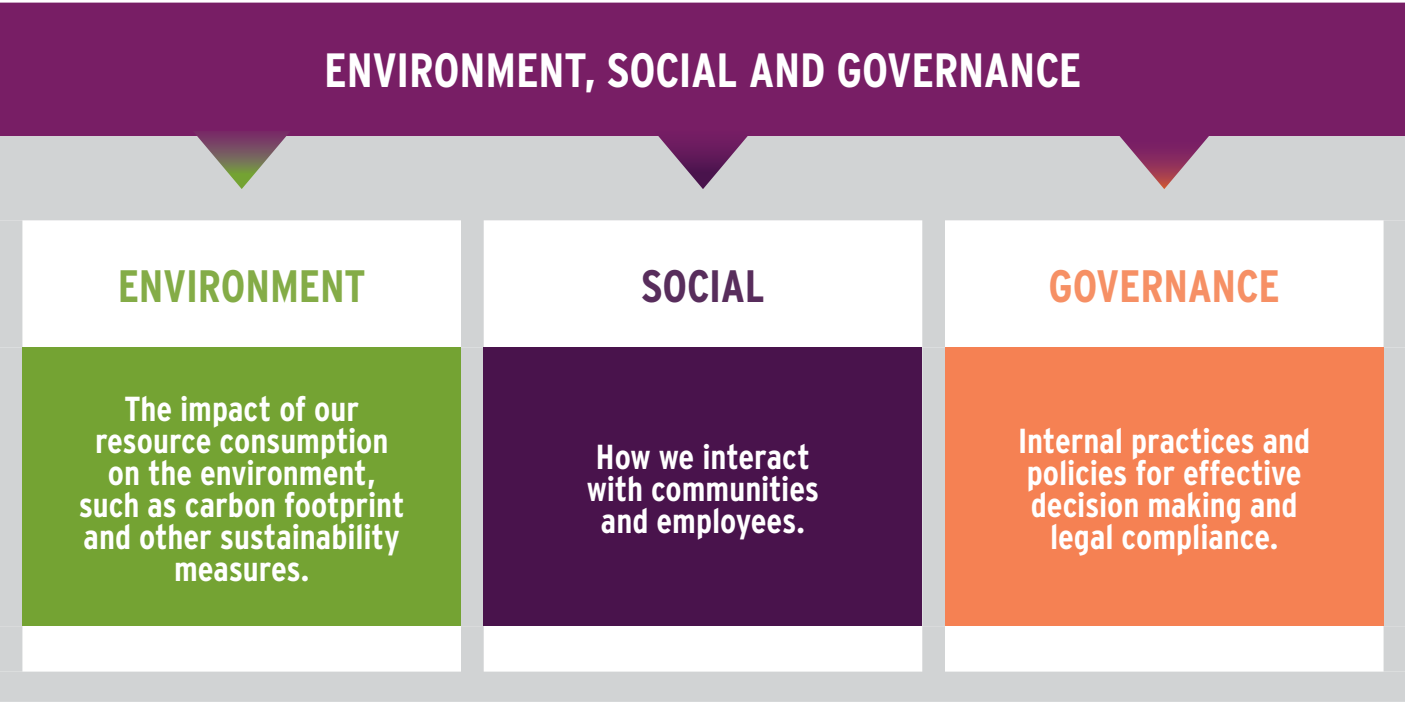Computershare

2022 | **ESG REPORT**

CONTENTS

INTRODUCTION

Computershare is committed to doing the right thing and supporting our employees, our clients, and our communities. Elements of environmental, social and governance (ESG) have been in our DNA for decades, well before the acronym existed, and we have a track record of responsible citizenship, governance, and transparency.
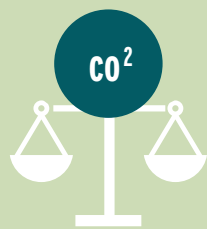
This year, in recognition of the ongoing importance of ESG for our business, we're pleased to present our first standalone ESG report, giving you an overview of our journey and increasing our disclosure. While we know we have more to do, we are presenting the progress that we have made in this area so far.

Although it is still relatively early in Computershare's strategic ESG journey, the positive work to date, including input from third-party technical experts, has enabled us to better understand our potential key areas of risk from an ESG perspective (e.g., paper use within our service operations and Scope 3 emissions associated with our supply-chain activities), and identify opportunities for creating additional value both to our business model and the wider environment (e.g. digitisation of future product offerings).

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

ENVIRONMENT, SOCIAL AND GOVERNANCE

ENVIRONMENT	SOCIAL	GOVERNANCE
The impact of our resource consumption on the environment, such as carbon footprint and other sustainability measures.	How we interact with communities and employees.	Internal practices and policies for effective decision making and legal compliance.

In this report, you'll learn about our engagement so far on several ESG-related issues including:
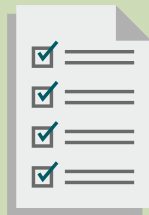
Climate change and our plan for Net Zero
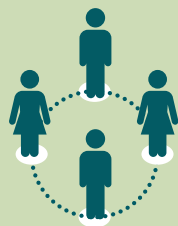
Looking after our people

Information security

Risk management

Corporate governance

Computershare believes in a transparent, accountable approach to business that recognises the legitimate interests of all stakeholders by:

Creating a sustainable and equitable future with shared value for employees, clients, suppliers, shareholders, the community and the environment.

ESG is becoming a core pillar in the five-year plans for each of our global business lines and all senior employees recently had ESG metrics embedded into their annual targets. Being a good corporate citizen is embedded within our Global Strategy for FY23 and is regularly communicated to employees, with specific goals around Net Zero and Diversity and Inclusion.

Focusing on identifying ESG risks and opportunities as part of our core strategic priorities and company values.

Computershare incorporates ESG risk within our Enterprise Risk Management (ERM) framework and has implemented policies to ensure there is clear ownership and management of risk. We continue to work with external advisers to maintain our awareness and understanding of best practice on ESG risk and we monitor the risks to our businesses from climate change through best management practices.

Aligning with recognised global disclosure standards and frameworks, currently including the United Nations Sustainable Development Goals (SDGs), CDP (formerly the Carbon Disclosure Project), Task Force on Climate-Related Financial Disclosures (TCFD) and Sustainability Accounting Standards Board (SASB).

We are committed to leveraging outcome-based metrics to help us understand and improve our ESG performance. We recognise that there are elements of these disclosure standards, which require further work to meet full alignment, and are developing action plans to address these improvement areas. Later in this report, you can read more about our performance against these external metrics and also where we have identified improvement opportunities.

While we've made good progress so far, we acknowledge that we have more to do in some key areas. Over the next 12 months we will prioritise:

1 Completing our ESG materiality assessment to ensure we have identified the key issues facing Computershare - with input being provided by all key stakeholders

2 Finalising our ESG strategy for endorsement at Board level

3 Finalising our application to the UN Global Compact and reporting progress against the UN SDGs

4 Obtaining external assurance of our greenhouse gases (GHG) data and other ESG reporting metrics

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

Stuart Irving
CEO and President

Lucy Newcombe
Chief People and ESG Officer

ENVIRONMENT

THE JOURNEY SO FAR

Sustainability is a core focus across Computershare, and we have worked actively towards managing and reducing our long-term impact on the environment for many years.

We have also developed a range of services that assist our clients in achieving their own sustainability objectives. In this way, not only do we make a direct contribution ourselves to sustainability, but we also help other organisations to contribute to a sustainable world.

> In 2022, Morgan Stanley Capital International (MSCI) upgraded Computershare from an AA to a AAA rating, putting us in the top 6% of companies. This rating measures the company's financial resilience to ESG risks. Computershare is also aiming to improve our current CDP score from its current C grade over next 12 months.

Reducing environmental footprint on behalf of our clients

Over many years we have developed technology to digitise and streamline processes for our clients and their customers, and we also play an important role in assisting our clients to address their own environmental goals. By developing digitised products and services, such as our sustainable communication solutions, we help clients overcome their key market challenges through lower costs and more environmentally friendly communication strategies for their key stakeholder groups.

The Computershare YouTube channel, started in 2011, provides hundreds of 'how to' videos aimed at making it easy for people to manage their accounts electronically, whether updating a home address, obtaining information for a tax return or understanding the vesting process – and has over a million views, helping to eliminate the need for paper guides.

Issuer Services

We eliminate paper from the registry process wherever possible and aim to make managing a share register paper-free from beginning to end. We've been industry leaders in promoting online investor communications and driving legislative change to enable the delivery of essential materials electronically.

The launch of our new Virtual Annual General Meeting (AGM) product has expanded our capacity and features for holding virtual and hybrid shareholder meetings for our clients. This format enables significant carbon savings compared to the in-person events they replace.

> **During FY22, we coordinated 2,457 virtual and 21 hybrid meetings.**

Mortgage Services

Our mortgage division puts paperless options front and centre in its relationships with customers. From the moment a new customer comes on board, we highlight user-friendly electronic options to complete their registration, as well as online account management tools.

Employee Share Plans

As we roll out our upgraded Employee Share Plans platform, EquatePlus, to new regions, we are also deploying a digital-first strategy. By directing participants to our mobile and web platforms to access their plan holdings, transact and view communications, we are eliminating the need for paper forms and statements.

Communication Services

For more than 15 years, our Communication Services division has enabled clients to move from printed statements to more efficient and engaging multi-channel digital communications, including email, SMS and secure electronic document retrieval.

Focused on sustainability

Our first sustainability committee was formed in 2006, and since then we have had employees around the globe join our efforts to help reduce our carbon footprint and contribute to a sustainable business. Lucy Newcombe, our Chief People and ESG Officer, was the founder of this first committee and has been a key driver of our sustainability efforts to date.

OUR ENVIRONMENTAL PROGRESS TO DATE

2022
ESG MANAGER
Appointed first dedicated ESG Manager

2021
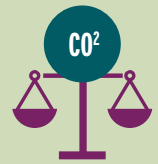### MANDATORY SUSTAINABILITY TRAINING
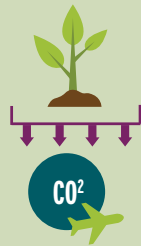Mandatory training implemented for all employees

2020
CARBON NEUTRAL
Computershare achieved carbon neutrality

2019
GREEN OFFICE CHALLENGE
Held a Green Office Challenge to reduce plastic in our offices

2016
PLANTING TREES TO OFFSET CARBON
Offset 10% of the carbon emitted from our global business travel. We've since planted 9,225 trees.
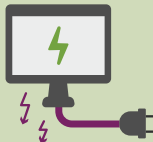
2015
GLOBAL E-WASTE PROGRAM
Implemented a global policy for recycling IT equipment in all locations

2015
GREENER APPROACH TO OPERATIONS
Minimised the environmental impact of our internal meetings, reduced the power consumed by our technology and considering the sustainability credentials of suppliers

2013
SUSTAINABILITY TARGETS CREATED
Implemented our first sustainability targets at our largest offices - Yarra Falls in Melbourne, Australia, East Beaver Creek near Toronto in Canada, Burr Ridge near Chicago in the US and the Pavilions in Bristol, UK

2012
SUSTAINABILITY TRAINING
Introduced a sustainability course for employees
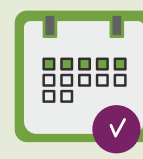
2012
10% PAPER REDUCTION
Focused on reducing paper consumption

2011
ENVIRONMENTAL MANAGEMENT SYSTEM
Computershare Introduced an Environmental Management System

2010
INAUGURAL GREEN WEEK
Computershare's First Inaugral 'Green Week'

2009
GLOBAL SUSTAINABILITY COMMITTEE FORMED
Along with sub-committees in all countries

2006
SUSTAINABILITY REPORTING
First Sustainability reporting content included in Annual Report

2006
FIRST SUSTAINABILITY COMMITTEE
Established our first sustainability committee in EMEA

2004
E-TREE PROJECT
Launched Computershare's eTree project, which gave shareholders an environmental incentive to elect to receive communications electronically

OUR CARBON FOOTPRINT

Computershare engages an external adviser to support the calculation of our carbon footprint and development of our Net Zero program. We first calculated our carbon footprint with our external adviser in 2020 and the results were published in our **Annual Report 2021**

In 2021, Computershare worked to set a Net Zero target, a standard which requires a more complete measurement compared to carbon neutrality, which we achieved in 2020. Our carbon footprint was measured again (see Fig. 1), this time incorporating all remaining Scope 3 emissions (not measured in 2020).

Fig. 1 - Carbon Footprint 2021

Emission Source	Emissions (tCO^2)	Share (%)
Scope 1	3,583.0	2.9
Direct emissions from company facilities	3,537.9	2.9
Heat (self-generated)	3,341.4	2.7
Refrigerant leakage	196.5	0.2
Direct emissions from company vehicles	45.1	0.0
Vehicle Fleet	45.1	0.0
Scope 2	1.2	0.0
Purchased Electricity	0.0	0.0
District Heating	1.2	0.0
Scope 3	120,861.7	97.1
Purchased goods and services	67,480.1	54.2
Capital goods	3,321.8	2.7
Fuel and energy-related activities	2,078.0	1.7
Upstream transportation and distribution	34,757.4	27.9
Waste generated in operations	1,276.9	1.0
Business travel	780.8	0.6
Employee commuting	9,976.4	8.0
End-of-life treatment of sold products	142.2	0.1
Investments	1,048.1	0.8
Overall Results	124,445.9	100.0

To set a Net Zero target, it is required that companies define a 'base year' to compare their progress against. Computershare decided to set our base year as 2020. However, as our original **2020 footprint** only covered limited categories within Scope 3, the remaining data gaps were filled using 2021 data as an educated proxy for what the footprint in 2020 was likely to be (see Fig. 2).

Computershare will now be able to compare our annual carbon emissions to a base year of 2020 while progressing towards Net Zero.

**Fig. 2 - Carbon Footprint baseline year 2020 (readjusted with calculated 2021 Scope 3 emission data)**

Emission Source	Emissions (tCO^2)	Share (%)
Scope 1	**3,374.9**	**2.3**
Direct emissions from company facilities	3,329.8	2.3
Heat (self-generated)	3,133.3	2.2
Refrigerant leakage	196.5	0.1
Direct emissions from company vehicles	45.1	0.0
Vehicle Fleet	45.1	0.0
Scope 2	**15,895.6**	**10.9**
Purchased Electricity	15,895.6	10.9
Scope 3	**125,969.0**	**86.7**
Purchased goods and services	65,237.4	44.9
Capital goods	3,321.8	2.3
Fuel and energy-related activities	3,634.3	2.5
Upstream transportation and distribution	34,757.4	23.9
Waste generated in operations	1,276.9	0.9
Business travel	3,214.8	2.2
Employee commuting	13,335.9	9.2
End-of-life treatment of sold products	142.4	0.1
Investments	1,048.1	0.7
Overall Results	**145,239.5**	**100.0**

Note: Additional information on the reporting methodologies and principles applied in relation to our Scope 1, 2 and 3 emission data and reporting can be accessed in the Appendix on page 28.

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

In 2021, Computershare also purchased Renewable Energy Certificates (RECs) to account for 100% of electricity consumed across our global locations. This enabled us to significantly reduce our Scope 2 emissions associated with purchased electricity in 2021. However, we also recognise that we must continue to explore and implement renewable energy solutions where possible for our offices (e.g., further LED lighting, solar panel installation), to reduce the need to purchase RECs in the future.

Figure. 3 below shows a regional breakdown of our Scope 1 and Scope 2 emissions for 2020 and 2021, highlighting the impact of RECs on our Scope 2 emissions in 2021.

Fig. 3 - Regional breakdown of Scope 1 and Scope 2 emissions (including those offset by RECs) for 2020 and 2021.
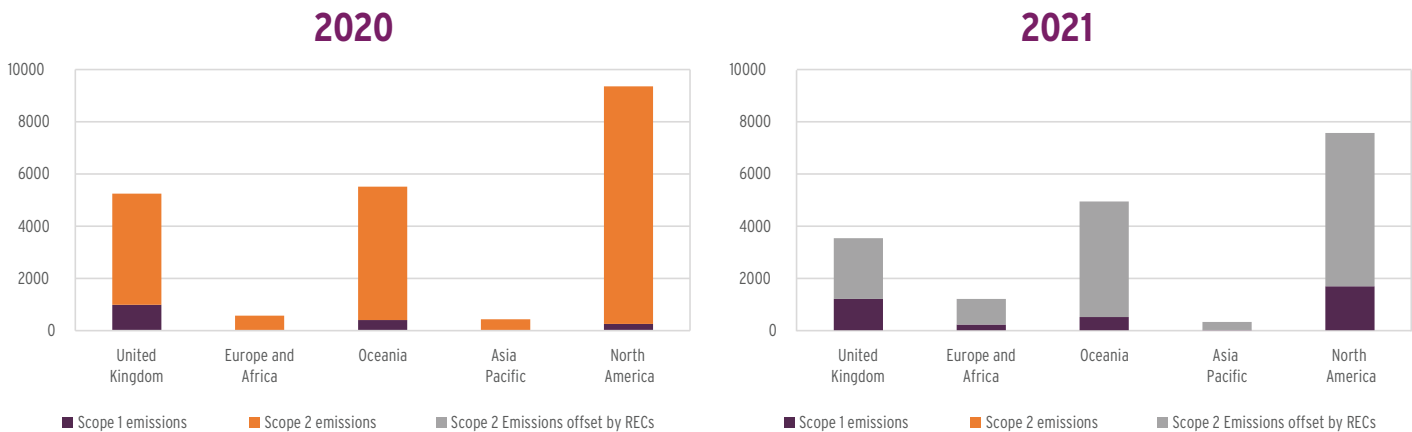
Note: In 2021, Scope 2 emissions were small and therefore do not register on the 2021 graph above.

Additionally, Computershare has offset our carbon footprint emissions in full during 2020 and 2021 to achieve carbon neutrality status, through the purchase of carbon credits associated with an accredited carbon offsetting project in Peru (see below).

The calculation of our carbon footprint baseline year (2020) identified that 86.7% of our total emissions are derived from Scope 3 sources (as shown in Fig. 2 above).

While we continue to manage our own direct emissions, we must also do more to engage with our suppliers and build best-practice into our supplier engagement/management processes from an emissions reduction perspective.

OUR NET ZERO JOURNEY

> **We are aiming to attain Net Zero status, as defined by SBTi, by 2042 and will be firming up the actions necessary to achieve this over the following 12 months.**

To support our Net Zero journey, Computershare has established a Net Zero Steering Committee and formulated working groups focused on our 'hot-spot' areas.

We are in the process of developing our Net Zero plan, including identifying and implementing tangible actions with associated near-term targets.

Over the coming few months, with support from our external, industry-leading adviser, we will be setting targets in alignment with the Science Based Target initiatives (SBTi) to support our journey to Net Zero.

We have an ESG/Net Zero employee communication plan to ensure that all Computershare employees are aware of this initiative and can contribute (e.g. through the appointment of local ESG champions). Net Zero has also recently been embedded within our global strategic priorities from FY23 onward.

OUR NET ZERO FIVE-YEAR PLAN

The details of our first Net Zero five-year plan (and associated focus areas) are provided below. We're currently in the process of defining the tasks associated with each of these key focus areas (whilst considering economic and consumer aspirations) and developing action plans with target dates for completion within the next five years. We plan to share more detailed information on our progress against our Net Zero five-year plan in next year's report.

Focus Area	Key Focus Areas
Purchased Goods & Services (large companies based on spend)	Develop and implement a Supplier Code of Conduct, incorporating a set of carbon footprint specific criteria (with associated Key Performance Indicators).
	Work with the top 20% of our suppliers (by spend) to obtain their activity-based carbon footprint data, which we can use in our annual carbon footprint measurement.
	Streamline procurement processes to ensure that cost efficiencies are identified.
	Build thought leadership and our climate action activity into our supplier communications – sharing our knowledge and best-practice and requesting the same from our suppliers.
Paper & Logistics	Continued promotion and migration to online channels where regulation permits.
	Distributed Print Model – removal of overseas mail/freight by printing locally in Australia, North America, Europe and the United Kingdom.
	Equipment & Materials Policy – initiatives to drive the use of more sustainable consumables (e.g. switching to paper with a lower carbon footprint).
	Supplier Policy – working with supply chain to improve their environmental credentials/ initiatives (e.g., electric vehicles, reduced electricity consumption, published ESG plans).
	White Space / Pack Rationalisation – mandated reduction of white space on hard copy communications.
	Pricing Policy – reviewing pricing policies so that digital channels are more cost effective than hard copy channels and evaluating how this translates at customer / shareholder level, should they request hard copies when effective digital ones are available online.
Employee Travel	Review our travel policies and take action to manage the impact of travel.

We are currently in the process of reviewing our Net Zero five-year plan with our external adviser to evaluate the potential carbon emission reductions that will be achieved across our near-term targets to ensure the agreed activities and tasks are sufficient to meet the Net Zero target date we are aiming for. Progress against this Net Zero five-year plan will be reported on a quarterly basis to the Board of Directors to ensure that the program remains suitably prioritised and resourced and any program risks are resolved in a timely manner.
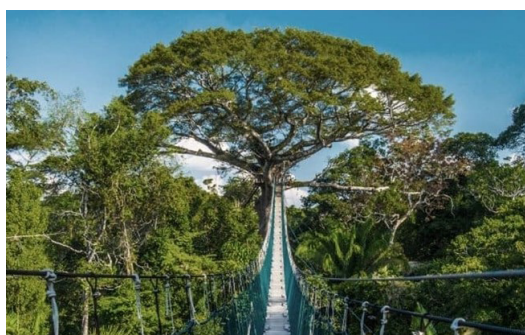
A suspension bridge in the Tambopata National Reserve, near Puerto Maldonaldo, Peru.

Investing in forest protection in Peru

In previous years, Computershare has offset some of the carbon footprint of our corporate air travel by funding tree planting projects. While this was a step in the right direction, we recognised the need to go much further and offset 100% of our carbon emissions while we work towards Net Zero. To do this, for 2020 and 2021 we invested in a socially responsible forest protection project in East Tambopata Province, Peru, which is dedicated to conserving the Amazon rainforest.

The project supports Brazil nut farmers in protecting the forest and promoting the Brazil nut harvest as a source of income. Examples of project activities are the geographical marking of the project area sections, training on Brazil nut harvesting, and providing tools. Prior to the start of the forest protection project in 2009, several factors led to increasing deforestation, including the construction of the Interoceanic Highway. With the resulting resettlement of people and better access, there was a demonstrable risk that rainforest would be increasingly cut down.

The project meets the Verified Carbon Standard and is regularly audited to ensure it continues to meet this standard.

SOCIAL

DIVERSITY AND INCLUSION

Diversity is a key enabler in our business. Over the years, we have created an inclusive workplace where our employee survey results show that our people truly believe their unique differences in thinking, ideas and experiences are valued; and their flexibility fosters their participation in delivering our business objectives. It's a big part of Computershare and our Being Purple ways of working. We want everyone to feel like they belong.

In FY19, we launched our first multi-year Diversity and Inclusion (D&I) strategy. We felt it was important to bring in outside expertise and perspective on this, so we worked with a D&I consultant in Melbourne who helped us create the strategy.

The Covid pandemic also helped accelerate some of our D&I progress, such as flexible scheduling and hybrid working and how that expands the pool of people we can have join Computershare.

Our progress to date

> Completed our first multi-year D&I strategy

> Joined the 30% Club, launched with the goal of seeing women take up 30% or more of the positions on boards of listed companies – we have exceeded that target on the Computershare Board

> Signed up to 40% female/40% male/20% other targets for our senior management teams (CEO -2), which we are still working towards

> Appointed a dedicated Global D&I Manager

> Embedded D&I principles into training programs

> Ensured D&I is a regular agenda item at our Board meetings

> Created seven Employee Resource Groups (ERGs) so far, with representatives from across the globe

> Formed a D&I Forum, chaired by our CEO Stuart Irving, with representatives from our People Team and our ERG Board members

> Launched a global D&I calendar of events for employees, which regularly promotes diversity, inclusion, mental health and wellness initiatives

> Enabled annual salary/bonus allocations to be reviewed by gender to help eliminate bias

> Rolled out new technology and processes to support working from home and flexible working, which was accelerated due to the Covid pandemic

Computershare has policies and processes in place to support gender equality in the workplace. These include:

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

Computershare is required to report annually on Gender Pay Parity in Australia, South Africa and the UK, and we also provide this data every four years in Switzerland, which is optional. Going forward, we will also report this information in Ireland and Italy. Our Australian and UK reports are published externally and links to these reports can be found in the Appendices (page 27).

The US is one of the only developed countries in the world that doesn't offer a nationwide paid parental leave policy. As of 1 January, 2023, Computershare will join the 35-40% of US employers that offer paid parental leave, through the introduction of a paid parental leave program to all US regular full-time employees. This comprehensive program will offer paid time away to eligible parents of all genders and relationship statuses and will support our employees who become parents through traditional childbirth, adoption, or surrogacy. This means from 2023 we will offer paid parental leave to employees in every country we operate in and is a significant step forward in our D&I strategy – making it easier for people to become parents and continue working for Computershare.

FY23-25 D&I strategy

Our **D&I strategy** provides detail on how we will implement five key action areas:

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
5. Integrate diversity into customer and supplier channels

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

Key stats

Computershare has reported on our gender percentages for all employee levels in our Annual Report since 2011. We are updating our reporting systems to enable improved reporting on racial/ethnic representation in the future.

Gender

	Female (no.)	Male (no.)	Female %	Male %	Total	Change to Male / Female Ratio since FY21
Board (incl. CEO)	3	5	38%	63%	8	=
Direct reports of CEO	4	13	24%	76%	17	+
Company Executive	46	101	31%	69%	147	+
Senior Manager	282	414	41%	59%	696	+
Manager	842	1,020	45%	55%	1862	-
Other	**6178**	**4,922**	**56%**	**44%**	**11,100**	**=**

Our Employee Resource Groups

Our seven Employee Resource Groups are the Black Leadership Group, three regional Women4Women groups, Purple Pride, Mental Health and Wellbeing and the DisABILITY Resource Group. In addition to being great for our people, they are beneficial for the company as a whole. Our ERGs have:

> Grown in membership from 390 to 841 employees

> Supported our employee engagement programs, including monthly webinars, communication and promotion of our D&I learning resources – celebrating events such as Pride, International Women's Day, Mental Health week and Juneteenth

> Engaged in policy reviews and development, such as the Sexual Harassment Policy and Gender Affirmation Policy, to help promote a culture of inclusion

> Guided our Talent Acquisition marketing materials, to help attract diverse people into the organisation

> Informed our People Policies to ensure we have inclusive language and principles, including the development of a global Gender Affirmation Policy

Newly formed groups
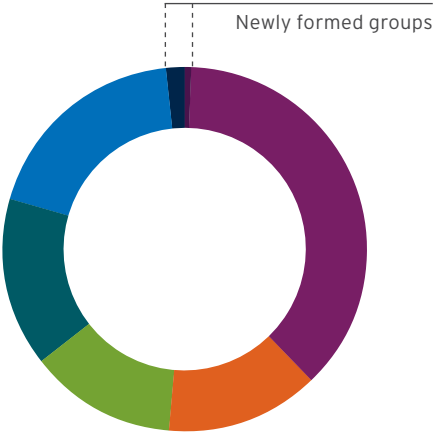
BREAKDOWN OF OUR EMPLOYEE RESOURCE GROUP MEMBERSHIP

313	W4W NA		114	W4W EMEA
111	W4W Asia Pac		125	Purple Pride
158	Black Leadership Group		14	* Ability
6	* Mental Health and Wellbeing			

OUR PEOPLE

Employee survey highlights

We listen to our people and review engagement, wellbeing, and culture through our Annual Employee Opinion Survey (EOS). In March this year we appointed an industry-leading adviser to run our most recent survey. For this survey we introduced many new questions, and therefore 2022 sets a new baseline.

People managers received a results dashboard, full of insightful data and analysis, empowering them to drive further improvements. Each of our global businesses also analyses their respective results to identify meaningful engagement objectives and related actions that form part of their People plan for the coming year.
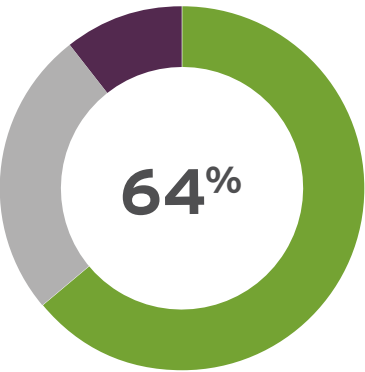

* Newly formed Employee Resource Groups

EMPLOYEE ENGAGEMENT

Computershare's Engagement Index for 2022 is 64%, which is 11 points below the global benchmark provided by our external adviser. While this is the first time we have measured our results in this way, we know we have some work to do here.

ENGAGEMENT INDEX

64%

ENGAGEMENT QUESTIONS

Question	Positive	Neutral	Negative	
I am motivated to do the best job I can at Computershare	77%	16%	7%	N/A
I am proud to tell others I work at Computershare	63%	29%	9%	N/A
I would recommend Computershare as a great place to work	62%	25%	13%	↓ 11
I feel a strong sense of belonging to Computershare	57%	30%	13%	N/A

■ = Positive   ■ = Neutral   ■ = Negative

Engagement Index of 64% = the average of our four engagement questions shown above

N/A indicates the question was introduced this year.

DIVERSITY AND INCLUSION

D&I INDEX

80%
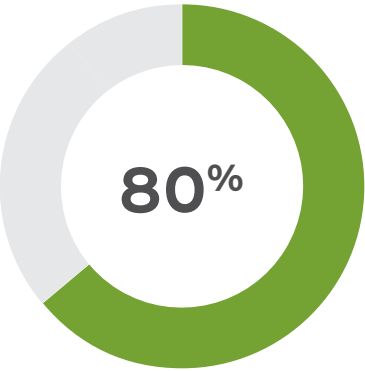
ENGAGEMENT RESPONSES

| Response	Value	
See their manager working effectively with people with different views from different backgrounds	87%	↑ 6
Say Computershare respects individuals and values their differences	82%	↑ 4
Can be who they want to be at work and don't have to hide anything	75%	N/A
Believe people are made to feel included and valued within their workplace at Computershare	74%	↑ 5

Diversity & Inclusion Index of 80% = the average of the four engagement questions shown above

N/A indicates the question was introduced this year.

Our inclusion metrics indicate a positive culture, with 87% of employees seeing their manager work effectively with people from different backgrounds and 82% believing Computershare respects individuals and values their difference.

There has been an increase in all D&I scores vs 2020 when the last EOS was conducted. As we enhance our ability to capture data, we will be able to provide extra insight into how diverse groups respond to these questions.

Wellbeing

Our overall Wellbeing Index was 59% in our 2022 EOS, with 70% of our employees feeling Computershare supports their health and wellbeing. Positively, there is no difference in the ability to maintain work-life balance by gender, however, disabled colleagues slightly lag their non-disabled counterparts in this respect.

70%
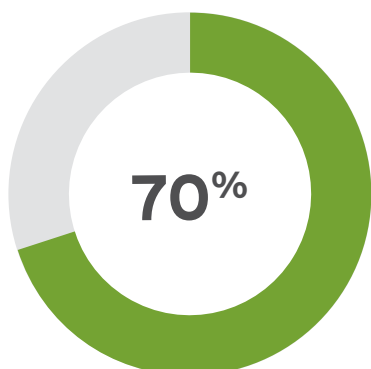
"I feel that Computershare supports my health and wellbeing in the current environment."

74%
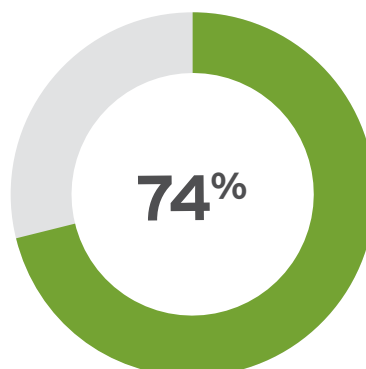
"I feel able to balance my work and personal life in a way that works for me and my colleagues."

Learning and development

We have well-established programs to provide learning opportunities to all employees to ensure that they have the right level of skills, ability and knowledge to perform their work, and the opportunity to develop new skills to take on additional responsibilities and progress their career within Computershare.

371,147 learning hours for employees in FY22.

We also conduct regulatory training for all employees on a monthly basis, covering the following topics. New starters are assigned training on hire and have 30 days to complete all assignments, including relevant regional ones.

93.91% of employees passed all their regulatory learning in FY22.

Regulatory learning topics

> Data Privacy (February)
> Ethics (March)
> Computershare and Me (April)
> Anti-Money Laundering (August)
> Anti-Bribery and Corruption (September)
> Cyber Security (October)
> Introduction to Risk (November)
> Global Employee Handbook (November)
> Fraud Awareness (December)

Mental health

Mental health awareness has been a key focus for us after a couple of years of living and working through a global pandemic. We've put together some great toolkits for our employees and our Employee Assistance Program is available in all countries for employees that need extra help. We also have Mental Health First Aiders in many of our locations globally.

One of our most popular and enduring support mechanisms is the meditation sessions which qualified employees run monthly for all our people to participate in. These sessions were established during the early days of the pandemic and have continued because they have been well received.

COMPUTERSHARE'S MEDITATION SESSIONS

2,404
PEOPLE
Over the last two years, we've had 2,404 people attend 70 meditation sessions

17
DIFFERENT COUNTRIES

Attendees have come from 17 different countries and 73 different global departments

73
GLOBAL DEPARTMENTS

268
SESSIONS VIEWED
Since September 2021, the session recordings have been viewed 268 times

✓ **727**
UNIQUE PEOPLE

✓ **388**
ATTENDED MORE THAN ONCE

✓ **SOME PEOPLE ATTENDED 20 SESSIONS**

Our global HQ – built for wellbeing

We've recently renovated Yarra Falls, our global Headquarters in Melbourne, Australia. Given the timing of the renovations, we were able to design the building for a post-Covid workforce driven by flexible working. Features of our Yarra Falls building have been designed deliberately to promote health and wellbeing for our people including:

> Centralising food preparation to encourage staff out of their chairs and away from the work areas for not only a movement break, but also a mental break

> Providing a coffee bar in the central zone with views of the Yarra River, with coffee that is only served in 'Keep Cups'

> Installing several skylights to bring in more natural light and locating the majority of workstations in these areas

> Offering table tennis and other social activities for our staff to unwind

> Offering a gym and bicycle storage area and repair facilities to encourage exercise at and on the way to or from work

> Installing plants to improve air quality and help reduce stress and anxiety
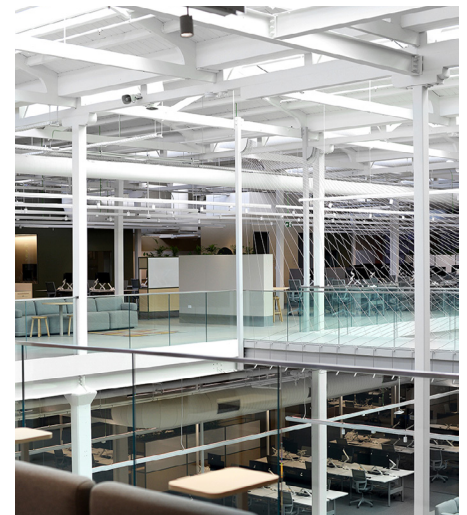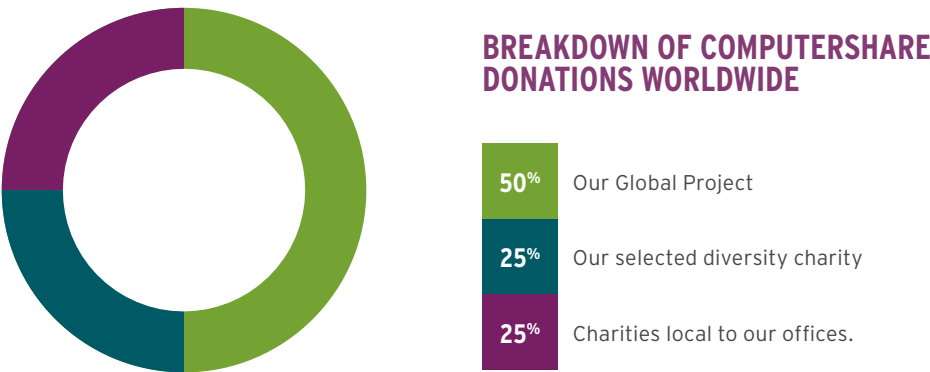
CHANGE A LIFE

Computershare's charitable foundation, Change A Life, was founded in 2005 with the aim of making a difference to the lives of disadvantaged and impoverished communities around the world. Since then, over AU$11 million has been raised, supporting sustainable agriculture and reforestation, food security, mobile eye care clinics, disaster relief and a range of programs to advance the education and welfare of at-risk children.

This work would not be possible without the generosity of our employees, many who have been regular contributors to Change A Life since its inception. Every month, more than a thousand of our staff donate via automatic payroll deductions, each of which is matched by Computershare. Staff supporters choose which major global projects we sponsor, as well as a number of other charitable partners that are local to our offices around the world.

BREAKDOWN OF COMPUTERSHARE DONATIONS WORLDWIDE

50% Our Global Project

25% Our selected diversity charity

25% Charities local to our offices.

In FY22 Computershare donated AU$140,000 from our Change A Life charity to the Red Cross in support of their Ukrainian refugee program.

Our diversity charity, Year Up

In 2022, we appointed a new diversity charity, **Year Up**. Year Up is a US-based workforce development organisation that works with young adults who would otherwise be at risk of missing out on crucial education, training, and 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's job training program is tuition-free and offers a proven path to career success through access to some of the best companies in the US. It operates more than 30 campuses across the country, many in the same localities as our own offices.

Given the fit between Computershare's businesses and supporting services with Year Up's training and development focus, we expect to provide far more than financial support through our partnership. By providing internships and employment opportunities, we can support Year Up's mission while also furthering our own goals for diversity within our organisation.

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

Our five-year journey with World Youth International (WYI)

In 2017, our employees selected the WYI School in Gokarna, Nepal as our primary global project for a five-year partnership. **World Youth International** is an Australian-based charity committed to enhancing quality of life, strengthening communities, and reducing poverty through sustainable development projects.

> **Our close partnership with WYI was recognised with the Gold Award for Most Innovative Charity and Employer Relationship in the 2020 Workplace Giving Excellence Awards (convened by Workplace Giving Australia). The judging panel described our relationship with WYI as 'an authentic and growing partnership with great engagement.'**

Since then, Change A Life has funded a range of improvements to the school, including upgrades to classrooms and other facilities, extending the school program into Years 11 and 12 and supporting improvements to the quality of education provided. The WYI School is now recognised as one of the top schools in the region, and is more attractive to fee-paying students which helps to fund operations.

"It has been an honour to oversee the partnership with Computershare during the past five years and to construct the WYI senior school. This major project extension has brought prestige and 145 new students to the school. With any partnership, it is essential that employees are able to engage with their partner and see the results of their donations. We were pleased to welcome 55 Computershare employees to Nepal in 2018/19 to experience a trip of a lifetime.

Thanks to Computershare, we were one of only a few schools in Nepal that were able to provide continued financial support during the Covid lockdowns, ensuring job security for our teachers and providing online learning options for our students. This unexpected challenge has solidified our reputation as one of the best schools in the region, maintaining an average grade pass rate of 96.5% over the past five years.

Thank you for supporting WYI Australia and the children of Nepal."

- Terry Hoey, General Manager – World Youth International

The Change A Life Boarding Home

Our Trek Nepal teams in 2018 and 2019 raised an additional AU$500,000 to build the Change A Life boarding home on the WYI School campus. In 2022, we also held a Virtual Trek that enabled staff from all countries to participate. The final tally for this was over AU$140,000, which funded the materials and equipment required to fit out the Boarding Home.

The construction of this boarding home has now been completed and the fit-out is currently underway. The new multi-story building has been engineered to high standards designed to mitigate the risk of earthquake damage.

The new facility will be home to 25 male and 25 female students undertaking Years 11 and 12; benefiting students who find it difficult to make the daily trip to and from school, especially during the monsoon season. These boarding students will be supported by on-site staff members and have extended access to the computer room and other study resources – as well as a safe and engaging co-ed community. Boarding fees will help to make the WYI school self-sustainable in the future. The building will be officially opened in November 2022 by the WYI Board, Computershare's CEO, Stuart Irving, and Chief People and ESG Officer, Lucy Newcombe.

OUR CONTRIBUTION TO
WORLD YOUTH INTERNATIONAL (WYI)

$1.4 MILLION
DONATED TO WORLD YOUTH ORGANISATION

Through employee contributions and matching funds from Computershare

600
STUDENTS SUPPORTED

14 SCHOLARSHIPS
For female students

SPORTS AND ACADEMIC COMPETITIONS + EVENTS

Held activities for students, including a reading and speech competition and football and athletic carnivals

PURCHASED EQUIPMENT

Purchased additional equipment, including 600 books, new laptops, and sporting equipment

HOME-SCHOOL
COVID PROGRAMS

Funded teacher wages and ran a home-schooling program for students during Covid lockdowns

ADVANCED TRAINING PROGRAM FOR 22 TEACHERS

Ran an advanced training program for 22 teachers

SENIOR COLLEGE
BUILD COMPLETE

Upgraded the science lab, library, computer rooms and sporting facilities
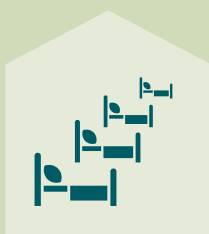
TECHNOLOGY AND TRANSPORT UPGRADES

Provided a new school bus, surveillance camera system, backup generator, solar hot water system and a new lawnmower

NEW ENTRANCE ROAD

Constructed a new entrance road with improved drainage, improving safety and access to the school during monsoon season

CHANGE A LIFE
BOARDING HOME BUILT

Built the Change A Life Boarding Home, four new classrooms and made other upgrades to the building structure

STUDENTS AND TEACHERS
VACCINES AND DENTAL

Hosted a Covid vaccination day and a dental camp for all students and teachers

Supporting communities close to our offices

Since 2017, Change A Life has partnered with a range of charitable organisations local to our offices. These were chosen by our employees and provide practical support to people in need, often with a focus on caring for vulnerable children.

In past years, as well as providing financial support, we have seen our employees provide practical assistance through volunteering. Because of the pandemic, in-person help has not been possible, but we hope to see this become an important part of our community activities once again in the year ahead.

Local charity spotlight

Kicking with a Cuz

Computershare's Brisbane office has supported Kicking with a Cuz as their local charity since 2018.

Kickin with a Cuz is a football program, designed to reach young indigenous boys and girls through football. Their vision is to create a sustainable pathway for these children to participate in sport and has outcomes centred around enabling them to make better life choices.

Donations from Change A Life have funded football workshops in remote, indigenous communities.

New global charity voting

As our five-year agreement with World Youth International comes to an end this year, our Change A Life Contributors will soon be voting on our next project to support from a curated shortlist.

We will have our new charity initiative in place by the end of the calendar year.
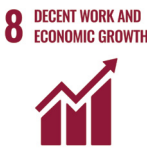
GOVERNANCE

ESG GOVERNANCE STRUCTURE

Computershare aims to ensure that management of ESG topics is embedded across the organisation so we can develop the right company culture around ESG. In order to achieve this, we have adopted the following ESG Governance structure (see Fig. 4) to ensure that the management and control of ESG risks is supported by a strong culture of governance and doing the right thing across the organisation.

Fig. 4 - ESG Governance structure model
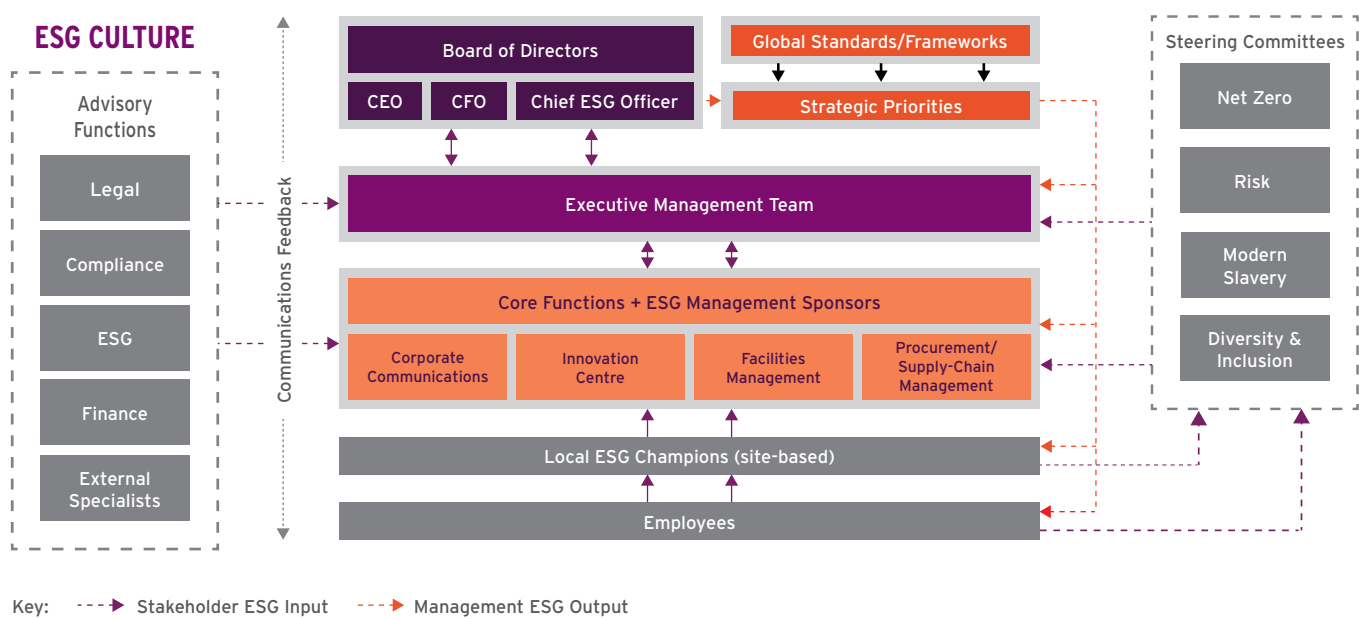
We have developed several cross-regional steering committees (Net Zero, Risk Modern Slavery and Diversity & Inclusion) to support ESG governance across the organisation. These committees feed back into the Global Management team and core functions as required. We also have a number of advisory functions (Legal, Compliance, ESG, Finance and external specialists) that provide technical input to support the ESG governance process.

The Board of Directors has overall responsibility for ESG and climate-related issues, including our Net Zero program. ESG is a standing agenda item with the Board and they receive a quarterly sustainability report produced by the Chief People and ESG Officer, which covers progress against our Net Zero sustainability targets, as well as global and local initatives.

We actively encourage the diversity of our Board of Directors in support of our ESG ambitions. Today, our Board of Directors 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. From FY22, 5% of the CEO and CFO's objectives (and financial outcomes) were linked to ESG-related targets and this will continue in FY23. Additionally, our short-term incentive schemes for senior management will have ESG related metrics from FY23 onwards. Collectively this highlights the increasing importance of ESG to Computershare, where our employees are motivated to support the delivery of specific ESG related objectives, and the financial performance of the company is assessed with an overlay of the progress made within our ESG objectives.

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

The FY23 company strategy includes a Net Zero goal and we will be looking to incentivise as many employees as possible through the annual target setting process linked to the management of ESG/climate-related issues.

RISK AND AUDIT, INCLUDING ESG RISK FRAMEWORK

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

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

Computershare's Enterprise Risk Management (ERM) Framework currently incorporates the following areas of risk management: current regulation, emerging regulation, technology, legal, market and reputation. Computershare is also looking to undertake scenario analysis of climate-related risks and develop ESG Key Risk Indicators (KRIs). Our ERM Framework will be updated accordingly over the next 12 months to reflect these additional areas of risk management.

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

There is a specific program, being led by the Global Head of ESG Risk and sponsored by the Global Chief Risk Officer, that is reviewing and updating the ERM Framework relative to our ESG goals and, where gaps are identified, these are implemented and embedded across the business. Following the update to our ERM Framework, climate-related risks will be identified and evaluated over short, medium and long-term horizons (see Fig. 5) as part of our overall approach to risk management.

Fig. 5 - Computershare's definition of short, medium and long-term horizons

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

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

INFORMATION AND DATA SECURITY

Protecting our information assets and customer data is vital to the success of our business. We are committed to information security and providing assurance to our stakeholders that our information assets are protected from existing and emerging threats.

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

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

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

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

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**
- ⤓ **Corporate Responsibility Policy**
- ⤓ **Diversity and Inclusion Policy**
- ⤓ **Human Rights Policy**
- ⤓ **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.

ALIGNMENT TO CLIMATE-RELATED DISCLOSURES AND FRAMEWORKS

In addition to our internal governance structure, Computershare also aligns itself with recognised global disclosure standards and frameworks, including the UN Sustainable Development Goals, CDP, Task Force on Climate-Related Financial Disclosures and Sustainability Accounting Standards Board and we also plan to set science-based targets (in accordance with the SBTi) within the next 12 months. 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 also submits a public disclosure through the CDP on an annual basis. Our current CDP scorecard can be accessed **here**. We recognise there are still gaps and areas for improvement in relation to the above standards and we are continually reviewing them to identify opportunities to further develop and improve our ways of working.

The tables below indicate our reporting progress against TCFD and SASB disclosure requirements:

Fig. 6 - Disclosure status against TCFD framework

■ = Good disclosure alignment   ■ = Disclosure alignment in progress   ■ = Disclosure alignment under review

Disclosure area	Disclosure requirement	Reporting summary	Reporting status	CDP disclosure CDP	Report page reference / Future disclosures
Governance	A - Board Oversight	› Board of Directors have overall accountability for ESG risks. › Board of Directors 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.	■	✓	Annual Report p. 27
	B - Management's Role	› Chief People and ESG Officer appointed within **Global Management Team**, who periodically provides reports to the Board of Directors 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. 9
Strategy	A - Identification of climate risks and opportunities	› 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. 6
	B - Impact on organisation's business, 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. 21 of ESG report for horizon definitions.	■	✓	FY23 disclosure planned as part of our ERM Framework development.
	C - Scenario Analysis	› Scenario analysis is planned to be undertaken in next 12 months.	■		FY23 disclosure planned as part of our ERM Framework development.

Fig. 6 - cont.

■ = 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 - Process for identifying climate risks	> Enterprise Risk Management framework/process being reviewed and enhanced to incorporate identified climate-related risks as part of our continuous improvement and annual governance cycle.	■	✓	FY23 disclosure planned as part of our ERM Framework development.
	B - Processes for managing climate risks	> Enterprise Risk Management framework/process being reviewed and enhanced to incorporate identified climate-related risks as part of our continuous improvement and annual governance cycle.	■	✓	FY23 disclosure planned as part of our ERM Framework development.
	C - Process for integration into overall risk management	> ESG risks have been incorporated into Computershare's overarching Enterprise Risk Management framework.	■	✓	ESG Report p. 21
Metrics and targets	A - Climate-related risk and opportunities metrics	> Net Zero target date approved by Board of Directors. > Ongoing work to develop climate-related risk and opportunity metrics linked to Net Zero strategy.	■		FY23 disclosure planned on progress against Net Zero five-year plan.
	B - Scope 1, 2 and 3 GHG emissions and related risks	> Scope 1, 2 and 3 GHG emissions disclosed. > 100% of Scope 1, 2 and 3 GHG emissions offset in 2020 and 2021.	■	✓	ESG Report p. 6
	C - Targets for managing climate-related risks and performance	> Specific five-year near-term targets associated with our overall Net Zero program will be agreed within next six months.	■		FY23 disclosure planned on progress against Net Zero five-year plan. We will then focus on our medium and long-term targets and publish those when available.

Fig. 7 - Disclosure status against SASB sustainability disclosure topics & accounting metrics

■ = 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 of Directors. › All employees required to undertake mandated regulatory training on an annual cycle, with 93.91% of employees passing their regulatory learning in FY22.	■ (green)	ESG Report p. 14, 22
	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.	■ (red)	No plans for future disclosure at this time.
Data Security	Description of approach to identifying and addressing data security risks	SV-PS-230a.1	› Computershare has defined processes for identifying and addressing security risks. › Computershare's Information Security policy framework is aligned to ISO/IEC 27002. › Regular reporting to the 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. › Security risks are managed within the company's Governance, Risk and Compliance system as part of the wider Enterprise Risk Management Framework.	■ (green)	ESG Report p. 21
	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. › Computershare conducts Privacy Impact Assessments to identify and assess privacy risks associated with any new or modified use of personal data.	■ (green)	

Fig. 7 - cont.

🟩 = 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
Workforce Diversity & Engagement	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 two data breaches reportable to our regulators.	🟩	
	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 is currently updating its reporting systems to 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	› Computershare does not report on employee turnover rates at the present time.	🟥	FY23 disclosure planned.
	Employee engagement as a percentage	SV-PS-330a.3	› Computershare engaged a third party advisor to undertake our Employee Opinion Survey in FY22. › Engagement index score was 64%.	🟩	ESG Report p. 13

Note: Computershare reports under SASB - Professional and Commercial Services Sustainability Accounting Standard (Version 2018-10) as the materiality of metrics within this standard are most closely aligned to our organisation. Computershare has made a request to SASB to change our current industry classification from Asset Management Custody Activities.

Fig. 8 - 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	› 13,694 full-time and part-time employees; › 212 temporary employees; and › 1,043 contract employees	🟩	
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.	🟥	Future disclosure planned on total employee hours as part of reporting systems update.

Note: Computershare reports under SASB - Professional and Commercial Services Sustainability Accounting Standard (Version 2018-10) as the materiality of metrics within this standard are most closely aligned to our organisation. Computershare has made a request to SASB to change our current industry classification from Asset Management Custody Activities.

APPENDICES

ESG SUMMARY

ENVIRONMENT, SOCIAL AND GOVERNANCE

ENVIRONMENT	SOCIAL	GOVERNANCE
The impact of our resource consumption on the environment, such as carbon footprint and other sustainability measures.	**How we interact with communities and employees**	**Internal practices and policies for effective decision making and legal compliance.**
> Net Zero / GHG Emissions / Climate Change > Water security > Waste / Resource Management > Energy Management > Sustainable Products / Services > Green Buildings > Pollution (air, land & water) > Biodiversity / Ecological Impact > Natural Events (pandemics, flooding)	> Diversity and Inclusion > Equity > People Development > Modern Slavery > Occupational Health and Safety > Responsible Supply Chain > Social Justice / Human Rights > Privacy > Community Impact / Investment	> Corporate Governance (policies, procedures and risk management) > Data Governance > Leadership and Training > Regulatory Compliance > Business Ethics / Integrity (including Conflicts of Interest) > Board and Executive Diversity > Information Security / Cybersecurity > Stakeholder Engagement > Shareholder / Investor Rights

RELEVANT LINKS

- 🔗 **CDP submission**
- 🔗 **Modern Slavery Statement 2021**
- 🔗 **Corporate Governance Statement**
- 🔗 **Tax Transparency Report**
- 🔗 **Code of Conduct**
- 🔗 **WGEA Report**
- 🔗 **UK Gender Pay Gap Report**

FIGURES INCLUDED IN REPORT

> Figure 1 - Carbon Footprint 2021
> Figure 2 - Carbon Footprint baseline year 2020 (readjusted with calculated 2021 Scope 3 emission data)
> Figure 3 - Regional breakdown of Scope 1 and Scope 2 emissions (including those offset by RECs) for 2020 and 2021
> Figure 4 - ESG Governance structure model
> Figure 5 - Computershare's definition of short, medium and long-term horizons
> Figure 6 - Disclosure status against TCFD framework
> Figure 7 - Disclosure status against SASB sustainability disclosure topics & accounting metrics
> Figure 8 - Disclosure status against SASB activity metrics

REPORTING METHODOLOGIES AND PROTOCOLS

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:

Scope / type	Data Type / Methodology	Data Quality
Scope 1		
Vehicle fleet	> Primary activity data	High
Heating	> Primary / secondary data mix	Medium
Refrigerants	> Primary activity data	High
Scope 2 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.		
Electricity	> Primary / secondary data mix	Medium
Scope 3		
Purchased goods and services	> Primary / secondary data mix > Hybrid method > Spend-based method used for majority of Scope 3.1 emissions because most of scope 3.1 category consists of purchased services.	Medium
Capital goods	> Primary / secondary data mix > Spend-based method > Spend-based approach used. Machinery, equipment and construction-/renovation-related purchases were considered.	Low
Upstream energy and fuels	> Primary / secondary data mix > Average data method > Calculated using primary consumption data provided for Scopes 1 and 2	Medium
Upstream logistics	> Primary / secondary data mix > Average data method / Distance-based method	Medium
Waste generated in operations	> Primary / secondary data mix > Hybrid method / Average data method / Waste-type-specific method	Medium
Business travel	> Primary / secondary data mix > Hybrid method / Fuel-based method / Distance-based method	Medium
Employee commuting	> Primary / secondary data mix > Distance-based method > Commuting survey was multiplied by the total number of employees per region.	Medium
End-of-life treatment of sold products	> Primary / secondary data mix > Hybrid method / Average data method / Waste-type-specific method > Emissions from the waste disposal and treatment of products sold (in the reporting year) at the end of their life.	Medium
Investments	> Primary revenue data > Spend-based method > Calculated with Quantis tool using spend data.	Low