

# ASX Announcement

19 August 2021

## 2021 Sustainability Report

Attached is a copy of the IPH Limited 2021 Sustainability Report. A copy of the report is also available on the Company's website at [www.iphltd.com.au](http://www.iphltd.com.au).

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**Authorised for release to ASX by:**

The Board of Directors

### IPH Limited

#### About IPH Limited

IPH is the Asia Pacific's leading intellectual property services group, comprising a network of member firms working in eight IP jurisdictions and servicing more than 25 countries. The group includes leading IP firms AJ Park, Griffith Hack, Pizzeys, Shelston IP and Spruson & Ferguson, online IP services provider Applied Marks, and the autonomous timekeeping business, WiseTime. IPH employs more than 900 people working in Australia, China, Hong Kong SAR, Indonesia, Malaysia, New Zealand, Singapore and Thailand.



# **2021**

## Sustainability Report

19 August 2021



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# Message from the Chairman

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Dear Shareholders,

Welcome to IPH Limited's third annual Sustainability Report, which outlines the progress we have made against our sustainability objectives in FY21.

At IPH, we believe it is our social responsibility to conduct our business in a way that contributes to a more sustainable future. To achieve this, we engage and work closely with our stakeholders to identify and drive positive and more sustainable outcomes.

2021 has continued to be a challenging year with the global pandemic still heavily impacting economies and people around the world. Despite the ongoing uncertainty surrounding the pandemic, IPH has continued to progress our sustainability agenda with a strong focus on our four sustainability pillars: our people, our clients, good governance and supporting the communities in which we operate.

In the 2021 financial year we have enhanced our reporting with the inclusion of a number of GRI Sustainability Reporting Standards and UN Sustainable Development Goals, highlighting the Group's contribution to sustainability in a global context.

In line with our aspiration to be an employer of choice, we have progressed a number of people initiatives, including moving to a hybrid working model which supports ongoing flexibility for our people. We have also focused on providing a safe, healthy and diverse workplace where our people can grow and progress their careers, and announced a record number of promotions across the group for FY21.

We remain committed to high standards of governance, and in FY21 released our inaugural Modern Slavery Statement. To further strengthen our governance objectives, online training courses covering key corporate governance policies were rolled out to all employees.

For the first time, this year we are pleased to share with you some of the environmental outcomes we have influenced through the services we offer clients. Innovation is fuelling advances in how society can adapt to and better address climate change, and our firms are increasingly partnering with clients to address these issues and drive a more sustainable future.

On behalf of IPH I am pleased to present our 2021 Sustainability Report.

Regards,

Richard Grellman AM



**Richard Grellman AM**  
Non-executive Chairman  
IPH Limited





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# About the IPH Sustainability Report

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## Overview

IPH's 2021 Sustainability Report outlines the approach to sustainability and the sustainability activities undertaken by IPH Limited (**IPH**) and each business within the IPH corporate group (each a **Group Business** and collectively the **Group**) between 1 July 2020 and 30 June 2021 (FY21). Where relevant, this Sustainability Report also covers sustainability activities undertaken from 1 July 2021 to the date of publication of this Report.

This Report covers the Group's operations in the Asia Pacific region in the eight jurisdictions from which the Group operates, being Australia, New Zealand, China, Hong Kong SAR, Indonesia, Malaysia, Singapore and Thailand.

In this Report, we refer to a number of GRI Sustainability Reporting Standards (**GRI Standards**) to report specific information. Where certain GRI Standards (or parts of those Standards) are referenced, details of the particular Standard (or part of that Standard) are included in the body of the Report.

In addition, this year, we are pleased to report on how IPH's approach to sustainability contributes to progressing a number of the United Nations Sustainable Development Goals (**UNSDGs**). The UNSDGs are a set of 17 goals that are based on human rights and define global sustainable development priorities and aspirations for 2030. By contributing to the UNSDGs set out below, IPH is contributing to sustainability in a global context.

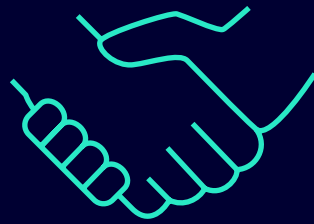




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# Our achievements

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**35** promotions in  
FY21 including  
**11 Principals**

**216** new hires across  
Australia, New  
Zealand and Asia



**Exceeded target of 30%  
representation of women**  
for IPH Directors and in Senior  
Executive and Principal roles





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# Our achievements

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**92% of employees** have returned to work as planned following parental leave



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**25%** of our workforce is on a **Hybrid Working Arrangement**

More than 75 professional staff received **industry awards**

**75**

**70** leaders participated in the inaugural **IPH People Leadership Excellence Program**



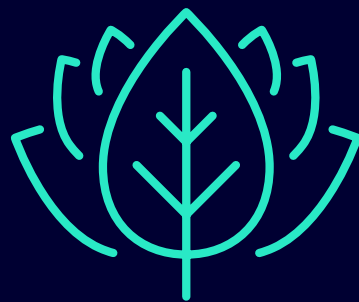
Published inaugural **Modern Slavery Statement** and subsequent **IPH Group Supplier Code of Conduct**



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# Our achievements

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30%

**reduction in Scope 2 emissions**  
in Australia and New Zealand

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Group Community Working  
Committee established to **drive**  
**initiatives to maximise the Group's**  
**impact** in the community





# About IPH

IPH is Asia Pacific's leading intellectual property (**IP**) group and was the first IP services group to list on the Australian Securities Exchange (ASX) in 2014.

Through the IPH Group network, we provide services for the protection, commercialisation, enforcement and management of all forms of IP including patents, trade marks and designs. We operate in eight IP jurisdictions in the Asia Pacific, servicing more than 25 countries across the region. We also operate in adjacent areas of IP.

IPH's vision is to be the leading IP services group in secondary IP markets and adjacent areas of IP. We service a broad range of clients, including some of the world's leading companies, multi-

nationals, universities, public sector research organisations, foreign associates and other corporate and individual clients.

As set out in our Statement of Values (available on our website), IPH's success is underpinned by the following core values:

- » **Excellence** in service delivery to our clients
- » **Innovation** in value creation
- » **Integrity** in business practices
- » **Efficiency** and **effectiveness** in our operations
- » **Empowerment** and **engagement** of our people

**8** Intellectual property  
jurisdictions

Employees<sup>1</sup> **900+**

**25+** Countries  
serviced

**Nº 1**  
Patent group in Australia,  
New Zealand and Singapore<sup>2</sup>

**Nº 1**  
Trade mark group in Australia  
and New Zealand<sup>3</sup>

<sup>1</sup> Approximate employee numbers as at 30 June 2021  
<sup>2</sup> IPH Management estimate based on patent filing data: Australia (IP Australia) – FY21 as at 13/07/21; Singapore (IPOS) – CY21 YTD Jun (preliminary) as at 5/08/21; New Zealand (IPONZ) – FY21 as at 14/07/21.

<sup>3</sup> IPH Management estimate based on trade mark filing data: Australia (IP Australia) FY21 as at 15/07/21 based on market share of top 50 agents; New Zealand (IPONZ) FY21 as at 10/08/21.





# Our group businesses

As at 30 June 2021, IPH operated six brands with over 900 employees. We work in some 20 offices across the Asia Pacific region.

IPH's IP Group Businesses, also referred to as member firms, comprise IP firms AJ Park, Griffith Hack, Shelston IP, Spruson & Ferguson and Pizzeys. These firms provide services for the protection, commercialisation, enforcement and management of all forms of IP.

From 1 July 2021, IPH welcomed Applied Marks to the Group, a leading Australian online automated trade mark application platform. We also operate in adjacent IP areas through our WiseTime software business.

Each of the Group Businesses has its own culture which is aligned with the broader Group vision and values.



GRIFFITH—HACK



**AJ Park**, established in 1891, is the premier New Zealand IP firm operating from offices in Auckland and Wellington. AJ Park is a full-service IP firm with a substantial local client base ranging from large multinational corporations and universities to start-up companies and entrepreneurs. On 16 October 2020, Baldwins Intellectual Property was successfully acquired by AJ Park, giving the AJ Park business greater depth and a strengthened client service capability.

**Applied Marks** is a leading Australian online automated trade mark application platform, also providing automated registration and intelligence services relating to companies and domain names, both directly to customers and through channel partners. Founded in 2008, Applied Marks is a leading filer in the Australian trade mark market, with a focus on the retail market.

**Griffith Hack**, established in 1904, is a multi-award-winning IP firm with a heritage stretching back more than 100 years. The firm is one of Australia's largest filers of patents and trade marks and provides a comprehensive range of domestic and international services relating to the protection, management, commercialisation and enforcement of IP rights. From May 2020, the business of Watermark was integrated into Griffith Hack, strengthening the combined business' service offering.

**Pizzeys Patent and Trade Mark Attorneys** was established in 1981 and has offices in Brisbane, Canberra and Singapore. Pizzeys' business is predominantly focused on in-bound work into Australia and Singapore from overseas IP associates and direct corporate clients.

**WiseTime** is a specialist provider of software applications for IP and other professional services firms under recurring license arrangements. The company is currently focused on autonomous time recording software.

**Shelston IP** is one of the oldest and most respected specialist intellectual property firms in Australia. The firm's trade mark attorneys, patent attorneys and IP lawyers provide services and advice relating to the protection, management, commercialisation and enforcement of intellectual property – locally and internationally.

**Spruson & Ferguson** established in 1887, is one of the leading IP firms operating throughout the Asia-Pacific region, offering a variety of services for the protection, commercialisation, enforcement and management of IP. Spruson & Ferguson has over 400 employees working from offices in Australia, Singapore, Thailand, Malaysia, Indonesia, China and Hong Kong SAR.





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# Our approach to sustainability

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At IPH, we understand that sustainable business is good business.

IPH's approach to sustainability is set out in more detail in this Report. Our approach to sustainability reflects and emulates our core values and is informed by our understanding of the importance of resilient and sustainable business practices to help achieve a more sustainable future.

In particular, as an IP group, we are deeply aware of and appreciate the societal benefits of protecting and supporting innovation. The encouragement of research and development and the creation and appropriate protection of new inventions, brands, designs and other innovations have a positive impact on

our communities in many ways. Our Group Businesses provide services to industries including pharmaceutical, engineering, aerospace, healthcare, food and beverage, life sciences, agriculture, biotechnology, ICT and fintech that enable industry participants to protect and sustain their investment in innovation and continue to pursue further commercial development.

We also recognise the important role that the Group and other businesses play in supporting a strong economy, particularly in light of the impact of the COVID-19 pandemic around the world. See the section titled "Acting Responsibly" for further information on the economic value distributed by the Group during FY21.



## Contribution to UN Sustainable Development Goals

IPH supports the UNSDGs, which are designed to be a blueprint to achieve a better and more sustainable future for all. IPH has identified the following UNSDGs as being, those which we have the biggest impact, and which are most relevant to our business strategy:

The Group promotes a diverse workforce with an inclusive culture.



The Group promotes full and productive employment and decent work for all our employees. We contribute to the growth of economies by our own economic activity, including the creation of value for our shareholders and other stakeholders and by our support of appropriate protection for innovation and the resulting economic activity.



The Group encourages investment in research and development and supports innovation through the IP and related services it offers clients and customers.



The Group invests in community initiatives, including volunteering, donations and community partnerships, and promotes the benefits of innovation for communities.



The Group actively participates in the IP ecosystem by providing IP services to clients, interaction with and support of government IP regulatory authorities and via utilisation and support of international frameworks and treaties for the protection of IP. The Group supports the building and maintaining of effective and accessible institutions at all levels.



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# The IPH Board

The IPH Board is responsible for establishing and overseeing a corporate governance structure which creates and protects shareholder value. The Board is also responsible for setting the strategic direction of the Group and monitoring the implementation of that strategy by IPH management.

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**Richard Grellman AM**  
**Independent**  
**Non-executive Chairman**  
**(appointed Sep 2014)**

FCA

[Read full profile](#)



**Dr. Andrew Blattman**  
**CEO and Managing Director**  
**(appointed Nov 2017)**

BScAgr (Hons 1)

PhD

GraDipIP

[Read full profile](#)





## John Atkin

**Independent  
Non-executive Director  
(appointed Sep 2014)**

LLB (1<sup>st</sup> Class Hons)  
BA (Pure Mathematics)  
(1<sup>st</sup> Class Hons)  
FAICD

[Read full profile](#)



## Robin Low

**Independent  
Non-executive Director  
(appointed Sep 2014)**

BCom  
FCA  
GAICD

[Read full profile](#)



## Jingmin Qian

**Independent  
Non-executive Director  
(appointed Apr 2019)**

BEC  
MBA  
CFA  
FAICD

[Read full profile](#)





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# Our Executive Leadership Team

The IPH Executive Leadership Team (ELT) comprises CEO and Managing Director, Dr Andrew Blattman, the Group General Counsel and Company Secretary, Chief Financial Officer, Chief People Officer, Chief Information Officer, Chief Operating Officer and Chief Commercial Officer.

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**Dr Andrew Blattman**  
**Managing Director and  
Chief Executive Officer**

BScAgr (Hons 1), PhD,  
GraDipIP



**Philip Heuzenroeder**  
**Group General Counsel  
and Company Secretary**

BEd, LLB, LLM  
GAICD (Order of Merit)



**John Wadley**  
**Chief Financial Officer**

B.Bus (Accounting &  
Finance), ICAA



**Cath Harris**  
**Chief People Officer**

BA (Hons), Masters of Human Resources  
and Organisational Development







**John O'Shea**  
**Chief Operating Officer**

BEC, MBA, GAICD



**Tee Tan**  
**Chief Information Officer**

BE (Computing) (Hons),  
MBA



**Halina Kochanowicz**  
**Chief Commercial Officer**

Licentiate in Law  
MBA





## **Materiality and stakeholder engagement**



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# Materiality and stakeholder engagement

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## Our Material Topics

IPH is exposed to a range of risks that may have an impact on the Group's ability to achieve its operational, financial and strategic objectives. Material risks faced by IPH and the IPH Group are disclosed in the Directors' Report (and also addressed in the IPH 2021 Corporate Governance Statement). These documents can be found on the IPH website.

In this Sustainability Report, we report on the material issues for the IPH Group that have economic, environmental and social impacts, and therefore influence the assessments and decisions of our stakeholders. We refer to these as "Material Topics".

During FY21, IPH undertook a materiality assessment to identify a number of Material Topics which are reported on in this Report. Management considered materiality in light of the "materiality principle" articulated in *GRI Standard 101: Foundation 2016*.

Given the two-pronged nature of the materiality principle which includes assessing the influence of certain issues on our stakeholders, our Material Topics may differ from the material risks disclosed in the Directors' Report (and in our Corporate Governance Statement). In particular, while IPH doesn't consider that it has material exposure to environmental risks (see our Corporate Governance Statement), we report on climate change-related topics in this Report as part of the Material Topic "Acting responsibly" being an issue of relevance to our stakeholders, and as part of our continuing review of risks.



Following the materiality assessment undertaken by IPH, four Material Topics were identified as set out below:

Material Topic	Key stakeholders impacted	Relevant section in this Report
<b>Our People</b> , including: <ul style="list-style-type: none"> <li>» health, safety and security of employees;</li> <li>» employee engagement and motivation; and</li> <li>» diversity.</li> </ul>	Our people; shareholders and the investment community.	Page 21
<b>Governance, risk, privacy and data protection</b>	Government and regulators; Australian Securities Exchange; our people; clients and customers; shareholders and the investment community.	Page 31
<b>Client and customer experience and satisfaction</b>	Clients and customers; shareholders and the investment community.	Page 35
<b>Acting responsibly</b> , including: <ul style="list-style-type: none"> <li>» climate-related issues and environmental initiatives;</li> <li>» community impact; and</li> <li>» financial contribution.</li> </ul>	Clients and customers; government and regulators; our people; shareholders and the investment community; communities.	Page 37





## Our stakeholders

IPH engages with a broad range of stakeholders, who are an essential part of IPH's operations. Planning and engagement with stakeholders is a key element of effective risk management. Stakeholder engagement is also an important part of the materiality assessment referred to above.

IPH's key stakeholders are considered to be those that are affected by, or have the ability to effect, the IPH business, together with stakeholders that are interested in the IPH business.

IPH is committed to engaging openly, honestly and regularly with our stakeholders to understand their expectations and concerns. The method and frequency of engagement varies depending on the stakeholder, the purpose of engagement and the stakeholder's issues of concern. IPH's stakeholder engagement process continues to be developed and will continue to be reported on in future Sustainability Reports.

IPH's key stakeholders can be identified as follows:

Stakeholder group	Why is this a key stakeholder group?	Method of engagement
<b>Our People</b>	As a professional services business, our people are critical to our success. We have a strong commitment to create a dynamic workplace where our people are supported to reach their personal and career goals.	We engage with our people through engagement surveys, presentations, internal learning and development, training sessions, reviews, performance development sessions and succession planning.
<b>Shareholders and the investment community</b>	IPH has a range of investors with different interests and concerns. IPH is committed to providing information to shareholders and the market in a timely manner, which assists in promoting investor confidence in the integrity of the Group.	IPH engages regularly with its shareholders and the investment community, guided by our Continuous Disclosure and Investor Relations Policy. IPH communicates information on the Group's activities to shareholders and the public via a number of forums and channels including our Annual General Meeting, announcements to the ASX, investor presentations, meetings with investors, analysts and proxy advisers, releases to the media, the release of financial and other reports, our website including an enquiry tool and publication of all announcements, and the membership and participation of directors and senior management in a range of professional governance bodies and interaction in other forums.
<b>Clients and customers</b>	The Group has a diverse client base including some of the world's leading companies, multi-nationals, universities, public sector research organisations, foreign associates and other corporate and individual clients. We assist our clients by helping to protect their IP, including their research, inventions, trade marks, brands, designs and other innovations.	IPH Group Businesses have ongoing dialogue with their clients and customers, including via meetings, phone calls and written communications, and through client surveys.





Stakeholder group	Why is this a key stakeholder group?	Method of engagement
<b>Suppliers</b>	IPH has a diverse supply chain. IPH and its Group Businesses are dependent on our suppliers to assist the Group in the provision of professional services.	IPH and its Group Businesses have ongoing engagement with our suppliers in the course of the supply relationship. We have recently rolled out and are implementing a Supplier Code of Conduct for all new suppliers, which sets out the standards and behaviours the Group expects from its suppliers when conducting business with the Group and this will continue to be refined. We also work with our suppliers to ensure compliance with legislation, including the <i>Modern Slavery Act 2018</i> (Cth).
<b>Government and regulators</b>	IPH operates in a highly regulated environment as an Australian listed entity, and in the operation of our professional services businesses. Our IP professional staff are governed by codes of conduct and professional conduct rules for patent and trade mark attorneys and legal practitioners. IPH and its Group Businesses are committed to maintaining the highest standards in our activities.	To ensure we monitor and comply with regulatory and professional obligations, IPH and its Group Businesses engage directly with relevant regulatory and government bodies as required.
<b>Communities</b>	IPH recognises our responsibility to act appropriately within the communities in which we operate. We do this in our interaction with all of the stakeholders outlined above. Our commitment extends to our engagement with our profession and our community and charitable initiatives	IPH and its Group Businesses engage with our local communities, via professional memberships and contributions, and by giving and volunteering initiatives. IPH makes a significant financial contribution to our communities by the creation of economic activity with our suppliers and customers, provision of employment, and creation and distribution of value for shareholders.

In the following sections of our Sustainability Report, we address in more detail each of the “Material Topics”.





# Our people

As a professional services business, we recognise that the success of the Group is the result of the quality and skills of our people. Our focus therefore remains on creating a positive employee experience.

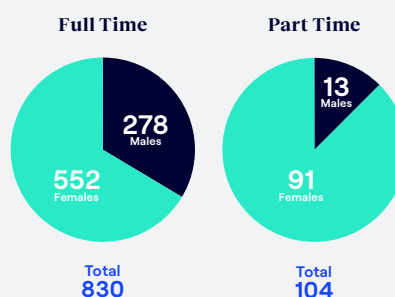
In FY21, we implemented a group-wide approach to human resources (**HR**), bringing together our HR resources into one team lead by the IPH Chief People Officer. The HR team is responsible for delivering the strategy to attract, develop and retain the best people in the market. Importantly, through this structuring of the team we have been able to make group-scale investments in people systems and tools, including those outlined in this report, to ensure a consistent employee experience is delivered across the Group.

## Our workforce in FY21

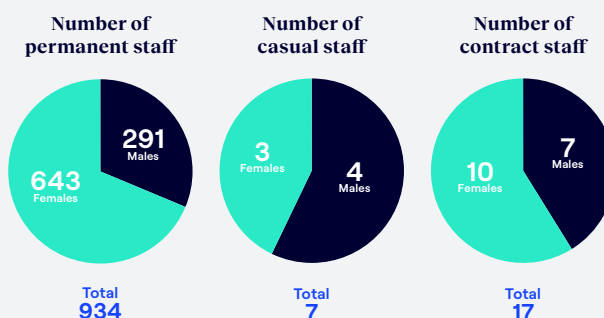
In FY21, the Group invested in a HR information system, further strengthening the integrity of our people data.

As at 30 June 2021, IPH employed more than 900 people working across eight IP jurisdictions. The following tables show our workforce by contract type, employment type and region across the Group. We have also included data on new hires. This material references Disclosure 401-1 from *GRI 401: Employment 2016*.

### Total number of permanent employees



### Total number of employees by contract type

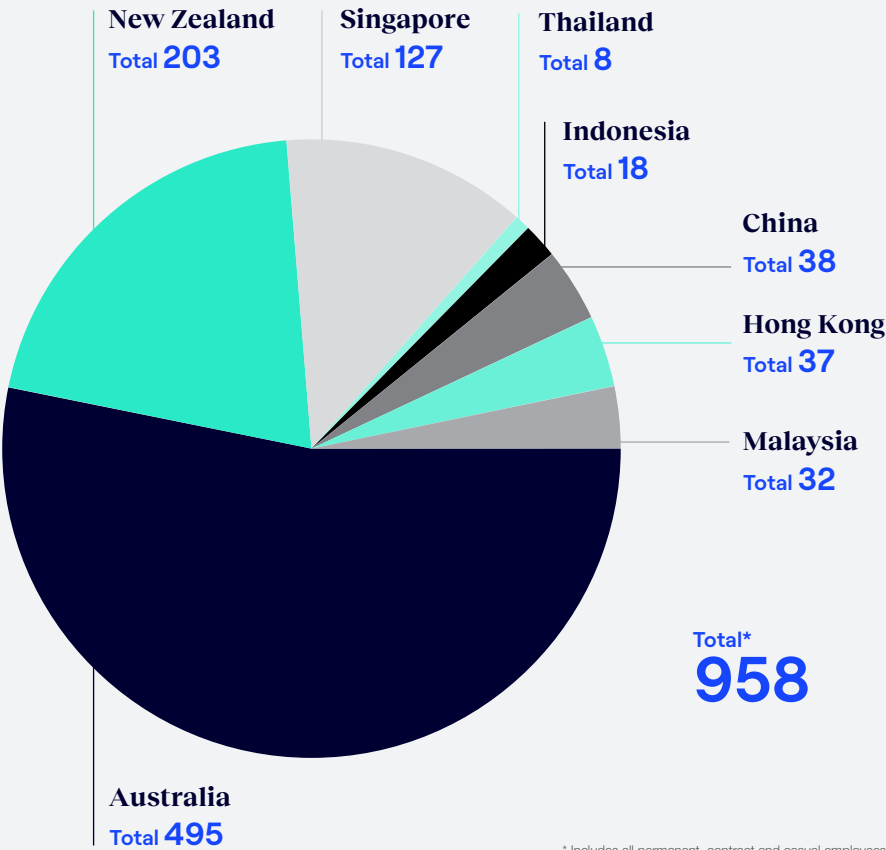


Approximate employee numbers as at 30 June 2021.



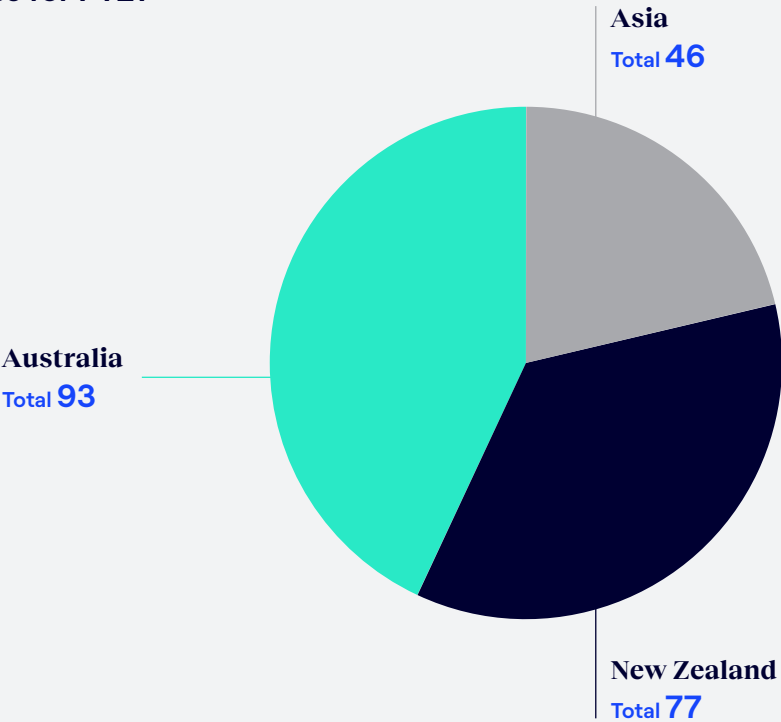


Workforce by region



\* Includes all permanent, contract and casual employees.

New hires for FY21







## Health, safety and security of employees

At IPH, the health, safety and wellbeing of our people is paramount. We are committed to providing a safe work environment and flexible work options for all our employees.

### Health and wellbeing

IPH's enterprise wide employee assistance provider, Assure continues to play an important role in how we support our people's wellbeing. Through Assure, we have run a number of virtual mental health and wellbeing sessions and regularly promoted healthy living resources. One such initiative is Assure's Wellbeing Gateway app, made available to all employees. The app provides access to a comprehensive range of content and the ability to chat with an experienced health professional. This material references Disclosure 403-6 from *GRI 403: Occupational Health and Safety 2018*.

In addition to these resources, we encourage our people to contact Assure for confidential free counselling.

One year into our agreement with Assure, we have observed utilisation of the service as outlined below:

- » 5.83% of our people accessed the counselling service;
- » 68% of the presenting reasons for accessing counselling support was due to a personal issue;
- » 32% of the presenting reasons for accessing the service were for a work-related concern.

IPH has utilised the Assure critical incident response team when we had need for onsite support to employees and follow up counselling.



IPH's access levels are lower in key indicators such as workplace stress and acute pressures relative to professional services industry averages.

Our member firms also facilitate a number of wellbeing initiatives individually within their firms. Some examples include:

- » Flu vaccinations programs
- » Health insurance benefits
- » Wellbeing incentives, including a gym membership allowance.

To provide safe, healthy and flexible working conditions for all our people, IPH:

- » Maintains a safe work environment (including work conditions, practices and procedures)
- » Ensures full compliance with all applicable statutory requirements
- » Develops safety awareness across the Group via awareness raising and formal/informal training.

With many of our office locations still heavily impacted by COVID-19, IPH has continued to focus on keeping our people safe during the pandemic, particularly for those impacted by extended periods of lockdown.

### COVID-19

The IPH COVID Response Team continues to coordinate activities across the Group and ensures COVID-safe plans are in place and followed. The Group has in place a COVID Policy and COVID Response plans for each Group Business. The Group has implemented a range of safeguards to ensure, as far as possible, our office environments remain safe, including:

- » All staff must agree to a set of protocols before returning to the office
- » QR codes are mandatory for staff attending the office
- » Procedures are in place for reporting and recording COVID-19 incidents
- » Notices and sanitizing facilities in place
- » Workgroup communications established for prompt communications of changing conditions and threats

5.83%

of our people  
accessed the  
counselling service  
provided by Assure



68%

of the presenting reasons  
for accessing counselling  
support were due to a  
personal issue





## Hybrid Working

As we emerge from the pandemic, IPH is committed to supporting a flexible working environment and in February 2021 the Group launched a Hybrid Working Policy in Australia.

The Hybrid Working Policy is designed to provide a consistent approach to hybrid work arrangements and to ensure hybrid work arrangements consider the needs of both our people and our business.

Despite the limited impact of the pandemic in New Zealand to date, our workplace in New Zealand has been redefined with the entire workforce on some form of flexible work arrangement.

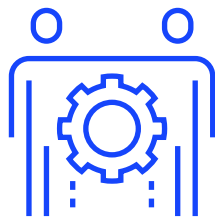
In Asia, we continue to operate with the majority of our people working remotely due to ongoing COVID-19 restrictions.

IPH currently has approximately 25% of our workforce on a hybrid working arrangement.

For remote working the Group Businesses have implemented a range of measures to ensure the health and safety of our employees and to ensure their ongoing ability to perform their duties. These include:

- » Ergonomic checklists to ensure safe working outside of the office
- » Provision of equipment to enable hybrid working
- » Establishing an information security awareness training program.

**25%**  
of our workforce is  
on a hybrid working  
arrangement



## Employee engagement and motivation

### Engagement surveys

In 2020, IPH invested in a market leading employee engagement tool to help embed greater two-way communication between employees and leaders. Engagement surveys now form part of an ongoing program to gather feedback regularly from our people to better understand how they are feeling and assess their needs and suggestions for improvements. Survey insights are used at a Group level to take meaningful action and, where necessary, implement change to position IPH as an employer of choice.

Engagement surveys were launched across the Group within each Group Business in FY21 and will occur bi-annually. Leadership teams have used initial results to implement programs in their Group Businesses that seek to provide a positive employee experience and ultimately retain, develop and motivate our people.

Some key themes observed across the Group from the inaugural round of engagement surveys include:

- » **Recognition** – our employees are seeking a formal recognition program to allow peer nominations and regular acknowledgement of employee contribution
- » **Growth and development** – our employees are supportive of the increased opportunities for learning and development and are seeking even more opportunities to grow in their roles
- » **Discretionary effort** – our employees display a high level of motivation to go beyond their role requirements to deliver great business outcomes
- » **Flexibility** – there was unanimous support for the introduction of hybrid working across all businesses
- » **Culture and teamwork** – generally we received positive feedback about the team environments in our businesses and balanced feedback about initiatives that could make the IPH Group an even better place to work.

We look forward to providing additional data on employee engagement within the Group in future reports.





## IPH People Leadership Excellence Program

Milan Hira is the IT Operations Manager at AJ Park and manages the firm's entire IT team. In December 2021, he celebrated 20 years with AJ Park and says in that time he has held almost every IT role at the firm! "I have always felt supported in my career and have had the opportunity to grow and progress to the most senior IT role at AJ Park. I am now also part of IPH's group-wide IT team, which has allowed me to work in a larger team of IT professional and continue to learn and grow."

Milan was one of 70 employees selected to participate in IPH's inaugural Leadership Excellence Program. The program was developed in conjunction with award-winning global leadership provider, Cirrus-Connect, to help upskill our people leaders and create a consistent and effective leadership capability across the Group.

When asked what he liked best about the course, Milan said, "Meeting other leaders from across the Group was a real highlight. We were given the opportunity to build great relationships and I now have a network of people at IPH who I feel completely comfortable to contact in the future."

"What I really liked about this course was its relevance. I've been on many courses where I would be impressed if 30-40% of the content was relevant, but I found this course to be 100% relevant. In particular, the course taught me the importance of dedicating time to leading your team rather than getting consumed with performing tasks."

**Milan Hira**  
IT Operations Manager  
AJ Park



### Professional Development

As part of bringing together our HR teams, we appointed an Organisational Development Manager and have developed additional coordinated learning and development programs, including an online learning capability, accessible across the Group. This material references Disclosure 404-2 from *GRI 403: Training and Education 2016*.

A further initiative in FY21 was the launch of the IPH People Leadership Excellence program, a bespoke program for leaders developed in conjunction with award-winning global leadership provider, Cirrus-Connect. Through this program, we aim to create a consistent and effective leadership capability across the Group.

Already more than 70 leaders have participated in this interactive program to help them develop their leadership capabilities. A new group of leaders will complete the program each year.

The learning and development function with support from other operational areas has also developed online training courses as outlined in the Governance, risk, privacy and data protection section of this Report.

In addition to IPH-led initiatives, each of our member firms offer a range of programs to support our people throughout their careers, including financial assistance to undertake external professional courses or training, knowledge sharing sessions and regular in-house tutorials and seminars on IP related topics.

IPH is well positioned to offer people the opportunity to grow and progress their careers locally or internationally within the Group. We regularly promote job vacancies internally and in FY21 supported eight internal transfers within the Group. We expect this number to grow as we emerge from the pandemic and international border restrictions are eased.



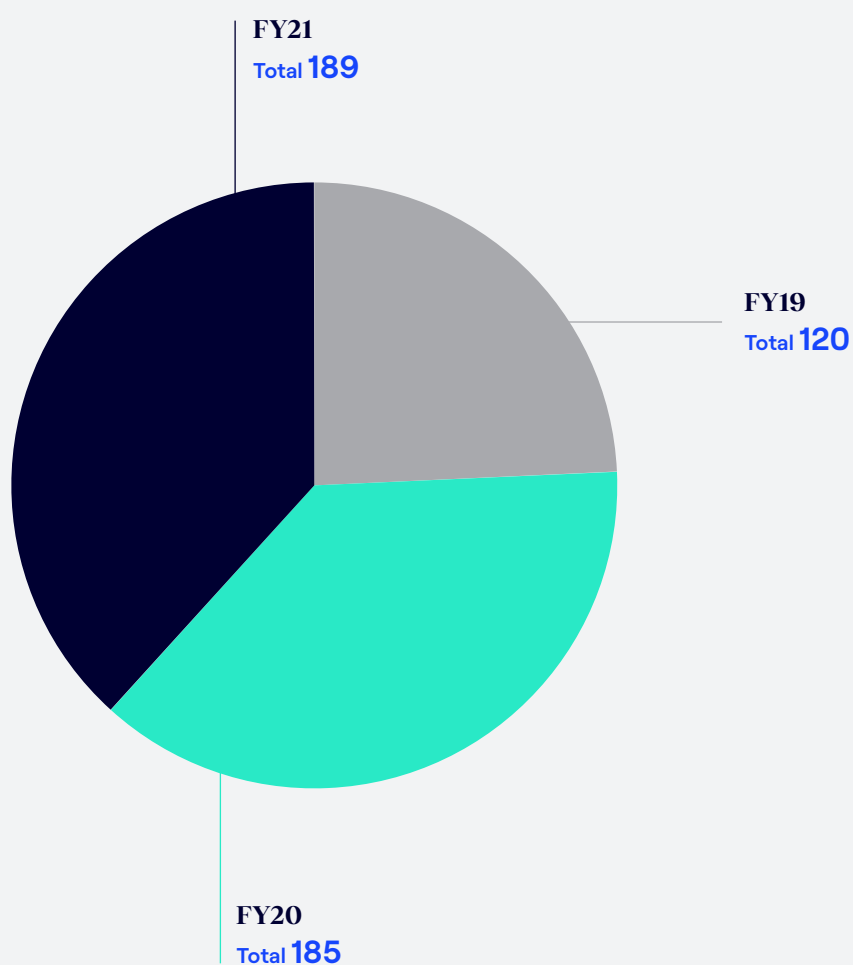
## Promotions and Employee Incentive Plan (EIP) participation

IPH announced 35 promotions across its member firms, including 11 Principal appointments in FY21. Five of the Principals promoted were women. This was a record number of promotions for the Group achieved in the midst of a global pandemic, highlighting our commitment to support our people to reach the next stage in their career.

In FY21, 189 eligible staff participated in our (EIP), and we were able to achieve 60% of awards, or approximately A\$7.8 million in cash incentives and shares of the same value, through the program.

In addition to the cash elements of the incentive plan, our EIP enables eligible employees receiving awards in the plan to become shareholders in IPH, thereby sharing in its success.

Participation in EIP program





## Diversity

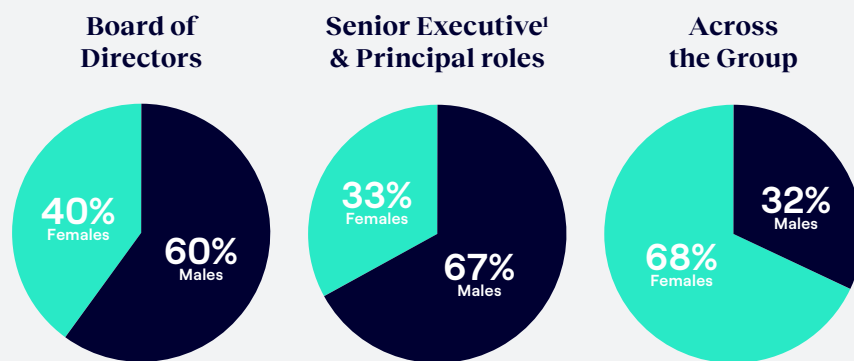
Embracing diversity contributes to the IPH Group achieving its corporate objectives, enhancing its reputation and supports the Group to:

- » Recruit the right people from a diverse pool of talented candidates
- » Create an inclusive workplace culture
- » Better represent the diversity of all our stakeholders.

In FY21, the Board adopted a measurable objective of at least 30% representation of women for IPH directors, and in Senior Executive/Principal roles. As highlighted in the table below we exceeded our target across each category.

Our Diversity Policy outlines other strategies in place to cultivate a diverse workforce and we are pleased to provide an update on what we have achieved against some of these strategies in FY21.

The following table shows the representation of women across the IPH Group. This material references Disclosure 405-1 of *GRI 405: Diversity and Equal Opportunity 2016*.



<sup>1)</sup> A senior executive is a person who is a member of the Company's group leadership team, comprising the Company's senior executive team and leaders of the group's principal business units.



# 11

Principal promotions made in FY21

# 50+

promotions to Principal since listing (2014)





Diversity strategy (as outlined in our Diversity Policy)	What we have done in FY21
Taking steps to attract, retain and motivate well qualified employees, Senior Executives and Board members from a diverse pool of candidates	<ul style="list-style-type: none"> <li>» Promoting all job vacancies across the Group internally on a regular basis.</li> <li>» Launching Inter-Member Firm Recruitment Guidelines to facilitate and encourage the recruitment and transfer of employees within the network.</li> <li>» Developing learning and development programs accessible across the Group (see page 26)</li> <li>» Launching a Hybrid Working Policy and Paid Parental Leave Policy in Australia (see page 25, 30)</li> </ul>
Develop a broader pool of skilled and experienced employees, Senior Executives and Board candidates, including workplace development programs	<ul style="list-style-type: none"> <li>» Launching the IPH People Leadership Excellence Development Program (see page 26)</li> <li>» Financial support provided to employees to undertake external professional courses or training</li> <li>» Knowledge sharing sessions and in-house tutorials</li> </ul>
Taking action against inappropriate workplace behaviours including discrimination, harassment, vilification and victimisation	<ul style="list-style-type: none"> <li>» Rolling out risk and compliance training across the Group (see page 32)</li> </ul>
Recognising that employees (female and male) may have domestic responsibilities and providing workplace flexibility that will assist them to meet those responsibilities	<ul style="list-style-type: none"> <li>» Launching a Hybrid Working Policy and Paid Parental Leave Policy in Australia (see page 25, 30)</li> </ul>





## Parental leave

In 2021, IPH introduced a Paid Parental Leave Policy, supporting primary caregivers with 12 weeks paid leave and secondary caregivers with two weeks paid leave. The policy is available to birth parents and adoptive parents and covers special leave for pregnancy related illness and birth related complications. This policy superseded all other Australian member firms' parental leave policies providing a consistent approach to parental leave benefits for employees in Australia.

In New Zealand, a similar policy is in place which allows for 12 weeks paid parental leave for primary care givers, while in Asia the policy provides for eight weeks paid parental leave.

The following table shows the uptake of parental leave within our Group Businesses for the period 1 July 2020 to 30 June 2021. This material references Disclosure 401-3 from *GRI 401: Employment 2016*.

	Parental leave taken		Return to work when leave ends	
	Male	Female	Male	Female*
AJ Park	0	7	0	6
IPH	0	1	0	1
Griffith Hack	3	10	3	7
Pizzeys	0	1	0	0
Shelston IP	0	2	0	1
Spruson & Ferguson (Australia)	0	4	0	1
Spruson & Ferguson (Asia)	2	7	2	7
WiseTime	0	1	0	0

\* Excludes those not yet returned from leave

**92%**  
of employees have  
returned to work as  
planned following  
parental leave





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# Governance, risk, privacy and data protection

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## Corporate Governance Framework

IPH is committed to high standards of governance to ensure the long-term sustainability of its business, including to deliver value to its stakeholders. Our corporate governance framework includes policies and practices which help to ensure that IPH manages risk effectively, maintains appropriate transparency of its operations and drives successful outcomes across the Group.

### The IPH Board

The IPH Board is responsible for establishing a corporate governance structure aimed at creating and protecting shareholder value. The Board is also responsible for setting the strategic direction of the Group and monitoring the implementation of that strategy by IPH management.

### Board Committees

The IPH Board has established the following committees to assist in managing its various responsibilities:

- » Audit Committee
- » Nominations and Remuneration Committee
- » Risk Committee

The members of each of these committees are listed in the Directors' Report and the charter for each committee is available on the IPH website.

### Governance Policies

IPH seeks to maintain the highest standards of governance in the conduct of its activities and continually seeks out ways to strengthen its governance of the Group.

The success of the Group is underpinned by a number of core values, which are set out in IPH's Statement of Values, available on the IPH website. The values set out in the Statement of Values are inculcated across the Group and supported by the standards and behaviours set out in IPH's Code of Ethics and Professional Conduct, also available on the IPH website. These policies assist IPH to maintain its reputation and standing in the community as an ethical business, which is important to IPH's ongoing success.

During FY20, IPH further strengthened its corporate governance framework with the introduction of a number of new corporate policies. These included a Statement of Values, a Whistleblower Policy, a Sanctions Policy, a revised Anti-Bribery Policy and a revised Code of Ethics and Professional Conduct. During this time, IPH also amended a number of other existing policies and Charters. As a result, during FY21, IPH was pleased to comply with all recommendations of the 4th Edition of the Corporate Governance Principles and Recommendations. Work continued in this space during FY21, with the introduction of a new Supplier Code of Conduct.

IPH's suite of corporate governance policies are available on the IPH website and listed below:

- » Statement of Values
- » Code of Ethics and Professional Conduct
- » Continuous Disclosure and Investor Relations Policy
- » Share Trading Policy
- » Diversity Policy
- » Hedging and Margin Loan Policy
- » Risk Management Policy
- » Whistleblower Policy
- » Anti-Bribery Policy
- » Sanctions Policy
- » Supplier Code of Conduct
- » Privacy Policy





## Training

During FY21, IPH rolled out online training courses covering key corporate governance policies to all officers and relevant employees across the Group. The policies covered by the online training courses included:

- » Statement of Values
- » Code of Ethics and Professional Conduct
- » Share Trading Policy
- » Whistleblower Policy
- » Anti-Bribery Policy
- » Sanctions Policy.

IPH intends to provide “refresher” training on these regularly.

## Anti-Corruption

IPH and its Group Businesses are committed to doing business in an ethical and honest manner and we take a zero-tolerance approach to bribery and corruption. IPH is committed to acting professionally, fairly and with integrity in all its business dealings and relationships and strives to implement and enforce effective systems to counter corruption.

As noted above, IPH has implemented an Anti-Bribery Policy, which applies across the Group. During FY21, an online training course covering the IPH Anti-Bribery Policy was rolled out to all officers and employees across the Group. This material references Disclosure 205-2 from *GRI 205: Anti-Corruption 2016*.

IPH did not record any incidents of corruption in the 2021 financial year. This material references Disclosure 205-3 of *GRI 205: Anti-Corruption 2016*.

## Anti-Competitive Behaviour

IPH supports fair and vigorous competition and operates in a manner consistent with relevant anti-competition, anti-trust and monopoly legislation. During FY21, IPH proactively engaged with competition authorities in New Zealand and Australia for its acquisitions of Baldwins Intellectual Property and Applied Marks Pty Ltd respectively. During FY21, IPH was not identified as a participant in any pending or completed legal actions regarding anti-competitive behaviour or violations of anti-trust and monopoly legislation. This material references Disclosure 206-1 of *GRI 206: Anti-Competitive Behaviour 2016*.

## Modern Slavery and the Supplier Code of Conduct

In FY21, IPH continued to undertake activities to address and remediate modern slavery risks within its business and supply chains in compliance with the Australian *Modern Slavery Act 2018* (Cth). IPH published its first Modern Slavery Statement in December 2020 and will publish its Modern Slavery Statement for FY21 later this year.

One of the most significant activities taken as part of IPH’s modern slavery response in FY21 was the introduction of the IPH Group Supplier Code of Conduct to IPH and its Group Businesses. The Supplier Code of Conduct outlines the standards and behaviours IPH and its Group Businesses expect from their suppliers when conducting business with the Group. The Supplier Code of Conduct is an important element in the Group’s commitment to ethical and socially responsible procurement.

## Risk

### Risk Management

We recognise that a robust risk management framework is critical for the effective management of our business. During FY21, IPH undertook a detailed review of its risk management framework as part of its internal audit program and, as a result, adopted an updated risk management framework which is being implemented across the Group. The updated risk management framework aims to identify and manage potential risks in a continuous, proactive and systematic way through high quality risk management policies and processes across the Group. IPH’s revised Risk Management Policy is available on the IPH website.

As part of the updated risk management framework, the Board reviewed and approved a Risk Appetite Statement. The Risk Appetite Statement is designed to support and inform Board and management decision-making and will be reviewed at least annually to ensure ongoing alignment with strategic objectives.

In addition to this review and receiving regular reports on these and other key financial, operational and compliance risks, the Board reviews IPH’s risk management framework annually.

IPH’s Risk Committee comprises of at least three independent non-executive directors and is chaired by an independent non-executive director who is not Chairman of IPH. The Committee’s Charter is available on the IPH website.







IPH's updated risk management framework:

- » recognises risk management as a business process that is owned by all management
- » requires integration into key business processes, including risk-based decisions in strategy, business planning and investment setting
- » incorporates a process for ongoing review and improvement.

The updated risk management framework incorporates relevant regulations and guidelines including the ASX Principles and the Australian Standard AS ISO 31000:2018 *Risk management - Guidelines*.

### Material Risks

The Operating and Financial Review (OFR) section of the Directors' Report includes a summary of material risks faced by IPH which may have an impact on IPH's ability to achieve its operational, financial and strategic targets. This summary also contains detail on IPH's approach to the management of such risks. IPH's approach to identifying the Material Topics reported on in this Sustainability Report is set out in the section titled "Materiality and Stakeholder Engagement".

## Privacy and data protection

### Overview

IPH provides services to a significant number of clients and interacts with a range of external contractors, suppliers and private and public-sector companies, as well as having a large number of employees. We therefore take IT security and the protection of data and information very seriously.

IPH has developed a multi-year roadmap with a program of work focusing on information and systems security and continues to invest in system and security enhancements. We have also introduced a series of security awareness training modules to educate our staff on the threat of cyber security. In FY21, IPH also undertook a review of cybersecurity as part of its internal audit program.





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In FY21, we implemented some additional measures to enhance data protection and security. Status is as follows:

- » Our systems and network are subject to enhanced monitoring 24/7 for any suspicious events and alerts are generated for such events
- » All data in motion is encrypted using the industry standard encryption protocol
- » We have implemented strict and improved systems access control to prevent any unauthorised access to our systems and data (with clear segregation of duties)
- » We have implemented an improved change control process to ensure our live/production environment is protected
- » All firewalls and servers are subject to frequent patching with the latest updates
- » Multi-factor authentication has been implemented for all staff
- » Intrusion detection and alerts have been configured on our Microsoft 365 tenancy
- » All major systems access has been reviewed regularly
- » A security incident response process has been established
- » We have established zero trust posture (i.e. all external network traffic is not trusted by default).

We recognise security is a key building block of the IPH future systems architecture and we continually seek to improve and optimise our system security in the ever changing cyber security environment.

## Privacy

Our approach to privacy and how we collect, use, manage, and disclose personal information is outlined in our Privacy Policy, available on the IPH website. This policy was updated in December 2020 to further enhance our approach to privacy. We also have an established internal data breach policy and procedure in place across the Group. During the 2021 financial year, an online training course covering the IPH Group Notifiable Data Breach Policy was rolled out to relevant officers and employees across the Group.

In FY21, IPH did not receive any substantiated complaints concerning breaches of customer privacy and did not record any notifiable leaks, thefts or losses of customer data. This material references Disclosure 418-1 of *GRI 418: Customer Privacy 2016*.





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# Client and customer experience & satisfaction

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IPH's Group Businesses are premium firms with longstanding reputations. Through these firms, we employ a highly skilled team of IP professionals, many of whom are recognised leaders in their field.

In FY21, more than 75 people from the Group received industry recognition for their expertise.

Our Group Businesses also received various prestigious industry accolades. Some examples include:

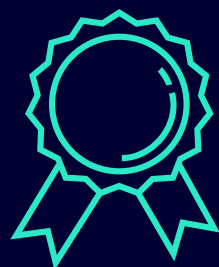
- » Spruson & Ferguson was named Asia-Pacific IP Boutique Firm of the Year at Managing IP Asia Pacific Awards 2021
- » Spruson & Ferguson was ranked Tier 1 in Patent Prosecution Australia, Trade Mark Prosecution Australia and Patent Prosecution Singapore at IP Stars 2021
- » Griffith Hack was named Australian Patent Contentious Patent & Trade Mark Attorney Firm of the Year at Managing IP Asia Pacific Awards 2021
- » Griffith Hack was ranked Tier 1 firm for Patent Prosecution and Trade Mark Prosecution in IP Stars 2021

- » Griffith Hack was awarded Silver for Trade Mark and Prosecution Strategy in World Trade Mark Review 1000 Guide
- » Shelston IP was ranked Tier 1 for Patent and Trade Mark prosecution by Managing IP
- » AJ Park was listed as a tier 1 firm in the trade mark contentious category in Managing IP, IP Stars
- » AJ Park was named New Zealand Copyright Firm of the year at the 2020 Asia IP Awards.

## Innovation in service delivery

The IPH Group provides Group Businesses with access to a network of leading firms plus group-scale investment in technology, shared services and talent, which ultimately drives better outcomes and more opportunities for clients. The Group is designed to enable clients to seamlessly access international markets with a consistent high level quality of service, mandated by the Group.

Our Group Businesses are committed to high ethical standards as outlined in the governance, risk, privacy and data protection section of this Report.



**More than 75 professional staff from our member firms received IP industry awards or recognition in FY21**





IPH is continually looking at how we can deliver innovative and smarter ways of working to enable our firms to offer a better client experience. In FY21, we were able to progress a number of initiatives to support innovation in service delivery. Initiatives include the following:

- » IPH was the first organisation in Australia to integrate with IP Australia's new Application Programming Interface Solution, meaning our member firms can deliver near-live status updates, leading to improved interactions and service levels.
- » IPH appointed a Chief Commercial Officer (CCO). The CCO is responsible for leading the Group's marketing and business development strategies working with each of the member firms to provide platforms and frameworks to identify and service new and existing clients and deliver better outcomes.
- » IPH and member firms AJ Park, Griffith Hack and Shelston IP invested in new visual identities. New or enhanced websites were developed as part of these projects, delivering rich content in a clean and organised way to provide clients and other visitors easy access to information and IP resources.
- » IPH Strategic Advisor, Francis Gurry, former head of the World Intellectual Property Organisation, presented to the IPH Board and group employees, providing insights on the latest IP global trends and opportunities.

- » IPH acquired Applied Marks a leading Australian online automated trade mark platform. The resources and technology acquired as part of the transaction will support the Group to develop digital systems and platforms to offer member firm clients a more seamless digital experience in the future.

### Client feedback

Our Group Businesses take pride in delivering outstanding service to clients. Our firms encourage clients to provide feedback through mechanisms such as:

- » A Client Visitation programme conducted by the Managing Directors of our firms to test how the firm is going in terms of service delivery and the overall health of the relationship
- » Regular online client surveys.

Similarly, to ensure our network referral proposition remains sound Spruson & Ferguson (Asia) has commenced surveying our other Group Businesses to ensure service standards and client satisfaction is maintained for referrals made across the network in the Asian jurisdictions in which we operate.



# Acting responsibly

## Climate-related issues and environmental initiatives

Throughout FY21, the Group took steps to identify, assess and manage risks in accordance with its risk management framework. Environmental risks, including climate change, were assessed as part of this process.

In our assessment we referenced the recommendations of the Financial Stability Board's Task Force on Climate-related Financial Disclosures (TCFD). We noted that IPH conducts low energy intensive business activities, is a relatively low emitter of greenhouse gas emissions compared to other businesses and other industries, and is not materially exposed to industries or regulatory frameworks likely to be materially impacted by climate change risks. As a result, the Group did not identify a material exposure to climate change risk at this time.

While as a Group we currently consider that the actual and potential impacts of climate-related risks do not give rise to a material exposure, we will continue to monitor such risks closely.

## Scope 2 emissions

Although as a professional services business the IPH Group has minimal carbon or energy-intensive business activities, we recognise the importance of disclosing information on key sustainability metrics.

## Australian and New Zealand business

In FY21, our Australian and New Zealand IP firms' Scope 2 emissions were 743 tonnes of CO<sub>2</sub>e<sup>3</sup>. This was a 30% reduction on emissions reported in FY20.

The IPH Group continues to work on initiatives which reduce our impact on the environment. All our offices are primarily paper-light and utilise digital filing to reduce paper use. Our offices provide paper, glass and plastic recycling and the majority of our Australian and New Zealand IP firms operate in buildings with above market standard NABERS energy ratings.

## Office NABERS Energy ratings across Australian offices:

### Griffith Hack

Melbourne	★★★★
Perth	★★★★★
Sydney	★★★★

### IPH Limited

Sydney	★★★★★★
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### Pizzey's

Brisbane	★★★
Canberra	★★★★

### Shelston IP

Sydney	★★★★
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### Spruson & Ferguson

Brisbane	★★★★★★
Sydney	★★★★★★

## Office NABERS Energy ratings for our New Zealand office<sup>1</sup>:

### AJ Park

Auckland	★★★★
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1. Data for our Wellington office was not available at the time of publication.





## Partnering with clients to address climate change

Innovation is fueling advances in how society can adapt to and better address climate change. At the heart of this is IP protection and

our member firms have taken advantage of this growing market by partnering with clients to help address these issues head on.

Below is a snapshot of some work done within the Group with clients in FY21 which support advances in shaping a more sustainable future.

## How Shelston IP built its cleantech practice

Dr Gareth Dixon from Shelston IP, Chemlife Practice Group Leader and Principal, has led the conception and growth of Shelston IP's cleantech practice over the last three years, starting from a single client to a portfolio of more than a dozen.

Gareth's decision to pivot from organic chemistry to focus on the cleantech industry was a result of not only identifying the increasing global focus and investment in cleantech but also his and his team's deep passion for the environment and leading positive change.

Cleantech clients now make up around 25% of Shelston IP's local client base and Gareth expects the practice to grow in both domestic and international filings.

The practice's first client was a green hydrogen producer. Industry-specific knowledge developed during the pursuit of this portfolio has proved useful in subsequent client discussions and engagements and helped develop the practice.

Since then, Gareth and his team have gained clients across a range of clean technologies such as biofuels, energy efficiency, waste and water management, batteries and carbon efficiency. Around fifty percent of these clients are in start-up phase.

Gareth sees more growth in both domestic and international filings, particularly in hydrogen and electric vehicles.

“The importance of IP to the growth and commercialisation of any industry is well established, and this is especially true of cleantech. We've got to believe we can help make a difference and few things are more satisfying or rewarding.”

**Dr Gareth Dixon**  
Chemlife Practice Group Leader and Principal  
Shelston IP



### Clients include:

- A thermal energy company offering an alternative to solar
- A university spin-out, which is creating silicon anodes for use in EVs
- A start-up that condenses water from air in arid environments
- A start-up that turns waste plastics into biofuels
- An SME that cleans up oil slicks using some clever chemistry
- An SME with a clean way of extracting lithium from spodumene
- An SME with clever water retention technologies for crops
- A government agency, with a broad-spectrum organic pesticide
- A university having an edge-functionalised graphene series which can be stored at elevated concentrations
- A university with at least three new clean technologies at various stages of development.





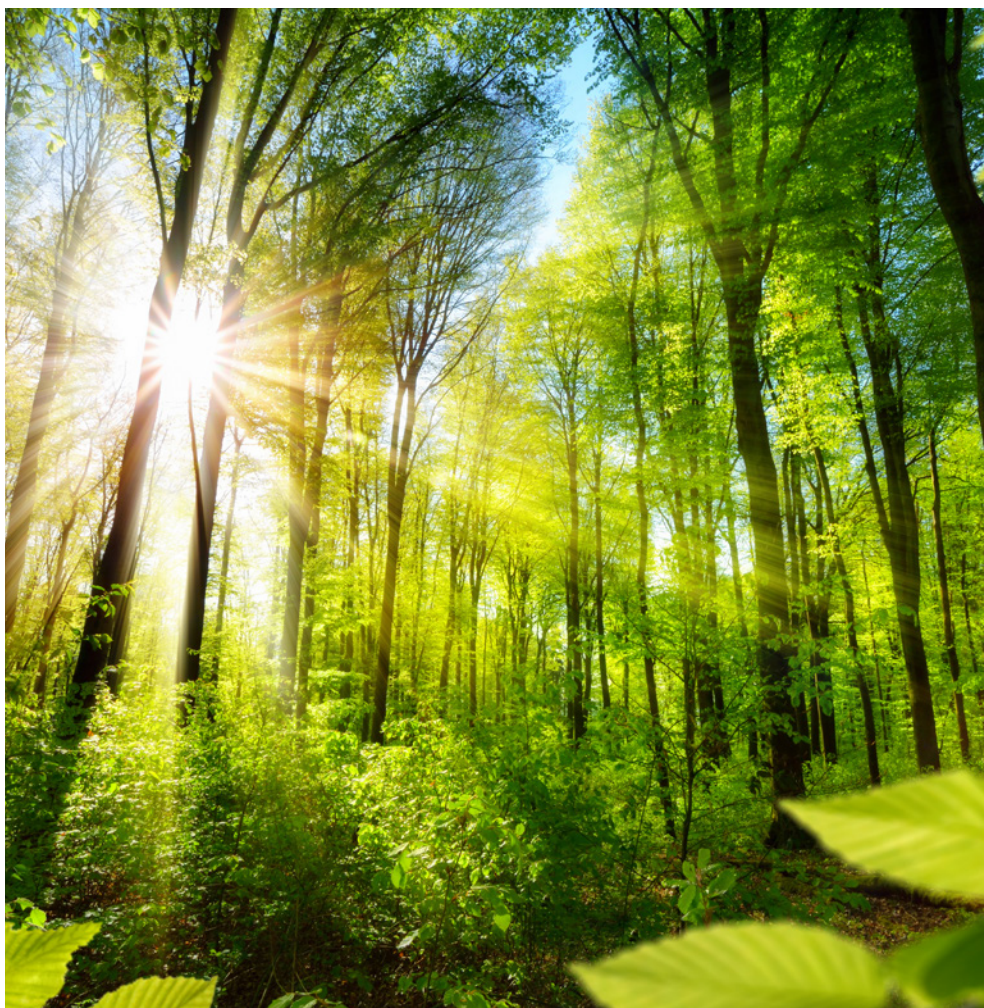
## Building Living Bridges to meet UN Sustainable Goals

Spruson & Ferguson has been working with cleantech technologies for many years. One example of a cleantech company is Tropical Carbon, which focuses on augmented ecology and developing technology that helps organisations offset and negate carbon emissions. Spruson & Ferguson (and Cullens which merged with Spruson & Ferguson in 2018) has been working with Tropical Carbon in seeking patent coverage of their technologies since 2016.

One application of their technologies is a way to grow ‘cubic forests’ – high density forests where there is very little usable space. This enables a far greater amount of carbon to be sequestered than a traditional plantation.

Another application is carbon-negative, ‘living bridges’; functional and usable bridges made entirely of living trees. While this has been done in the past, these bridges have taken hundreds of years to form. Tropical Carbon’s technology is designed to grow and build these bridges in significantly shorter timeframes. Such ‘living bridges’ provide a living, breathing structure which meets the UN Sustainable Development Goal of “Making cities and human settlements inclusive, safe, resilient and sustainable” and supports the vision of the UN’s New Urban Agenda.

Tropical Carbon is seeing strong demand for their technologies come from city councils, academic institutions, and tourism destinations. They are currently in discussion with Cairns and Brisbane city councils in Queensland, Australia, and Yogyakarta, Indonesia to install functional living bridges in these tropical cities. They hope to have their first installation completed before Christmas 2021. Longer-term they envisage carbon-negative living bridges being installed in cities across the tropics. Reducing the impact of climate change whilst providing ultra-low-cost, functional infrastructure to urban communities.





## Partnering with Osho to combat climate change

AJ Park has worked with start-up cleantech company Osho on its IP strategy and patent filings. In the bid to combat climate change and dampen rising household costs, Osho has developed a system to monitor energy consumption throughout homes. The system is easy to install and fits effectively into new and existing homes with on-grid, solar or EV energy sources. It monitors energy consumption from around the home to identify areas consuming the most energy and the data produced will assist home owners to take steps to reduce energy and associated costs.

The team working on the project is led by AJ Park Principals Wes Jones and Anton Blijlevens. The team has set up an IP strategy and consolidated Osho's IP which has helped put them in a good position with their investors and to move forward more flexibly. Their international patent filing application takes



effect around the world, keeping them open to pursue IP protection in various countries as they continue to develop and expand their products and services.

It's early days for Osho, however the team sees their cleantech redefining the electrical infrastructure in residential housing and contributing to a sustainable future.

## Community impact

We are proud to support the communities in which we operate and continue to work with charities to support causes that are important to our people and business. Our community initiatives are predominantly coordinated within each of our member firms.

Some examples of charities our firms and people have supported across the Group throughout FY21 include:

- » Breast Cancer Foundation, New Zealand
- » Medecins Sans Frontieres
- » World Vision
- » Cancer Council
- » Oxfam
- » The Smith Family

In addition to this, our professional teams provide pro bono support to community organisations, with our Griffith Hack business alone providing 234 hours of in-kind support, and with paid volunteering leave available to employees in New Zealand and some of our Australian firms.

## Development of a Group Community Program

In FY21, we undertook a review of our approach to community investment and looked at how we could better use the combined power of the Group to achieve more.

As a result, in FY22 we look forward to introducing a new community initiative to maximise the Group's impact in the community. The program will increase collaboration and create opportunities for employees right across the Group to get involved and will include a long term commitment to work with community partners in a manner which supports identified UNSDGs

A Group Community Working Committee, with representation from IPH and each of our member firms, has been established to help drive this initiative forward.





## Contribution to IP community

Our professional teams regularly contribute to the development of the IP profession through involvement in various events. Some examples include:

- » Griffith Hack Principal participated in a panel discussion and mentoring of students for the Industry Mentoring Network STEM.
- » Griffith Hack Principals provided 'Ask me Anything' session to University of Melbourne's 2020 Melbourne Accelerator Program cohort.
- » AJ Park sponsored Entré 2021 programme designed to promote entrepreneurial skills and ideas among staff and students at The University of Canterbury, Lincoln and Ara.
- » AJ Park employees were judges at a number of events included Vex IQ Challenge, VRC National Championship and NIWA Wellington Science and Technology Fair.
- » Spruson & Ferguson Principal mentored at Healthcare Accelerator.
- » Shelston IP Principal and Associate presented to Girls Invent.
- » Shelston IP Principal presented to Biotech students at UTS on patenting in biotechnology.

In addition to this, our professional staff have attended or presented at local and international conferences, including, but not limited to:

- » IPTA Annual Conference 2021
- » AusBiotech + Invest 2020 Conference
- » NZ Lawyer - In-house Legal Summit
- » BIO Digital 2021
- » IPO Annual Meeting 2020

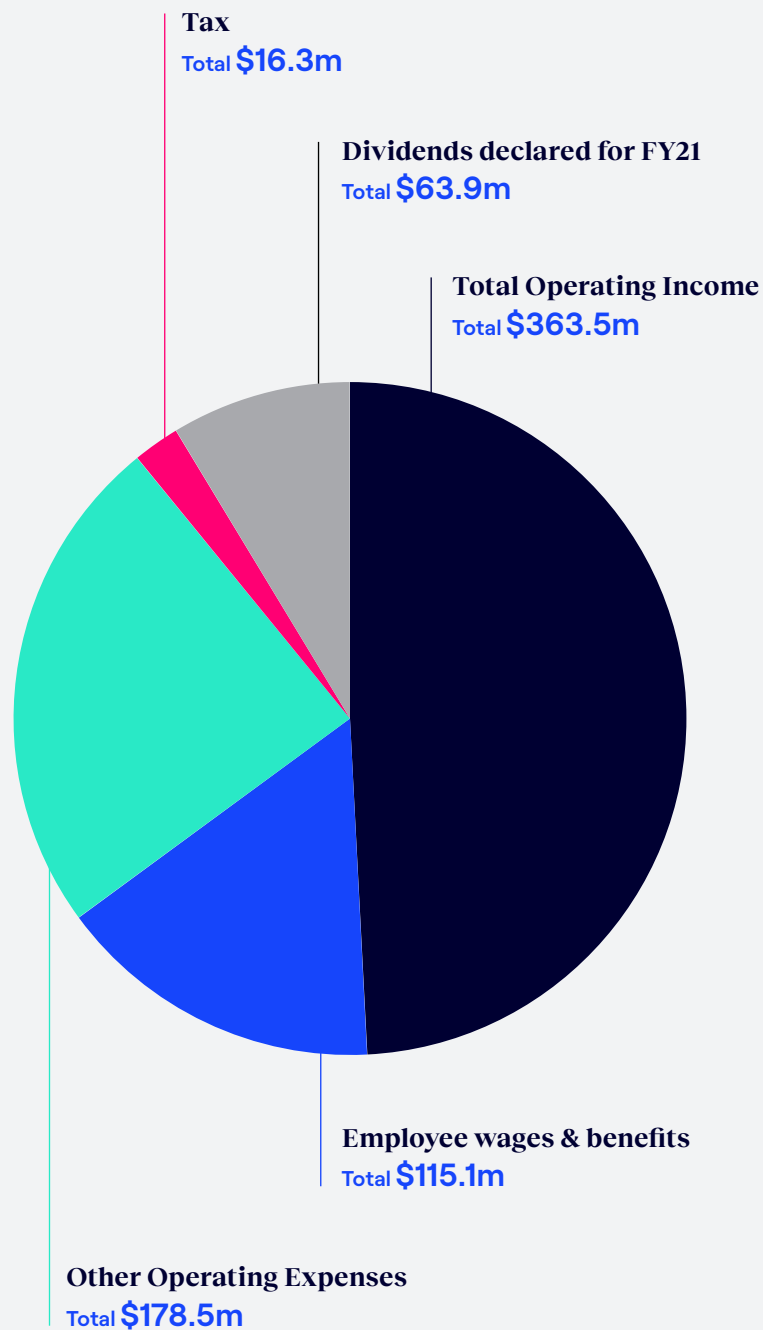
These conferences provided our people with the opportunity for ongoing professional development, learning, to present their expertise and share knowledge with IP professionals, and to network with peers in other IP jurisdictions.

Employees of the IPH Group also hold positions on professional associations, including but not limited to, the New Zealand Institute of Patent Attorneys and the Institute of Patent and Trade Mark Attorneys of Australia.



## Our Financial contribution in FY21

IPH makes a significant financial contribution to our communities through economic activity with suppliers and clients, employment, value to shareholders, income and payroll tax. Our total operating income in FY21 was \$363.5m.





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# Looking ahead to FY22

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As IPH has evolved, so too has our approach to sustainability. This year we were proud to align our report to a number of GRI Sustainability Reporting Standards and UNSDGs and this is something we will continue to build on in future reports. We are working towards reporting in line with the GRI Standards: Core Option and against other identified metrics that will strengthen our approach to sustainability.

As a listed business with a portfolio of leading IP firms, we will continue to work on strengthening our network offering to drive better outcomes for our people, clients and communities, while continuing to enhance shareholder value. In particular, we recognise the important role we play in supporting innovations that drive better, more sustainable outcomes for communities.

We are pleased to present our progress on sustainable practices and look forward to continuing to provide insights on our journey and action we are taking to ensure sustainability for all our stakeholders.





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