ESG

REPORT 2024

Computershare

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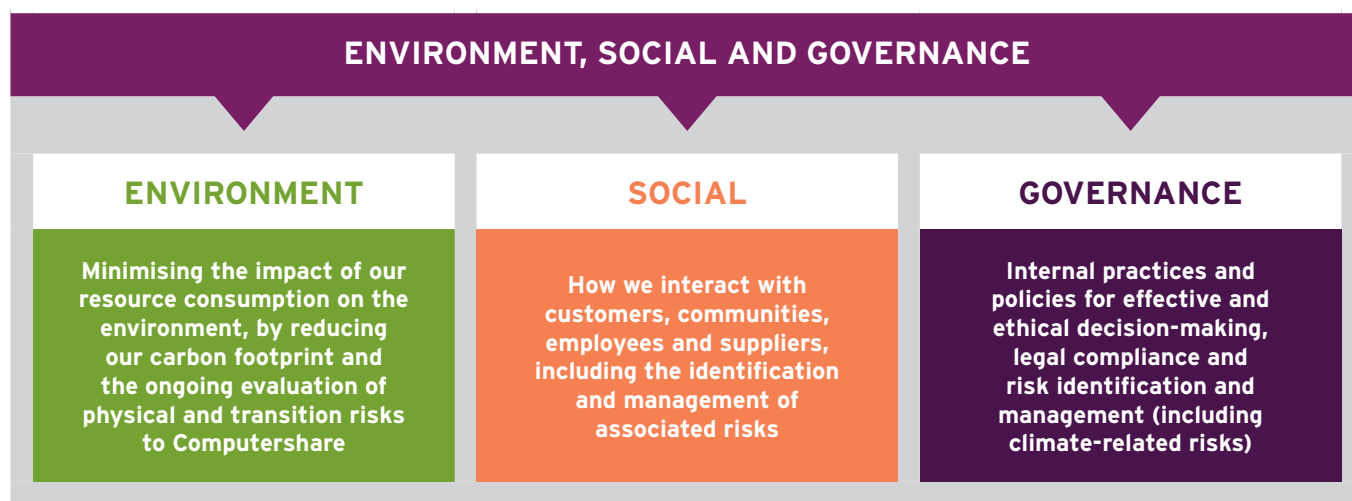
INTRODUCTION

Computershare aims to do the right thing and support our employees, clients, and communities. We aspire to effect positive change related to key ESG matters and regularly assess our work against externally recognised 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, communities and the environment;

> Focuses on identifying ESG opportunities and mitigating ESG risks as part of our business priorities and day-to-day operations, in line with our company values (see p. 13); and

> Aligns with recognised global ESG disclosure frameworks and standards, including the Science-Based Targets initiative (SBTi), Task Force on Climate-Related Financial Disclosures (TCFD), and the Sustainability Accounting Standards Board (SASB). Most recently we have been working towards alignment with the Australian Sustainability Reporting Standards (ASRS).

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 and progress in FY24 on several ESG-related issues including:

Our five-year decarbonisation plan and targets

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

Our people

Diversity, equity and inclusion

Human rights and modern slavery

Information Security

In our 2023 ESG report, we highlighted a number of priority areas. The table below provides a progress update:

1	Updating our EcoVadis third-party ESG/sustainability assessment	**COMPLETE**	› Updated assessment scope to global. › Computershare scored 54/100 (Bronze Award level).
2	Increasing supply-chain management and supplier engagement in relation to ESG/carbon data	**IN PROGRESS**	› Obtained available carbon data from top 300 suppliers (by spend).
3	Agreeing a third-party assurance program for our FY24 greenhouse gas data/carbon footprint measurement	**NOT STARTED**	› This work will now be completed in FY25 to align with the implementation of mandatory climate reporting for Computershare from FY26 onwards. › Computershare's Internal Audit team completed a validation review of the FY24 Carbon Footprint Data.
4	Leveraging the data from our new people and finance management systems to enhance internal reporting	**IN PROGRESS**	› Work is ongoing to embed ESG data reporting requirements (e.g. employee ethnicity information, supplier spend data) within new people and finance management systems.
5	Completing the external stakeholder engagement element of our ESG materiality assessment	**NOT STARTED**	› This work will now be completed in FY25 to align with the implementation of mandatory climate reporting for Computershare from FY26.
6	Further preparing for the implementation of new reporting requirements (e.g. International Sustainability Standards Board (ISSB) Standards), including mandatory climate disclosures (e.g. ASRS)	**IN PROGRESS**	› Completed an external gap assessment to prepare for the ASRS. Work is ongoing to address the identified gaps in required disclosures.

Over FY25, we aim to prioritise:

› Further preparation for the implementation and governance of the new mandatory ASRS, which Computershare will be required to disclose against from FY26;

› Ongoing implementation of our Net Zero program (including our five-year decarbonisation plan);

› Agreeing a third-party assurance program for our FY25 greenhouse gas data/carbon footprint measurement;

› Leveraging the data from our new people and finance management systems to enhance internal reporting;

› Finalising our work with World Youth International and preparing to select a new global charity partner;

› Further maturing of our security operations capability, with continued investment in Cyber Threat Intelligence and preventative security measures; and

› Further progressing our ESG materiality assessment.

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 share our progress as we continue our efforts in these areas.

Stuart Irving
CEO and President

Lucy Newcombe
Chief People and ESG Officer

ESG MATERIALITY RISK ASSESSMENT

Computershare has completed the internal element of our ESG materiality risk 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 feedback from external stakeholders – **TO BE COMPLETED**

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

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

Table 1 – Internal element of ESG materiality risk assessment

Materiality risk	Environment	Social	Governance
HIGH	> Net Zero/GHG Emissions/ Climate Change > Energy management > Sustainable products/ services	> Responsible Supply Chain > Diversity, equity and inclusion > Equal opportunity > Talent, Learning and Development (human capital management) > Occupational health and safety > 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	> 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 three-year ESG strategy (see p. 6). This ESG strategy is regularly reviewed, with oversight and feedback provided by the Board.

We see our internal materiality risk assessment as the start of our journey and acknowledge that once the external element is finalised, new topics and/or other changes may arise.

OUR ESG STRATEGY

Computershare launched our ESG strategy in 2022. The strategy aims to further embed key elements (e.g. policies, processes and systems) that will support our ESG journey going forward.

Our ESG strategy is made up of five core pillars: People; Data; Processes; Environment; and Value-chain. A detailed overview of the elements included under each pillar and current progress against each can be found in the appendices of this report. Computershare also recognises the need to develop key enablers to support the delivery of our ESG strategy, as seen in Figure 1 below.

VISION

COMMITMENTS AND STRATEGIES

GOVERNANCE

ESG Focus Areas/Strategic Recommendations

People	Data	Processes	Environment	Value-Chain
Further embed ESG management and commitment principles across our people processes to further enable employee engagement	Improve the collection, reporting and reliability/accuracy of ESG data/systems to act as an enabler to drive ESG improvements	Ensure ESG principles and requirements are embedded into policies and procedures	Increase and improve Computershare's activities and commitments in relation to achieving a sustainable planet	Integrate ESG into customer and supplier channels to improve awareness and further develop Computershare's scope of influence

ESG Enablers

Data	ESG Risk Management	Technology
Processes	Management Systems	People & Resources

Figure 1 – Computershare's ESG strategy Model

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

The Board has ultimate responsibility for ESG matters, providing oversight across our ESG strategy and initiatives, including actions that specifically address 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 quarterly updates.

Management, including the Chief People and ESG Officer, Chief Risk Officer, Chief Information Security Officer along with other key executive management and managers within the business are 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 management framework, including climate-related risks. See p. 29 for further details of our ESG governance structure.

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

ENVIRONMENT

Sustainability is a focus across Computershare, and we have worked actively to manage and reduce our long-term impact on the environment for the past 20 years. We also continue to develop a range of services that assist our clients in achieving their own environmental objectives and help make a direct contribution to a sustainable world.

During the last 12 months we have made good progress in the following areas:

> Implementing our five-year decarbonisation plan (FY23 to FY28)
> Submitting our Net Zero and near-term targets to the SBTi for validation and having them approved
> Improving our carbon footprint through obtaining better quality data (e.g. supplier carbon data)
> Improving our disclosures against current external standards
> Planning for future sustainability disclosure standards (e.g. ASRS).

Over the next 12 months, our key focus areas will include:

Continued implementation of our five-year decarbonisation plan and tracking progress against our validated science-based targets

Further implementation of our supplier engagement strategy, to obtain an increased percentage of carbon data and emission reduction target information from suppliers, while identifying further opportunities to support suppliers on their Net Zero journeys

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

Continued preparation for mandatory disclosure in FY26 against the new ASRS – including the implementation of recommendations from an external gap-assessment conducted in FY24

Enhancement of data management systems to drive improved quality of environmental data and reporting efficiencies (including the development and implementation of an ESG Data and Reporting protocol), which will further support the annual measurement of our carbon footprint

CALCULATING OUR CARBON FOOTPRINT

Computershare engages an external adviser to support the annual calculation of our global carbon footprint, which also incorporates any required adjustments to previously reported years or base years due to acquisition(s)/divestiture(s), data improvement(s), or identified data error(s), which results in >5% change to our total carbon footprint and is therefore above our material acceptance threshold (which is in line with the Greenhouse Gas (GHG) protocol).

We first calculated our carbon footprint (CY20) with our external adviser in 2021 and published the results in our Annual Report.
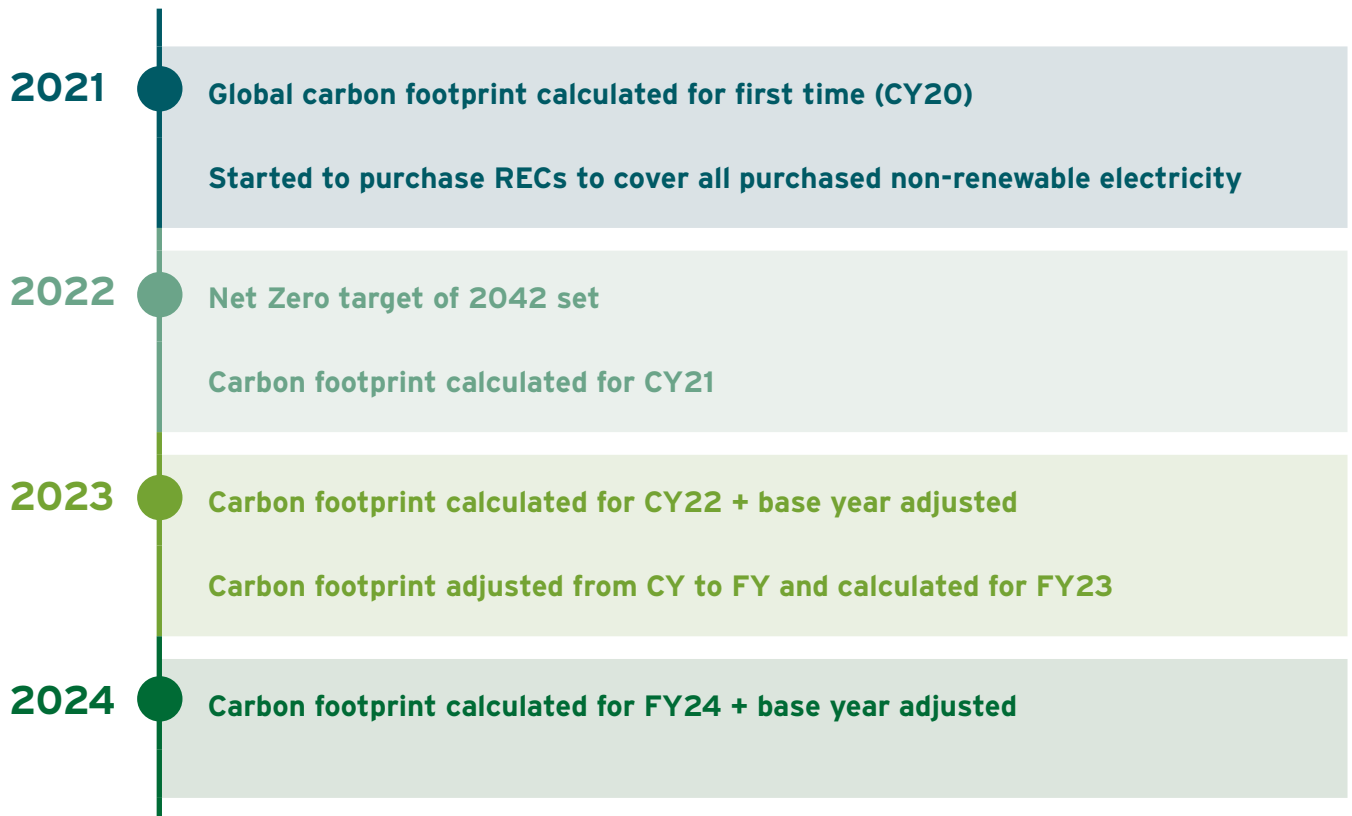
Computershare achieved our first major emission reduction in 2021 by purchasing Renewable Energy Certificates (RECs), reducing our Scope 2 emissions by 100% across all global locations. Computershare now purchases RECs annually to cover 100% of our purchased non-renewable electricity and continues to identify opportunities to install renewable energy solutions across our global office portfolio.

In 2022, Computershare set a target to reach Net Zero by 2042. Our carbon footprint was therefore measured again for CY21, this time incorporating all remaining Scope 3 emissions (not measured in CY20) as required by the SBTi to set a Net Zero target.

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 also required to adjust our base year calculation to incorporate the historic emissions of this business. This enables us to comply with the GHG Protocol and allows reasonable year-on-year comparison of our current footprint emissions against our base year emissions.

After completing three years of calendar year carbon footprint measurement, the introduction of mandatory climate disclosures in Australia (ASRS) from FY26 requires us to report against the financial year rather than the calendar year. Therefore, before submitting our targets to the SBTi, we transitioned our reporting year from CY (Jan-Dec) to FY (July-June) to enable consistent future year-on-year reporting of our science-based targets. We also realigned our base year from CY (Jan-Dec) to FY (July-June) – see further explanation below under 'Update on our carbon footprint reporting timeframes and data quality' section.

Our carbon footprint for FY23 (July 2022 to June 2023) was calculated in August 2023 and our carbon footprint for FY24 (July 2023 to June 2024) was calculated in August 2024, both incorporating the latest methodology.

2021   Global carbon footprint calculated for first time (CY20)

Started to purchase RECs to cover all purchased non-renewable electricity

2022   Net Zero target of 2042 set

Carbon footprint calculated for CY21

2023   Carbon footprint calculated for CY22 + base year adjusted

Carbon footprint adjusted from CY to FY and calculated for FY23

2024   Carbon footprint calculated for FY24 + base year adjusted

Update on our carbon footprint reporting timeframes and data quality

Our base year was previously CY20 for Scopes 1 and 2 and CY21 for Scope 3, as this was when our complete global carbon footprint was first measured. However, as our targets have now been submitted and approved by the SBTi, our base year has changed 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 (due to ASRS) requires that our base year makes the same shift to enable effective year-on-year comparison.

2.   FY23 is a more representative Scope 3 base year for 'business as usual' than FY22, largely because of the return to normal employee travel levels following the Covid pandemic.

These changes are reported in this year's report, in alignment and compliance with the GHG Protocol and the SBTi's public guidance.

As part of our carbon footprint reporting methodology, we also measure the quality of the data being reported (see Appendices p. 35-36).

OUR FY24 CARBON FOOTPRINT

Our FY24 carbon footprint (July 2023 to June 2024) was calculated in August 2024 and we again recalculated our base year emissions to account for the sale of our US Mortgage Services business, which occurred during the period.

Our current carbon footprint for FY24 is shown in Table 2 below:

Table 2 – Carbon Footprint for FY24 and recalculated base year

EMISSION SOURCE	Previous Base Year Emissions[1] [t CO_2e]	Recalculated Base Year Emissions (in FY24)[2] [t CO_2e]	FY24 Emissions [t CO_2e]	Share [%]	Change [t CO_2e]	Change [%]
Scope 1	**2,298**	**2,791**	**3,344**	**4.5**	**553**	**19.8**
Heat (self-generated)	2,024	2,519	2,429	3.3	-90	-3.6
Vehicles	45	45	166	0.4	121	268.7
Cooling agents/refrigerants	197	197	457	0.2	261	132.7
Generators	32	30	291	0.6	262	877.9
Scope 2	**18,612**	**8,065**	**384**	**0.5**	**-7,658**	**-94.9**
Electricity and electric vehicles (EVs)	18,612	8,065	17	0.1	-8,048	-99.8
District heating	0	0	367	0.5	367	-
Scope 3	**91,589**	**67,306**	**70,042**	**95.0**	**2,736**	**3.5**
Purchased goods and services	59,667	35,404	29,412	39.9	-5,991	-16.9
Capital goods	2,947	6,385	7,599	10.3	1,214	19.0
Fuel- and energy-related activities (not included in Scope 1 or 2)	5,216	1,235	1,276	1.7	41	3.3
Upstream transportation and distribution	10,060	9,654	8,557	11.6	-1,097	-11.4
Waste generated in operations	1,277	1,441	1,632	2.2	191	13.3
Business travel[3]	630	5,046	6,626	9.0	1,580	31.3
Employee commuting[3]	9,976	6,827	13,519	18.3	6,692	98.0
End-of-life of sold products	55	53	52	0.1	-1	0.0
Investments	1,761	1,261	1,368	1.9	107	0.1
TOTAL	**112,499**	**78,162**	**73,770**	**100**	**-4,369**	**-5.59**

NOTE 1: Additional information on the reporting methodologies and principles applied in relation to our Scope 1, 2 and 3 emission data and reporting, in addition to our detailed carbon footprint, can be found in the appendices.

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

1   Our base year is FY21 for Scopes 1 and 2 and FY23 for Scope 3.

2   Our base year emissions were recalculated as part of our FY24 corporate carbon footprint calculation due to the sale of our US Mortgage Services business, which occurred during the period.

3   Emissions from hotel stays and remote working have been included in the table above – but are optional to include and are not part of the SBTi target setting boundary for Computershare.

Figure 2 – Visual breakdown of our Scope 1, 2 and 3 emissions in FY24.

4.5% – Scope 1
0.5% – Scope 2
95% – Scope 3

Computershare has continued to decrease its annual emissions against a revised base year during FY24 by 5.6%. This has primarily been achieved through the continued purchase of renewable energy certificates (Scope 2), a significant improvement in data quality associated with 'Purchased Goods and Services' (Scope 3) through increasing the availability and use of primary data (i.e. transitioning from using spend-based data to actual supplier carbon data) and improvements implemented in relation to outbound logistics (Scope 3).

However, our Scope 1 emissions have increased by ~20% in relation to vehicles, cooling agents/refrigerants and generators due to increased office occupancy following the Covid pandemic and ongoing improvements in data collection processes and associated data quality. Scope 3 emissions collectively across business travel and employee commuting categories have also increased by 69.7%, primarily due to a return to normal travel levels after the Covid pandemic and a mandatory return to office requirement implemented during FY24.

While we continue to make progress in reducing our emissions, we recognise there is more work to be done if we are to remain on track to meet our science-based targets. We also recognise there is more opportunity to engage with our suppliers and build best-practice into our supplier engagement and management processes from an emissions reduction perspective.

INVESTING IN "BEYOND VALUE CHAIN" MITIGATION

The SBTi strongly recommends that companies invest in mitigation beyond their value chains to achieve more than what is outlined in their science-based targets.

Since 2020, Computershare has invested annually in mitigation beyond our value chain by supporting socially responsible forest protection projects. Key to this is our continued purchase of verified carbon credits to offset 100% of our Scope 1 and Scope 2 emissions and selected Scope 3 emission categories, including elements of Cat.1 – Purchased goods and services: print products; electronic devices; and external data centres, 100% of Cat.3 – Fuel- and energy-related activities, and 100% of Cat.6 – Business travel, and Cat.7 – Employee commuting (excluding homeworking).

These credits provide funding to climate projects that meet our due diligence and assurance requirements such as the Verified Carbon Standard (VCS) and the Climate, Community & Biodiversity Standards (CCBS – Gold standard), and are aligned to the United Nations Sustainable Development Goals (SDGs).

The projects selected by Computershare are regularly monitored by our external partner to ensure they meet the VCS and the CCBS Gold standard (as applicable). Computershare reviews our selected project annually to help ensure that we are only investing in high-quality projects with the appropriate due diligence and assurance controls in place.

OUR NET ZERO JOURNEY

Computershare's Net Zero journey has specified three time horizons with a different set of goals for each:

Goal 1: To achieve Net Zero by 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

In addition to meeting our near-term targets, we have also established a five-year decarbonisation plan (ending FY28), which is intended to set objectives that will put Computershare on an emissions reduction trajectory to meet our FY33 near-term targets

Our Net Zero and near-term targets (Goals 1 and 2 above) were formally validated and approved by the SBTi in July 2024 and published on their website, which can be accessed here.

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.

OUR FIVE-YEAR DECARBONISATION PLAN

During FY24, we continued to implement our five-year decarbonisation plan, which includes key initiatives associated with our four hot-spot areas – 1. Communication Services (CCS) paper and logistics; 2. procurement, 3. capital goods; and 4. business travel, employee commuting & remote working – with implementation planned by the end of FY28. Our established working groups continue to progress the identified actions to support the reduction of associated carbon emissions.

Computershare validated our science-based targets and adjusted our base year to FY23 for Scope 3 emissions as reported above. During the validation process, the ambition for our five-year plan was increased from a reduction of Scope 3 emissions of 17.5% to 20%, aligned with SBTi requirements for a 2028 target. Following review there was no requirement to adjust the ambition of our individual Net Zero reduction initiatives.

Progress against this five-year plan is reported quarterly to the Board.

OUR FIVE-YEAR DECARBONISATION TARGETS

The sections below provide a summary of the planned carbon reductions (and activities) associated with each hot-spot area and progress during FY24. A more detailed overview of our five-year decarbonisation plan and progress against targets has been provided in the appendices.

HOT-SPOT 1: CCS PAPER AND LOGISTICS – CURRENTLY REPRESENTING 23% OF FY24 CARBON FOOTPRINT

We aim to reduce CCS paper and logistics emissions by **19%**, over the time period FY23 to FY28 (although initiatives commenced in FY22).

This consists of:

> 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.

FY24 progress:

> Inbound logistic emissions for paper (CCS) – emissions reduced by 59t CO_2e or 5.9% (FY24 vs recalculated base year emissions).
> Outbound logistic emissions for paper products (CCS) – emissions reduced by 1,042t CO_2e or 12.1% (FY24 vs recalculated base year emissions).

HOT-SPOT 2: PROCUREMENT – CURRENTLY REPRESENTING 28% OF TOTAL FY24 CARBON FOOTPRINT

We aim to reduce procurement emissions by **18%**, over the time period FY23 to FY28 (although initiatives commenced in FY22).

This consists of:

> A Supplier Code of Conduct to be developed and made available to suppliers through our external website, with 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 for procurement/capital goods emissions;
> Supplier primary carbon footprint data aims to cover 80% of spend by July 2025; and
> A subset of suppliers will be identified and engaged to support and track the development of their own science-based targets, with the aim being that 80% of the identified group are working towards set targets by July 2025.

FY24 progress:

> Supplier Code of Conduct published in June 2023 and now incorporated into our onboarding process for new suppliers as well as for renewals with existing suppliers.
> Obtained supplier carbon footprint data covering over 30% of total FY24 procurement spend.

HOT-SPOT 3: CAPITAL GOODS – CURRENTLY REPRESENTING 10% OF TOTAL FY24 CARBON FOOTPRINT

We aim to reduce capital goods emissions by **50%**, over the time period FY23 to FY28 (although initiatives commenced inFY22).

This consists of:

> Primary carbon footprint data for capital goods is aimed to be obtained for more than 50% of software suppliers;

> Target to 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 aims to relate to procurement of materials classified as 'sustainable'.

FY24 progress:

> Initial carbon footprint data captured from software suppliers. Further data to be captured during FY25 and incorporated into calculation of FY25 carbon footprint.

HOT-SPOT 4: BUSINESS TRAVEL, EMPLOYEE COMMUTING & REMOTE WORKING – CURRENTLY REPRESENTING 27% OF TOTAL FY24 CARBON FOOTPRINT

We aim to reduce business travel & employee commuting/homeworking emissions by **17%**, over the time period FY23 to FY28 (although initiatives commenced in FY22).

This consists of:

> Implementation of business travel initiatives particularly related to air travel, e-taxis and general travel behaviour;

> Implementation of commuting initiatives particularly related to public transport, cycling and EV use; and

> Implementation of home working initiatives particularly related to using renewables and measurement accuracy.

FY24 progress:

> Electric-vehicle salary sacrifice scheme launched in AU.

> Global travel policy updated with a focus on sustainable travel.

NOTE: See appendices (p.37) for a detailed overview of our five-year decarbonisation plan (hotspot areas and targets) and a breakdown of our carbon footprint with details of sub-categories included for each hotspot.

SUSTAINABLE PRODUCTS AND SERVICES

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 added benefit of reducing costs.

In addition to addressing our four hot-spots areas, we will continue to focus on the products and services Computershare offers and identify opportunities to decarbonise them over time.

For example, we are currently embarking on a multi-year transformation program to deliver industry-leading digital platforms and products. Our core objective is to deliver a market-leading digital experience for our customers and shareholders for Issuer Services, which will improve the efficiency of our processes, provide integrated offerings to customers, and bring further value to our clients. This transformation will also help us reduce the carbon emissions associated with our products and services, specifically through reducing the physical paper that isn't required with digital products.

Please see governance section (p. 30-31) for information regarding the management of climate-related risks.

SOCIAL

We strive to support our people and broader communities across the world to thrive.

We work hard to nurture a company culture that empowers people to be themselves, build strong connections, maintain good health and continue developing their skills and experience. We use our employee opinion survey to check how we're doing and identify ways to improve each year.

We use the United Nations Sustainable Development Goals as a roadmap for how we support communities beyond Computershare. Our workplace giving program Change A Life aims to empower people and communities facing economic and social challenges around the world.

OUR PEOPLE

Our people are at the heart of everything we do and we seek to support them to prosper at work and beyond. This benefits everyone, including our clients, as it ensures our people are in the best position to innovate and create long-term value for them.

We have more than 12,000 employees who work in 22 countries across the globe. We support flexible working wherever we can to help our people find a balance between work and the other aspects of their lives.

OUR VALUES

Our long-standing values of Certainty, Ingenuity and Advantage represent what we, as a company, bring to our clients 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 aim to promote and reward.

Detailed guidelines are provided to each member of staff, including our Board, so that all our people know what is expected of them. They reflect what actions should 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 will not accept.

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

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 > Promoting teamwork > Encouraging autonomy and ownership of work > Ensuring teams are appropriately resourced > Channels for recognising good work, including a company-wide recognition platform and annual 'Purple People' awards	> Clarity on the values and behaviours expected of our teams, through our Being Purple values > Access to health and wellbeing support through an Employee Assistance Program > Affirming a diverse, equitable and inclusive culture > Creating opportunities for professional development > Promoting staff connection through social activities > Providing health and wellbeing resources, including fitness classes and gyms (where possible) > Offering a day of paid volunteer leave
Our workplaces	
> Ensuring our physical offices meet standards for health and safety, including accessibility, air quality, ergonomics and lighting > Providing information on how to ensure health and safety when working remotely	

For more than two years our Zurich team's Social Club has provided opportunities for teammates to have fun and connect, whatever their team or role.

Employees have strengthened their ties while participating in various activities, including dancing, yoga, watching football, discussing books, and meet-ups before and after work.

Agnes Kunzelmann
Office Manager, Zurich

"My role includes managing staff events and activities at our office in Zurich, including through our Social Club.

I can truly feel our people's enthusiasm for the Social Club. Nothing brings people together more than a spontaneous after-work gathering, an early morning yoga session in one of our meeting rooms or participating in our yearly Zurich lake crossing swimming event.

Our people particularly appreciate how our Social Club allows them to connect with colleagues from different teams and parts of the building. This helps develop relationships and strengthen our Purple culture, all of which makes our business stronger."

In addition to the health and wellbeing benefits that we provide our employees, we have a benefits program tailored to each of the countries in which we operate. Although our benefits philosophy is the same around the world, benefits received vary by location due to legislation or the local market.

Employee Share Plan

Computershare offers our employees in most locations (except India, which is a newly established location) the opportunity to participate in an Employee Share Plan to acquire shares in Computershare Limited. All permanent employees are eligible toparticipate.

The structure of the plans vary based on the rules in each region. Where possible, Computershare matches employee contributions, which are awarded after a nominated period of time as part of our retention strategy. We strongly believe that employee share plans are a positive influence on employee retention.

LISTENING TO OUR PEOPLE

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

In the survey, employees were given a range of words and phrases to choose from (50% positive, 50% negative). For the second year in a row, the top 20 words employees selected to describe Computershare were all positive in nature. Friendly, supportive, respectful, and client-focused remain the top four words selected.

Employee engagement

Computershare's Engagement Index improved by 7% in 2023 but fell back 3% in 2024 to 68%, which we expect is due to workplace changes as a result of some large-scale transformation programs over the past year. We will continue to keep a very close focus on this issue in 2025.

ENGAGEMENT INDEX

An average of the positive scores of the below engagement questions

68%
-3% vs 2023

- Favourable
- Neutral
- Unfavourable
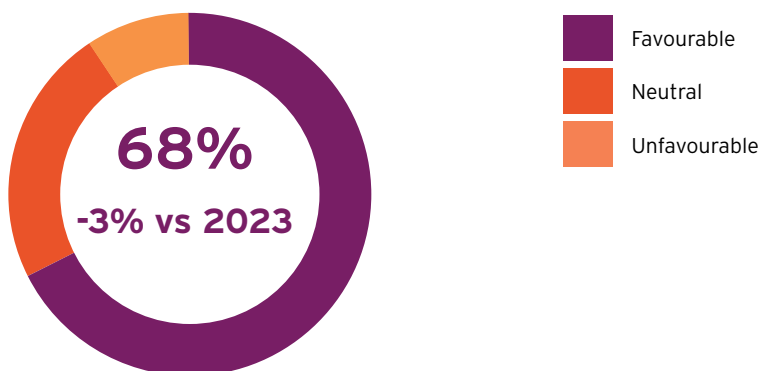
|	Favourable	Neutral	Unfavourable	vs 2023	vs 2022
I am motivated to do the best job I can at Computershare	79	16	6	-3	+4
I would recommend Computershare as a great place to work	66	24	10	-4	+3
I am proud to tell others I work at Computershare	65	27	7	-4	+5
I feel a strong sense of belonging at Computershare	60	28	11	-3	+2

Our Net Promoter Score (NPS) remains 'great'

Our Net Promoter Score, calculated on the question of ''How likely are you to recommend Computershare's products and services to someone else?'' remains on the great end of the NPS scale.

Diversity, equity and inclusion

We maintained our strong diversity, equity and inclusion results, with this area remaining our highest scoring in the survey. Our inclusion metrics indicate we have a positive culture, with 90% of employees stating that their manager works effectively with people from different backgrounds and 79% believing Computershare respects individuals and values their differences.

Now that we can capture more diversity data through our new people management system, we aim to be able to provide increased insight into how diverse groups respond to company surveys in the future.

DIVERSITY AND INCLUSION INDEX

80%
-3% vs 2023

- Favourable
- Neutral
- Unfavourable
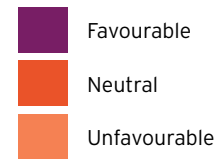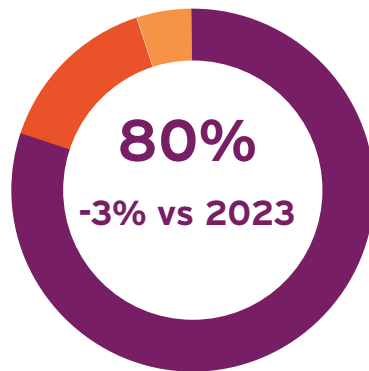
	Favourable	Neutral	Unfavourable	vs 2023
My manager works effectively with people with different views and from different backgrounds	90	8	3	-1
Individuals' values and differences are respected (At Computershare as a whole)	79	15	5	-3
I can be who I want to be at work, I don't have to hide anything	77	17	6	-3
People feel included and valued where I work	75	19	7	-4

DEVELOPING OUR PEOPLE

We provide learning opportunities for our people to ensure they have the right skills, abilities, and knowledge required to perform their work. We also offer employees opportunities to develop their skills so that they can take on new responsibilities and progress their careers within Computershare. In FY24, 44% of vacant roles at Computershare were filled by internal candidates.

209,507
learning hours for employees in FY24.

11.25
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.

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

MY LEARNING HUB

All 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.
> 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:

Over 85%
of our global workforce accessed My Learning Hub during FY24

35,926
learning materials accessed during FY24

Around 19,000
courses completed during FY24

EXTERNAL TRAINING

Our global external training policy provides eligible employees the opportunity to obtain, maintain or improve job-related or career-related skills and competencies through participation in training opportunities outside Computershare. All employees who have successfully completed their probation period are eligible.

156
professional qualifications started during FY24

External training may include:

Degree Programs: Formal programs of study resulting in an undergraduate or graduate degree.

Professional Qualification/Certification: Formal qualification or certification attainment linked to current job/role or professional career development.

One-off Training: Short term training events, including external conferences or meetings that are educational in nature.

Professional Memberships: Membership fees for professional organisations that are required to support the specific program of study.

LEADERSHIP AND MANAGEMENT DEVELOPMENT

Our FY24 range of Lead to Succeed programs were 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.

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 FY24, 116 managers completed the program, with 84 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 FY24, 358 senior leaders accessed the training, including nine new senior leaders who joined Computershare during the reporting period.

We also partnered with Skillsoft Coaching to introduce a 1:1 development coaching program for selected senior leaders. 11 senior leaders from across the globe began their coaching in FY24, with further intake planned for FY25.

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.

Our monthly manager communications: These email updates cover both global and local topics that are relevant for people managers across the business.

Our monthly manager webinars: These are where managers of all levels can hear recent updates and ask questions. On average in FY24, 270 managers attended each month.

DEVELOPING TALENT

Computershare has always focused on developing talent from within our organisation. The current focus of our talent development strategy is on embedding our Talent, Succession Management and Pipeline Development practices across the organisation.

We have talent assessments and succession plans for our senior leaders and are reviewing these at a business line level. We are also working to establish development plans with selected key talent. Our new people management system will help us to further integrate our talent development processes with existing career development programs.

APPRENTICESHIP AND INTERNSHIP PROGRAMS

We have established apprenticeship and internship programs to attract skilled talent into Computershare and support them to build a successful career with us. Some employees who have completed their apprenticeships have progressed into different positions within the company and utilised their new skills and training to impact ongoing projects.

We have a rolling apprenticeship program in our Edinburgh office that recruits people early in their careers into roles on our Technology Service Desk, with over 90% of the apprentices taking on a full-time position after completing their apprenticeships. The apprentices go through Computershare training alongside apprenticeship training, with support from both the training provider and Computershare trainers.

28

apprenticeships started or completed during FY24

Our Corporate Trust business in the US brought seven interns into Computershare in FY24 as part of our Emerging Talent program. Our Business Unit coordinators and Managers worked together to identify and set work for the interns that aligned with their studies and provided ongoing support to the individuals.

All seven interns have been offered a permanent role or an opportunity to return for another internship next year as part of their ongoing studies.

Paul Kowansky. University of Maryland. Majoring in Finance

"Computershare has a fantastic culture for helping me to learn, advance and challenge myself. I knew that if I were to work at Computershare I'd be getting in-depth knowledge that I wouldn't be getting either from education or other companies. You really see the back end of things. Whether it's with servicers or issuers and understanding how the full process of how mortgage securities go from borrowers to investors. I found that really interesting and I knew that working here, having an internship, would give me applicable experience as I progress along in my career."

PERFORMANCE APPRAISALS AND FEEDBACK PROCESSES

All permanent employees 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. Here is an overview of the process.

Who	What	When
All employees and their managers	Managers and employees are required to hold scheduled one to one meetings, during which employees receive regular feedback throughout the year.	Ongoing
All employees	Employees complete and submit performance forms in our people management system, providing ratings and comments.	May
All people managers	Managers review the performance forms for each of their employees and add their ratings and comments.	June
Review meeting and submission of final form	Managers and their employees meet one on one to discuss ratings and performance. Managers then submit the final form for their employees in our people management system.	End of July

REGULATORY LEARNING

Through our mandatory 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. This applies to all employees globally, including temporary workers and contractors, regardless of contract duration.

96.27%

of employees passed all their regulatory learning in FY24

Our regulatory topics include:

Data Privacy

Computershare and Me

Anti-Money Laundering

Ethical Behaviours and Anti-Bribery and Corruption

Cyber Security

Health, Safety and Security

Introduction to Risk

Global Employee Handbook

Fraud Awareness

DIVERSITY, EQUITY AND INCLUSION (DE&I)

We want our team to reflect the diversity of the world in which we operate and for everyone to feel able to thrive as themselves.

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

We nurture a diverse workforce by championing inclusion through our policies, processes and communications. Our senior leaders visibly affirm our diverse, equitable and inclusive culture, and we empower our employees to do the same through our Employee Resource Groups.

We have made great progress, and our employee survey results consistently show that our people believe their unique experiences and thoughts are valued highly. However, we know there is still more to do, and our DE&I strategy is helping us build on our work to date.

Some of the key steps we are taking to further progress our DE&I strategy include:

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

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

OUR PROGRESS IN FY24

Our strategy has helped us make important steps forward in fostering a diverse, equitable and inclusive culture this year.

Key highlights include:

Established a new DEI Working Group:

We've created a working group focused on practically implementing new ideas to support diversity, equity and inclusion. The group includes members of our People, Technology and Facilities teams with input from Employee Resource Groups. Members of the DEI Working Group are individuals who are accountable for different aspects of DEI in their current roles.

Mentoring opportunities

We've continued providing mentoring opportunities for employees, including through several of our Employee Resource Groups. We've also continued our partnership with Solaris, an external leadership development program for women of colour looking to advance. A total of 21 members of our Black Leadership Group have now been enrolled in the program.

Improved our interview guide

We updated our interview guide for people in the company involved with hiring, which includes more information on our ways of working and competencies. This will continue to reduce bias in the interview process.

Improved data insights

In FY23 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, whether they have a disability, their gender identity and veteran status.

As part of our improved data insights – more than half of our employees (**52%**) have now shared their ethnicity information, more than a fifth (**22%**) have shared their disability information and almost all (**99%**) have shared their gender. The ethnicity and disability fields are optional and unavailable in some countries due to regulations. We regularly continue to encourage employees to provide their information where appropriate.

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 leave
> Parental leave policy
> Sexual harassment policy
> Support measures for employees experiencing domestic violence, such as time off work to attend counselling sessions, look for alternative accommodation or manage legal issues

Computershare is required to report annually on Gender Pay Parity in Australia, South Africa and the UK, and we also voluntarily provide this data every four years in Switzerland. Going forward, we will also report this information in Ireland. Our Australian and UK reports are published externally, and links to these reports can be found in the Appendices (p. 32).

GENDER DATA

Our target, which we are working towards, is for our senior leadership teams (Direct Reports to CEO and Company Executive) to be made up of:

- 40% women
- 40% men
- 20% people of any gender (including men, women and people of other genders)
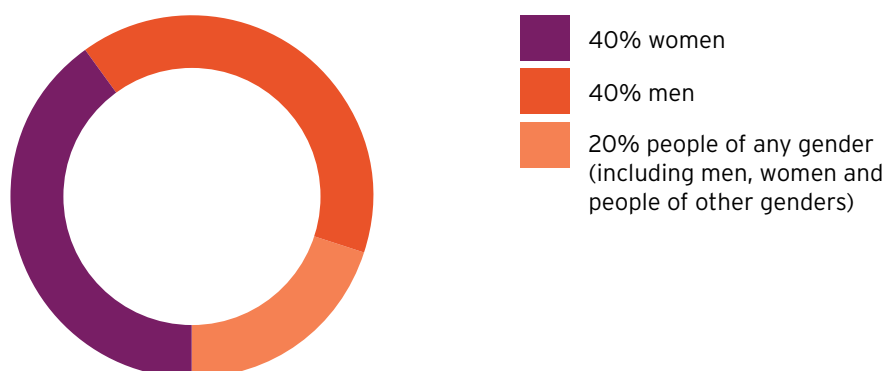
Computershare has reported on our gender percentages for all employee levels in our Annual Report since 2011, with the categories of female and male. The table below includes this data as of 30 June 2024.

	F	M	F%	M%	Total	Change to Female %
Board (inc. CEO)	3	5	38%	62%	8	-
Direct reports of CEO	4	11	27%	73%	15	+
Company Executive	25	67	27%	73%	92	-
Senior Manager	219	360	38%	62%	579	-
Manager	835	1,013	45%	55%	1,848	-
Other	5,085	4,552	53%	47%	9,637	-
Total	6,171	6,008	51%	49%	12,179	-

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

* Senior Manager means a person reporting to a Company Executive.

* Due to the sale of the US Mortgage Services business our overall headcount has decreased since FY23.

OUR EMPLOYEE RESOURCE GROUPS

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

Members of our ERGs have opportunities to share their experiences and ideas directly with our senior leaders.

Black Leadership Group, led by Black employees

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

HOLA – Hispanic and Latino Opportunity for Advancement, led by people of Hispanic and Latino ethnicities and races

Everyone is welcome to join any of our ERGs. This year, our ERGs collectively grew their member base from 1,800 to over 2,200.

ERGs make our company stronger by:

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

Assisting us in developing and reviewing 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 approach. We have also undertaken work to improve our approach to assessing and selecting candidates to provide more 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.

Alex Moore, board member, DisABILITY

"Our DisaABILITY ERG speaks about disability and how we can continue making Computershare's environment supportive for any needs that people may have. We also look at our recruitment policies and how we can better support people when we look to recruit and encourage people to apply for jobs, so the journey of applying and starting work at Computershare is easier for everyone.

We also run a lot of events, so people who maybe aren't directly impacted can listen to speakers or join groups and get a bit of insight. Our ERG also facilitates connections within the business, which is really important."

BREAKDOWN OF OUR EMPLOYEE RESOURCE GROUP MEMBERSHIP

721	Women4Women (all regions)
294	Black Leadership Group
564	Healthy Minds
276	Purple Pride
242	DisABILITY
140	HOLA

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 the information security model across Computershare.

Information security is regarded as a critical business function and the GCISO has responsibility for managing the Information Security function. Each region 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 from the GCISO that provide visibility of information security risks and oversight of their management. Security Key Risk Indicators (KRIs) are tracked and reported, enabling the management of increasing risk exposures.

Computershare continues to enhance our global information security culture. Over the past year, the Global Information Security (GIS) team has managed and developed our global Cybersecurity Champions program. More than 100 volunteer Cybersecurity Champions across Computershare play a pivotal role by learning and sharing secure practices, and inspiring colleagues to create a culture that fosters secure behaviour.

GIS also 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.

FY24 Information Security in Numbers

Dedicated, experienced and qualified information security teams around the globe

38,000+ of our most privileged system accounts protected with our enterprise grade password management tool

2,000+ client security engagements completed

9,000+ 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

5,000 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 every year 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 continuously educate and maintain their awareness 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 our implemented controls continue to support our compliance to applicable privacy legislation. Internally, we have continued to align to a global Privacy Controls Framework that supports compliance with modern privacy legislation, enables consistency of reporting and provides insights that can be used to identify and act quicker on any shifts in risk exposure.

Public and industry interest in Artificial Intelligence (AI), combined with legislation and regulator guidance, has influenced Computershare's AI Governance Framework. Our Privacy Team is engaged at the start of all our AI projects to support a privacy by design approach where the potential impacts of AI in relation to inputs, processing and outputs are assessed and managed to protect the privacy of individuals. The wider potential impacts of AI on individuals, for example bias within AI models, are also considered within AI Impact Assessments to protect the rights and freedoms of individuals and ensure the ethical use of AI.

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 SDGs.

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 to tackle 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 across the jurisdictions in which we operate.
> Prohibiting the use of child labour, forced or compulsory labour and/or other forms of modern slavery in any of our operations.
> Training and directing our employees to fulfil our commitments to human rights protection.
> Requiring 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 fourth Modern Slavery Statement

> In December 2023 we published our fourth Modern Slavery Statement.
> As well as helping us to meet regulatory obligations in Australia, Canada 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.

Embedded our Supplier Code of Conduct

> 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.
> In FY24 we incorporated our Supplier Code of Conduct into our onboarding process for new suppliers and renewals with existing suppliers.

Provided additional modern slavery training for our people

> Some roles need a particularly high understanding of modern slavery. In FY24, members of the Procurement, Facilities, Recruitment and wider People teams, those involved in purchasing IT products and our modern slavery working group, again undertook enhanced modern anti-slavery training through Unseen, a specialist training provider.

SUPPORTING OUR COMMUNITIES

CHANGE A LIFE

Computershare's workplace giving program Change A Life aims to empower people and communities facing economic and social challenges around the world.

The program currently supports a global project in Nepal, a range of community-focused organisations local to our offices, and an organisation that champions diversity.

The global project we support is aligned with the UN Sustainable Development Goals and seeks to achieve long-term and self-sustaining positive outcomes.

Our employees help fund Change A Life through payroll donations, which Computershare matches in full. More than 1,000 of our employees currently contribute to the program, and they help choose the projects and organisations we support.

The program has directed more than AU$12.9 million to important outcomes since its inception in 2005.

Supporting the World Youth International School in Nepal

Change A Life has supported the World Youth International School in Nepal's Gokarna region since 2017.

Our employees who donate to Change A Life have selected this as our global project twice (for 2017-2022 and 2023-2025).

The school near Kathmandu was opened in 1999 by World Youth International, an organisation committed to backing community-led, sustainable development projects. It trains local teachers and provides quality education to more than 750 young people from grades 1 to 12.

The contributions we've made so far at the school include:

> Improving facilities (adding and expanding classrooms, constructing new entry roads and purchasing educational resources)
> Building the Change A Life Boarding Centre, which provides a home to 50 students in grades 11 and 12 as they undertake their studies
> Constructing an IT College on the grounds of the school (more than 80% complete), which will support technology career pathways in the region for its paying students, and provide a sustainable funding stream

These contributions have supported impressive outcomes at the school, which has:

> Become one of the top-performing schools in Nepal (top 2%)
> Increased its enrolments by 110% (from 300 to 750 students)
> Grown closer to being self-sustainable

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.

TREKKING TO DRIVE CHANGE

A group of North American Change A Life supporters went the extra mile to raise more than US$135,000 for the World Youth International School in 2023, allowing the school to purchase two new buses.

The 26 employees from across the United States and Canada inspired people to donate to the cause by undertaking a challenging seven-day trek through the Annapurna Himalayan range in November 2023.

The group spent several months fundraising and training for their trek, and Computershare contributed to the effort by funding the group's trip to Nepal.

The group's trek included thousands of stairs, high elevations, and the region's unique suspension bridges. By supporting each other through difficult stretches, they exemplified our Purple culture.

After completing their trek, the group personally delivered the two new buses to the school, doubling its bus fleet and significantly reducing the amount of time some students spend waiting to travel to and from school each day.

The group originally set out to raise US$100,000 for the vehicles. The additional funds they generated have helped fit-out newly built classrooms at the school and supported the wages of extra teachers to help reduce the number of children in each class.

"I recall back in my high school years where I met with a teacher who inspired me to go beyond what I thought my capabilities were, and it was that moment that my epiphany that I could do better than how I had been in the past. This trek was an opportunity for me to pass on similar inspiration to students."

Hank Seemore, Trek Nepal participant

YEAR UP UNITED, OUR DIVERSITY CHAMPION ORGANISATION

We've supported US-based workforce development organisation Year Up United since 2022, because they champion opportunities for diverse communities.

Year Up United works with young adults who do not have access to crucial education, training, 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 United is 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 US, many in the same localities as our own offices.

In 2023 alone the organisation equipped more than 4,400 young adults with the skills and knowledge to earn in-demand jobs in a rapidly-evolving workforce.

SUPPORTING COMMUNITIES CLOSE TO OUR OFFICES

Change A Life has supported a range of community-focused organisations local to our offices since 2017.

Our employee supporters have a say in the organisations we support. Some of our people choose to go the extra mile by volunteering for these organisations, either individually or with their colleagues.

North America

APAC

UK and Europe

A RIDE TO EMPOWER YOUNGSTERS

Cycling enthusiasts in our Bristol team undertook a challenging bike ride in late 2023 to help raise money for their country's Change A Life organisation, Young Bristol.

More than 40 of our employees participated in our 'On Yer Bike' event by completing a difficult route of either 20, 30 or 75 miles. Our Bristol office has run the event for many years.

The group raised £5,300 for Young Bristol, which works to offer a choice of opportunities and experiences for young people aged eight to 25.

The event culminated in a celebratory BBQ, where the cyclists were able to connect with Young Bristol's representatives and learn more about the organisation's work.

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. To achieve this, we have adopted the following ESG Governance structure (see Fig. 3) to ensure that the management and control of ESG risks are supported by a strong culture of governance and doing the right thing across the organisation.

SUSTAINABLE DEVELOPMENT GOALS

8 DECENT WORK AND ECONOMIC GROWTH

9 INDUSTRY, INNOVATION AND INFRASTRUCTURE

16 PEACE, JUSTICE AND STRONG INSTITUTIONS

Fig. 3 – ESG Governance structure model
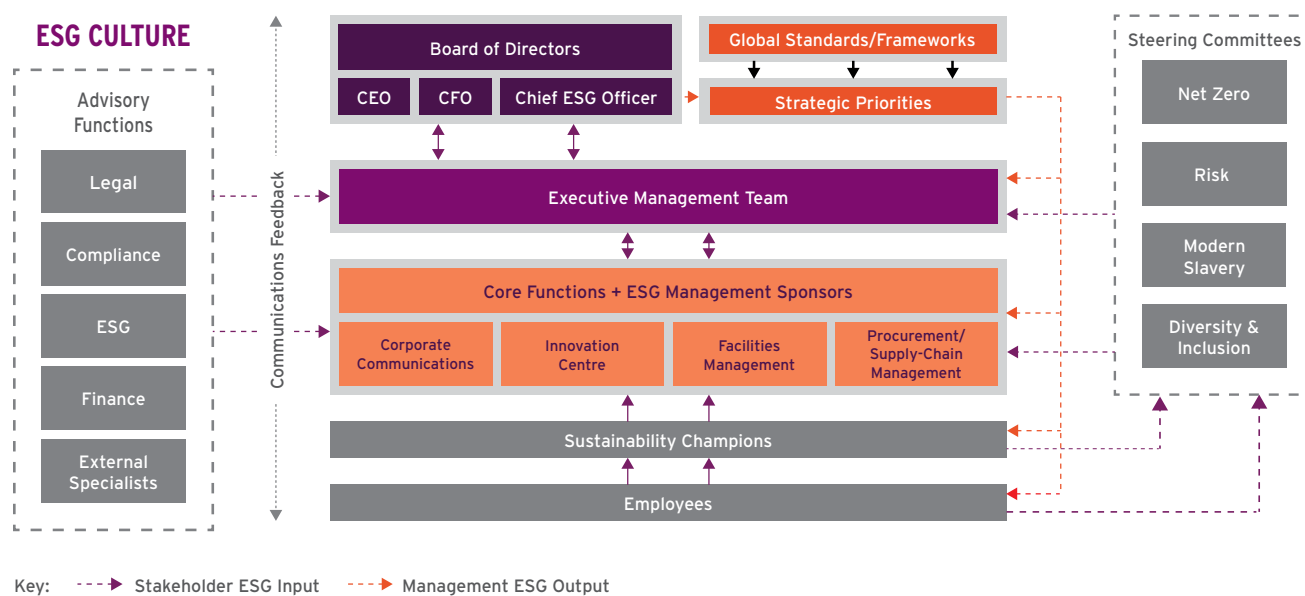
We have several cross-regional steering committees (Net Zero, Modern Slavery and Diversity, Equity and Inclusion) to support ESG governance across the organisation, which meet at least quarterly. These committees feed back into the Global Management team and core functions as required. We also have a number of advisory functions (Legal, Compliance, ESG, Finance and external specialists) that provide technical input to support the ESG governance process as required.

ESG continues to be 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 ESG strategy, Net Zero targets and global and local ESG initiatives.

We actively encourage our Board's diversity in support of our ESG ambitions. Today, our Board is made up of 62% males and 38% females.

We also continue to evaluate executive pay remuneration to ensure this is linked to ESG-related objectives. In FY22, at least 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.

RISK AND AUDIT, INCLUDING ESG RISK FRAMEWORK

Computershare views effective management of risk as key to achieving its strategic and operational objectives and fundamental to the ongoing protection of our reputation and shareholder value.

Computershare is committed to ensuring that risk management is a core capability and an integral part of the organisation's activities and has therefore developed an Enterprise Risk Management Framework (ERMF). The framework is based on the principles of managing risk outlined within the international standard ISO31000:2018 Risk Management – Guidelines. Components of other industry risk frameworks were also considered in the creation of the Computershare ERMF (e.g. COSO) to ensure alignment with industry best practice.

Computershare's Board sets an acceptable level of risk tolerance against each risk type. This is known as risk appetite and is aligned to the company's strategic objectives.

Computershare operates a Three Lines of Defence Model as a key principle of the framework. The underlying design principle is that the first line is responsible for the identification, ownership, and management of its risks; the second line is responsible for setting risk and control standards and for challenging the first line's risk management and control activities; and the third line provides independent assurance over the effectiveness of the entire risk and control framework.

Computershare's ERMF incorporates the following areas of risk management: current regulation, emerging regulation, technology, legal, information security and privacy, resilience, market and reputation, amongst others. In FY24 our framework was enhanced to incorporate environmental/climate-related risks and an associated risk appetite. This will be a focus area for Computershare over the next 12 months, as we plan to undertake scenario-analysis work to support our disclosure against the new Australian Sustainability Reporting Standard (ASRS) from FY26

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

The governance of the framework has an annual review cycle, with any required material changes being approved at Board level, and then communicated and implemented across the business.

There is a specific program, being led by the Global Head of ESG Risk and sponsored by the Global Chief Risk Officer, that routinely reviews and updates the ERMF relative to our ESG program. Where gaps are identified, these are addressed in a timely manner and any learnings embedded across the business.

Following the update to our ERMF, 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 risks identified that require management and sustainability initiatives or goals we want to implement in the near future within 12 months.
Medium-term	2	5	A medium-term time period would include risks identified that require management and sustainability initiatives or goals we want to implement within the next two to five years.
Long-term	6	10	A long-term time period would include risks identified that require management and sustainability initiatives or goals we want to implement within the next six 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 considers climate-related risks across two major categories: those risks that relate to the transition to a lower-carbon economy and those related to the acute or chronic physical impacts of climate change.

Transitional climate-related risks, such as those specifically relating to Policy and Legislation, Technology, Market and Reputation, are managed through our ERMF.

With regards to climate-related risks specifically, Computershare considers this risk area in relation to both physical and transitional climate-related risks.

Physical climate-related risks that could potentially affect Computershare are largely managed through our mature Global Operational Resilience Framework and Program, that consists of Business Impact Assessments (BIAs), Business Continuity Planning and Plans (BCPs), testing and scenario exercises, and the identification of control improvements to meet the demands of our operational resilience planning. The process is designed to assess our operations and critical supply chains, ensure effective recovery of critical business functions and to outline procedures for responding to emergency situations that could affect Computershare's ability to provide services to its clients, customers and/or their shareholders, as well as its ability to meet legal or regulatory requirements.

In this reporting period, Computershare experienced a small number of severe weather events globally, notably, Hurricane Idalia in Florida, August 2023 and the Canadian fires in 2023. These, and all other minor events, were successfully managed through our Operational Resilience processes, with no material impact on operations. All events are reviewed to identify any lessons learnt, and where appropriate controls and plans are enhanced to strengthen business resilience.

In FY24 we completed a review of our Operational Resilience Policy and Framework, specifically to ensure it covers climate-related risk areas. ESG training was also provided to the Global Business Continuity Manager, to help raise their awareness, and identify opportunities for discussing and challenging business managers on the physical risks associated with our business.

Future developments planned in FY25 to help with the identification and management of climate-related risks relevant to the Computershare business include:

> Scenario analysis – we have engaged a third-party to support the identification of a set of plausible scenarios, using industry standards for climate change, that will help identify specific climate-related risks to the Computershare business. These risks will then be assessed and where appropriate inform our strategic decision-making processes.

> Metrics – an outcome of the scenario analysis and risk/opportunity identification work will be a set of metrics, that can be used to monitor the risks identified going forward.

> A third-party risk management standard (TPRM), that will include the necessary requirements to support our ESG risk management.

All existing and future developments will remain under review as part of our annual ERMF review cycle, so they remain current and relevant and consider future developments and requirements.

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 needing 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. 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(s) within specific timeframes, which are then actively monitored.

Each year Internal Audit 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 an 'ESG Governance' auditable entity and various other entities that contribute to the management of ESG risks. In FY24, there were two advisory engagements reviewing ESG data governance controls and reported ESG data, and audits of ESG risk areas were completed, such as: Compliance and Regulation; Business Ethics; Financial Crime; Conduct; Information Security; Privacy; People; Corporate Governance; and Business Interruption. The FY25 audit plan provides further coverage of these risk areas, with an audit of ESG data governance and reporting internal controls also planned. The global audit universe is subject to ongoing re-assessment to determine whether changes to the annual audit plan should be made based on the enterprise risk profile.

ALIGNMENT TO CLIMATE-RELATED DISCLOSURES AND FRAMEWORKS

In addition to our internal governance structure, Computershare continuously 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 is also now actively preparing to undertake mandatory sustainability reporting disclosure as required by the new Australian Sustainability Reporting Standard (ASRS). This is a mandatory requirement for Computershare to disclose sustainability information as part of its financial reporting. Our first year for mandatory reporting will be for the financial year ended 30 June 2026.

Computershare submits a public CDP disclosure on an annual basis. In 2023, Computershare attained a CDP Climate Change rating of 'B-' and a CDP Supplier Engagement rating of 'B-'. 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.

In 2023, Computershare also updated its EcoVadis assessment at a group level, which attained a score of 54/100 and a 'Bronze Award'.

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 the tables in the appendices, which indicate our reporting progress specifically against TCFD, SASB, and CDP disclosure requirements. Additional reporting of progress against ASRS will be included in our 2025 ESG Report.

WORKING WITH OUR SUPPLIERS

Computershare recognises that a significant proportion of our carbon footprint is associated with Scope 3 emissions and therefore we prioritise working collaboratively with our suppliers to meet our Net Zero targets. 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 FY24 we continued with the implementation of our new core Oracle procurement system which will ultimately provide enhanced global analytical ability over our supplier base. We have also focused on capturing the carbon footprint data of our top 300 suppliers in FY24.

Our Supplier Code of Conduct has now been incorporated into our onboarding process for new suppliers as well as for renewals with existing suppliers. We continue to monitor our vendor base during our standard due diligence process to ensure compliance. Any non-compliance is logged for review by the Business and Risk teams and if ranked high or critical is tracked in our risk register to ensure remediation and resolution.

Over the next 12 months, Computershare aims to continue to enhance our procurement operating model with a focus on improved vendor management and risk assurance, supplier selection and enhanced monitoring.

We will seek to build strong partnerships with our suppliers, which will include leveraging key information/data from them on an annual basis, including their annual Scope 1, Scope 2 and certain Scope 3 data, and progress in setting science-based targets to reach Net Zero.

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**

⤓ **ESG Policy**

⤓ **Diversity, Equity and Inclusion Policy**

⤓ **Human Rights Policy**

⤓ **Modern Slavery Statement**

⤓ **Supplier Code of Conduct**

⤓ **Anti-bribery and Corruption 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

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

> 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)

SOCIAL

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

> Diversity and Inclusion
> Equal opportunity
> People Development
> Modern Slavery
> Occupational Health and Safety
> Responsible Supply Chain
> Social Justice/Human Rights
> Privacy
> Community Impact/ Investment

GOVERNANCE

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

> 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**

🔗 **Tax Transparency Report**

🔗 **WGEA Report**

🔗 **Annual Report 2024**

DETAILED OVERVIEW OF ESG STRATEGY PROGRESS

1. People – Further embed ESG management and commitment principles across our people processes to enhance 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	COMPLETE
Linking ESG to management/employee goal setting	ONGOING

FY24 ESG strategy progress:

> Re-established regional sustainability champion network.
> Further developed data security awareness program to focus on behaviour and culture change.
> We now have a global network of ~100 cybersecurity champions.

2. Data – Improve the collection, reporting and accuracy of ESG data and 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. 11)	COMPLETE
Incorporating ESG data requirements into the roll-out of Oracle Fusion platform	COMPLETE
Obtaining third-party assurance of our FY25 greenhouse gas data (Note: previous requirement was on FY24 data)	IN PROGRESS

FY24 ESG strategy progress:

> Implemented further Information Security improvements over the last two years, including new data leakage protection tools and investment in advanced identity protection capability.
> Completed an external gap assessment of Australian sustainability reporting disclosure standards. We have established an ongoing plan to implement recommendations in advance of the FY26 mandatory reporting requirements.
> Improved carbon footprint data in relation to top suppliers and our facilities.

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

Embedding ESG within Enterprise Risk Management Framework (ERMF) and governance structure (see also p. 30-31)	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. 24-25)	ONGOING

FY24 ESG strategy progress:

> Working to develop and implement an ESG Data and Reporting protocol aimed at supporting future disclosure requirements.
> Updated Computershare's Enterprise Risk Management Framework (ERMF) to include climate risks within the Group's risk library.

■	Complete and successful OR in-progress/ ongoing and on track	■	In progress and slightly behind track	■	Not started OR well behind track

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. 11)	**IN PROGRESS**
Green office initiatives aimed at improving the sustainability of Computershare's offices	**IN PROGRESS**
Implement an energy management program (incorporating energy surveys)	**IN PROGRESS**
Continued development of more sustainable/digital products (see also p. 12)	**IN PROGRESS**
Green travel initiatives aimed at reducing overall carbon emissions from business travel and employee commuting	**IN PROGRESS**

FY24 ESG strategy progress:

> Continued to progress our five-year decarbonisation plan during FY24, with our Net Zero and near-term targets now validated and approved by the Science Based Targets Institute (SBTi) and published on their website.

> Attained EcoVadis Bronze Award and CDP Climate Change rating of B-.

> Continued to identify and implement renewable energy options across Computershare sites.

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

Incorporate ESG principles into supply chain, including measurement of supplier's ESG credentials and supplier selection (see also p. 32)	**IN PROGRESS**
Consider ESG in customer channels	**IN PROGRESS**
Identify and manage key supply-chain ESG risks (see also p. 30-31)	**IN PROGRESS**

FY24 ESG strategy progress:

> Developed targeted ESG marketing material to support ongoing engagement with clients and customers.

> Continued to rollout and implement Computershare's Supplier Code of Conduct.

REPORTING METHODOLOGIES AND DATA QUALITY

In line with our five-year decarbonisation plan we are aiming to improve our data quality, specifically in relation to procurement spend. To support this improvement, we will continue to implement 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 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.

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 FY23 and CY22 data quality):

Scope/type	FY23 Data Type / Methodology	FY24 Data Quality	FY23 Data Quality	2022 Data Quality
Scope 1				
Vehicle fleet	> Primary and secondary data mix	**MEDIUM**	**HIGH**	**HIGH**
Heating	> Primary and secondary data mix	**MEDIUM**	**MEDIUM**	**MEDIUM**
Refrigerants	> Primary and secondary data mix	**MEDIUM**	**MEDIUM**	**HIGH**
Generators	> Primary and secondary data mix	**MEDIUM**	**MEDIUM**	
Scope 2				
Electricity	> Primary and 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**	**MEDIUM**

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Scope/type	FY23 Data Type / Methodology	FY24 Data Quality	FY23 Data Quality	2022 Data Quality
Scope 3				
Category 1 – Purchased goods and services: Paper, ink, toners	> Primary emission or activity data	HIGH	MEDIUM	MEDIUM
Category 1 – Purchased goods and services: Water	> Primary and secondary data mix	MEDIUM		
Category 1 – Purchased goods and services: External data centres	> Primary emission or activity data	HIGH		
Category 1 – Purchased goods and services: IT equipment	> Primary emission or activity data	HIGH		
Category 1 – Purchased goods and services: Other procurement	> Primary and secondary data mix > Primary supplier carbon data and spend-based methodology	MEDIUM		
Category 2 – Capital goods	> Primary spend or secondary activity data Spend-based methodology used. Machinery, equipment and construction/ renovation-related purchases were considered.	LOW	LOW	LOW
Category 3 – Fuel and energy-related activities	> Primary and secondary data mix > Calculated using primary consumption data provided for Scope 1 and 2 where available. In instances	MEDIUM	MEDIUM	MEDIUM
Category 4 – Upstream transportation and distribution: Inbound logistics – electronic devices	> Primary spend or secondary activity data Market-based distance assumptions used.	LOW	MEDIUM	MEDIUM
Category 4 – Upstream transportation and distribution: Inbound and outbound logistics – paper products (CCS)	> Primary emission or activity data	HIGH		
Category 5 – Waste generated in operations	> Primary and secondary data mix	MEDIUM	MEDIUM	MEDIUM
Category 6 – Business travel: Air travel	> Primary and secondary data mix	MEDIUM	MEDIUM	MEDIUM
Category 6 – Business travel: Rail travel	> Primary and secondary data mix	MEDIUM		
Category 6 – Business travel: Travel by rental cars and taxis	> Primary spend or secondary activity data	LOW		
Category 6 – Business travel: Hotel stays	> Primary and secondary data mix	MEDIUM		
Category 7 – Employee commuting	> Primary and secondary data mix > Data obtained through employee commuting survey.	MEDIUM	MEDIUM	MEDIUM
Category 12 – End-of-life treatment of sold products	> Primary and secondary data mix	MEDIUM	MEDIUM	MEDIUM
Category 15 – Investments	> Primary spend or secondary activity data > Spend-based methodology > The emission factors are based on SIC codes and published by the UK Government (2021). The methodology was based on the PCAF guidance	LOW	LOW	LOW

OUR FIVE-YEAR DECARBONISATION PLAN: HOTSPOT AREAS AND TARGETS (DETAILED OVERVIEW):

Hotspot 1: CCS Paper and logistics

Initiative	Computershare aims to:	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)	IN PROGRESS
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

Hotspot 2: Procurement

Initiative	Computershare aims to:	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	ONGOING
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	IN PROGRESS
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). In total the identified sub-category accounts for ~21% of total purchased goods and services spend*	*To be completed*

Hotspot 3: Capital goods

Initiative	Computershare aims to:	Initiative Status
Obtain supplier carbon data	> Obtain carbon data from key software providers to improve data quality	ONGOING
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)	IN PROGRESS

■ Complete and successful OR planning stage, in-progress or ongoing and on track	■ In and slightly behind track	■ Not started OR well behind track

Hotspot 4: Business travel, employee commuting & remote working

Initiative	Computershare aims to:	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	**IN PROGRESS**
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 item on selecting new office locations – specifying proximity to public transport links	*To be completed*
New Office Policy (environmental standards)	> Create a policy item 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 on bulk for employees	> Explore available incentives to encourage employees to use public transport	**IN PROGRESS**
Retrofit solar on buildings	> Explore opportunities to fit solar panels at Computershare global office locations	**ONGOING**
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	**IN PROGRESS**
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	**IN PROGRESS**
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)	**IN PROGRESS**
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	**COMPLETE**
Aim for a 10% reduction in flights by FY24, and build to greater reductions by 2027	> Review and enhance Computershare's travel policy and aim for a 10% reduction in flights by FY24, and build to greater reductions by 2027	**IN PROGRESS**
Invest in conferencing equipment – travel to "digital centre" rather than to overseas meetings	> 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)	**IN PROGRESS**
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*

■ Complete and successful OR planning stage, in-progress or ongoing and on track

■ In progress and slightly behind track

■ Not started OR well behind track

ALIGNMENT TO CLIMATE-RELATED DISCLOSURES AND FRAMEWORKS

Disclosure status against TCFD framework

Disclosure area	Disclosure requirement	Reporting summary	Reporting 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 five-year plan.	🟩	✓	ESG Report – p. 6
	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 periodically provides reports 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 plans.	🟩	✓	ESG Report – p. 6
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. 30-31
	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. 30 for horizon definitions.	🟧	✓	Now planned for FY25 disclosure as part of our ERMF development and compliance to ASRS
	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.	🟧		Now planned for FY25 disclosure as part of our ERMF development and compliance to ASRS

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

Disclosure area	Disclosure requirement	Reporting summary	Reporting status	CDP disclosure	Report page reference/Future disclosures
Risk Management	a) Describe the organization's processes for identifying and assessing climate-related risks.	› Enterprise Risk Management Framework (ERMF)/process has been enhanced to incorporate identified climate-related risks as part of our continuous improvement and annual governance cycle.	🟩	✓	ESG Report – p. 30-31
	b) Describe the organization's processes for managing climate-related risks.	› ERMF/process being reviewed and enhanced to incorporate identified climate-related risks as part of our continuous improvement and annual governance cycle.	🟨	✓	Now planned for FY25 disclosure as part of our ERMF development and compliance to ASRS
	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 ERMF.	🟩	✓	ESG Report – p. 30-31
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. › Ongoing work to develop climate-related risk and opportunity metrics linked to Net Zero strategy.	🟨	✓	Now planned for FY25 disclosure on climate-related risk and opportunity metrics as part of our compliance to ASRS
	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. › 1100% of Scope 1 and Scope 2 emissions and selected Scope 3 emission categories offset in 2020, 2021, 2022, FY23 and FY24.	🟩	✓	ESG Report – p. 9 and p. 43-44
	c) Describe the targets used by the organization to manage climate-related risks and opportunities and performance against targets.	› Specific five-year near-term targets FY23 – FY28 associated with our overall Net Zero program have been agreed and published.	🟩	✓	ESG Report – p. 10-12 and p. 37-38 FY24 disclosure planned on progress update against Net Zero five-year plan.

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

Disclosure status against SASB sustainability disclosure topics & accounting metrics

Disclosure topic	Accounting metric	Code	Reporting summary	Reporting 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 ERMF.	🟩	ESG Report – p. 24
	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. 25
	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 eight data privacy breaches reportable to our regulators. No further action was taken in relation to these breaches based on planned corrective actions.	🟩	ESG Report – p. 25
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. 37). › Computershare has recently updated its reporting systems, which will help enable improved reporting on racial/ethnic representation in the future.	🟨	Additional future disclosure on racial/ethnic representation planned as part of reporting systems update.
	(1) Voluntary and (2) involuntary turnover rate for employees	SV-PS-330a.2	› FY23 Voluntary Attrition (Resignations Only) – 10.90%	🟨	
	Employee engagement as a percentage	SV-PS-330a.3	› Computershare again engaged a third-party adviser to undertake our Employee Opinion Survey in FY24. › Engagement index score was 68% (-3 vs. 2023).	🟩	ESG Report – p. 15

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

Disclosure topic	Accounting metric	Code	Reporting summary	Reporting status	Report page reference/ Future disclosures
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 96.27% of employees passing their regulatory learning in FY24.	🟩	ESG Report – p. 13, 19 and 32
	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	Reporting status	Report reference/ Future disclosures
Number of employees by: (1) full-time and part-time, (2) temporary, and (3) contract	SV-PS-000.A	› 12,202 full-time and part-time employees; › 2,508 temporary employees; and › 218 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).	🟩	
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

CARBON FOOTPRINT – DETAILED BREAKDOWN INCLUDING 'HOTSPOT' SUB-CATEGORIES:

Scope	Category	Estimated total emissions per reporting period [t CO2e]	% of FY24 CCF
Scope 1 – stationary combustion	Heating	2,429.34	3.3
Scope 1 – mobile combustion	Generators	291.40	0.4
Scope 1 – mobile combustion	Vehicles	166.14	0.2
Scope 1 – fugitive emissions	Cooling agents/refrigerants	457.32	0.6
TOTAL: Scope 1		**3,344.20**	**4.5**
Scope 2 – market-based	Electricity	-	0.0
Scope 2 – location-based	Electricity	12,800.72	-
Scope 2 – market-based	Electric Vehicles	41.11	0.1
Scope 2 – location-based	Electric Vehicles	17.05	0.0
Scope 2 – purchased heat	District heating	366.81	0.5
TOTAL: Scope 2 (market-based)		**383.87**	**0.5**
TOTAL: Scope 2 (location-based)		**13,208.65**	**-**
Scope 3 – Category 1	**Purchased goods and services**	**29,412.35**	**39.9**
	Paper (CCS)	*8,546.72*	*11.6*
	Toners, ink and envelopes (CCS)	*168.77*	*0.2*
	IT devices	*3,109.03*	*4.2*
	Procurement (services)	***16,945.97***	***23.0***
	Professional services	*8,133.53*	*11.0*
	Post and telecommunications	*2,016.34*	*2.7*
	Travel and entertainment	*326.20*	*0.4*
	Corporate paper, printing and filing (non-CCS)	*1,410.68*	*1.9*
	Real estate activities	*2,288.00*	*3.1*
	Other	*2,771.22*	*3.8*
	Water	*304.51*	*0.4*
	External data centres	*332.65*	*0.5*
	Refrigerants	*4.71*	*0.0*
Scope 3 – Category 2	**Capital goods**	**7,598.69**	**10.3**
Scope 3 – Category 3	**Fuel- and energy-related activities (not included in Scope 1 or 2)**	**1,275.90**	**1.7**
	Heating	*512.00*	*0.7*
	Electricity	*647.47*	*0.9*
	Vehicles	*48.01*	*0.1*
	Generators	*68.42*	*0.1*
Scope 3 – Category 4	**Upstream Transportation and Distribution**	**8,557.18**	**11.6**
	Inbound logistics: CCS Products	*938.88*	*1.3*
	Inbound logistics: Electronic devices	*16.17*	*0.0*
	Outbound logistics: Paper products (CCS)	*7,602.13*	*10.3*
Scope 3 – Category 5	**Waste generated in operations**	**1,632.45**	**2.2**
Scope 3 – Category 6	**Business Travel**	**6,626.31**	**9.0**
	Air travel	*6,296.25*	*8.5*
	Rail travel	*61.16*	*0.1*
	Private/rental cars	*39.61*	*0.1*
	Hotel stays (optional)	*229.29*	*0.3*

Scope	Category	Estimated total emissions per reporting period [t CO2e]	% of FY24 CCF
Scope 3 – Category 7	**Employee commuting**	**13,519.41**	**18.3**
	Employee commuting	*10,099.88*	*13.7*
	Remote working (optional)	3,419.53	4.6
Scope 3 – Category 8	Upstream leased assets	-	0.0
Scope 3 – Category 9	Downstream Transportation and Distribution	-	0.0
Scope 3 – Category 10	Processing of Sold Products	-	0.0
Scope 3 – Category 11	Use of Sold Products	-	0.0
Scope 3 – Category 12	**End-of-life of Sold Products**	**51.59**	**0.1**
Scope 3 – Category 13	Downstream of leased assets	-	0.0
Scope 3 – Category 14	Franchises	-	0.0
Scope 3 – Category 15	**Investments**	**1,367.72**	**1.9**
TOTAL: Scope 3 (excl. optional categories)		**66,392.78**	**94.7**
TOTAL: Scope 3 (incl. optional categories)		**70,041.59**	**94.9**
TOTAL (excl. optional categories)		**70,120.84**	**100.00**

- ■ CCS Paper and logistics
- ■ Procurement
- ■ Capital goods
- ■ Business travel, employee commuting & remote working

FY24 REGIONAL SITE ENVIRONMENTAL DATA

	Asia	Continental Europe and Africa	North America	Oceania	UK and Ireland	All Regions	Data Summary
Number of sites	7	21	31	9	10	**78**	Sites over which CPU had operational control in FY24.
Total site floorspace (m²)	14,310	14,086	83,736	23,380	38,133	**173,645**	Total site floorspace decreased by 24.5% (230,065m² to 173,645m²) from FY23 to FY24.
Total Heating consumption – Scopes 1, 2 and 3 (kWh)	54,236	1,175,956	7,200,929	2,280,634	3,459,205	**14,170,960**	For CCF FY24 data was received from 52% of sites (covering 72% of the total site floorspace).
Generator consumption – Scopes 1 and 3 (kWh)	936,079	223,553	32,056	1,541	1,796	**1,195,025**	For CCF FY24 primary data was received from 15% of sites. Note: Not all sites will have generators on-site.
Refrigerant refill quantity (kg)	10	753	340	0	39	**1,142**	For CCF FY24 41% of sites reported this data. Note: Not all sites will have refilled refrigerants during reporting period.
Electricity consumption (kWh)	1,325,286	1,725,925	13,497,372	7,230,236	7,516,115	**31,294,934**	For CCF FY24 76% of the sites reported energy type and primary consumption data (covering 93% of the total site floorspace).
Water consumption (m³)	5,682	326,041	432,660	142,315	17,282	**923,980**	For CCF FY24 51% of the sites reported water consumption data (covering 74% of the total site floorspace).
Total waste (kg)	307,299	486,327	1,644,879	906,640	174,799	**3,519,945**	For CCF FY24 primary data provided covered 48% of total site floorspace.

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 Protocol (revised edition).