



## Environmental ➡ Social ➡ Governance

### Our ESG Commitment

We seek to deliver value to the community beyond our own profitability – this is in the interests of our business because it leads to more positive client relationships, stronger communities, a better ability to attract and retain the best employees, and do the right thing by regulators, and the communities in which we operate.

#### ➡ Environmental

***Develop sustainable operations and reduce our footprint on the environment.***

We recognise the societal and public health impacts that result from environmental issues, including climate change, therefore we focus on a range of initiatives to reduce energy usage, fuel consumption, paper use, and our carbon footprint, as well as participate in community programs to help support the environment and sustainability.

#### ➡ Social

***Create a safe and inclusive culture where our people can thrive and grow.***

People are our business, this includes employees, clients, and suppliers, therefore we have a number of initiatives we are undertaking including the development of a Training Lab to onboard and develop our employees, conduct regular employee engagement and client feedback surveys to gain insights on how we can improve working conditions, engage in volunteer activities to support our communities, and develop a diversity and inclusion strategy that includes an indigenous representation plan.

#### ➡ Governance

***Act ethically, ensure compliance with legal and regulatory requirements and report on performance.***

We are committed to acting ethically and responsibly and continue to prioritise quality, safety, and transparency in all that we do. We have a robust compliance program across all areas of the business that includes transparent remuneration processes, ethics and compliance training, reporting mechanisms for employees and clients, a rigorous quality management system, and strong board governance and oversight.