in partnership with advisers and charities through the Iress Foundation.

“One of the horrible things about domestic violence is that the victim has to leave or cut all financial ties and start to rebuild their wealth. Having great financial advice will really help them make better financial decisions as they start to earn their wages again.”

**Rob Caslick**, CEO at Two Good Co.

# 177

ideas were generated through

# 87

teams

The Accessible Advice team won both the APAC award, and the Global Innovation category at Iress' Global Hackathon.

Our impact



Foodbank Victoria

Volunteer hours	82
Number of charities helped	50
Amount of food packed in kilos	24,505
Total meals	49,010

Two Good Co

Meals donated

990

Employment hours for vulnerable women

75



Story Factory

Helped over

60

young writers across two under-resourced communities in Western Sydney to build their confidence and connection to their education by celebrating their creative and important voice.

Caring for Communities and People

125hrs

at Hamper Scamper, a local charity initiative, coordinating presents and food donations.

iSchool Africa

Students provided with access to smart tablets & headphones	70
Online education sessions per week	11
Subjects covered through online sessions including coding & robotics	10
Sphero robots deployed	5
Grade improvement for beneficiary students in Mathematics	40%
Grade improvement for beneficiary students in Physical Sciences	60%

Talent Beyond Boundaries

We walked, ran, cycled, swam and rode over 100,000kms around the world globally to raise

\$20,000

for TBB's Afghanistan program.



# 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. The governance structure we have put in place to support the delivery of our ESG strategy is summarised below.

<b>Iress Board</b>	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.
<b>Audit &amp; Risk Committee</b>	The Committee is responsible for: <ul style="list-style-type: none"><li>(a) reviewing the ESG strategy, initiatives, and policies</li><li>(b) reviewing and monitoring the operational, regulatory, and reputational risks and impacts of ESG on the company and provide insight and guidance with respect to the company's management of such risks and impacts</li><li>(c) reviewing and discussing reports from management regarding the company's progress toward achieving its key ESG objectives</li><li>(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</li><li>(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</li><li>(f) considering any other matters pertaining to ESG that may be referred to the Committee by the Board or another Board Subcommittee.</li></ul>
<b>Chief executive officer</b>	Provides stewardship of strategy and advocates inclusion in planning.
<b>Leadership team</b>	Approves the ESG strategy and annual plan. Monitors progress of the plan on a quarterly basis.
<b>Chief legal officer</b>	Oversees the management of strategic initiatives.
<b>ESG function</b>	Works across the business to coordinate and support delivery of the ESG strategy.

## Strategy

- ▶ Reporting on the Task Force on Climate-Related Financial Disclosures (TCFD) in 2022.

## Relevant UN SDGs



## Ethics

We are committed to upholding legal and ethical standards across all of our corporate activities and have adopted a Code of Ethics and Conduct Policy. These aim to strengthen our ethical climate and provide basic guidelines for situations where ethical issues arise. The policy applies to all Directors, Executives, and Iress people globally, and sets standards for ethical behaviour and business practice beyond complying with the law.

Material breaches of the Code of Ethics and Conduct Policy are reported to the Board Chair, or the relevant subcommittee. Expectations for ethical behaviour extend to our suppliers and are guided by our Supplier Code of Ethics and Conduct.

## Risk

Iress has exposure to both financial and non-financial risks, and is committed to having risk management policies, processes, and practices that support a high standard of risk governance. Our vision for risk management is to build a risk culture where we proactively identify, manage, and mitigate risks; and continuously learn from risk events so we can anticipate emerging risks and opportunities.

The risk management function of the Board is performed by the Audit & Risk Committee, the terms of reference for which are set out in the Audit & Risk Committee Charter. The risk reporting and governance framework is reviewed annually to ensure it is sound and that Iress is operating in accordance with the risk appetite set by the Board. ESG matters are captured on Iress' Enterprise Risk Register, with specific matters escalated to the Leadership team and the Board for consideration, and action, where required.

Following the acquisition of OneVue in November 2020, in 2021 we initiated a comprehensive review of our risk management framework. This included the integration of OneVue's risk management function into Iress' global risk management function.

## Compliance

Iress has compliance obligations under generally applicable legislative instruments such as the protection of privacy. Iress is also directly regulated as the holder of Australian Financial Services Licences under which Iress delivers various services, including its superannuation administration service. We manage these obligations through our internal Risk & Compliance team, which reports to the Chief Legal Officer.

Our policies and corporate governance practices are reviewed periodically and continue to be refined to meet the needs of Iress and broader corporate governance best practice. During 2021, Iress followed each of the ASX Corporate Governance Principles and Recommendations (4th Edition).

## Tax Transparency report

In 2021, we published our second annual Tax Transparency report, detailing our tax contribution, tax governance and strategy, and international related party dealings for the 2020 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.

## Case Study: ACSI

Each year, the Australian Council of Superannuation Investors (ACSI) conducts a detailed assessment of ESG reporting by ASX200 companies. The assessment measures how well companies identify, monitor, and manage ESG issues.

Iress has been reporting on ESG since 2018, and continues to place further emphasis on meaningful and measurable actions to support ESG goals.

Following Iress' 2019 ACSI assessment of 'moderate', ACSI assessed Iress' 2020 ESG report and upgraded Iress' rating to a 'detailed' rating. Only 34 ASX companies have received this rating.

## Virtual technology at AGM

In 2022, we are focused on strengthening our digital inclusion within Iress through our day-to-day digital communications channels such as Zoom. From 2022, we are ensuring that all of our videos and webinars are closed captioned—this also includes the virtual technology we use at our AGMs.



“A strong environmental, social and governance proposition drives value creation. Accordingly, ESG responsibilities to oversee strategy, policies, processes and performance are included in both the Iress Board and Audit & Risk Committee Charters. We are committed to improving ESG outcomes at Iress.”

**Trudy Vonhoff**, Non-Executive Director & Chair of the Audit & Risk Committee.

## Memberships & partnerships

We recognise we are both a participant and a steward of the industry. We have continued to support industry partnerships, and broadened these beyond financial services. This includes:

- endorsed employer status with Work180 in Australia and the UK
- Tech Talent Charter (UK)
- Women in Finance Charter (UK).

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)

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)

## Our approach to information security

Information security is the fundamental discipline of ensuring the confidentiality, integrity, and availability of our systems and data. It is essential to the continued growth and success of Iress.

Information security encompasses compliance requirements and assurance for our clients that our systems will protect their valuable information.

Our information security objectives are to:

- assure clients that we meet their security expectations
- provide security in Iress software
- protect client data
- ensure cyber hygiene, defence and response
- automate security and work smarter
- establish a people and security culture.

## Strategy

We have refreshed our information and cyber security strategy and adopted a new three-year plan. This has seen us increase investment in the discipline across the business, with the following goals:

- Mitigate and manage risk.
- Increase the efficiency of how security is actioned.
- Create positive market differentiation through security.

## Projects

### Checkov

Checkov is a technical security system that has been configured to perform security checks on the infrastructure code developed by Iress engineers. It ensures software developed follows key security-based policies—failure to do so will prevent them from running. It notifies engineers of any security gaps, and enables them to address the gaps.

### Project Lighthouse

Project Lighthouse is a major project that drives security improvements. The project included strengthening network security, improving cyber hygiene and system compliance, reducing software security bugs, and improving security awareness.

### Kontra

As part of Project Lighthouse, we are providing training to all Iress engineers via Kontra—a library of security training with a set of chosen modules. This initiative enhances secure-engineering practices and helps to educate our people on secure engineering for the programming languages used to write Iress software.

## Global privacy training

In collaboration with the Legal team, all Iress people undertook mandatory data privacy training. The training explained what sensitive data is, why it must be protected, and the steps we should all take to protect data.

## Certifications & standards

We employ four key information security frameworks at Iress, in addition to other standards and audit frameworks required for specific areas of the business, for example ATO, SWIFT and ASAE3402.

### 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, which drives our principle of always seeking to improve. 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 ongoing compliance with the Standard. Independent intermediate maintenance audits are performed each year to ensure Iress' ongoing compliance with the standard. This recertification audit occurred in October 2021, extending our certification to April 2025.

### Center 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 Cloud Security Alliance's Cloud Control Matrix of fundamental security principles and controls. We also plan further expansion of CSA controls adoption within the organisation.

## 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 2021, several data protection impact assessments were completed.

## 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 2021, we conducted 123 supplier security assessments.

## Information security assurance reviews

We have started to embed supplier security reviews in recently acquired organisations, and have further embedded these assurance reviews in the Asia Pacific region. We completed 277 information security assurance reviews across our regions in 2021.

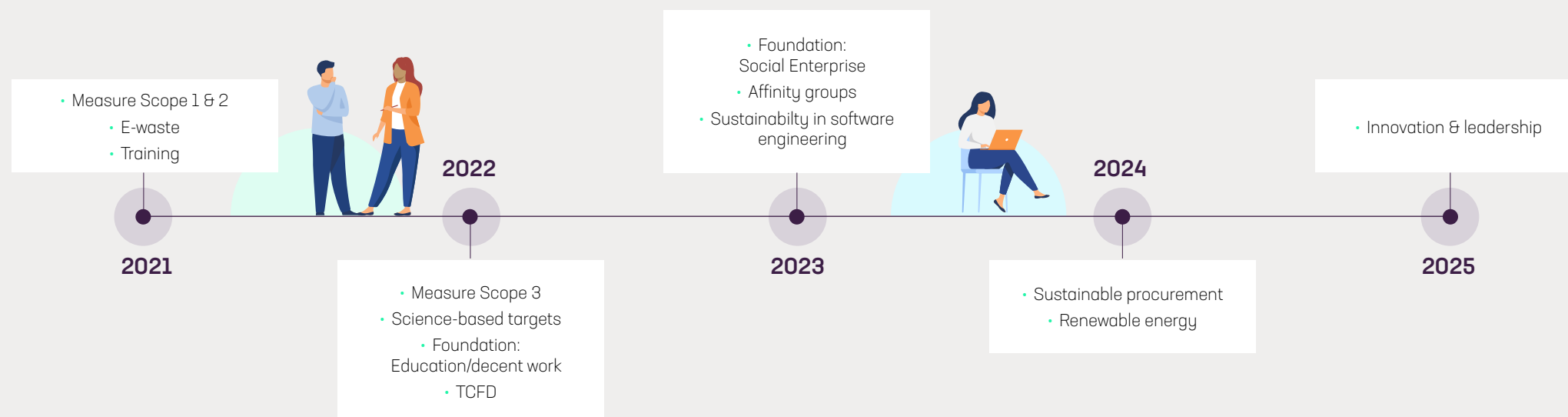
## Timeline

With positive momentum in 2021, Iress is in a good position to continue to improve ESG outcomes over the next four years.

With a clear strategy, our ESG outcomes are pragmatic and measurable. They are supported by our stakeholders, and are in alignment with our company values and Winning Steps.

We are grateful to all who have been involved thus far, and look forward to continuing our deep commitment to making ESG part of the Iress fabric.

### Our ESG timeline



## GRI Content Index

GRI Standard	Disclosure	Impact boundary	Page/reference/further information
<b>GRI 101</b>	<b>Foundation 2016</b>		
<b>General Disclosures</b>			
<b>Organisational profile</b>			
102-1	Name of organisation	N/A	Iress Limited
102-2	Activities, brands, products and services	N/A	pp 5, 26
102-3	Location of headquarters	N/A	p 5
102-4	Location of operations	N/A	p 5
102-5	Ownership and legal form	N/A	p 5
102-6	Markets served	N/A	p 5
102-7	Scale of the organisation	N/A	pp 4, 5
102-8	Information on employees and other workers	N/A	p 21. Iress does not employ contractors that are considered to complete a significant portion of the company's activities. There are no significant variations to employee numbers, with employee numbers rising due to company acquisitions. Data has been compiled using internal management systems.
102-9	Supply Chain	N/A	pp 10, 17
102-10	Significant changes to the organisation and its supply chain	N/A	There were no significant changes to Iress' supply chain in 2021.
102-11	Precautionary Principle or approach	N/A	pp 4, 6, 7, 9, 10
102-12	External initiatives	N/A	pp 4, 7, 9, 10, 14, 15, 18, 28-30, 34, 36, 37
102-13	Membership of associations	N/A	p 35
<b>Strategy</b>			
102-14	Statement from senior decision-maker	N/A	p 4
102-15	Key impacts, risks, and opportunities	N/A	pp 6, 7, 10, 14, 16, 27, 28, 32, 34
<b>Ethics &amp; Integrity</b>			
102-16	Values, principles, standards and norms of behaviour	N/A	pp 5, 16, 17, 20, 34
102-17	Mechanisms for advice and concerns about ethics	N/A	pp 16, 20, 33-34
<b>Governance</b>			
102-18	Governance structure	N/A	pp 33-34, 42. <a href="#">2021 Annual Report p 28</a>

GRI Standard	Disclosure	Impact boundary	Page/reference/further information
<b>Stakeholder engagement</b>			
102-40	List of stakeholder groups	N/A	p 8
102-41	Collective bargaining agreements	N/A	Not applicable as no Iress employees are employed on collective bargaining agreements.
102-42	Identifying and selecting stakeholders	N/A	p 8
102-43	Approach to stakeholder engagement	N/A	pp 6-8, 18-20, 25, 27, 30
102-44	Key topics and concerns raised	N/A	pp 8, 18, 25, 27
<b>Reporting practice</b>			
102-45	Entities included in the consolidated financial statements	N/A	Iress Limited
102-46	Defining report content and topic boundaries	N/A	pp 2, 8, 10, 38-41
102-47	List of material topics	N/A	p 8
102-48	Restatements of information	N/A	Environmental data reported in the 2020 ESG Report has been recalculated in the new environmental management system to align emissions factors to create a baseline. Canada energy consumption for 2019 and 2020 has been corrected in this report.
102-49	Changes in reporting	N/A	There were no changes in reporting topics in 2021.
102-50	Reporting period	N/A	1 January 2021-31 December 2021.
102-51	Date of most recent report	N/A	<a href="#">2020 Environmental, Social and Governance report (published in 2021)</a> .
102-52	Reporting cycle	N/A	Annual (1 January-31 December).
102-53	Contact point for questions regarding the report	N/A	Amarjot Bagga, head of social impact: amarjot.bagga@iress.com.
102-54	Claims of reporting in accordance with the GRI Standards	N/A	p 2
102-55	GRI Content Index	N/A	pp 38-41
102-56	External assurance	N/A	p 2

GRI Standard	Disclosure	Impact boundary	Page/reference/further information
<b>Specific Disclosures</b>			
<b>GRI 200</b>	<b>Economic</b>		
<b>GRI 201</b>	<b>Economic performance 2016</b>		
GRI 103	Management Approach 2016: 103-1; 103-2; 103-3	Iress	<a href="#">2021 Annual Report pp 2, 6-8</a>
201-1	Direct economic value generated and distributed	Iress	pp 4, 29, <a href="#">2021 Annual Report pp 2, 6-8</a>
201-2	Financial implications and other risks and opportunities due to climate change	Iress	p 10. Across Iress, significant business decisions, such as strategic proposals or initiatives, are subject to a detailed consideration of potential risks and issues prior to a decision being made. Ongoing review and monitoring of such decisions also typically includes a financial and operational assessment of the costs of any actions taken to mitigate or manage the risks identified.
<b>GRI 204</b>	<b>Procurement Practices 2016</b>		
GRI 103	Management Approach 2016: 103-1; 103-2; 103-3	Iress	pp 15-17
204-1	Proportion of spending on local suppliers	Iress	p 17
<b>GRI 207</b>	<b>Tax 2016</b>		
GRI 103	Management Approach 2016: 103-1; 103-2; 103-3	Iress	p 34. <a href="#">Tax Transparency Report 2020</a> , <a href="#">2021 Annual Report</a> , pp 94-97
207-1	Approach to tax	Iress	p 34. <a href="#">Tax Transparency Report 2020</a> under the section "Tax Governance and Strategy".
207-2	Tax governance, control, and risk management	Iress	p 34. <a href="#">Tax Transparency Report 2020</a> under the section "Tax Governance and Strategy".
207-3	Stakeholder engagement and management of concerns related to tax	Iress	p 34. <a href="#">Tax Transparency Report 2020</a> under the section "Tax Governance and Strategy".
<b>GRI 300</b>	<b>Environment</b>		
<b>GRI 302</b>	<b>Energy</b>		
GRI 103	Management Approach 2016: 103-1; 103-2; 103-3	Iress	pp 10, 11, 14
302-1	Energy consumption within the organisation	Iress	pp 11-12
302-2	Energy consumption outside of the organisation	Iress; Suppliers	p 12
<b>GRI 305</b>	<b>Emissions</b>		
GRI 103	Management Approach 2016: 103-1; 103-2; 103-3	Iress	pp 10, 11, 14
305-2	Energy indirect (Scope 2) GHG emissions	Iress; Suppliers	p 11. 2019 is the baseline year.
305-3	Other indirect (Scope 3) GHG emissions	Iress; Suppliers	p 12. 2019 is the baseline year.
<b>GRI 400</b>	<b>Social</b>		
<b>GRI 401</b>	<b>Employment 2016</b>		
GRI 103	Management Approach 2016: 103-1; 103-2; 103-3	Iress	pp 18-20

GRI Standard	Disclosure	Impact boundary	Page/reference/further information
401-1	New employee hires and employee turnover	Iress	p 22
<b>GRI 405</b>	<b>Diversity and Equal Opportunity 2016</b>		
GRI 103	Management Approach 2016: 103-1; 103-2; 103-3	Iress	pp 18-20
405-1	Diversity of governance bodies and employees	Iress	p 23
405-2	Ratio of basic salary and remuneration of women to men	Iress	p 23
<b>GRI 406</b>	<b>Non-discrimination 2016</b>		
GRI 103	Management Approach 2016: 103-1; 103-2; 103-3	Iress	pp 18-20
<b>GRI 412</b>	<b>Human Rights Assessment 2016</b>		
GRI 103	Management Approach 2016: 103-1; 103-2; 103-3	Iress; Suppliers	pp 16-17
412-2	Employee training on human rights policies or procedures	Iress; Suppliers	p 16
<b>GRI 414</b>	<b>Supplier Social Assessment 2016</b>		
GRI 103	Management Approach 2016: 103-1; 103-2; 103-3	Iress Suppliers	pp 16-17
414-1	New suppliers that were screened using social criteria	Iress Suppliers	All (100%) new suppliers must complete our supplier due diligence questionnaire.
414-2	Negative social impacts in the supply chain and actions taken	Iress Suppliers	There were no negative impacts identified in the supply chain in 2021.
<b>Material Topics with no Related GRI Disclosure</b>			
Innovation and product development	GRI 103: Management Approach 2016: 103-1; 103-2; 103-3	Iress	p 27. <a href="#">Investor Strategy Day Presentation (29 July 2021)</a> pp 17-24
Growth	GRI 103: Management Approach 2016: 103-1; 103-2; 103-4	Iress	p 27. <a href="#">2021 Annual Report pp 6-8, 10-11</a> . <a href="#">Investor Strategy Day Presentation (29 July 2021)</a> pp 7-16, pp 37-42
Customer service	GRI 103: Management Approach 2016: 103-1; 103-2; 103-5	Iress	p 27
Purpose and strategy	GRI 103: Management Approach 2016: 103-1; 103-2; 103-6	Iress	pp 5-6. <a href="#">2021 Annual Report pp 6-8, 10-11</a> . <a href="#">Investor Strategy Day Presentation (29 July 2021)</a> pp 7-16
Partnerships	GRI 103: Management Approach 2016: 103-1; 103-2; 103-7	Iress; Partners (commercial and not for profit)	p 35
Ethics and integrity	GRI 103: Management Approach 2016: 103-1; 103-2; 103-8	Iress	pp 33-34
Business Development	GRI 103: Management Approach 2016: 103-1; 103-2; 103-9	Iress	p 27. <a href="#">Investor Strategy Day Presentation (29 July 2021)</a> pp 26-35
Industry Leadership	GRI 103: Management Approach 2016: 103-1; 103-2; 103-10	Iress	p 25
Technology infrastructure, systems and applications	GRI 103: Management Approach 2016: 103-1; 103-2; 103-11	Iress	pp 26-27
Information security	GRI 103: Management Approach 2016: 103-1; 103-2; 103-12	Iress	pp 36-37



# Corporate Directory

<b>Directors</b>	A D'Aloisio <sup>(1)</sup>	Chair since August 2014, Independent Non-Executive Director since June 2012 and final term as Chair and Director ended at the AGM in May 2021
	R Sharp <sup>(2)</sup>	Chair since May 2021 and Independent Non-Executive Director since February 2021
	A Walsh	Managing Director and Chief Executive Officer since October 2009
	N Beattie	Independent Non-Executive Director since February 2015
	J Cameron	Independent Non-Executive Director since March 2010
	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
	J Hayes <sup>(2)</sup>	Independent Non-Executive Director since June 2011 and final term as Director ended at the AGM in May 2021
	G Tomlinson <sup>(2)</sup>	Independent Non-Executive Director since February 2015 and final term as Director ended at the AGM in May 2021
	T Vonhoff	Independent Non-Executive Director since February 2020 and Chair of the Audit & Risk Committee since May 2021
<b>Company Secretary</b>	P Ferguson	
<b>Registered Office</b>	Level 16, 385 Bourke Street Melbourne VIC 3000 Phone: +61 3 9018 5800 Fax: +61 3 9018 5844	
<b>Share Registry</b>	Computershare Investor Services Pty Limited 452 Johnston Street Abbotsford VIC 3067 www.computershare.com	
<b>Stock Exchange Listing</b>	Iress Limited shares are quoted on the Australian Securities Exchange under the code: IRE	
<b>Auditor</b>	Deloitte Touche Tohmatsu	

(1) Retired on 6 May 2021.

(2) Appointed as Independent Non-Executive Director on 18 February 2021 and Chair on 6 May 2021.

