Computershare

ESG Report **2023**

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INTRODUCTION

Computershare aims to do the right thing and support our employees, clients and communities. We aspire to effect positive change related to key and strategic ESG matters, and do this by assessing our work against externally recognised ESG metrics.

We are committed to a transparent and accountable business approach that:

| Helps to create a more sustainable and equitable future with shared value for our employees, clients, suppliers, shareholders, community and the environment

| Focuses on identifying ESG opportunities and mitigating ESG risks as part of our core strategic priorities and day-to-day operations, in line with our company values

| Aligns with recognised global ESG disclosure frameworks and standards, including the Science-Based Targets initiative (SBTi), United Nations Sustainable Development Goals (SDGs), CDP (formerly the Climate Disclosure Project), Task Force on Climate-Related Financial Disclosures (TCFD) and the Sustainability Accounting Standards Board (SASB)

Here's a high-level snapshot of what ESG means to Computershare:

ENVIRONMENT, SOCIAL AND GOVERNANCE

ENVIRONMENT
Minimising the impact of our resource consumption on the environment, by reducing our carbon footprint and the ongoing evaluation of physical and transition risks to Computershare

SOCIAL
How we interact with customers, communities, employees and suppliers, including the identification and management of associated risks

GOVERNANCE
Internal practices and policies for effective and ethical decision-making, legal compliance and risk identification and management (including climate-related risks)

In this report, you'll learn about our engagement in FY23 on several ESG-related issues including:

Our five-year decarbonisation plan and targets

Decarbonising our portfolio of products

Engaging our supply-chain on ESG (including Net Zero)

Our people

Diversity and Inclusion

Human rights and modern slavery

Information security

In our ESG 2022 report, we highlighted a number of priority focus areas. The table below provides a progress update:

1	Completing our internal ESG materiality assessment to ensure we have identified the key issues facing Computershare – with input being provided by all key stakeholders	**COMPLETE**	The internal element of our materiality assessment has been completed, and we plan to complete the external stakeholder engagement element during FY24.
2	Finalising our ESG strategy for endorsement at Board level	**COMPLETE**	ESG strategy finalised and approved by the Computershare Board in March 2023.
3	Finalising our application to the UN Global Compact and reporting progress against the UN SDGs	**IN PROGRESS**	Registered as a signatory of UN Global Compact (Dec 2022). Our first Communication on Progress is due to the UN by the end of the 2023 calendar year.
4	Obtaining external assurance of our greenhouse gas (GHG) data and other ESG reporting metrics	**NOT STARTED**	Internal assurance program planned in relation to data gathering and reporting for FY24 ESG report. We are planning to obtain external assurance of our FY24 GHG data. Timing change is aligned to move to financial year metric reporting.

Over the next 12 months we aim to prioritise:

> Updating our EcoVadis third-party ESG/sustainability assessment;
> Increasing supply-chain management and supplier engagement in relation to ESG/carbon data;
> Agreeing a third-party assurance program for our FY24 greenhouse gas data/carbon footprint measurement;
> Leveraging the data from our new people and finance management systems to enhance internal reporting;
> Completing the external stakeholder engagement element of our ESG materiality assessment; and
> Further preparing for the implementation of new reporting requirements (e.g. International Sustainability Standards Board (ISSB) Standards), including mandatory climate disclosures.

Computershare's long-term success goes hand-in-hand with our success in developing our people, strengthening our communities and protecting our environment. We're proud of what we've accomplished so far and will continue to share our progress as we expand our efforts in these areas.

Stuart Irving
CEO and President

Lucy Newcombe
Chief People and ESG Officer

ESG MATERIALITY ASSESSMENT

Computershare has completed the internal element of our ESG materiality assessment. The overall progress status is shown below:

Step 1 - Define purpose and scope – COMPLETE

Step 2 - Identify potential ESG topics – COMPLETE

Step 3 - Categorise potential ESG topics – COMPLETE

Step 4 - Obtain information on the impact and importance of ESG topics – COMPLETE

Step 5 - Prioritise ESG topics – COMPETE

Step 6 - Engage management – COMPLETE

Step 7 - Obtain stakeholder feedback – TO BE COMPLETED DURING FY24

Although as a financial services company the impact of our activities on the environment and our employees are less substantial when compared to other industries; we still consider our impacts, as well as our exposure to risks involved in the context of a changing climate.

The below table provides a summary of the materiality risk of each ESG topic considered of most concern or relevance to Computershare.

Table 1 - Internal element of ESG materiality assessment

Materiality risk	Environment	Social	Governance
HIGH	› Net Zero/GHG Emissions/ Climate Change › Energy management › Sustainable products/services	› Responsible Supply Chain › Diversity and Inclusion › Equal opportunity › Talent, Learning and Development (human capital management) › Privacy › Information security/ cybersecurity	› Corporate governance › Data governance › Regulatory compliance › Business ethics/integrity › Board and executive diversity › Shareholder/investor rights
MEDIUM	› Water security › Waste/resource management › Natural events	› Occupational health and safety › Modern slavery › Community impact/ investment	› Leadership and ESG competency › Stakeholder engagement
LOW	› Pollution (air, land and water) › Green buildings › Biodiversity/ecological impact	› Social justice/human rights	

The ESG topics identified to have a high materiality risk to Computershare have been embedded within our first three-year ESG strategy (see p.5). This ESG strategy will be continuously reviewed, with regular oversight and feedback provided by the Board.

We see the results of our internal materiality assessment as the start of our journey and acknowledge that once the external element is finalised, there may be new topics and/or other changes to be considered. During the next 12 months we aim to complete our ESG materiality assessment, which will incorporate input and feedback from relevant stakeholders. We aim to present this in our FY24 ESG Report.

OUR ESG STRATEGY

Computershare launched our first three-year ESG strategy (FY23 to FY25) in 2022, following approval from our Board. Our first ESG strategy is aimed at further embedding key building blocks to support our ESG journey going forward.

Figure 1 - Computershare's ESG strategy model

Our vision: "Computershare aspires to effect positive change related to key and strategic ESG matters".

The Board has ultimate responsibility for ESG matters, providing oversight across our ESG strategy, initiatives and actions specifically addressing climate change, and oversees the development and adoption of sustainability policies and Computershare's climate strategies. ESG is a standing agenda item for the Board and they receive a quarterly sustainability update.

Management is responsible for developing the ESG strategy, identifying and prioritising opportunities, coordinating ESG-related activities across the business, and reporting to the Board on progress. Group Risk Management is responsible for maintaining a suitable risk policy framework, including climate-related risks.

In FY23, Computershare's group strategic priorities included a Net Zero goal as one of our ten global priorities, and we plan to continue to link the group's strategic priorities to ESG-related matters going forward.

We also continue to evaluate executive remuneration to ensure this is linked to ESG-related objectives; and our short-term incentive schemes for senior management have had ESG related metrics included from FY23 onwards. Collectively this highlights the increasing importance of ESG to Computershare, where our people are incentivised to support the delivery of specific ESG-related objectives, and their remuneration outcomes are based not just on the financial performance of the company but also on the progress made against our ESG objectives.

Additionally, Computershare recognises the need to develop key enablers to support the delivery of our ESG strategy as shown in Figure 1 above.

Our three-year ESG strategy is made up of five core pillars, with some activities having a clear completion milestone while others will remain ongoing:

1. People – Further embed ESG management and committment principles across our people processes to drive employee engagement.

Top-down leadership in relation to ESG and improving ESG competency at Board-level	ONGOING
Incorporating sustainability into global business priorities and BU five-year plans	IN PROGRESS
Establishing a global network of sustainability champions and employee communication plan	IN PROGRESS
Linking ESG to management/employee goal setting	IN PROGRESS

2. Data – Improve the collection, reporting and reliability/accuracy of ESG data/systems to act as enablers to drive ESG improvements.

Finalisation of ESG Materiality Assessment	IN PROGRESS
Defining Net Zero targets – including a five-year decarbonisation plan (see also p.10)	COMPLETE
Incorporating ESG data requirements into the roll-out of new Oracle Fusion platform	COMPLETE
Obtaining third-party assurance of our FY24 greenhouse gas data	IN PROGRESS

3. Processes – Ensure ESG principles and requirements are embedded into policies and procedures.

Embedding ESG within Enterprise Risk Management (ERM) framework and governance structure (see also p.29)	IN PROGRESS
Developing and publishing a Supplier Code of Conduct	COMPLETE
Review and manage modern slavery program	ONGOING
Process improvement opportunities linked to Net Zero program	ONGOING
Enhancing and improving processes associated with Information Security and Privacy (see also p.23-24)	IN PROGRESS

4. Environment – Increase and improve Computershare's activities and commitments in relation to achieving a sustainable planet.

Implementation of our five-year decarbonisation plan (see also p.10)	IN PROGRESS
Green office initiatives aimed at improving the sustainability of Computershare's offices	IN PROGRESS
Implement an energy management program (incorporating energy surveys)	NOT STARTED
Continued development of more sustainable/digital products (see also p.11)	IN PROGRESS
Green travel initiatives aimed at reducing overall carbon emissions from business travel and employee commuting	IN PROGRESS

5. Value-chain – Integrate ESG into customer and supplier channels to improve awareness and further develop Computershare's scope of influence.

Incorporate ESG principles into supply chain, including measurement of suppliers' ESG credentials and supplier selection (see also p.30)	IN PROGRESS
Consider ESG in customer channels	IN PROGRESS
Identify and manage key supply-chain ESG risks (see also p.29-30)	IN PROGRESS

In 2023, Computershare maintained our AAA rating with Morgan Stanley Capital International (MSCI). This rating measures the company's financial resilience to ESG risks.

ENVIRONMENT

Sustainability is a core focus across Computershare, and we have worked actively towards managing and reducing our long-term impact on the environment for many years. We also continue to develop a range of services that assist our clients in achieving their own environmental objectives. In this way, we make a direct contribution to a sustainable world, and also help other organisations to reduce their own environmental impact.

During the last 12 months we have made good progress in finalising our five-year decarbonisation plan (ready for validation by the SBTi), improving our understanding of the potential carbon impact of our products/services through a complete carbon footprint measurement (including identification of opportunities to decarbonise), and improving our disclosures against external frameworks and standards.

Over the next 12 months, our key focus areas in terms of the environment will include:

Continued implementation of our five-year decarbonisation plan (including the submission of targets to the SBTi for validation)

Ongoing assessment of our global product portfolio to develop a prioritised digitisation road map

Development and implementation of a supplier engagement strategy to obtain improved carbon data from suppliers and identify further opportunities to support suppliers on their Net Zero journeys

Enhancement of systems to drive improved quality of environmental data and reporting efficiencies, which will support the annual measurement of our carbon footprint

OUR CARBON FOOTPRINT

Computershare engages an external adviser to support the calculation of our carbon footprint and the development of our Net Zero program. We first calculated our global corporate carbon footprint (CY20) with our external adviser in 2021 and published the results in our **Annual Report**.

Additionally, we have supported climate projects beyond our value chain and maintained carbon neutral status since 2020 through our external partner's certification. Key to this is our continued purchase of verified carbon credits, which provide funding to a project in Peru with Verified Carbon Standard (VCS) and Climate, Community and Biodiversity Standards (CCBS) Gold Level verification.

In 2022, Computershare set a target to reach Net Zero by the end of 2042, a standard that requires a more complete measurement of our carbon footprint compared to carbon neutrality. Our carbon footprint was therefore measured again for CY21, this time incorporating all remaining Scope 3 emissions (not measured in CY20).

Computershare achieved our first major emission reduction in 2021 by purchasing Renewable Energy Certificates (RECs), reducing our Scope 2 emissions by 100% across all global locations. Computershare now purchases RECs annually to cover 100% of our purchased electricity and continues to identify opportunities to install renewable electricity generation infrastructure within our global office portfolio.

In February 2023, our carbon footprint (CY22) was measured again. Following the acquisition of the Wells Fargo US Corporate Trust business in late 2021, we were required to adjust our baseline year calculation to incorporate the historic emissions of this business. This enables us to comply with the GHG Protocol corporate accounting and reporting standard and allows reasonable year-on-year comparison of our carbon footprint.

After completing three years of calendar year carbon footprint measurement (with support from our external advisor), the introduction of mandatory climate disclosures in Australia will soon require reporting against the financial year rather than the calendar year. Therefore, before submitting targets to the SBTi, we have changed our reporting year from CY (Jan-Dec) to FY (July-June) to enable consistent future year-on-year reporting of our science-based targets. Our carbon footprint for FY23 (July 2022 to June 2023) was calculated in August 2023. Additionally, CY22 and CY21 calculations were also adjusted slightly to account for an error in the emission calculation for upstream electricity and the CY21 calculation was also updated to match current methodology for use of radiative forcing index (RFI) in line with latest guidance from UK Department for Environment, Food & Rural Affairs.

While we continue to make progress in reducing our direct emissions, we recognise that we must do more to engage with our suppliers and build best-practice into our supplier engagement and management processes from an emissions reduction perspective, based on our Scope 3 emissions which account for more than 90% of our total emissions (see also p.30).

Targets detailed in the report are rounded to the nearest decimal place.

Table 2 below shows our current carbon footprint for FY23 in comparison to CY21, CY22, and our baseline year:

Table 2 - Carbon Footprint comparison for FY23, CY22 (recalculated), CY21 (recalculated) and baseline year (recalculated)

Emission Source	FY23		CY22 (recalculated)		CY21 (recalculated)		Baseline Year (recalculated)*	
	Estimated total emissions [t CO_2]	Estimated total emissions [%]	Estimated total emissions [t CO_2]	Estimated total emissions [%]	Estimated total emissions [t CO_2]	Estimated total emissions [%]	Estimated total emissions [t CO_2]	Estimated total emissions [%]
Scope 1	**2,640**	**2.4**	**2,392**	**2.5**	**2,523**	**2.7**	**2,298**	**2.0**
Direct emissions from company facilities	2,451	2.2	2,285	2.5	2,478	2.7	2,253	2.0
Heat (self-generated)	2,240	2.0	2,053	2.2	2,249	2.5	2,024	1.8
Refrigerant leakage	114	0.1	158	0.2	197	0.2	197	0.2
Generators	97	0.1	74	0.1	32	0.0	32	0.0
Direct emissions from company vehicles	189	0.2	107	0.1	45	0.0	45	0.0
Vehicle fleet	189	0.2	107	0.1	45	0.0	45	0.0
Scope 2	**35**	**0.0**	**36**	**0.0**	**1**	**0.0**	**18,612**	**16.5**
Purchased electricity	0.0	0.0	0.0	0.0	0.0	0.0	18,612	16.5
District heating	35	0.0	36	0.0	1	0.0	-	0.0
Scope 3	**107,846**	**97.6**	**93,059**	**97.5**	**87,539**	**97.2**	**91,589**	**81.4**
Cat. 1 – Purchased goods and services	68,574	62.1	55,687	58.3	59,667	65.0	59,667	53.0
Cat. 2 - Capital goods	12,750	11.5	10,490	11.0	2,947	3.2	2,947	2.6
Cat. 3 - Fuel and energy-related activities	1,251	1.1	1,107	1.2	1,167	2.9	5,216	4.6
Cat. 4 - Upstream transportation and distribution	10,036	9.1	10,038	10.5	10,060	11.0	10,060	8.9
Cat. 5 - Waste generated in operations	1,928	2.0	2,451	2.6	1,277	1.4	1,277	1.1
Cat. 6 - Business travel	4,422	4.0	3,910	4.1	629	0.9	630	0.6
Cat. 7 - Employee commuting	7,570	6.9	7,755	8.1	9,976	10.9	9,976	8.9
Cat. 12 - End-of-life treatment of sold products	55	0.0	55	0.1	55	0.1	55	0.0
Cat. 15 - Investments	1,261	1.1	1,566	1.6	1,761	1.9	1,761	1.6
TOTAL	**110,521**	**100.0**	**95,487**	**100.0**	**90,063**	**100.0**	**112,499**	**100.0**

* Our baseline year is CY20 for Scopes 1 and 2 and CY21 for Scope 3.

Note 1: All Scope 1, 2 and 3 emissions have been reported in full using The Greenhouse Gas Protocol: A Corporate Accounting and Reporting Standard (Revised Edition).

Note 2: Additional information on the reporting methodologies, data types and data quality in relation to our Scope 1, 2 and 3 emissions data can be found in Appendicies on p.32

UPDATE ON OUR CARBON FOOTPRINT REPORTING TIMEFRAMES AND DATA QUALITY

Our baseline year is currently CY20 for Scopes 1 and 2 and CY21 for Scope 3, as this was when our complete footprint was first measured. Upon submission of targets to the SBTi, our baseline years will change to FY21 for Scopes 1 and 2 and FY23 for Scope 3, as a result of two key drivers:

1. A change in our reporting period from CY to FY requires that our baseline years make the same adjustment to enable effective year-on-year comparison.

2. FY23 is a more representative Scope 3 baseline for 'business as usual' than FY22, largely because of the return to employee travel following the COVID-19 pandemic.

These changes will be reported in our FY24 ESG Report, in alignment and compliance with the GHG Protocol corporate accounting and reporting standard and the SBTi's public guidance.

As part of our carbon footprint reporting methodology, we also assess the quality of the data being reported (see appendices p.32). In line with our five-year decarbonisation plan we are aiming to improve our data quality, specifically in relation to procurement spend (where we have targeted to decrease the estimated size of procurement's CY22 carbon footprint by 70%). To support this improvement, we have identified the following two key initiatives over the next 12 months:

1. **Improve our data collection process** – we are planning to invest and enhance our existing data collection systems and further centralise our data collection process, which will enable best-practice data collection.
2. **Increase % of primary data** – this will be focused on transitioning from spend-based supplier data (for Scope 3/Cat. 1 and Cat. 2) to actual supplier carbon data. This will be achieved in partnership with our external advisor through desktop review of publicly available carbon data, utilising CDP's enhanced service to access suppliers' carbon data and the further development and implementation of a supplier engagement program for ESG.

INVESTING IN "BEYOND VALUE CHAIN" MITIGATION

According to the Intergovernmental Panel on Climate Change (IPCC), the remaining 'carbon budget' for a 50% chance of limiting warming to 1.5°C is only 500 gigatons CO_2. Even under optimistic projections, there is an enormous gap between where global emissions are headed by 2030 and where they need to be. Estimates suggest that annual climate finance needs to increase by at least seven times to meet internationally agreed climate objectives by 2030.

Therefore, the SBTi strongly recommends companies achieve more than what is outlined in their science-based targets, by investing in mitigation beyond their value chains.

In response, since 2020, Computershare has invested in mitigation beyond our value chain by supporting a socially responsible forest protection project in East Tambopata Province, located in the south-eastern part of the Madre de Dios region in Peru.

The project is dedicated to conserving the Amazon rainforest and is classified as a forest ecosystem restoration project focused on emissions reduction. Examples of project activities are the geographical marking of the project area sections, training on Brazil nut harvesting and the provision of tools.

The project developer has entered a long-term partnership with the Madre de Dios Federation of Brazil nut Concessioners aimed at preventing deforestation and preserving environmental integrity on 300,000 hectares of concession land in high-quality rainforest. The project is helping to establish initiatives that will increase both the value of the healthy forest and the income generated through sustainable harvesting, empowering concessioners to protect and maintain the forest.

The project is regularly audited by both Verra and our external advisor to ensure it meets the VCS and the CCBS Gold Level Standard.

Computershare reviews our selected project with our external advisor on an annual basis to ensure that we are only investing in high-quality projects with the appropriate due diligence controls in place.

Further information on this project can be viewed here.

OUR NET ZERO JOURNEY

Over the last 12 months, Computershare has been actively progressing our Net Zero journey. Within this journey we have specified three time horizons with a different set of goals for each:

Goal 1: To achieve Net Zero by the end of 2042*
This is in line with the SBTi's corporate Net Zero Standard and will involve reducing our carbon emissions across Scopes 1-3 by 90% against our baseline, whilst the remaining 10% will be neutralised via carbon removals

Goal 2: To meet a verified Science-Based Target by the end of FY33
This is in line with the SBTi's near-term target criteria and will involve reducing our Scope 3 emissions in line with a pathway well below 2 degrees. The Scopes 1 and 2 criteria for a 1.5 degree pathway have already been met

Goal 3: To achieve a five-year decarbonisation plan in line with our near-term target by FY28
We believe that a FY33 horizon is too long-term to plan meaningful, immediate action, so in addition to meeting our near-term targets, we will also meet a five-year decarbonisation plan (ending FY28), which puts our reduction trajectory on track to meet our FY33 near-term targets.

In order to meet our five-year plan, a key focus has been the development of working groups focused on our following four hot-spot areas:

1. Paper and logistics (18% of total CY22 carbon footprint)
2. Procurement (44% of total CY22 carbon footprint)
3. Business Travel and Employee commuting/homeworking (12% of total CY22 carbon footprint)
4. Capital Goods (11% of total CY22 carbon footprint)

In summary, the above hot-spots cover 87% of Scope 3 emissions and 85% of our total carbon footprint, based on our CY22 carbon footprint.

* Achieving our Goal of Net Zero by 2042 will ultimately rely on the future development and availability of goods and services that can help us conduct our business operations in a way that produces significantly less emissions than those currently available.

Working groups were established and we undertook a detailed review with our external advisor of each of the hot-spots to identify a series of actions to support the reduction of associated carbon emissions.

This work has enabled us to develop and finalise our five-year decarbonisation plan (ending FY28), which includes all the key initiatives we plan to implement by the end of FY28, as well as associated near-term targets aligned with the SBTi requirements (see also appendices p.33-34). The next step in this journey is to obtain formal validation of these targets from the SBTi, which we are planning to do over the next 12 months.

OUR FIVE-YEAR DECARBONISATION TARGETS

The target of our five-year decarbonisation plan is to reduce our Scope 3 emissions by 17.5%, including coverage of 100% of our Scope 3 emissions. This equates to a reduction of 10,712 t CO_2 by the end of FY28 and would put us on track to meet our near-term target by the end of FY33. Our five-year decarbonisation has been calculated to achieve a reduction of 10,958 t CO_2, which would exceed the planned target (see Figure 2).

Reduction target | Scope 3	10,712 t
Reduction planned | CCS	3,546 t
Reduction planned | Procurement	*2,262 t
Reduction planned | Capital Goods	*3,147 t
Reduction planned | Employee Travel	2,003 t
Reduction planned | Total	10,958 t
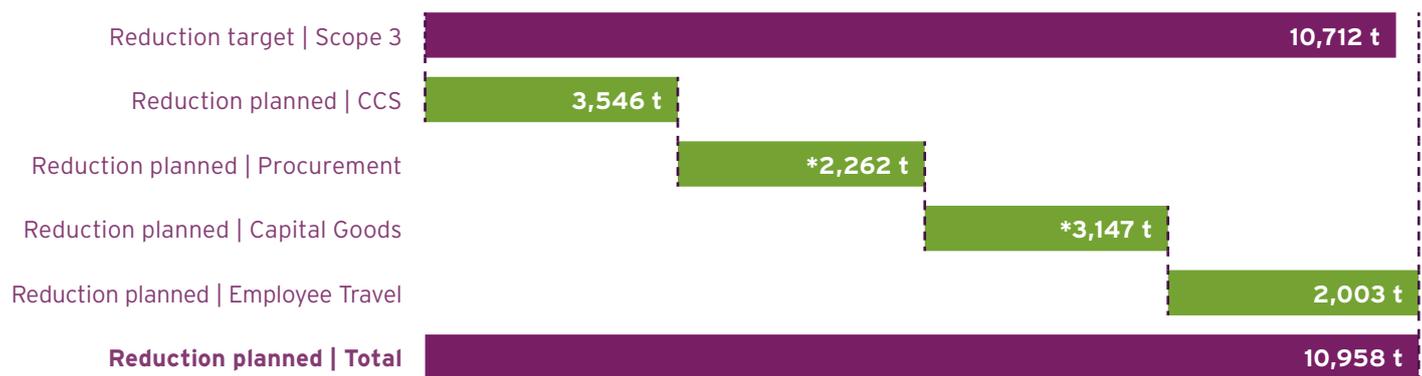
Figure 2 – Summary of planned carbon reduction associated with Net Zero initiatives

Progress against this five-year plan will be reported on a quarterly basis to the Board to ensure that the program remains suitably prioritised, resourced, and that any program risks are resolved in a timely manner.

The sections below provide a summary of the planned carbon reductions associated with each hot-spot. These reduction targets use a baseline year of our CY22 carbon footprint and therefore may be subject to minor changes upon submission to the SBTi, when they will be adjusted using the baseline year FY23.

1. Paper and logistics

Planned reduction in carbon emissions associated with 'Paper and logistics' element only of CY22 carbon footprint by the end of FY28 if targets are met: **19%**

This is made up of the following:

> Reduction in paper weight due to mandated and organic drive to digital;
> Reduction in logistics emissions due to supplier transition to electric vehicles; and
> Reduction in logistics emissions due to reduction in international shipping.

2. Procurement

Planned reduction in carbon emissions associated with 'Procurement' element only of CY22 carbon footprint by the end of FY28 if targets are met: **18%**

This is made up of the following:

> A supplier code of conduct will be developed, issued to suppliers, and measures put in place to assess suppliers' adherence to the code. The code includes a requirement for suppliers to provide Computershare with their Scope 1, Scope 2 and limited Scope 3 carbon emissions data – which will help Computershare improve the quality of our carbon footprint data, in line with meeting our proposed decarbonisation targets in relation to procurement/capital goods emissions;
> Supplier primary carbon footprint data will be obtained to cover 80% of spend by July 2025; and
> A subset of suppliers will be identified and engaged to set their own science-based targets (SBTs), with 80% of the identified group working towards set targets by July 2025.

3. Business travel & employee commuting/homeworking

Planned reduction in carbon emissions associated with 'Business travel & employee commuting/homeworking' element only of CY22 carbon footprint by the end of FY28 if targets are met: **17%**

This is made up of the following:

> Implement business travel initiatives particularly related to air travel, e-taxis and general travel behaviour;
> Implement commuting initiatives particularly related to public transport, cycling and EV use; and
> Implement home working initiatives particularly related to the use of renewables and measurement accuracy.

4. Capital goods

Planned reduction in carbon emissions associated with 'Capital goods' element only of CY22 carbon footprint by the end of FY28 if targets are met: **50%**

This is made up of the following:

> Primary carbon footprint data for capital goods will be obtained for more than 50% of software suppliers;
> Use improved data and information from software and other suppliers to improve capital goods calculation methodology and reduce reliance on spend-based estimates; and
> 20% of capital goods' annual spend by 2025 related to procurement of materials classed as 'sustainable'.

See appendices for a detailed overview of Net Zero initiatives and progress.

SUSTAINABLE PRODUCTS AND SERVICES

In addition to the four hot-spots mentioned above, we also recognise the need to focus on the products and services offered by Computershare and identify opportunities to decarbonise these products over time. We have initially focused on an individual product and have completed a life-cycle assessment of this product with our external advisor to better understand and prioritise areas of the process/product that can be decarbonised.

Over the next 12 months we aim to leverage this work and the table below provides a summary of the sustainable products and services initiatives:

Initiative	Computershare will:	Initiative Status	Target(s)
Develop and implement a product carbon footprint process/tool	Develop a simple process/tool for measuring product carbon footprints (including third party validation as required)	IN PROGRESS	Product carbon footprint process/tool implemented
Measure product carbon footprints	Support the measurement of product carbon footprints across portfolio in a prioritised approach	IN PROGRESS	Prioritised program to measure product carbon footprints implemented

We have captured 'Sustainable Products and Services' as an additional target (although currently this is not formally included within the initiatives aligned to the SBTi which will drive our carbon reduction in line with our Net Zero target). This additional target aims to further support our Net Zero program.

HELPING TO REDUCE THE CARBON FOOTPRINT OF OUR CLIENTS

For many years, we have developed technology to digitise and streamline processes for our clients and their customers. This has helped both us and our clients work towards our environmental goals and has often had the additional benefit of reducing costs.

As part of our journey towards Net Zero by 2042, we are continuing this work, by identifying further opportunities to help our clients with their digital opportunities, to support their own carbon reduction goals.

Several examples have been provided to demonstrate the various types of work we have undertaken with our clients over the past year.

The benefits of our new Employee Share Plan platform

In recent years our Employee Share Plans business has rolled out EquatePlus, a modern and intuitive market-leading platform that allows our clients to oversee their Employee Share Plan simply and effectively. EquatePlus also allows employees to easily understand and manage their participation in a plan, either on the web or using a mobile app. The platform has been successfully rolled out in Europe and Australia and we have commenced roll out in North America.

The deployment of this platform has allowed us to significantly improve the uptake of digital channels for plan-related communications and in turn has significantly reduced the amount of paper communications sent to plan participants.

For example, in the UK, we previously produced approximately 4 million paper communications annually to Plans participants, the majority of which are now sent as digital PDF documents instead. We expect to see similar improvements in Australia in FY24 now that clients have been upgraded to the platform, and in North America after the rollout of the platform is complete.
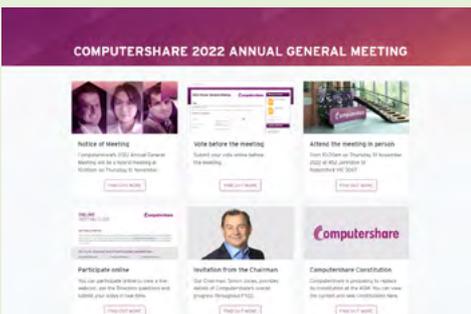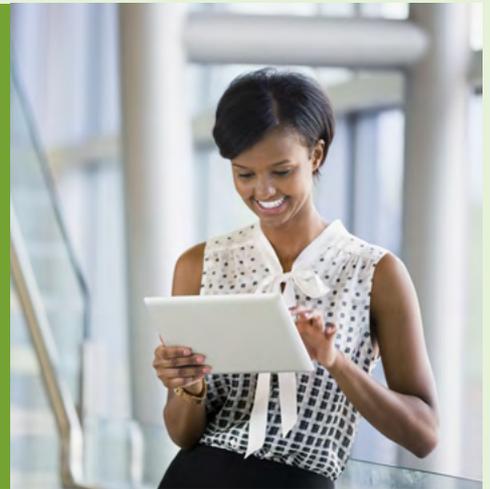
Promoting digital customer communications

Our Computershare Communication Services business is expanding the use of its Microsite (mini website) solution to communicate important content for meetings digitally, instead of printing and mailing annual reports and other paper-based materials.

We already provide this service to more than 1,000 clients globally, who are now able to reduce printing and mailing costs and communicate shareholder information in a more sustainable way. Microsites have reduced printed materials dramatically over the last three years, and we are aiming to reduce CO_2 emissions from supporting documents by a further 40% by FY28.

Curbing paper shareholder statements

In South Africa, our Issuer Services team has stopped printing and posting bi-annual statements from companies to their shareholders. Shareholders can now access these statements online through our Investor Centre platform. This has prevented 90,000 packs from being posted out on behalf of our clients each year from FY23 onwards. This type of initiative is also underway across other global locations.
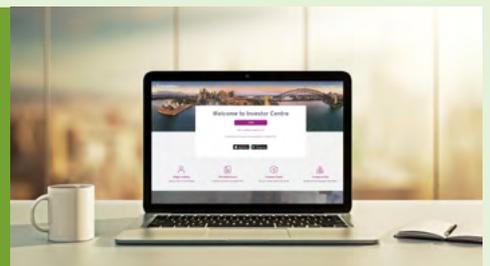
Saving a step when verifying loans

In Canada, our Corporate Trust team has started using software that automatically sources required documents to facilitate mortgage title verification from the country's two largest Land Registry offices. This means lenders no longer need to send us 3-5 pages worth of documents from the Land Registry for each title verification we process. Instead, lenders only need to send additional documents for 10% to 15% of borrowers.

We estimate that this has eliminated up to 150,000 pieces of paper in FY23. It has also enabled us to process files faster by automating 69% of the end-to-end process.

Using online forms for Corporate Actions

Our Corporate Actions team in New Zealand is now utilising online forms for activities such as capital raisings and rights offers, instead of printed documents. This prevented 378,651 pieces of paper from being issued in FY22 and a further 53,004 pieces in FY23.

SOCIAL

We strive to have a positive impact on our people and broader communities across the world.

We work hard to nurture a company culture that empowers people to be themselves and maintain good health. We are committed to celebrating diversity, driving inclusion, and incorporating practices that promote wellbeing into everything we do. Our employee survey tells us how we're tracking, and we're determined to build on and improve our results each year.

Our work to support communities outside our workplaces is guided by the United Nations Sustainable Development Goals. Our charitable foundation Change A Life funds projects both local to our offices and in other locations across the globe that provide opportunities for communities to thrive.

OUR PEOPLE

Our people are at the heart of everything we do and we know that looking after them enables us to innovate and create long-term value for our clients. We have more than 14,000 employees who work in over 20 countries across the globe, in more than 90 offices and many different homeworking locations.

We support and encourage flexible working wherever we can to help our people find the best balance between work and lifestyle. As a global company, many of our teams reach across different time zones, so our working patterns are based on individual roles and responsibilities.

OUR VALUES

Our long-standing values of Certainty, Ingenuity and Advantage represent what we, as a company, bring to our clients each and every day. Our 'Being Purple' ways of working support our values and are a set of positive behavioural signposts for our people. 'Being Purple' also helps us to define the people we want to bring into Computershare and the conduct, behaviours and professional attributes we want to promote and reward.

Detailed guidelines are provided to each member of staff, including our Board, so that our people know what is expected of them. They reflect what actions can be taken to deliver on these ways of working at every level from employee to senior leader. We also provide guidance on 'what it's not' so that our people understand the behaviours we won't accept.

Our 'Being Purple' ways of working also reflect the requirements of our well-established policies on Diversity and Inclusion, human rights, harassment, anti-bribery, corruption and whistleblowing.

SUSTAINABLE DEVELOPMENT G⊙ALS

1 NO POVERTY
2 ZERO HUNGER
3 GOOD HEALTH AND WELL-BEING
4 QUALITY EDUCATION
5 GENDER EQUALITY
6 CLEAN WATER AND SANITATION
8 DECENT WORK AND ECONOMIC GROWTH
9 INDUSTRY, INNOVATION AND INFRASTRUCTURE
10 REDUCED INEQUALITIES

CERTAINTY — Work well together / Do the right thing
INGENUITY — Strive for excellence / Be a pioneer
ADVANTAGE — Keep customers at our heart / Move the business forward

World leaders in financial administration

OUR VALUES IN ACTION

There are many examples of our values being put into action across our businesses globally each year.

One is the work that Computershare Utility Services has done to support Western Australia-based energy provider Horizon Power achieve its strategic objective to help the state's regions thrive by improving the experience of its regional customers and creating regional employment opportunities.

Computershare Utility Services assists a wide range of Australian-based utility providers and businesses to help establish, manage and improve retail utility operations.

In this instance, Computershare Utility Services supported Horizon Power to relocate their contact centre from Melbourne in Victoria to Broome in regional Western Australia.

To support the contact centre's move, we provided resources for strategic planning, deployment and business continuity to ensure phone and digital customer support channels remained accessible by customers.

Horizon Power's new Customer Experience Centre, Nila Janyba, opened in April 2021, including the rehomed contact centre which is operated by Computershare Utility Services. Nila Janyba was created with the consultation and endorsement of Broome's Traditional Owners, the Yawuru people and the vibrant local business community.

More than 20 Broome locals have been hired by Computershare Utility Services to work at the site, increasing local skilled labour and employment opportunities in the region, including for Aboriginal and Torres Strait Islander people. Horizon Power has spoken highly of the way Computershare's project team has responded to events throughout this project, with a can-do attitude and willingness to find solutions.

This example highlights a range of the 'Being Purple' ways of working that underpin our values, including our desire to keep customers at the heart of what we do, be a pioneer, strive for excellence, and work well together.

"I am very grateful for everything this job has taught me, especially giving me the confidence to come out of my shell, and the opportunity I have been provided to take on a senior role.

I look forward to the next challenges of being a senior and cannot wait for what the future holds in the contact centre."

Taya Stack-Manado, Senior Customer Service Representative, Computershare Utility Services

LOOKING AFTER OUR PEOPLE

We strive to empower our people to maintain good health and a positive work/life balance, by embedding health and wellbeing principles into everything we do.

How we embed health and wellbeing:

Ways of working	Our team
› Flexible working arrangements	› Clarity on the values and behaviours expected of our teams, through our Being Purple values
› Promoting teamwork	› Access to health and wellbeing support through an Employee Assistance Program
› Encouraging autonomy and ownership of work	› Nurturing Diversity and Inclusion
› Ensuring teams are appropriately resourced	› Opportunities for professional development
› Channels for recognising good work, including a company-wide platform and annual 'Purple People' awards	› Promoting staff connection through social activities
Our workplaces	› Providing health and wellbeing resources, including fitness classes and gyms at some locations
› Ensuring our physical offices meet standards for health and safety, including accessibility, air quality, ergonomics and lighting	› Offering a day of paid volunteer leave
› Providing information on how to ensure health and safety when working remotely	

"As part of my role, I manage staff events and activities at Yarra Falls, our global headquarters in Melbourne.

I'm passionate about supporting people to come together and connect, whether that's over a shared lunch or during one of our office-based fitness classes. It's clear these opportunities build communities and help maintain our friendly, collaborative and dynamic 'purple' culture."

Tania Hooper, Senior Executive Assistant, Change and Community, Technology Services

LISTENING TO OUR PEOPLE

We listen to our people and review engagement, wellbeing, and culture through our annual Employee Opinion Survey (EOS). People managers receive a results dashboard, full of insightful data and analysis, empowering them to drive further improvements. Each of our global businesses also analyses their respective results annually to identify meaningful engagement objectives and related actions, which then form part of their People plan for the coming year.

EMPLOYEE ENGAGEMENT

Computershare's Engagement Index for 2023 is 71%, which is up 7% vs. 2022. In 2023, we saw improvement against each of the four questions used to calculate our engagement score. While our Engagement Index for 2023 is 6% below a financial services external benchmark, we rate highly against our professional services peers for the "I am motivated to do the best job I can" question.

Engagement Index

An average of the positive scores of the below engagement questions

71%

+7% vs 2022

- Favourable
- Neutral
- Unfavourable
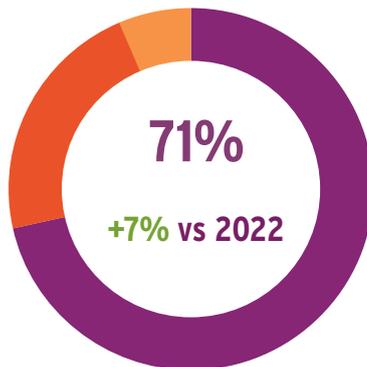
Performance vs external benchmarks

	2022	2023
Financial Services	-13	-6
IT	-14	-7

	Benchmarks			vs 2022	IT	Financial Services
I am motivated to do the best job I can at Computershare	82	13	4	+6	+12	+10
I would recommend Computershare as a great place to work	71	22	4	+9	-8	-7
I am proud to tell others I work at Computershare	69	25	5	+7	-16	-14
I feel a strong sense of belonging at Computershare	63	27	9	+7	-18	-14

DIVERSITY AND INCLUSION

We continued to maintain our high scoring Diversity and Inclusion results, which is our highest scoring area in the EOS again. Our inclusion metrics indicate a positive culture, with 90% of employees stating that their manager works effectively with people from different backgrounds (+3 vs. 2022) and 82% believing Computershare respects individuals and values their difference.

As we enhance our ability to capture data with our new people management system, we aim to be able to provide extra insight into how diverse groups respond to these questions.

Diversity and inclusion Index

82%
+3% vs 2022
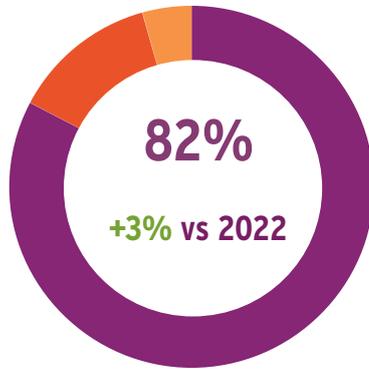
- Favourable
- Neutral
- Unfavourable

Grouped 'Neutral' and 'Unfavourable' into one category for analysis purposes

			Benchmark vs 2022
My manager works effectively with people with different views and from different backgrounds	90%	10%	+3
Individuals' values and differences are respected (At Computershare as a whole)	82%	18%	0
I can be who I want to be at work, I don't have to hide anything	79%	21%	+4
People feel included and valued where I work	78%	22%	+4
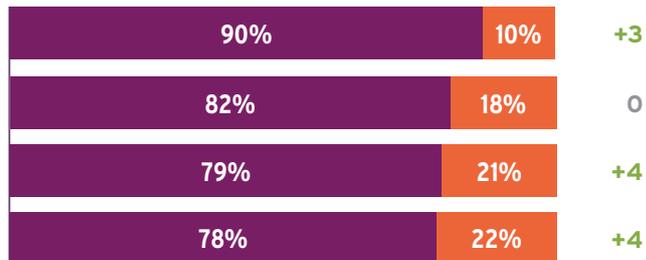
WELLBEING

Our overall Wellbeing Index was 61% in our 2023 EOS (+3 vs 2022), while 71% of our employees felt Computershare supports their health and wellbeing. Wellbeing is a focus area across Computershare, and more analysis and action planning is being undertaken at a Business Line level to understand how wellbeing can be improved.

Wellbeing

61%
+3% vs 2022
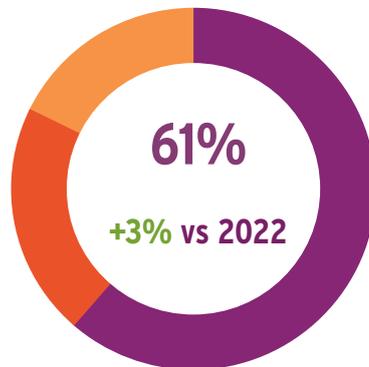
- Favourable
- Neutral
- Unfavourable

				Benchmark vs 2022
I feel able to balance my work and my personal life in a way that works for me and my colleagues	79%	12%	9%	+5
I feel that my health and wellbeing is supported by Computershare as a whole	71%	21%	9%	+1
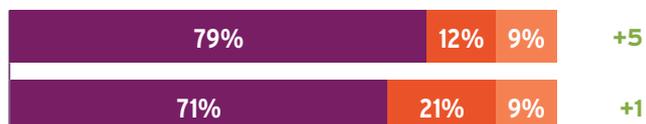
LEARNING AND DEVELOPMENT

We provide learning opportunities for our people to ensure that they have the right skills, abilities, and knowledge required to perform their work. We also offer employees opportunities to develop their skills so they can comfortably take on new responsibilities and progress their career within Computershare.

343,230
learning hours for employees in FY23

20.86
hours per employee

Here are some of the key resources that support our people with their career and development:

Comprehensive onboarding training

Every new employee experiences a thorough and consistent onboarding process through our Welcome to Computershare program.

The program includes a variety of online resources that help our new employees understand who we are, what we do and how we do it, including an introduction to our 'Being Purple' ways of working.

Welcome to Computershare also connects new employees with other resources such as our Mental Health Toolkit and information on how to get involved in our Employee Resource Groups and foster Diversity and Inclusion.

Every new employee and their manager are also provided with a checklist to guide our onboarding efforts.

My Learning Hub

All of our permanent employees have access to My Learning Hub, which hosts more than 60,000 learning resources covering a wide range of topics such as business, technology and leadership.

The platform also connects our people with:

> Live and recorded events featuring advice from industry experts, thought leaders, best-selling authors and business school faculties. These are available on demand anytime and anywhere.
> Skills benchmarks where our employees can assess their current skill level on more than 500 topics and receive recommended learning content based on these assessments.
> Professional development through certifications on a range of technical topics.
> Structured learning paths designed to support career development.

My Learning Hub stats FY23

Over 70%
of our global workforce has actively engaged with My Learning Hub

50,304
learning materials accessed during FY23

Around 27,000
courses completed during FY23

Leadership and Management Development

Our range of Lead to Succeed programs are aimed at supporting employees at all levels to develop their leadership and management skills:

Lead to Succeed: New Leaders:

This supports new managers joining Computershare or people promoted internally to their first management role. This short self-led, online program includes a manager induction webinar and recommended learning resources. In FY23, 222 managers attended the introduction session.

Lead to Succeed: Experienced Leaders:

This builds the skills of experienced managers on topics such as inclusive leadership, executing strategy, mental health awareness and coaching. This is a six month program and in FY23, 238 managers completed the program, with 135 in progress.

Lead to Succeed: Advanced Leaders:

This is aimed at the most senior leaders in the organisation. This covers topics such as building networks and teams, courage, resilience and leadership, developing self and others, global strategy and transformation and inclusive leadership. In FY23, 659 senior leaders accessed the training and 702 hours of learning were recorded.

Other ways we support our leaders include:

Our Manager Toolkits:

These ensure managers have key information on topics such as hiring, engaging and development of their team, managing change, performance and managing leavers. These toolkits include information on employment legislation, processes and policies, and support for managers' skills.

Our monthly manager webinars:

These are where managers of all levels can hear recent updates and ask questions. On average in FY23, about 700 managers attended each month.

Employees also participate in an annual performance review with their line manager, and receive regular feedback throughout the year during scheduled one to one meetings with their managers.

Regulatory learning

We ensure that our employees are provided with all the information they need to maintain our strict compliance with regulations.

Every new employee is assigned training on all key regulatory topics, which they must complete within 30 days. This includes region-specific training. We also provide refresher training for existing employees, who must complete a regulatory training session monthly.

Our regulatory topics include:

> Data Privacy (February)
> Computershare and Me (April)
> Anti-Money Laundering (August)
> Ethical Behaviours and Anti-Bribery and Corruption (September)

> Cyber Security (October)
> Introduction to Risk (November)
> Global Employee Handbook (November)
> Fraud Awareness (December)

99.20%

of employees passed all their regulatory learning in FY23

DIVERSITY AND INCLUSION

We want our team to reflect the diversity of the world in which we operate.

Having a rich mix of perspectives in our workforce makes our business stronger. It drives creativity, innovation and productivity, and ensures we are best equipped to meet the demands of our diverse global customer base.

To support a diverse workforce, we champion inclusive values so everyone feels welcome and able to be themselves.

We have made great progress, and our employee survey results show that our people believe their unique experiences and thoughts are valued highly. However, we know there is still more to do, and our Diversity and Inclusion strategy for FY23-FY25 is helping us build on our work to date.

DIVERSITY AND INCLUSION STRATEGY FY23-25

Our Diversity and Inclusion Strategy for FY23-25 outlines the steps we will take to achieve five key actions over this period, being:

1	2	3	4	5
Visible leadership commitment	Capture more data and set targets to accelerate diversity in leadership	Further embed diversity principles into People policies and processes	Continue talent acquisition review	Integrate diversity into customer and supplier channels

The plan includes measures for success and a three-year horizon plan for FY26-29 to ensure long-term progress.

OUR PROGRESS IN FY23

Our strategy has supported us to make important strides in fostering Diversity and Inclusion this year.

Key highlights include:

Paid parental leave

The US is one of the only developed countries in the world that doesn't offer a mandated nationwide paid parental leave policy. In January 2023, Computershare joined US employers that offer paid parental leave, through the introduction of a paid parental leave program for all US regular full-time employees.

We now offer paid parental leave to employees in every country we operate in, making it easier for people to become parents and continue working for us.

Improving our diversity data

We upgraded the system our people use to provide us with their personal information, to capture more insights into who they are – such as their ethnicity, gender identity, whether they have a disability and their veteran status.

This data will allow us to appropriately support our staff and make more accurate assessments of the effectiveness of our Diversity and Inclusion initiatives. It will also enable us to identify where we may need to make changes to ensure our employee base reflects the diversity of the world in which we operate.

Supporting trans and gender diverse team members

In January 2023, we launched a gender identity and transition toolkit for employees and managers. This toolkit will ensure our staff understand the rich diversity of gender identities that exist and will support those who are going through gender transition.

Leading by example

Our CEO Stuart Irving led a series of global forums focused on Diversity and Inclusion, featuring representatives from our People team and leaders of our Employee Resource Groups (ERGs). Leaders across our company also increased their use and promotion of our Diversity and Inclusion learning resources.

GENDER EQUALITY

We foster gender equality through our policies and processes. These include:

> Providing a flexible working environment through a range of leave and working options, including flexible hours of working, remote working, carers leave, and purchased and unpaid leave
> Parental leave policy
> Sexual harassment policy
> Support measures for employees experiencing domestic violence

Computershare is required to report annually on Gender Pay Parity in Australia, South Africa and the UK, and we also provide this data every four years in Switzerland, which is optional. Going forward, we will also report this information in Ireland and Italy. Our Australian and UK reports are published externally and links to these reports can be found in the Appendices (p.31).

Gender data

Our target, which we are working towards, is for our senior leadership teams (CEO -2) to be made up of

- 40% women
- 40% men
- 20% people of any gender (including men, women and people of other genders)
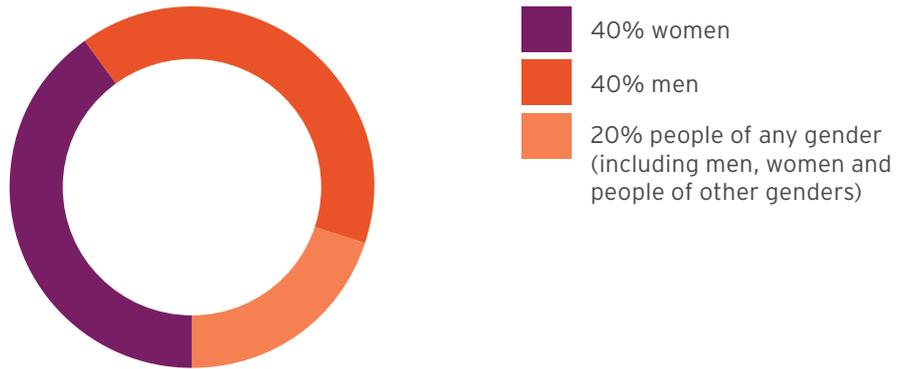
Computershare has reported on our gender percentages for all employee levels in our Annual Report since 2011, with the categories of female and male. The table below includes this data as of 30 June 2023.

	F	M	F%	M%	Total	Change to Female %
Board (inc. CEO)	3	4	43%	57%	7	+
Direct reports of CEO	4	13	24%	76%	17	+
Company Executive*	44	99	31%	69%	144	+
Senior Manager**	231	374	38%	62%	605	-
Manager	779	971	45%	55%	1,750	-
Other	6,300	5,339	54%	46%	11,639	-
Total	**7,362**	**6,800**	**52%**	**48%**	**14,162**	**-**

* Company Executive means a person reporting to a direct report of the CEO.
** Senior Manager means a person reporting to a Company Executive.

OUR EMPLOYEE RESOURCE GROUPS

Our ERGs are employee-led collectives of people with common experiences, and allies. They are intended to affirm and shape the culture of inclusion across our company and are also tasked with collectively finding ways to improve CPU and contributing to our business priorities and outcomes.

Black Leadership Group, led by Black employees from the northern hemisphere

Purple Pride, led by Lesbian, Gay, Bisexual, Trans and Gender Diverse and Queer (LGBTQ+) employees

DisABILITY, led by employees who have a disability or a family member with a disability

Three regional Women4Women groups, led by women

Healthy Minds Group, led by employees passionate about good mental health

This year, our ERGs collectively grew their member base from 841 to 1,800. This is the second year running where membership of our ERGs has more than doubled.

ERGs make our company stronger by:

Building knowledge and understanding

by acting as thought leaders who run monthly webinars, promote educational resources, and celebrate significant events such as Pride, International Women's Day, Mental Health Week and Juneteenth.

Assisting us to develop and review policies

such as our Sexual Harassment Policy and Gender Affirmation Policy. This includes ensuring our language is inclusive of everyone.

Supporting us to attract a diverse range of people into our organisation

by guiding our Talent Acquisition marketing materials. This complements work underway to review our approach to assessing and selecting candidates to provide greater consistency and objectivity in our talent sourcing channels.

Allowing everyone to thrive

by providing access to unique professional development, networking and mentoring opportunities.

Promoting connection and wellbeing

by running regular meetings that allow people with similar experiences to connect.

Breakdown of our Employee Resource Group membership
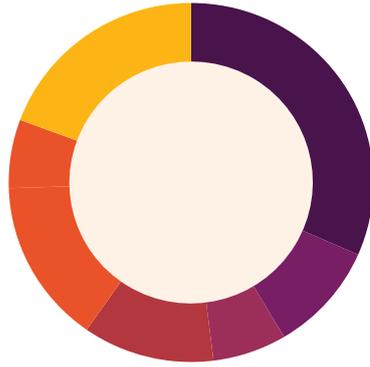
593 W4W NA	**186** W4W EMEA
123 W4W Asia Pac	**219** Purple Pride
278 Black Leadership Group	**116** DisABILITY
363 Healthy Minds	

Employee Resource Groups in action

Shaping our gender identity and transition toolkit

Our Purple Pride ERG played a significant role in the development of our gender identity and transition toolkit for employees and managers, which was released in January 2023.

These guides will build awareness of the rich diversity of gender identities, which helps create an environment where people feel comfortable expressing their gender authentically. They are also designed to provide specific support to employees going through gender transition.

"The creation of the gender transition toolkit was incredibly important to Purple Pride as we are a network created to benefit our LGBTQ+ employees and allies.

By assisting in its creation, we were given the opportunity to make a real difference for our trans, non-binary and gender non-conforming colleagues, in making them feel more comfortable in the workplace."

Jordan Murch, Chair, Purple Pride

Backing diversity in our leadership

This year our Black Leadership Group launched a second mentoring group.

Over the past two years we have also partnered with Solaris, an external leadership development program for Black Female Professionals in the US, UK, Canada and South Africa. During this time, 17 members of the Black Leadership Group have been enrolled in the program.

The program involves 21 days of tuition, reflection, learning and coaching, along with access to an external mentor. It allows participants to gain knowledge and experience outside of our business that they can bring back and is fostering a strong network of black women leaders. It also supports participants to achieve their career goals.

"The Solaris program created a network of Black women leaders that value self-development, love-based leadership, and owning one's career.

My biggest takeaways were leveraging my strengths and passions, navigating career progression as an introverted leader, but more importantly a full acceptance of my authentic self with skill."

Kesha Gonnigan, Team Leader, Transaction Quality

INFORMATION SECURITY AND CYBERSECURITY

Protecting our information assets and customer data is vital to the success of our business.

> **Our global information and cyber security framework is aligned to ISO/IEC 27002:2013, an international set of guidelines established by the International Organisation for Standardisation on best practices for managing information security.**

Information security is supported by an information security strategy, an effective and forward-looking information security operating model and a strong internal capability. The Global Information Security team is led by the Global Chief Information Security Officer (GCISO) who provides oversight and guidance on the overall development and implementation of information security across Computershare.

Information Security is regarded as a critical business function and the GCISO has overall responsibility to the Board, via Computershare's CEO, for the Information Security function. Each of the regions is represented by security consultancy teams reporting into Regional Chief Information Security Officers (RCISO). These teams are supported by global specialist security teams covering cyber assurance, architecture, identity and access management, governance, and operation disciplines. These capabilities are further enhanced through working with specialist external parties.

All Computershare employees have their information security responsibilities clearly defined within a comprehensive global information and cyber security framework aligned to ISO/IEC 27002.

The Board receives regular reports providing visibility of information security risks and oversight of how they are being managed. Security Key Risk Indicators (KRIs) are tracked and reported enabling the management of increasing risk exposures.

Computershare continues to enhance our global information security posture. The Global Information Security (GIS) team established a global Cybersecurity Champions program over the past year. More than 100 volunteer Cybersecurity Champions across Computershare play a pivotal role in creating a culture that fosters secure behaviour. GIS created an Identity and Access Management global specialist security team to centralise and strengthen the controls protecting our information assets and growing digital landscape. Planned enhancements to security testing will further mature how Computershare detects and responds to cyber-attacks.

FY23 Information Security in Numbers

FY23 Information Security in Numbers

DEDICATED experienced and qualified information security teams around the globe

34,000+ of our most privileged system accounts protected with our enterprise grade password management tool

2,000+ client security engagements completed

8,000+ hours spent by Computershare staff on mandatory information security e-learning

0.9 million access entitlements certified
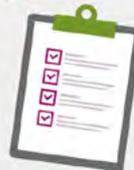
**Millions** invested in information security each year

24x7 Security Operations Centre with all year-round global coverage

4,000+ hours ethically hacking and technically assessing our own systems

Daily automated vulnerability scans against our perimeter networks and internal assets

PRIVACY

Computershare processes the personal data of millions of individuals and takes protecting the privacy rights of these individuals very seriously. In addition to safeguarding the security of personal data, controls have continued to operate effectively to review any proposed change in how personal data is used to obtain comfort that any new or updated processing of data is aligned with the expectations of individuals, clients and regulators and that individuals' privacy rights continue to be supported.

All Computershare staff undertake annual privacy training to make them aware of the importance of protecting personal data and the significant impacts to both individuals and Computershare if personal data is misused.

In the past year, our Privacy Team have continued to review changes in legislation and regulator guidance and work with business areas and our assurance teams to obtain comfort that controls in place continue to support our compliance to applicable global privacy legislation.

One area of significant interest and emerging regulation is Artificial Intelligence (AI) and our Privacy Team have been engaged from the start of our AI projects to support a privacy by design approach to AI where the potential privacy impacts of AI in relation to inputs, processing and outputs are assessed and managed to protect the privacy of individuals.

HUMAN RIGHTS AND MODERN SLAVERY

Computershare is a signatory to the United Nations Global Compact, which means we have committed to implementing universal sustainability principles and taking steps to support UN goals.

This is a focus across our business and supply chain. It is guided by our 'Being Purple' ways of working, particularly our desire to 'do the right thing'.

We provide specific guidance for our global and regional processes and procedures to ensure that we meet and further our commitments to protect human rights.

Our Global Human Rights Policy reflects our commitment to act ethically and with integrity in all business dealings and relationships. We want to be transparent in the approach we are taking in tackling modern slavery throughout our supply chain, and we are implementing and enforcing effective systems and controls across our organisation and supply chain in support of these commitments.

Our goals in supporting human rights and preventing modern slavery include the following:

> Conducting our business in a manner that respects the rights and dignity of all people and complies with all legal requirements.
> Prohibiting the use of child labour, forced or compulsory labour or other forms of modern slavery in any of our operations.
> Training and directing our employees to fulfil our commitments to human rights protection.
> We expect our suppliers to do business in an ethical manner and to share the same commitments as we do in supporting human rights, including the elimination of modern slavery in their own organisation and supply chain.

Here's some of the progress we've made over the past year:

Released our third Modern Slavery Statement
> In December 2022 we published our third Modern Slavery Statement.
> As well as helping us to meet regulatory obligations in Australia and the UK, the document outlines the progress we've made to identify, manage and mitigate the specific risks of modern slavery in our operations and supply chain.

Implemented a Supplier Code of Conduct
> Computershare wants to work with suppliers that support our values and meet both our standards and all applicable laws in the area of labour and human rights.
> Our Supplier Code of Conduct, released in June 2023, describes the standards of integrity and ethics, human rights, labour, social, and environmental practices that we expect our suppliers to adhere to.

Provided additional modern slavery training for our people
> Some roles need a particularly high understanding of modern slavery. In FY23, members of the Procurement, Facilities, Recruitment and wider People teams, as well as those involved in purchasing IT products and our modern slavery working group, took part in enhanced modern anti-slavery training through Unseen, a specialist training provider.

Being ethical and honest in our business practices remains a top priority. While we've made good progress in FY23, we've identified the following areas for improvement for FY24:

> **Ongoing improvement of supplier management** – This has included improving supplier data, procurement selection processes, and oversight of our suppliers, which will help support better disclosure for future modern slavery reporting.
> **Enhance modern slavery training/awareness** – Further enhance our modern slavery training and awareness to help all employees recognise and report instances of modern slavery.

SUPPORTING OUR COMMUNITIES

CHANGE A LIFE

Computershare's charitable foundation, Change A Life, was founded in 2005 with the aim of empowering people facing economic challenges around the world.

Since then, we have raised AU$11 million, in partnership with our employees. This money has been used to fund sustainable agriculture and reforestation, food security, mobile eye care clinics, disaster relief and a range of programs for children who have needed education or welfare support.

Every month, more than a thousand of our people donate to Change A Life via automatic payroll donations, each of which is matched by Computershare. Many of our employees have been regular contributors to Change A Life since its inception.

Employee supporters choose which major global projects we sponsor and have a say on other organisations we partner local to our offices around the world.

Breakdown of Computershare Donations worldwide
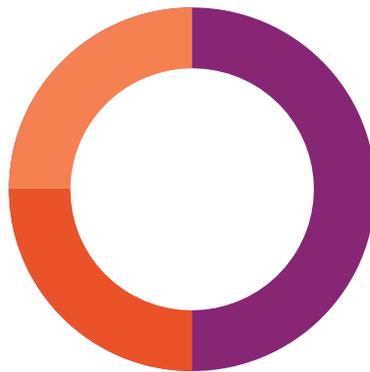
50%	Our Global Project
25%	Our selected diversity champion organisation
25%	Charities local to our offices

SUPPORTING THE WORLD YOUTH INTERNATIONAL SCHOOL IN NEPAL

Since 2017, Change A Life's global project has been supporting the World Youth International School in Nepal's Gokarna region.

The school was opened in 1999 by World Youth International, an organisation committed to backing community-led, sustainable development projects. The school trains local teachers and provides quality education to more than 650 children from grades 1 to 12.

The support we have provided to date has expanded and upgraded the school. Our staff have also funded specific projects at the school.

Change A Life is a registered charity in Australia, and donations made within Australia are externally audited. Donations made in other countries are paid directly to the charities that we support.

THE CHANGE A LIFE BOARDING CENTRE

Between 2018 and 2022, our team raised more than AU$600,000 to support the creation of a new boarding centre adjacent to the World Youth International School.

The Change A Life Boarding Centre opened in November 2022. It will provide a home to 50 students in grades 11 and 12 as they undertake their studies.

The boarding centre will benefit students who find it difficult to make the daily trip to and from school during the monsoon season. The foundations of the building have been built to earthquake standards, with the option of adding additional levels.

Employees raised money through three fundraising treks. This included two treks through the Himalayas in 2018 and 2019 respectively, featuring team members from Europe, Australia, and New Zealand. There was also a virtual trek held in 2022.

In 2023, team members from North America will also participate in a fundraising trek (postponed from 2020), to raise money for new two buses for the school.

"The Change A Life Boarding Centre has quickly become a valued and happy place at the World Youth International School.

Not only do the students benefit from a great living environment, they also have access to study support networks that help them excel in their studies. This ensures that they are able to make the most of their time at the Boarding Centre and achieve academic success.

In addition to academic support, the students get to experience a range of exciting activities. They enjoy excursions around the region, participate in sporting events, and even engage in school competitions. This not only enhances their overall educational experience but also allows them to form lasting friendships and develop important life skills."

Terry Hoey, General Manager, World Youth International

THE COMPUTERSHARE IT COLLEGE

In 2022, our employees voted to select our next global project – funding the creation of an IT College on the World Youth International School's grounds. It will provide technology education for 140 paying students each year and is due to open in 2025.

The IT College will consist of four new classrooms, a computer lab and other supporting amenities. It will be built on top of the Change A Life Boarding Centre and the school's administration building.

The project will primarily be funded through Change A Life's regular donations to World Youth International School.

YEAR UP, OUR NEW DIVERSITY CHAMPION ORGANISATION

In 2022, we selected Year Up as the organisation we support which champions opportunities for diverse communities.

Year Up is a US-based workforce development organisation that works with young adults who would otherwise be at risk of missing out on crucial education, training, and/or professional career opportunities. Their mission is to improve equitable access to economic opportunity, education, and justice for all young adults – no matter their background, income, or locality.

Year Up run a tuition-free job training program that offers a proven path to career success, through access to some of the best companies in the US. It operates more than 30 campuses across the country, many in the same localities as our own offices.

In addition to the financial support we provided Year Up in FY23, our team also attended their networking and volunteer events, including mock interviews and customer service calls.

SUPPORTING COMMUNITIES CLOSE TO OUR OFFICES

Since 2017, Change A Life has partnered with a range of not-for-profit organisations near our offices to provide practical support to local communities. Our employees have a say in the organisations we support, and many of them to date have had a focus on young people.

Some of our people choose to go the extra mile by volunteering for these organisations, either individually or with their colleagues. While it was not possible to do this in-person during the Covid-19 pandemic, these activities have now begun to resume.

North America	APAC	UK and Europe

Food Banks Canada
Foster Love
AUCKLAND CITY MISSION
Starlight Children's Foundation
KIDS UNDER COVER
CHANGING YOUNG LIVES FOUNDATION 成長希望基金會
FareShare fighting hunger, tackling food waste
Save the Children
YB
mind for better mental health Jersey

EXAMPLES OF OUR VOLUNTEERING IMPACT

Changing Young Lives Foundation (成長希望基金會)

In Hong Kong, we support the Changing Young Lives Foundation. They are dedicated to rewriting the lives of marginalised young people, by providing free centre-based and outreach programs in education, talent development and self-empowerment.

In the 2022 festive season, our Hong Kong team visited young people who are supported by the foundation to provide homework tutorials and art and craft lessons.

Auckland City Mission – Te Tāpui Atawhai

In Auckland, we support Auckland City Mission – Te Tāpui Atawhai, who respond to poverty and need across the city.

Since 2018 – with the exception of 2021 due to Covid-19 restrictions – our team in Auckland have participated in the Mission's Auckland's Angels initiative, collecting food and gifts for families in need in the lead up to Christmas. This year they also volunteered time to assist in administration, quality control, selecting and sorting gifts to go with food parcels, and wheeling trolleys out to client's cars.

This played a role in the Mission being able to distribute more than 10,000 food parcels and 40,000 gifts during the 2022 festive season.

GOVERNANCE

ESG GOVERNANCE STRUCTURE

Computershare aims to ensure that management of ESG topics is embedded across the organisation so we can develop the right company culture around ESG. In order to achieve this, we have adopted the following ESG Governance structure (see Figure 3) to ensure that the management and control of ESG risks is supported by a strong culture of governance and doing the right thing across the organisation.
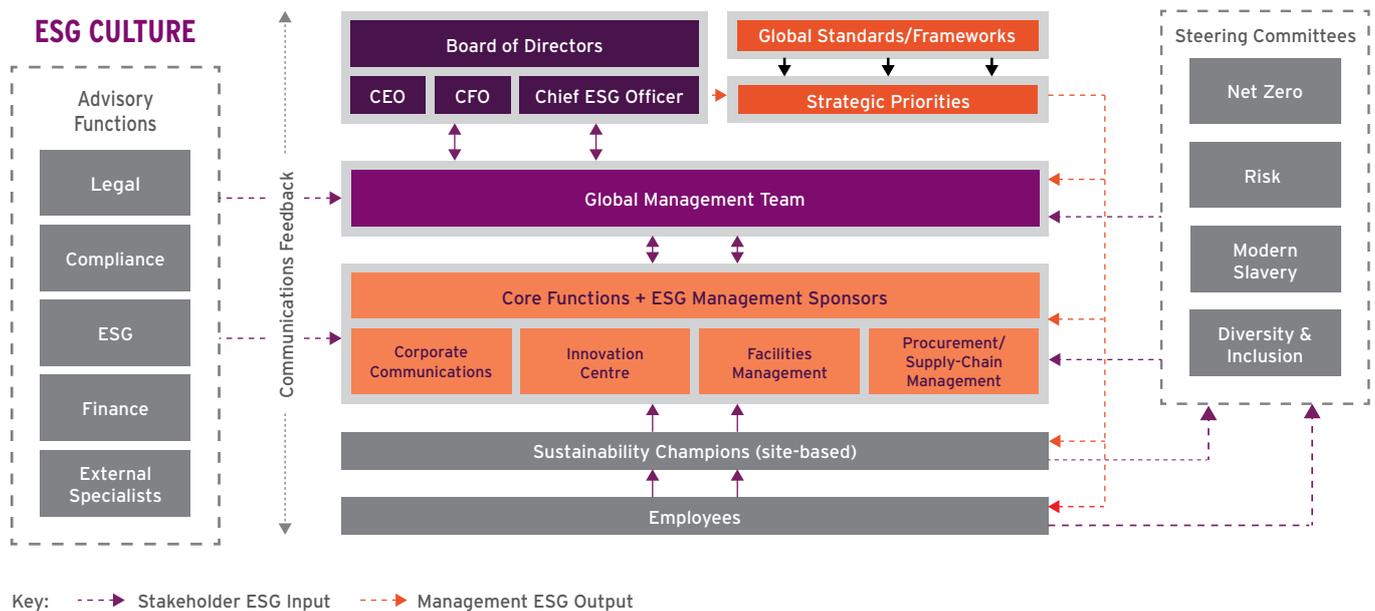
Figure 3 - ESG Governance structure model

We have developed several cross-regional steering committees (Net Zero, Modern Slavery and Diversity & Inclusion) to support ESG governance across the organisation. These committees feed back into the Global Management team and core functions as required. We also have a number of advisory functions (Legal, Compliance, ESG, Finance and external specialists) that provide technical input to support the ESG governance process.

ESG is a standing agenda item with the Computershare Board and they receive a quarterly sustainability report produced by the Chief People and ESG Officer, which covers progress against our Net Zero sustainability targets, as well as global and local initiatives.

We actively encourage the diversity of our Board in support of our ESG ambitions. Today, our Board is made up of 57% males and 43% females.

We also continue to evaluate executive pay remuneration to ensure this is linked to ESG-related objectives. In FY22, 5% of the CEO and CFO's objectives (and financial outcomes) were linked to ESG-related targets and this has continued in FY23 and FY24. Additionally, our short-term incentive schemes for senior management have had ESG related metrics included from FY23 onwards. Collectively this highlights the increasing importance of ESG to Computershare.

Computershare also has a recognition platform in place, which can be used to recognise employees for positive contributions towards the management of ESG/climate-related issues.

In FY23, the company strategy included a Net Zero goal as one of Computershare's global priorities and we plan to continue to link priorities to ESG-related matters going forward.

RISK AND AUDIT, INCLUDING ENTERPRISE RISK MANAGEMENT (ERM) FRAMEWORK

Computershare has a structured approach to assessing the impact of risks within our business, including specific ESG-related risks. All risks are assessed against a global framework which considers impact to financial, reputational, regulatory, customer/client and people elements.

Computershare's Board sets an acceptable level of risk against each risk type and this is generally 'low' (although there are some risk types where there is no acceptable level of risk, and some where slightly higher levels of risk are tolerated). This is known as risk appetite and is aligned to the company's strategic objectives.

Computershare's Enterprise Risk Management (ERM) Framework incorporates the following areas of risk management: current regulation, emerging regulation, technology, legal, market and reputation, amongst others. In the past 12 months, our ERM Framework has been enhanced to include environmental risks and an associated risk appetite. Future areas of development include scenario analysis of climate-related risks and development of ESG Key Risk Indicators (KRIs).

The governance of the framework has an annual review cycle, with material changes approved at Board level and specific communication to all business areas. Where the business identifies a risk type, it is assessed, recorded, and managed through our Global Governance Risk and Compliance Tool.

There is a specific program, being led by the Global Head of ESG Risk and sponsored by the Global Chief Risk Officer, that regularly reviews and updates the ERM Framework relative to our ESG goals and, where gaps are identified, these are implemented and embedded across the business. Following the update to our ERM Framework, climate-related risks will be identified and evaluated over short, medium, and long-term horizons (see Table 3) as part of our overall approach to risk management.

Table 3 - Computershare's definition of short, medium, and long-term horizons

Horizon	From (years)	To (years)	Definition
Short-term	0	1	A short-term time period would include sustainability initiatives or goals we want to implement in the near future – within 12 months.
Medium-term	1	5	A medium-term time period would include sustainability initiatives or goals we want to implement within the next two to five years.
Long-term	5	10	A long-term time period would include sustainability initiatives or goals we want to implement within the next 5 to 10 years – these can be built upon short- or medium-term goals.

This evaluation will review the potential impact of climate-related risks on the business, strategy, and financial planning across the following areas: 1) Products and services; 2) Supply chain and/or value chain; 3) Adaption and mitigation activities; 4) Investment in research and development/operations; 5) Acquisitions/divestments; and 6) Access to capital.

Computershare also has a dedicated Group Internal Audit function led by the Group Chief Audit Executive, who has a reporting line to the Chair of the Risk and Audit Committee. Group Internal Audit is authorised to audit, and has full and unrestricted access to, all areas of the Computershare Group without the need for prior approval. The function's key responsibilities are to: review and appraise the adequacy, design and effectiveness of the Group's system of internal controls; evaluate and improve the effectiveness of risk management, control and governance processes; and identify control gaps.

All internal audits are conducted in accordance with the Institute of Internal Auditors (IIA) Standards for the Professional Practice of Internal Auditing, and on completion Internal Audit will issue written reports, which are distributed to management and communicated to the Risk and Audit Committee. Where the report identifies specific findings and recommendations, the report will include an action plan from management to implement appropriate corrective action within specific timeframes, which are actively monitored.

Each year the function develops an annual audit plan for Risk and Audit Committee approval from a bottom-up risk assessment of auditable entities (recorded in the global audit universe) and a top-down assessment of the enterprise risk profile. The global audit universe contains various auditable entities that contribute to the management of ESG risks, and during FY23 an 'ESG Governance' entity was added. Audits completed in FY23 included ESG risk areas such as: Compliance and Regulation; Financial Crime; Conduct; Information Security; Privacy; People; Corporate Governance; and Business Interruption. The FY24 audit plan provides further coverage of these risk areas, with additional reviews of ESG data governance internal controls and business ethics planned. The global audit universe is subject to ongoing re-assessment to determine whether changes to the annual audit plan should be made in light of the enterprise risk profile.

ALIGNMENT TO CLIMATE-RELATED DISCLOSURES AND FRAMEWORKS

In addition to our internal governance structure, Computershare aims to align with recognised global disclosure standards and frameworks, including the UN Sustainable Development Goals, CDP (formerly Carbon Disclosure Project), Task Force on Climate-Related Financial Disclosures (TCFD) and Sustainability Accounting Standards Board (SASB). This is a key aspect of our ESG governance as it ensures that as an organisation, we are always aiming to meet the highest standards of external disclosure and looking to adopt best-practice and implement improvements wherever possible.

Computershare submits a public CDP disclosure on an annual basis. In 2022, Computershare improved our CDP Climate Change score from a 'C' rating to a 'B' rating and our CDP Supplier Engagement score from a 'D' rating to a 'B' rating. Our current CDP scorecard can be accessed **here**.

In December 2022, Computershare also signed up to the UN Global Compact. Our letter of commitment can be accessed **here**.

We recognise there are still gaps and areas for improvement in relation to the above disclosure standards/frameworks and we are continually reviewing these and others to identify further opportunities to develop and improve our ways of working.

Please refer to tables in appendices, which indicate our reporting progress specifically against TCFD, SASB, and CDP disclosure requirements.

WORKING WITH OUR SUPPLIERS

Computershare recognises that a significant proportion of our carbon footprint is associated with Scope 3 emissions and therefore working collaboratively with our suppliers is seen as a priority for the business in terms of meeting our Net Zero target. Additionally, we also recognise that many of our ESG risks are embedded within our supply-chain and therefore improving the management of our supply-chain is seen as a key activity for Computershare over the coming years.

During FY23, Computershare published our first 'Supplier Code of Conduct'. This was seen as a key milestone in terms of setting out our expectations to suppliers in relation to ESG credentials.

Over the next 12 months, Computershare plans to develop and implement a supplier engagement program, which will build on the release of our Supplier Code of Conduct. This will be supported by the roll-out of a new Oracle system within procurement, which incorporates a supplier portal aimed at improving the transfer/sharing of data/information between Computershare and suppliers.

It is key to Computershare that we are able to build strong partnerships with our suppliers, which will include leveraging key information/data from our suppliers on an annual basis, including:

> Validation of supplier's ESG credentials; and

> Supplier's annual Scope 1, Scope 2 and certain Scope 3 data.

GROUP LEVEL POLICIES AND CODES THAT SUPPORT ESG

In support of our overall approach to ESG governance, Computershare has already developed and implemented the following policies and codes:

⤓ **Global Code of Conduct**	⤓ **Modern Slavery Statement 2022**
⤓ **ESG Policy**	⤓ **Supplier Code of Conduct**
⤓ **Diversity and Inclusion Policy**	⤓ **Anti-bribery and Corruption Policy**
⤓ **Human Rights Policy**	⤓ **Whistle-blower Policy**

These policies and codes are communicated to all employees through our mandatory learning platform and are reviewed and maintained on an ongoing basis. Compliance with these policies is regularly monitored by the Board. Public policies are also available through the '**Governance**' section of our website.

APPENDICES

ESG SUMMARY

ENVIRONMENT, SOCIAL AND GOVERNANCE		
ENVIRONMENT	**SOCIAL**	**GOVERNANCE**
Minimising the impact of our resource consumption on the environment, by reducing our carbon footprint and the ongoing evaluation of physical and transition risks to Computershare	**How we interact with customers, communities, employees and suppliers, including the identification and management of associated risks**	**Internal practices and policies for effective and ethical decision-making, legal compliance and risk identification and management (including climate-related risks)**
> Net Zero/GHG Emissions/ Climate Change > Water security > Waste/Resource Management > Energy Management > Sustainable Products/ Services > Green Buildings > Pollution (air, land & water) > Biodiversity/Ecological Impact > Natural Events (pandemics, flooding)	> Diversity and Inclusion > Equal opportunity > People Development > Modern Slavery > Occupational Health and Safety > Responsible Supply Chain > Social Justice/Human Rights > Privacy > Community Impact/ Investment	> Corporate Governance (policies, procedures, and risk management) > Data Governance > Leadership and Training > Regulatory Compliance > Business Ethics/Integrity (including Conflicts of Interest) > Board and Executive Diversity > Information Security/ Cybersecurity > Stakeholder Engagement > Shareholder/Investor Rights

RELEVANT LINKS

🔗 **CDP submission**

🔗 **Modern Slavery Statement**

🔗 **Corporate Governance Statement**

🔗 **Tax Transparency Report**

🔗 **Code of Conduct**

🔗 **WGEA Report**

🔗 **UK Gender Pay Gap Report**

REPORTING METHODOLOGIES, DATA TYPES AND DATA QUALITY

All Scope 1, 2 and 3 emissions have been reported using The Greenhouse Gas Protocol: A Corporate Accounting and Reporting Standard (Revised Edition). The below table summarises our emissions reporting in terms of data type, methodology and data quality (including comparison with CY22 data quality):

Scope/type	FY23 Data Type/Methodology	FY23 Data Quality	CY22 Data Quality
Scope 1			
Vehicle fleet	> Primary activity data	HIGH	HIGH
Heating	> Primary/secondary data mix	MEDIUM	MEDIUM
Refrigerants	> Primary/secondary data mix	MEDIUM	HIGH
Generators	> Primary/secondary data mix	MEDIUM	MEDIUM
Scope 2			
Electricity	> Primary/secondary data mix > Note: Our global Scope 2 footprint comprised of all our global locations. Where primary data was unavailable consumption data was extrapolated using kWh/sq ft of the nearest site.	MEDIUM	MEDIUM
Scope 3			
Category 1 – Purchased goods and services	> Primary/secondary data mix > Hybrid method > Spend-based method used for majority of Scope 3.1 emissions because most of scope 3.1 category consists of purchased services.	MEDIUM	MEDIUM
Category 2 – Capital goods	> Primary/secondary data mix > Spend-based method > Spend-based approach used. Machinery, equipment and construction-/ renovation-related purchases were considered.	LOW	LOW
Category 3 – Fuel and energy-related activities	> Primary/secondary data mix > Average data method > Calculated using primary consumption data provided for Scope 1 and 2	MEDIUM	MEDIUM
Category 4 – Upstream transportation and distribution	> Primary/secondary data mix > Average data method/Distance-based method	MEDIUM	MEDIUM
Category 5 – Waste generated in operations	> Primary/secondary data mix > Hybrid method/Average data method/Waste-type-specific method	MEDIUM	MEDIUM
Category 6 – Business travel	> Primary/secondary data mix > Hybrid method/Fuel-based method/Distance-based method	MEDIUM	MEDIUM
Category 7 – Employee commuting	> Primary/secondary data mix > Distance-based method > Commuting survey was multiplied by the total number of employees per region.	MEDIUM	MEDIUM
Category 12 – End-of-life treatment of sold products	> Primary/secondary data mix > Hybrid method/Average data method/Waste-type-specific method > Emissions from the waste disposal and treatment of products sold (in the reporting year) at the end of their life.	MEDIUM	MEDIUM
Category 15 – Investments	> Primary revenue data > Spend-based method > Calculated with Quantis tool using spend data.	LOW	LOW

OUR FIVE-YEAR DECARBONISATION TARGETS (DETAILED OVERVIEW)

1. Paper and logistics

Initiative	Computershare will:	Initiative Status
Mandated and organic drive to digital channels	Continue to develop customer messaging, campaigns and applications – to better promote and increase online adoption and self-serve	IN PROGRESS
Reducing the volume of material in physical packs	For customers that need a physical pack, we will continue to develop our Notice and Access solutions, enabling extra content to be hosted online and accessed by customers using a QR code printed on their physical Notice	IN PROGRESS
Reduce the volume of mail which gets transported by air	Work with postal services partners to see if there are more sustainable ways to transport mail and still meet SLAs. If we can't digitise packs, we will look to distribute mail so that it can be produced closer to its final delivery destination (if possible)	PLANNING STAGE
Utilise a more sustainable supply chain	Work with our supply chain to ensure we can access the most sustainable services available, be that sustainable materials and/or green logistics/fleets	PLANNING STAGE

2. Procurement

Initiative	Computershare will:	Initiative Status
Supplier Code of Conduct	Develop and implement a Supplier Code of Conduct, incorporating a set of carbon footprint specific criteria (with associated Key Performance Indicators)	IN PROGRESS
Supplier Carbon Footprint Data	Work with suppliers to obtain their activity-based carbon footprint data, which we can use in our annual carbon footprint measurement	IN PROGRESS
Procurement processes	Streamline procurement processes to ensure that cost efficiencies are identified (e.g. single global suppliers where possible) and processes are enhanced in terms of supplier engagement	TO BE COMPLETED
Supplier Engagement (Pilot)	Identify sub-category of suppliers and pilot engagement strategy on reducing carbon emissions Note: Proposed sub-category of suppliers will include significant Management Consultancies, Accountancy Firms and Law Firms (based on spend). This accounts for a significant amount of total purchased goods and services spend	TO BE COMPLETED

3. Business travel & employee commuting/homeworking

Initiative	Computershare will:	Initiative Status
Incentive to switch to renewable energy at home	Explore available incentives to encourage people to switch to renewable energy	TO BE COMPLETED
Survey people about how much of their home is heated	Include additional questions in next year's employee homeworking and commuting survey	TO BE COMPLETED
Information campaign – informing employees about heating and cooling	Develop an information campaign to inform employees around heating and cooling reduction opportunities	TO BE COMPLETED
Incentive to insulate homes	Explore available incentives to encourage employees to improve home insulation	TO BE COMPLETED
New Office Policy (proximity to public transport)	Create a policy on selecting new office locations – specifying proximity to public transport links	TO BE COMPLETED
New Office Policy (environmental standards)	Create a policy on new office minimum environmental standards – requiring new offices to meet highest possible local standards and landlords to be compliant with our Supplier Code of Conduct	TO BE COMPLETED
Buy public transport passes in bulk for employees	Explore available incentives to encourage employees to use public transport	TO BE COMPLETED
Retrofit solar on buildings	Explore opportunities to fit solar panels at Computershare global office locations	TO BE COMPLETED
Install charge points in buildings for EVs, and incentivise employees to switch to EV	Explore available Electric Vehicle incentives and options and develop an associated policy	TO BE COMPLETED
As of 2024, all new company cars must be EVs	Identify and implement a new partnership agreement to only provide electric company vehicles from 2024	TO BE COMPLETED

Initiative	Computershare will:	Initiative Status
Environmentally friendly/electric buses to pick employees up en masse	Consider environmentally friendly/electric bus options for employee transport across Computershare global office locations (where feasible)	TO BE COMPLETED
Incorporate environmentally friendly/ electric buses initiative with a "park and ride" solution	Determine if there's a park and ride solution that can be incorporated as part of environmentally friendly/electric bus roll-out initiative	TO BE COMPLETED
Introduce cycle to work schemes in countries where they exist	Research and implement cycle to work schemes in all Computershare global office locations (where available)	TO BE COMPLETED
Incentivise use of public bikes/scooters	Incentivise use of public bikes/scooters in all Computershare global office locations (where available)	TO BE COMPLETED
Personal Carbon Footprint Calculator	Introduce a personal carbon footprint calculator for employees and enable employees to offset their carbon emissions tax-free	TO BE COMPLETED
"Commute by most environmental means" written into policy	Review and update travel policy to encourage employees to commute by most environmentally friendly means available	TO BE COMPLETED
Mandate a 10% reduction in flights by FY24, and build to greater reductions by 2027	Review and enhance Computershare's travel policy and mandate a 10% reduction in flights by FY24, and build to greater reductions by 2027	IN PROGRESS
Invest in conferencing equipment – travel to "webex centre" rather than to overseas meeting	Undertake a gap-assessment of existing conferencing equipment across global office locations and determine where any additional equipment is required	TO BE COMPLETED
Information campaign – inform people about no. of meetings with/without travel	Create a campaign to get people to think environmentally responsibly in relation to travelling for meetings (internal and external)	TO BE COMPLETED
Travel Policy update on rail/air travel	Review and enhance Computershare's travel policy to incorporate requirement on "use train" and "only fly when absolutely necessary"	COMPLETE
A change in the reporting and approval process for flights	Review and enhance reporting and approval process for business flights to ensure only justified air travel is permitted	IN PROGRESS
Create a list of "environmentally friendly" hotels for business purposes	Review current hotels used (country by country) and implement a preferred list of environmentally friendly options	TO BE COMPLETED
Use e-taxis where possible – put into policy	Review and enhance Computershare's travel policy to require only electric taxis be included on preferred lists	TO BE COMPLETED
Travel Policy update on airport pick-ups	Create a policy on pick-ups from airports, and create office-by-office guidance on "how to get to Computershare office locations by most environmentally friendly means possible"	TO BE COMPLETED

4. Capital goods

Initiative	Computershare will:	Initiative Status
Obtain supplier carbon data	Obtain carbon data from key software providers to improve data quality	TO BE COMPLETED
Develop a standardised/ improved process for measuring Capital Goods carbon emissions	Transition Capital Goods from spend-based emission calculation to activity-based or hybrid method for future carbon footprint calculations and/or potentially developing a standard carbon intensity for certain categories of Capital Goods, which can then be reviewed/improved year on year	TO BE COMPLETED
Incorporate Net Zero requirements into supplier selection process	Review procurement process and incorporate Net Zero requirements into supplier selection process (e.g. where possible procure more sustainable materials to enable improved emission factors to be applied during carbon footprint calculations)	TO BE COMPLETED

ALIGNMENT TO CLIMATE-RELATED DISCLOSURES AND FRAMEWORKS

Disclosure status against TCFD framework

Disclosure area	Disclosure requirement	Reporting summary	Disclosure Alignment Status	CDP disclosure	Report page reference/Future disclosures
Governance	a) Describe the board's oversight of climate-related risks and opportunities.	› Board have overall accountability for ESG risks. › Board make strategic decisions based on climate-related issues. › Board receives quarterly updates on ESG/Net Zero targets from all individual Business Lines as part of Net Zero program/five-year decarbonisation plan.	🟩	✓	Annual Report – p.5
	b) Describe management's role in assessing and managing climate-related risks and opportunities.	› Chief People and ESG Officer appointed within **Global Management Team**, who provides quarterly updates to the Board on ESG matters and has responsibility for managing ESG/climate-related issues. › Net Zero Steering Committee established. › Business Line management required to provide regular updates on Net Zero via their rolling five-year business line.	🟩	✓	ESG Report – p.5 and p.28
Strategy	a) Describe the climate-related risks and opportunities the organization has identified over the short, medium, and long term.	› Engagement with third party to support calculation of carbon footprint and development of Net Zero strategy. › Key climate risk areas and carbon reduction emission opportunities identified.	🟩	✓	ESG Report – p.7-9 and p.29
	b) Describe the impact of climate-related risks and opportunities on the organization's businesses, strategy, and financial planning.	› Ongoing evaluation of climate risks and opportunities on business, strategy, and financial planning over short, medium, and long term. See p.29 for horizon definitions.	🟧	✓	FY24 disclosure planned as part of our ERM Framework development.
	c) Describe the resilience of the organization's strategy, taking into consideration different climate-related scenarios, including a 2°C or lower scenario.	› Initial region-specific scenario analysis has commenced in Canada as a pilot. Further development and implementation of Group level scenario-analysis process is planned over next 12 months.	🟧		FY24 disclosure planned as part of our ERM Framework development.
Risk Management	a) Describe the organization's processes for identifying and assessing climate-related risks.	› Enterprise Risk Management framework/process has been enhanced to incorporate identified climate-related risks as part of our continuous improvement and annual governance cycle.	🟩	✓	ESG Report – p.29
	b) Describe the organization's processes for managing climate-related risks.	› Enterprise Risk Management framework/process being reviewed and enhanced to incorporate identified climate-related risks as part of our continuous improvement and annual governance cycle.	🟧	✓	FY24 disclosure planned as part of our ERM Framework development.
	c) Describe how processes for identifying, assessing, and managing climate-related risks are integrated into the organization's overall risk management.	› ESG risks have been incorporated into Computershare's overarching Enterprise Risk Management framework.	🟩	✓	ESG Report – p.29

🟩 Good disclosure alignment   🟧 Disclosure alignment in progress   🟥 Disclosure alignment under review

Disclosure area	Disclosure requirement	Reporting summary	Disclosure Alignment Status	CDP disclosure	Report page reference/Future disclosures
Metrics and Targets	a) Disclose the metrics used by the organization to assess climate-related risks and opportunities in line with its strategy and risk management process.	› Net Zero target date approved by Board of Directors. › Ongoing work to develop climate-related risk and opportunity metrics linked to Net Zero strategy.	🟧	✓	FY24 disclosure planned on climate-related risk and opportunity metrics.
	b) Disclose Scope 1, Scope 2, and, if appropriate, Scope 3 greenhouse gas (GHG) emissions, and the related risks.	› Scope 1, 2 and 3 GHG emissions disclosed in full. › 100% of Scope 1, 2 and 3 GHG emissions offset in 2020, 2021, 2022 and FY23.	🟩	✓	ESG Report – p.7-9
	c) Describe the targets used by the organization to manage climate-related risks and opportunities and performance against targets.	› Near-term target set in alignment with the SBTi requirements. › Five-year decarbonisation plan, associated with our overall Net Zero progam, has been approved by the Board and published.	🟩	✓	ESG Report – p.10-11 FY24 disclosure planned on progress update against Net Zero five-year plan.

Disclosure status against SASB sustainability disclosure topics & accounting metrics

Disclosure topic	Accounting metric	Code	Reporting summary	Disclosure Alignment Status	Report page reference/ Future disclosures
Data Security	Description of approach to identifying and addressing data security risks	SV-PS-230a.1	› Computershare has defined processes for identifying and addressing data security risks. › Computershare's Global Information and Cyber Security framework is aligned to ISO/IEC 27002. › Regular reporting to Board providing visibility of information security risks and how they are being managed. › Security Key Risk Indicators (KRIs) tracked and reported enabling the management of increasing risk exposures. › Data security risks are managed within the company's Governance, Risk and Compliance system as part of the wider Enterprise Risk Management Framework.	🟩	ESG Report – p.23
	Description of policies and practices relating to collection, usage, and retention of customer information	SV-PS-230a.2	› Computershare has defined policies and practices relating to the collection, usage, retention, and retrieval of customer information. › All Computershare records are retained and handled in accordance with applicable laws, regulations, company policy, and as a matter of client contractual agreement, as applicable. › All Computershare staff undertake annual privacy training to raise awareness of the importance of protecting personal data. › Computershare conducts Privacy Impact Assessments to identify and assess privacy risks associated with any new or modified use of personal data.	🟩	ESG Report – p.24
	(1) Number of data breaches, (2) percentage involving customers' confidential business information (CBI) or personally identifiable information (PII), (3) number of customers affected	SV-PS-230a.3	› Computershare has a comprehensive and forward-looking Privacy program in place and the privacy of personally identifiable information (PII) is a key priority as part of its overall directive. › For the fiscal year, Computershare experienced six data breaches reportable to our regulators. No further action was taken in relation to these breaches based on planned corrective actions.	🟩	ESG Report – p.24

🟩 Good disclosure alignment 🟧 Disclosure alignment in progress 🟥 Disclosure alignment under review

Disclosure topic	Accounting metric	Code	Reporting summary	Disclosure Alignment Status	Report page reference/ Future disclosures
Workforce Diversity & Engagement	Percentage of gender and racial/ethnic group representation for (1) executive management and (2) all other employees	SV-PS-330a.1	› Computershare currently reports on gender metrics in our Annual Report (p. 35). › Computershare is currently updating its reporting systems to enable improved reporting on racial/ethnic representation in the future.	🟨	FY24 disclosure planned on racial/ethnic representation as part of reporting systems update.
	(1) Voluntary and (2) involuntary turnover rate for employees	SV-PS-330a.2	› FY23 Voluntary Attrition (Resignations Only) – 13.08%	🟨	ESG Report – p.37
	Employee engagement as a percentage	SV-PS-330a.3	› Computershare engaged a third-party adviser to undertake our Employee Opinion Survey in FY22. › Engagement index score was 71% (+7 vs. 2022).	🟩	ESG Report –p.15
Professional Integrity	Description of approach to ensuring professional integrity	SV-PS-510a.1	› Group policies and procedures in place in relation to professional integrity, including a global Code of Conduct and Whistleblower Policy. › Our 'Being Purple' ways of working are a set of positive behavioural signposts that define the conduct and professional attributes we expect of our people. Detailed guidelines are provided to each member of staff, including our Board. › All employees required to undertake mandated regulatory training on an annual cycle, with 99.20% of employees passing their regulatory learning in FY23.	🟩	ESG Report – p.13-14, p.17-18, p.30
	Total amount of monetary losses as a result of legal proceedings associated with professional integrity	SV-PS-510a.2	› Computershare does not disclose this information at the present time.	🟥	No plans for future disclosure at this time.

Note: Computershare reports under SASB – Professional and Commercial Services Sustainability Accounting Standard (Version 2023-06) as the materiality of metrics within this standard are most closely aligned to our organisation.

Disclosure status against SASB activity metrics

Activity metrics	Code	Reporting summary	Disclosure Alignment Status	Report reference/ Future disclosures
Number of employees by: (1) full-time and part-time, (2) temporary, and (3) contract	SV-PS-000.A	› 13,983 full-time and part-time employees; › 2,255 temporary employees; and › 216 fixed-term contract employees These employee numbers are based on headcount, while the number of employees listed in the Annual Report are based on Full-Time Equivalent (FTE).	🟩	ESG Report – p.37
Employee hours worked, percentage billable	SV-PS-000.B	› Computershare does not report on employee hours worked at the present time. › Computershare employees are not set percentage billable targets.	🟥	No plans for future disclosure at this time.

Note: Computershare reports under SASB – Professional and Commercial Services Sustainability Accounting Standard (Version 2023-06) as the materiality of metrics within this standard are most closely aligned to our organisation.

🟩 Good disclosure alignment 🟨 Disclosure alignment in progress 🟥 Disclosure alignment under review

FY23 REGIONAL SITE ENVIRONMENTAL DATA

	Asia	Continental Europe and Africa	North America	Oceania	UK and Ireland	All Regions	Data Summary
Number of sites	7	22	33	9	9	**80**	Sites over which CPU had operational control in FY23.
Total space area (m²)	11,239	19,901	131,951	22,242	44,732	**230,065**	
Total Heating consumption – Scopes 1, 2 and 3 (kWh)	0	2,055,144	4,297,496	1,859,633	2,752,551	**10,964,824**	For CCF FY23 data was received from 68% sites (covering 82% of the total square footage).
Generator consumption (kWh)	18,998	406,073	52,860	429	1,850	**480,211**	For CCF FY23 data was received from 65% of sites. CY22 data was used as a proxy to estimate FY23 consumption where primary data was not available.
Refrigerant refill quantity (kg)	0	16	14	0	19	**49**	For CCF FY23 61% of the sites reported this data.
Electricity consumption (kWh)	1,019,643	1,632,922	25,041,288	5,267,175	7,951,560	**40,912,588**	For CCF FY23 73% of the sites reported energy type and consumption data (covering 91% of the total square footage).
Water consumption (m³)	5,399	13,150	132,075	10,089	12,973	**173,686**	For CCF FY23 36% of the sites reported consumption data.
Waste – municipal (kg)	187,479	105,754	1,469,238	69,740	136,366	**1,968,577**	For CCF FY23 29% of the sites reported waste volume.
Waste – paper (kg)	202,058	401,578	1,676,975	840,984	116,862	**3,238,457**	For CCF FY23 29% of the sites reported waste volume.
Waste – other (kg)	0	11,152	0	0	7,526	**18,678**	For CCF FY23 29% of the sites reported waste volume.
Total waste (kg)	389,537	518,480	3,146,213	910,724	260,754	**5,225,711**	For CCF FY23 29% of the sites reported waste volume.

NOTE: Where primary data was not available, appropriate estimation methodologies were used to estimate the data or proxy data was used in accordance with the requirements of the Greenhouse Gas (GHG) Protocol Corporate Reporting and Accounting Standard (revised edition).