

**HUB**<sup>24</sup>



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# Sustainability Report

**HUB24** | YEAR ENDED 30 JUNE 2023



# Sustainability Report

YEAR ENDED 30 JUNE 2023

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In this report, HUB24 Limited (referenced to 'Group', 'we', 'us', 'our' or HUB24) refers to the HUB24 Group and its controlled entities. For our FY23 Sustainability Report we have referred to the GRI 2021 Standards. This Sustainability Report of HUB24 Limited and its controlled entities (the Group or HUB24) for 1 July 2022 through to 30 June 2023 was authorised for release by the HUB24 Limited Board on 22 August 2023. This report covers the Company as an individual entity as well as the Group consisting of the Company and its subsidiaries as disclosed in our FY23 Annual Report.

# Delivering on our sustainability objectives

**Achieved**

equal first NPS as rated by primary users



and rated

Best Platform Overall by advisers<sup>1,2</sup>



**Achieved**

'whole of company' gender diversity targets



**Continued compliance with ASX Corporate Governance principles and**

100% of employees completed business ethics and integrity training



**Made progress towards**

embedding our community giving program in our operating model and contributed to a range of community initiatives



**Achieved Level 1 maturity for the**

Australian Cyber Security Centre's Essential 8 mitigation strategies across the HUB24 Platform



**Increased employee engagement to**

74%



**Determined baselines for**

Scope 1 and 2 carbon emissions. Net zero target for 2030



**and achieved**

100% compliance with ISO27001

1. HUB24 ranked first for primary platform advocacy in the Investment Trends 2023 Adviser Technology Needs Report.

2. HUB24 was awarded Best Overall Platform in the Adviser Ratings Financial Landscape Report 2022; and Best Platform Overall in the Investment Trends Platform Competitive Analysis and Benchmarking Report 2022.



## Letter from our CEO

On behalf of HUB24, I am pleased to present our Sustainability Report (Report) for FY23, detailing our Environmental, Social and Governance (ESG) focus areas and reporting on the progress we've made through the year.

At HUB24 we recognise the importance of sustainability, and this Report represents our commitment to operating and managing HUB24, considering the interests of our customers, our people, the broader community, shareholders and the environment.

In FY22 we identified seven key ESG focus areas which align to our business and company values. Following the release of our inaugural Sustainability Report last year, we are now pleased to provide an update on how we have progressed over FY23 towards our targets in each ESG focus area.

As a leading financial technology provider, we are in a unique position alongside financial professionals, to empower better financial futures for more Australians.

Our delivery of innovative products and solutions that provide choice, value and efficiency, is critical to the continued success of the HUB24 Group and our customers. During FY23, we have continued to invest in enhancing our products and solutions and delivering customer service excellence, resulting in ongoing recognition from advisers and the broader industry, and consolidating our position as Australia's Best Platform.<sup>1</sup>

HUB24 leads the market in delivering a range of investment options to enable advisers and their clients to make investment choices to meet their objectives, this includes providing over 150 ESG investment options on the platform.

We recognise that our people are key to our continued success as a business and in February 2023, our new Chief People Officer, Amy Rixon, was appointed to focus on further engaging and developing our team and enhancing our employee value proposition.

Evolving our approach to diversity and inclusion and enhancing our internal communications has been a key focus during FY23. A key component has been prioritising communication to gain valuable insights that enable the business to continue to evolve our people initiatives. As a result of our initiatives to enhance our employee experience this year, engagement has increased from 72% in FY22 to 74% in FY23.

As an ASX-listed company, ensuring we have robust governance in place is critical to the sustainability of our business. Over FY23, we delivered additional initiatives that promote a risk-aware culture such as education for our people, enhancing our risk management frameworks and embedding processes to identify, mitigate and manage risks in a constructive way.

Part of our commitment to empower better financial futures is to support and build relationships in the broader community. Through our newly launched HUBempower program, and in consultation with our people, we have broadened the scope of our corporate giving program and increased the number of organisations we support in the community.

We continue to assess climate change and the impact our emissions have on the environment, with a target to achieve net zero Scope 1 and 2 emissions by 2030. During FY23 we engaged consultants to assess and define baseline metrics for our emissions reduction strategy. This provides us with the foundation to develop our roadmap to ensure we are making progress towards our 2030 target.

As a technology and data services provider we understand the importance of our role in maintaining data integrity and safety, and continuously investing in our cybersecurity and privacy controls. In FY23 we enhanced our cyber resilience program, continuing to mature our approach while maintaining compliance with Australian standards.

During FY24 we will continue to evolve our sustainability approach and embed our sustainability agenda through all aspects of our business whilst engaging our people to deliver on our sustainability goals and our purpose of empowering better financial futures, together.

I'm delighted to share HUB24's progress towards our sustainability objectives and our key focus areas for FY24.

**Andrew Alcock**  
Managing Director and CEO

1. HUB24 ranked first for primary platform advocacy in the Investment Trends 2023 Adviser Technology Needs Report; was awarded Best Overall Platform in the Adviser Ratings Financial Landscape Report 2022; and Best Platform Overall in the Investment Trends Platform Competitive Analysis and Benchmarking Report 2022.

# Sustainability at HUB24

## OUR APPROACH TO SUSTAINABILITY

HUB24 recognises the importance of Environment, Social and Governance (ESG) issues for the long-term prosperity of our people, customers, shareholders and the broader community. Following the release of our inaugural Sustainability Report last year, we are pleased to provide an update on our activities and progress for the financial year from 1 July 2022 to 30 June 2023 (FY23).

In financial year 2022 (1 July 2021 to 30 June 2022, or FY22), we undertook an initial materiality assessment which included research and engagement with internal and external stakeholders to identify the ESG focus areas most relevant to our operations. This process included consideration of international ESG and sustainability frameworks and standards. This materiality process resulted in the identification and prioritisation of seven key focus areas, as shown in the diagram below.

Our FY23 Sustainability Report provides an update on our progress and initiatives for these key ESG focus areas, and provides future targets as well as areas where we aim to mature our approach. As we look to FY24 and beyond, the HUB24 Group is committed to empowering better financial futures and continuing to evolve our sustainability strategy. At the time of publication of this Report, we are working with consultants to further embed our sustainability strategy through all aspects of our business decisions and engage our people to deliver HUB24's ESG commitments aligned to our purpose.

This year's report was prepared in reference to the Global Reporting Initiative (GRI) standards with guidance from the Sustainability Accounting Standards Board (SASB), the International Sustainability Standards Board (ISSB), the UN Sustainable Development Goals (SDGs), the Task Force for Climate-Related Financial Disclosures (TCFD), the Greenhouse Gas (GHG) Protocol and the Climate Active Carbon Neutral Standard.

The ISSB issued its first two sustainability reporting standards on 26 June 2023. HUB24 expects to adopt the new standards, IFRS S1 and S2, for the year ended 30 June 2025 (1 July 2024 to 30 June 2025 or FY25). This will see our Sustainability Report incorporated into our Annual Report from FY25.

Our Sustainability Report relates to the HUB24 Group (HUB24) and its subsidiaries for FY23. Parts of this Sustainability Report include forward-looking statements about HUB24 and the environment in which it operates. Actual results and the timing of certain events may differ materially from the targets expressed or implied by the forward-looking statements in this report.

This report covers FY23, however in certain cases metrics are provided for periods beyond FY23. In these instances, we have provided the relevant period covered by the metric. This report does not include sustainability metrics for our suppliers.

HUB24 did not engage an external auditor to audit the contents of this report.

For any questions regarding this report or HUB24's corporate responsibility activities please contact [investorrelations@hub24.com.au](mailto:investorrelations@hub24.com.au)

## OUR SEVEN ESG KEY FOCUS AREAS



# Sustainability at HUB24

continued

## OUR SUSTAINABILITY PRIORITIES

In FY22, HUB24 determined measures of success for our key focus areas, and we are pleased to provide an update on our progress towards these targets, together with updated targets where appropriate. Targets outlined in the table below are for FY23 or FY24 unless noted otherwise.

Key focus area	Measure of success	FY23 target	FY23 outcome	FY24 target	ESG category
1. <b>Business ethics and integrity</b> (see page 11)	Completion of mandatory employee training	100%	100% <sup>1</sup>	100%	Governance
	Compliance with ASX Corporate Governance Principles	100%	100% <sup>2</sup>	100%	Governance
2. <b>Diversity and inclusion</b> (see page 13)	Gender targets – whole of company	40% female 40% male 20% open	44% female 56% male 0.3% other <sup>3</sup>	40% female 40% male 20% open	Social
	Gender targets – Board	40% female <sup>4</sup> 40% male 20% open	33% female 67% male	40% female 40% male 20% open	Governance and Social
3. <b>Customer experience</b> (see page 15)	Investment Trends Adviser Technology Needs Report Primary Platform NPS	#1 Primary Platform NPS	#1 (equal) Primary Platform NPS <sup>5</sup>	#1 Platform NPS	Environmental and Social
	Best Platform according to adviser surveys	#1 Best Platform	#1 Best Platform <sup>6</sup>	#1 Best Platform	Environmental and Social
4. <b>Employee engagement</b> (see page 18)	Employee engagement survey results	Meet or exceed relevant external benchmark <sup>7</sup>	74%	First quartile <sup>8</sup>	Social
5. <b>Community contribution and investment</b> (see page 20)	Contributions to causes and organisations that align with our purpose and values	\$130,000	\$130,000	\$150,000	Social
		Embed community contribution in HUB24 operating model	Strong progress – Established HUBempower Employee Council and launched community partnerships program	Increase employee engagement and awareness of our HUBempower program	
6. <b>Climate risks and opportunities</b> (see page 22)	Net zero emissions by 2030	100% <sup>9</sup>	Determined baseline Scope 1 and 2 carbon emissions: 255 TCO <sub>2</sub>	100% Scope 1 and 2 net zero by 2030  Determine activities and milestones to achieve Scope 1 and 2 net zero by 2030	Environmental
7. <b>Data privacy and security</b> (see page 24)	Compliance with ISO 27001	100%	100%	100%	Governance
	Level 1 maturity for Australian Cyber Security Centre's Essential 8 mitigation strategies	Level 1 fully achieved  Progress towards Level 2	Achieved Level 1 for HUB24 Platform business  Progressed towards Level 2	Extend Essential 8 Maturity 1 framework across the whole of the HUB24 Group	Governance

1. As at 30 June 2023.

2. As at 30 June 2023 the Board had 33% female representation, which was above the ASX recommendation of 30%. As Ms Rachel Grimes AM was appointed on 29 May 2023, there was a brief period between 30 April 2023 and 29 May 2023 that the Company did not meet the Board gender diversity requirements of the ASX Corporate Governance Council Principles and Recommendations (4th Edition February 2019).

3. 'Other' includes those employees identifying as non-binary or who prefer not to disclose.

4. Board gender diversity target for FY24.

5. HUB24 achieved equal highest Primary Platform Net Promoter Score (NPS) in the 2023 Investment Trends Technology Needs Report.

6. HUB24 achieved Best Platform Overall in the 2022 Adviser Ratings Financial Advice Landscape Report.

7. FY23 target was benchmarked against Australian Financial Services and Technology companies FY23 at 73%.

8. FY24 target benchmarked against top quartile of Australian companies (500-1,000 employees).

9. Climate risks and opportunities target relates to 2030.

# Sustainability at HUB24

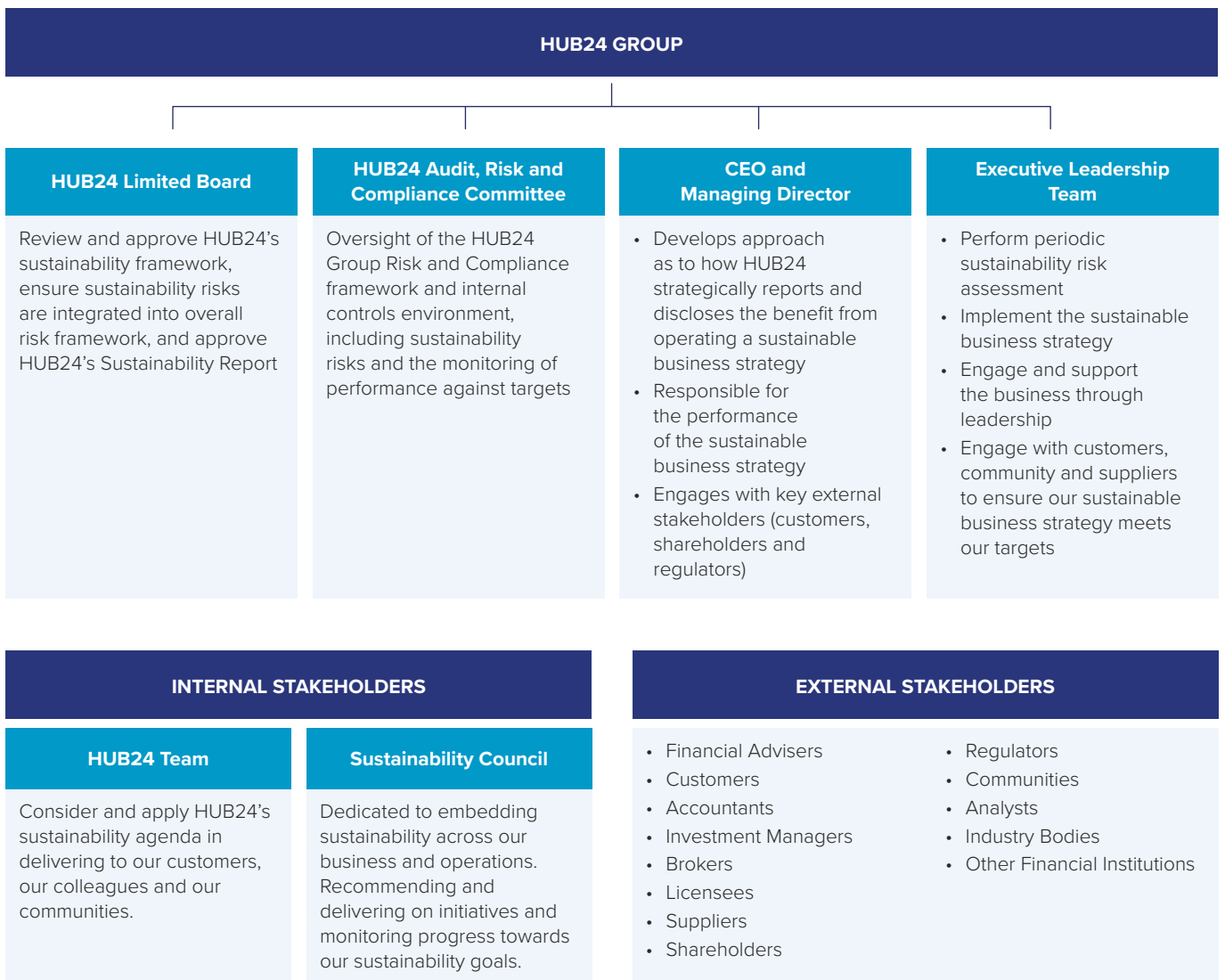
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## OUR SUSTAINABILITY FRAMEWORK AND GOVERNANCE

The HUB24 Board and management are committed to having a sustainability framework in place that considers all stakeholders, now and into the future. We are focused on ensuring sustainability risk management and opportunities are integrated into our purpose, strategic objectives, culture and values. The HUB24 Board provides ongoing monitoring and governance of business strategy and deliverables in line with our sustainability objectives.

Andrew Alcock, HUB24’s CEO and Managing Director and the Executive Leadership team are responsible for leading the integration of HUB24’s sustainability strategy into our core business strategy, to drive the sustainable growth of our business, with the support of our Sustainability Council.

HUB24 operates under the following sustainability framework and governance structure. Following a full year of ownership of Class Limited, the Class business and team were incorporated into our framework this year. myprosperity will be incorporated into this framework and structure over FY24.



# Sustainability at HUB24

continued

Our Board-approved Risk Appetite Statement and Risk Management Framework consider the full scope of risks we face, including emerging risks. These have been organised into the following nine material risk categories with a description of the risk, assessment of the risk exposures assessed and alignment to ESG category.

Risk category	Risk summary description	Key risk exposures assessed	ESG category
<b>Strategic</b>	The risk that the Group makes inappropriate strategic choices, does not implement its strategies successfully, or does not respond effectively to changes in the operating environment.	<ul style="list-style-type: none"> <li>• Strategic planning and execution</li> <li>• Change management</li> <li>• Product and service development</li> <li>• Achieving benefits of strategic transactions</li> </ul>	<ul style="list-style-type: none"> <li>• Governance</li> <li>• Social</li> </ul>
<b>Operational</b>	The risk of loss resulting from inadequate or failed internal processes, people and systems or from external events.	<ul style="list-style-type: none"> <li>• Operational processes</li> <li>• Corporate security</li> <li>• Supplier management</li> <li>• Business continuity</li> <li>• Customer conduct</li> <li>• Investment risk</li> </ul>	<ul style="list-style-type: none"> <li>• Governance</li> <li>• Social</li> <li>• Environment</li> </ul>
<b>Compliance &amp; Conduct</b>	The risk of failing to abide by compliance obligations required of us or otherwise failing to have behaviours and practices that deliver suitable, fair and clear outcomes for our customers and that support market integrity.	<ul style="list-style-type: none"> <li>• Legislative and regulatory change</li> <li>• Regulatory footprint of the business</li> <li>• Market conduct</li> </ul>	<ul style="list-style-type: none"> <li>• Governance</li> <li>• Social</li> <li>• Environment</li> </ul>
<b>Reputation &amp; Sustainability</b>	The risk that an action, inaction, investment or event will reduce trust in the Group's integrity and competence.	<ul style="list-style-type: none"> <li>• Social and environment risk</li> <li>• Internal and external perceptions of the Group</li> </ul>	<ul style="list-style-type: none"> <li>• Social</li> <li>• Governance</li> <li>• Environment</li> </ul>
<b>Financial</b>	The risk that the Group does not achieve its financial objectives or fails to comply with financial disclosure, liquidity, capital and tax requirements.	<ul style="list-style-type: none"> <li>• Financial performance</li> <li>• Capital and liquidity management</li> <li>• Corporate tax</li> </ul>	<ul style="list-style-type: none"> <li>• Social</li> <li>• Governance</li> </ul>
<b>Distribution</b>	The risk of inappropriate market distribution, including our approach to sales and distribution strategies, channels, clients and/or inappropriate management of client and customer relationships and activities.	<ul style="list-style-type: none"> <li>• Selection and oversight of distribution partners</li> <li>• Marketing and promotional activity</li> </ul>	<ul style="list-style-type: none"> <li>• Social</li> <li>• Governance</li> </ul>
<b>People</b>	The risk that the Group does not have sufficiently capable people or does not create an environment that is conducive to achieving our strategy.	<ul style="list-style-type: none"> <li>• Employment obligations and people safety</li> <li>• Culture and engagement</li> <li>• Attraction and retention of people</li> </ul>	<ul style="list-style-type: none"> <li>• Social</li> <li>• Governance</li> </ul>
<b>Financial Crime &amp; Fraud</b>	The risk that the Group fails to prevent illicit activities such as fraud, money laundering, terrorism financing or corruption or comply with sanction requirements.	<ul style="list-style-type: none"> <li>• Money laundering and terrorism Financing</li> <li>• Bribery and corruption</li> <li>• Sanctions</li> <li>• Frauds and scams</li> </ul>	<ul style="list-style-type: none"> <li>• Social</li> <li>• Governance</li> </ul>
<b>Cyber, Data and technology</b>	The risk that the Group's or its third parties' data or technology are inappropriately accessed, manipulated or damaged or unable to be accessed due to outages, cybersecurity threats and vulnerabilities.	<ul style="list-style-type: none"> <li>• Platform vulnerabilities</li> <li>• Data security and access</li> <li>• Data management and control</li> <li>• Privacy</li> </ul>	<ul style="list-style-type: none"> <li>• Social</li> <li>• Governance</li> </ul>



# Sustainability at HUB24

continued

## OUR BUSINESS AND STRATEGY

HUB24’s purpose is to empower better financial futures, together. To fulfil this purpose, the HUB24 Group delivers platform, data and technology solutions that empower financial professionals to deliver better financial futures for their clients.

### Our purpose:

Empowering better financial futures, together

### Our vision:

Lead the wealth industry as the best provider of integrated platform, technology and data solutions

### Our values are:



#### INNOVATION

Think big and outside the square



#### INTEGRITY

Do the right thing



#### EXCELLENCE

Go above and beyond



#### CLIENT FOCUS

Be easy to deal with



#### PASSION

Invest energy to make a difference



#### COLLABORATION

Act as one team, one company

### Our strategic pillars:



#### Deliver customer value and growth

Continue to develop our core product propositions to meet evolving customer needs, extend our market leadership and grow market share



#### Build the platform of the future

Deliver an integrated customer experience that supports financial professionals to implement investment, tax and strategic advice



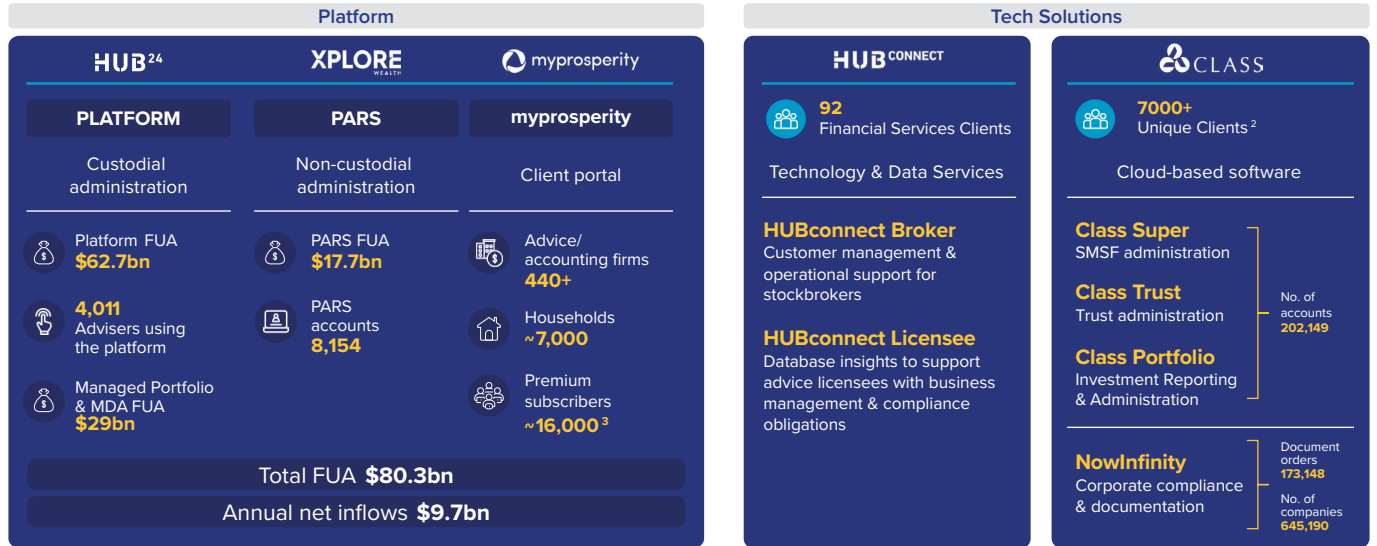
#### Collaborate to shape the future of the wealth industry

Leverage our technology and data expertise, collaborate with industry participants and build solutions that enable the evolution of our industry and the delivery of cost-effective financial advice

# Sustainability at HUB24

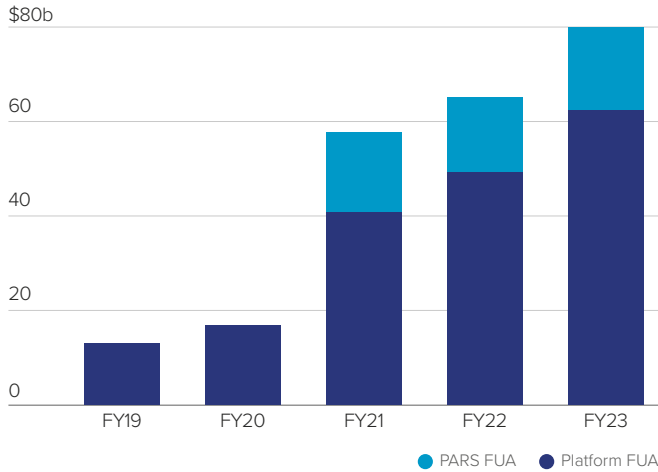
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## HUB24 GROUP AT A GLANCE<sup>1</sup>

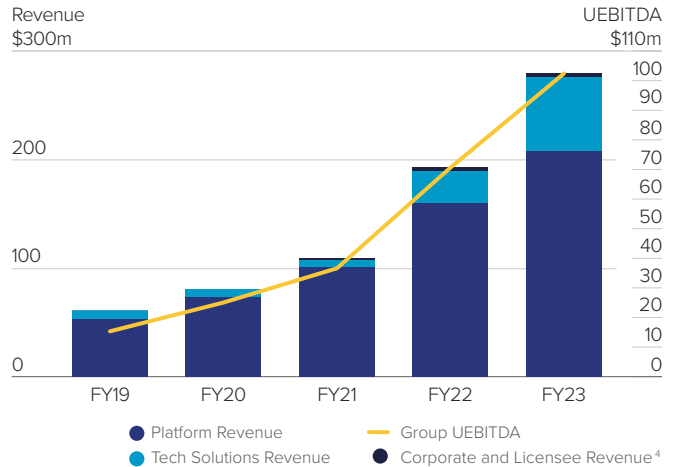


## CONSISTENTLY DELIVERING GROWTH AND RESULTS

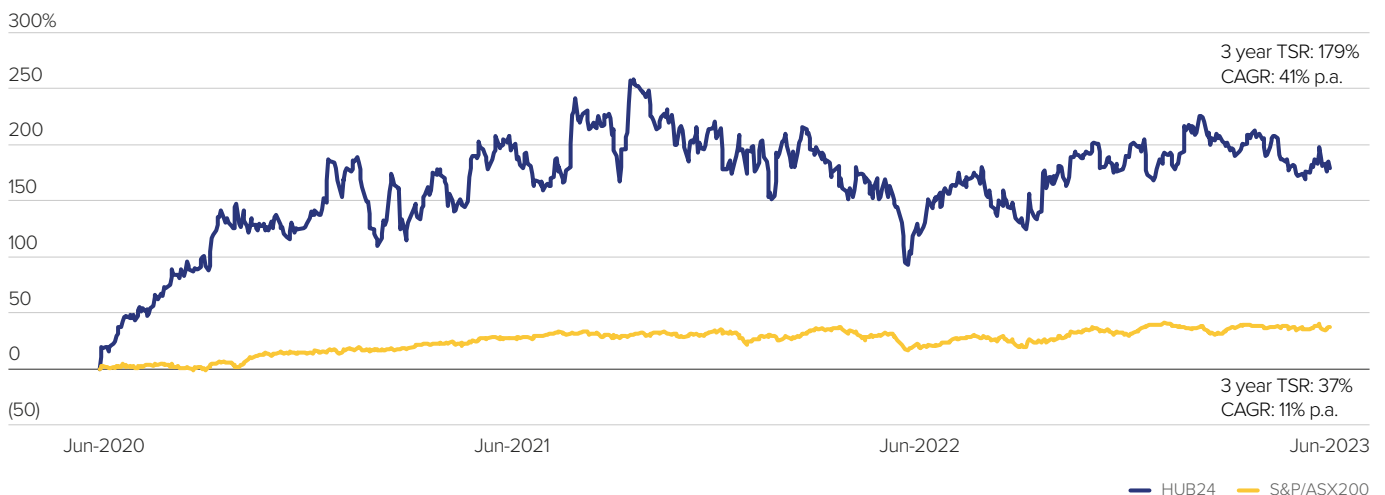
Funds under administration  
4YR CAGR +58%



Group Revenue 4YR CAGR +46% ▲  
Group UEBITDA 4YR CAGR +61% ▲



## HUB24 vs S&P/ASX200 3-year TSR



1. As at 30 June unless otherwise stated.  
 2. Class customer base represents practices as at FY23.  
 3. myprosperity internal data as at April 2023.  
 4. Licensee revenue discontinues from FY21 onwards due to the sale of Paragem to Diverger

# Our ESG key focus areas and progress

Our ESG key focus areas are closely aligned with our company values, which have been noted alongside each ESG focus area.

## 1. BUSINESS ETHICS AND INTEGRITY

HUB24 views sound governance as essential to the performance and sustainability of our business. Over FY23, we remained committed to observing Australian corporate governance standards and ensuring our employees receive and complete appropriate training.



**INTEGRITY**

HUB24's Board is committed to upholding high corporate governance standards and complying with the ASX Corporate Governance Council's Principles and Recommendations 4th Edition February 2019, as detailed in our Corporate Governance Statement.

HUB24's corporate values recognise our responsibilities to our shareholders, customers, our people and the community. We maintain and evolve policies that govern our team's responsibilities as employees of HUB24. Both the Corporate Governance Statement and key policies can be found on our website: <https://www.hub24.com.au/shareholder-centre/corporate-governance/>

The table below outlines our key Corporate Governance policies and statements, which are available on our website.

Policy	Purpose
<b>Code of Conduct</b>	Articulates the values and principles we expect our people to adhere to when performing their responsibilities.
<b>Modern Slavery Statement</b>	Our modern slavery framework has been established to identify and reduce the risk of exposure to modern slavery and human trafficking. This involves, amongst other things, undertaking risk assessments and due diligence on third party suppliers to assess their exposure to modern slavery and human trafficking, and ensuring our staff are appropriately trained on the modern slavery framework.
<b>Anti-Bribery and Corruption Policy</b>	Our Anti-Bribery and Corruption Policy prohibits HUB24 Directors and all of our people from engaging in activity that constitutes bribery, corruption and facilitation payments, and provides guidance on how to recognise and deal with bribery and corruption issues. Incidents that are notified under the Anti-Bribery and Corruption Policy are required to be reported to the Audit, Risk and Compliance Committee and the Board.
<b>Whistleblower Policy</b>	All of our people are expected to complete training on our Whistleblower Policy. Our people are encouraged to report behaviours or instances that are not in accordance with our Code of Conduct, procedures, processes and regulatory requirements. Team members and other specified persons can report these matters via our Whistleblower Policy. Material incidents that are notified under the Whistleblower Policy are required to be reported to the Audit, Risk and Compliance Committee and the Board.
<b>Market Disclosure Policy</b>	This Policy articulates our obligations as a publicly listed company regarding disclosure of information to the market and the ASX. It also provides all of our people with guidelines as to how to treat and deal with market sensitive information.
<b>Shareholder Communication Policy</b>	As a public company listed on the ASX, HUB24 has an obligation to keep securityholders continuously informed of important news and events relating to the HUB24 Group, particularly those that are price sensitive. This Policy articulates how we communicate to HUB24 securityholders
<b>Securities Dealings Policy</b>	As a public company listed on the ASX, HUB24 has an obligation and focus on ensuring there are clear guidelines for our people in trading HUB24 Securities. This Policy provides all of our people with guidelines to ensure our legal and regulatory obligations are met.
<b>HUB24 Board Diversity Policy</b>	HUB24 considers diversity to broadly include characteristics such as age, gender, gender identity, physical ability, disability, socio-economic background, cultural background and ethnicity, marital, family or relationship status, religious beliefs and sexual orientation. It also refers to diverse opinions, ways of thinking and working. This Policy articulates how the HUB24 Board seeks to ensure it has an appropriate mix of diversity, experience and expertise to be well equipped to help HUB24 navigate opportunities and challenges faced.
<b>HUB24 Group Diversity Policy</b>	Our focus on diversity and inclusion is about valuing individual differences and the knowledge, skills and experience people bring to the workplace. This Policy outlines the roles, responsibilities and accountabilities of all of our people in ensuring HUB24 promotes a diverse culture where everyone feels respected and valued, and able to participate fully to the best of their ability with equal access to opportunity.

## Our ESG key focus areas and progress

### continued

HUB24's Risk Appetite Statement describes the Board's expectations in relation to considering risk in decision-making and business practices and outlines the behaviours expected of all of our people. In FY23, HUB24 refreshed its Risk Management Framework, Risk Taxonomy and Risk Appetite Statement. These frameworks and policies provide guidance and parameters for how HUB24 will deliver effective risk management outcomes and empower our people to take risk and seek reward where it is aligned to our purpose, values, and is within risk appetite. A quarterly Key Risk Indicator report was also rolled out to support our people to make risk-aware decisions.

#### ASSESSING PEOPLE PERFORMANCE AGAINST BOTH BEHAVIOURS AND OUTCOMES

To support risk management across the HUB24 Group, our people performance assessment process measures both what and how specific KPIs have been achieved, including consistent criteria against risk management and values. Strong performance across both outcomes and demonstrated behaviours is essential for an individual to be awarded a high overall performance rating. Behaviours which do not meet HUB24's expectations can limit the individual's overall performance rating and financial outcomes. Our expectations are communicated clearly in the recruitment and onboarding process, in new employee inductions and during the performance review cycle.

In FY23, we enhanced our performance review system and process to include mid-probation check-ins and quarterly leader touchpoints, with training provided to leaders and all team members across the Group.

#### PROMOTING AN EFFECTIVE RISK CULTURE THROUGH PEOPLE TRAINING

HUB24 has continued to provide a comprehensive training program for all of our people, which reflects our expectations and responsibilities in relation to business ethics, integrity and compliance. During FY23, we achieved a mandatory training completion rate of 100% for everyone across the Group. This included completion rates for our Class team, following HUB24's acquisition of Class in February 2022.

Our FY24 mandatory training target remains at 100% and we will begin transitioning the myprosperity team (acquired in May 2023) to the HUB24 model.

Mandatory role-specific training modules are assigned to each individual and are regularly reviewed and updated as appropriate. Key modules and topics include Anti-bullying, Anti-harassment and discrimination, IT Acceptable Use Policy, Modern Slavery Policy, Whistleblower Policy, Privacy, Work Health & Safety and other relevant financial modules such as Regulatory Guide 271: internal dispute resolution.

#### Measure of success and targets

Measure of success	FY23 result	FY24 target
Completion of employee mandatory training	100% <sup>1</sup>	100%
Compliance with ASX Corporate Governance Principles	Materially compliant <sup>2</sup>	100%

1. As at 30 June 2023.

2. As at 30 June 2023, the Board had 33% female representation, which was above the ASX recommendation of 30%. Ms Ruth Stringer resigned as Director on 30 April 2023 and Ms Rachel Grimes AM was appointed on 29 May 2023. During this one-month period HUB24 was below the ASX recommendation of 30%.

# Our ESG key focus areas and progress

continued

## 2. DIVERSITY AND INCLUSION

With an enhanced focus on diversity and inclusion across the HUB24 Group, we were pleased to improve our gender diversity outcomes over FY23. We continue our commitment to be an inclusive and diverse business, celebrating all cultures, identities, ages and abilities and we have a number of new initiatives planned in FY24 to further evolve this agenda.



EXCELLENCE



COLLABORATION

### PROMOTING GENDER DIVERSITY

Gender diversity continues to be a key consideration for Board composition and succession planning.

Our current 33% female Board membership exceeds the ASX Corporate Governance Principles and Recommendations objective of a minimum 30% representation of each gender. In May 2023, Ms Rachel Grimes AM was appointed as Non-executive Director, maintaining HUB24’s Board gender ratio following the resignation of Ms Ruth Stringer in April 2023. HUB24 is committed to maintaining Board diversity ratios above the ASX recommended levels and achieving our target of 40% female, 40% male and 20% open.

At a corporate level, HUB24 Group’s Executive Leadership Team is currently equally split across males and females. Across the organisation, we have also achieved our representation targets for the broader team in FY23.

Our Leadership Team has

# 50/50

representation of females and males

### Measures of success and targets

Organisational Level	FY23 Gender result	FY24 target
Board	33% female 67% male	40% female 40% male 20% open
Leadership Team (CEO & Direct Reports)	50% female 50% male	40% female 40% male 20% open
Our Team	44% female 56% male 0.3% other	40% female 40% male 20% open

### EXPANDING OUR DIVERSITY AND INCLUSION FRAMEWORKS

At HUB24, we believe that diversity promotes innovation, employee engagement and productivity. Our team should feel accepted and supported to reach their full potential in a workplace that respects individual differences.

The Board is committed to promoting diversity and inclusion across a broad range of workforce demographics. HUB24’s workforce diversity will be a continuing focus for FY24, as we evolve our training and initiatives to ensure HUB24 remains a diverse and inclusive workplace.

Alongside our diversity targets, we continue to focus on four key areas to maintain an inclusive working culture.

#### RECRUITMENT AND SELECTION

HUB24 proactively works to create broad and diverse candidate pools and ensure an unbiased selection process to maintain a diverse workforce, including achieving our gender diversity target outcomes.

#### TALENT AND DEVELOPMENT

HUB24 encourages and supports growth and development opportunities for all our people to help them reach their full potential. Talent planning processes identify high potential individuals from a range of backgrounds, and managers work closely with these people to develop their skills, experience and capability.

#### REMUNERATION, RECOGNITION AND REWARD

HUB24 rewards people based on individual merit. We review remuneration across ‘like-for-like’ roles on an annual basis to identify any pay gaps which may arise, including specifically considering any gender pay gap. We are transparent about our commitment to differentiating reward based on performance.

#### FLEXIBLE WORKING

HUB24 recognises the value of supporting flexible working arrangements for our people. Options available to our team members include paid parental leave, part time work, and the opportunity to work remotely, with the intention of developing better business outcomes through a well-supported and engaged team.

## Our ESG key focus areas and progress continued

### RECRUITMENT AND SELECTION

To achieve greater diversity through recruitment we have adopted inclusive practices including:

- Using gender-neutral language in job advertisements to encourage a larger, more diverse pool of candidates.
- Encouraging recruiting managers to consider if roles can be more flexible, for example part-time or remote.
- Partnering with organisations like STEM Returners to recruit Science, Technology, Engineering and Mathematics professionals returning to the workforce after a career break. This has encouraged talented candidates to apply for roles they may not have otherwise considered and improved our gender diversity in this discipline.
- Training for hiring managers around unconscious bias when recruiting, to remove unintended barriers to diverse hiring.

### TALENT AND DEVELOPMENT

We encourage all our people to develop their skills and experience and additional measures are in place to remove barriers for those who may traditionally not take up extension or leadership opportunities.

In FY23, we enhanced our performance review process to enable more regular and timely identification of talent potential and development opportunities. This helps to fast-track training and development of key talent, boosting engagement and assisting with retention.

We also offer targeted programs to develop and retain female leaders and encourage diversity at all levels of seniority.

### REMUNERATION, RECOGNITION AND REWARD

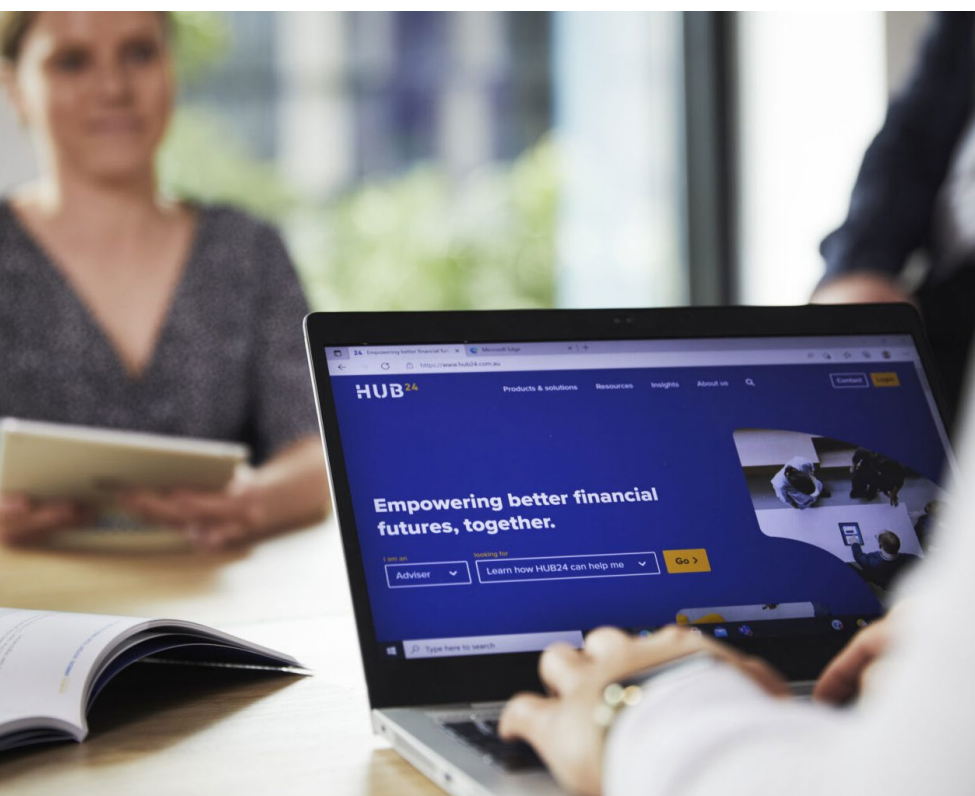
Our performance-based rewards are reviewed annually, including proactively ensuring any systemic barriers contributing to a potential gender pay gap are addressed.

Our annual gender pay analysis demonstrates our commitment to ensure we remove bias from decisions relating to remuneration, and that we are positively outperforming industry benchmarks. We continue to focus on achieving pay parity through increased female representation at all levels, and offering training, talent development and proactive succession planning to enhance female representation across the Group.

### FLEXIBLE WORKING

We continue to provide flexible working options for our team, enabling strong workforce participation across our multiple sites and ensure we are providing employees with the ability to manage their work life balance in a way that most productively services our customers, enables face to face connection with colleagues and delivers on our business objectives.

During FY23, we enhanced our paid parental leave benefits, including an additional six weeks of paid leave for primary carers and new paid leave options for non-primary carers.



*During FY23, we launched our new recognition program, 'HUBheroes', which enables both managers and peers to celebrate team members who make a difference in their day-to-day work. Our annual HUBheroes awards encourage peer nominations and celebrate those who live HUB24's values at all levels of the organisation.*

# Our ESG key focus areas and progress

continued

## 3. CUSTOMER EXPERIENCE

HUB24 is committed to continually enhancing the customer experience and investing to deliver innovative product solutions that provide efficiency, value and choice for our customers.



INNOVATION



INTEGRITY



EXCELLENCE



CLIENT FOCUS

Over FY23, we exceeded our targets in this area with HUB24’s market leadership being recognised by both financial advisers and the broader industry.

The HUB24 Platform achieved equal highest Primary Platform Net Promoter Score (NPS) in the 2023 Investment Trends Technology Needs Report, equal first for Overall Satisfaction in the 2023 Wealth Insights Platform Service Level Report, and first in all seven categories in the 2022 Adviser Ratings Financial Advice Landscape Report, including Best Platform Overall.



2022 Platform Competitive Analysis and Benchmarking Report

**Best Platform Overall**

HUB24



2023 Australian Financial Advice Landscape Report

**Overall Best Advice Platform**

Best Client Experience  
Best Adviser Experience  
Ease of Onboarding  
Best Functionality  
Best Adviser Support  
Best Investment Options

HUB24



2023 WEALTH INSIGHTS

**HUB24**

Ranked Equal #1 Overall Satisfaction



### Investment Trends Platform Competitive Analysis and Benchmarking Report 2022

HUB24 was awarded:

- #1 Best Overall Platform
- #1 Best Reporting
- #1 Best Online Business Management
- #1 Best Managed Portfolio Product Offer

### Investment Trends 2023 Adviser Technology Needs Report

HUB24 took out four key categories:

- #1 NPS for primary platform users (equal first)
- #1 Primary Platform Advocacy
- #1 Tax Optimisation tools
- #1 Client Reporting



### Adviser Ratings Financial Advice Landscape Report 2022

HUB24 ranked first in all seven categories including:

- #1 Overall Best Platform
- #1 Best Adviser Experience
- #1 Best Client Experience
- #1 Best Overall Functionality
- #1 Best Ease of Onboarding
- #1 Best Investment Options
- #1 Best Adviser Support



### 2023 Wealth Insights Platform Service Level Report

- #1 Overall Satisfaction (equal first)
- #1 Ease of Doing Business
- #1 IT/Web Functionality

### CoreData SMSF Service Provider Awards 2022

HUB24 was awarded Best SMSF Investment Platform

## Our ESG key focus areas and progress continued

### COMMITTED TO DELIVERING CHOICE, EFFICIENCY AND VALUE TO EMPOWER BETTER FINANCIAL FUTURES, TOGETHER.

During FY23 we expanded our capabilities to enable advisers to deliver advice more efficiently and provide both advisers and their clients with choice and flexibility.

HUB24 has one of the largest investment menus in the platform market with over 1,000 managed funds, exchange traded funds (ETFs) and managed portfolios in addition to hundreds of Australian and international listed securities and over 150 ESG investment options.

To enable a sustainable advice industry, HUB24 continued to support advisers with ongoing education over FY23. Our Managed Portfolio Academy provides CPD-accredited modules to enhance adviser understanding of client and business benefits, and in FY23, we extended access of this program to students and graduates of Striver, a leading HR technology provider, to support the next generation of financial advisers.



*Throughout the year, HUB24 delivered regular HUBsights webinars, research papers and client support tools covering relevant adviser education requirements including cybersecurity, ESG, philanthropy, client engagement and managed portfolios.*

Key platform enhancements over the year included:

Enhancement	Purpose
<b>HUB24 Present</b>	Ongoing enhancements were made to HUB24 Present, our market-leading digital reporting feature which enables advisers to customise client presentations in real time and deliver engaging and efficient client reviews. During the year, it was enhanced with the capability to customise asset classes. This allows the provision of tailored reporting aligned with the language used in client advice documentation and reduces manual intervention.
<b>SMSF Access</b>	The first joint product development initiative leveraging the combined capability of HUB24, Class and NowInfinity, is designed to meet the needs of clients who are keen to access the benefits of a cost-effective SMSF solution. It was launched in February 2023 and was well received by advisers.
<b>ESG ratings tool</b>	As the demand for responsible investing in Australia continues to rise, and in recognising the need to support advisers to meet clients' ESG preferences, HUB24 collaborated with Morningstar and the Responsible Investment Association Australasia to deliver new ESG ratings functionality on the platform. <sup>1</sup>  The enhanced ESG functionality provides advisers with access to data-driven insights and metrics for selected managed funds and more than 350 Australian listed securities. This additional capability complements HUB24's innovative managed portfolio stock substitution functionality and broad range of investment options, enabling advisers to tailor their investment approach to meet clients' individual ESG investment preferences.

1. Rise in demand for responsible investing as noted in RIAA Report, From Values to Riches 2022: Charting consumer demand for responsible investing in Australia.



## Our ESG key focus areas and progress

### continued

#### Committed to clear communication about ESG criteria

HUB24 recognises that with increased investor demand for sustainability-related financial products, comes a growing risk that our customers and end consumers could be confused or misled by ESG claims that don't exist or are exaggerated. As a Group, we are committed to providing concise and clear information so that our customers can understand the sustainability-related considerations incorporated into our products and services, and so that end consumers can understand their own sustainability goals. HUB24's ESG ratings functionality is designed to support this by facilitating a better understanding of the ESG credentials for managed funds and listed securities. In addition, we also perform reviews for managed portfolios that integrate ESG criteria.

#### CLASS: ENHANCING CUSTOMER EXPERIENCE AND GROWING THE SMSF INDUSTRY

With a strong client-focused culture, Class is committed to improving the customer experience, delivering training and education and product enhancements that deliver efficiency and value for customers. Over FY23, Class launched a range of product enhancements and held over 20 educational webinars on tax and super legislation and product updates, enabling SMSF professionals to stay up to date with regulatory changes, industry trends and product functionality.

Enhancement	Description
<b>Class Trust electronic lodgement</b>	Class Trust now enables an end-to-end administration solution for automating the preparation and lodgement of trust tax returns. Functionality such as automatic pre-fill, detailed tax reconciliation and one-click validation enables accountants to save time by minimising manual tasks.
<b>Compliance improvements</b>	A range of updates to support customers with compliance include: <ul style="list-style-type: none"> <li>enhanced Superstream capabilities which enable tax agents to match rollover transactions from various dates and improve workflow management via new statuses.</li> <li>enhanced 'total super balance' capabilities enable accountants to better understand how Transfer Balance Account Reporting (TBAR) indexation is applied to members.</li> </ul>
<b>Scan &amp; Save</b>	This powerful new feature enables customers to save time and upload PDF bank statements when a Bank Data Feed is not available or where a data feed doesn't provide historical transactions.  Auditors will be able to see from the audit trail which transactions have been uploaded by Scan & Save and/or if they have been modified by a user.
<b>NowInfinity Director ID</b>	Additional functionality now makes it easier to keep track of Director IDs, supporting the current regulatory requirements. Users can import and export Director and company lists in bulk enabling more efficient tracking and communication.

As our business has evolved over the past year, going forward we will review our approach to measuring customer engagement across the HUB24 Group, incorporating Class and myprosperity.

#### Measure of success and targets

Measure of success	FY23 result	FY24 target
Investment Trends Technology Needs Report Primary Platform NPS	#1 Primary Platform NPS (equal first)	#1 Primary Platform NPS
Best platform according to adviser surveys	#1 Platform	#1 Platform

# Our ESG key focus areas and progress

continued

## 4. EMPLOYEE ENGAGEMENT

Our continued focus on supporting and engaging our people has resulted in strong employee engagement this year, increasing our score from 72% in FY22 to 74% in FY23.



INTEGRITY



EXCELLENCE



COLLABORATION

### FOCUS ON ATTRACTING, RETAINING AND DEVELOPING OUR PEOPLE

Investment in attracting, developing, rewarding, recognising and retaining talented people remains a key focus for HUB24. By investing in career development, supporting a diverse workplace and fostering a high-performance culture, we aim to build a high performing and engaged workforce. The Group now employs more than 800 employees across HUB24 Group, inclusive of Class and myprosperity.

A summary of our key people initiatives for FY23 is shown below.

Key People initiative	Delivered during FY23
<b>Prioritising our people</b>	<ul style="list-style-type: none"> <li>Appointed a newly-created Chief People Officer role, with an enhanced focus on our Group culture, diversity and inclusion, engagement, talent development, wellbeing and ESG</li> <li>Launched a refreshed recognition program 'HUBheroes', recognising and rewarding our people and enhancing our values-based culture</li> </ul>
<b>Supporting work – life balance</b>	<ul style="list-style-type: none"> <li>Launched Volunteering Leave for all permanent and fixed-contract employees, with one day each year for charity and community service</li> <li>Introduced Special Leave, giving our people the opportunity to access bonus leave and self-funded additional leave</li> <li>Offered wellbeing resources and initiatives relating to fitness, nutrition and mental health</li> <li>Continued to support a hybrid working model, encouraging flexibility and work-life balance</li> <li>Introduced further enhancements to our Parental Leave benefits, including paid leave for non-primary carers</li> </ul>
<b>Prioritising employee wellbeing</b>	<p>Enhanced employee benefits and focused on work health and safety, including:</p> <ul style="list-style-type: none"> <li>Launched the new Sonder Employee Assistance Program to provide access to free 24/7 medical, mental health and safety support for our people and their immediate family members</li> <li>Encouraged 'giving back' to the community through matched donations, volunteering and contribution to community partnerships as part of our HUBempower program</li> </ul>
<b>Investing in development and providing career opportunities</b>	<ul style="list-style-type: none"> <li>Rolled out targeted training for our identified high-potential talent cohort, focused on self-awareness and enhancing personal capabilities and strengths</li> <li>Unlimited access to on-demand virtual learning, and expanded external training opportunities</li> <li>Leadership training program offered for all people leaders</li> <li>Placed five graduates via an internship program with the University of Queensland</li> <li>Expanded our undergraduate technology intern program, establishing a dedicated business unit and growing the intake to 10 interns</li> <li>Employed four students through our broader intern program (including within People &amp; Culture, Risk &amp; Compliance and Operations)</li> <li>Encouraged internal progression, with a healthy split of 48% males, 51% females and 2% other across those achieving promotions</li> </ul>
<b>Insights and feedback</b>	<ul style="list-style-type: none"> <li>Conducted regular employee engagement surveys, Board Capability &amp; Culture survey</li> <li>Sought employee feedback and input on areas including communication, IT services, Risk, Cybersecurity awareness and community support programs</li> </ul>
<b>Communication and engagement</b>	<ul style="list-style-type: none"> <li>Increased the frequency of 'all people' virtual Town Halls</li> <li>Scoped the expansion of Senior Leader and People Leader Forums</li> <li>Maintained a calendar of regular social events in all locations</li> <li>Appointed a new Internal Communication Manager with a focus on improving communication and employee engagement across the Group in FY24 and beyond</li> </ul>

# Our ESG key focus areas and progress continued

## NEW CHIEF PEOPLE OFFICER TO SUPPORT OUR PEOPLE AND GROWTH

*We recognise that our people are key to our continued success as a business and in February 2023, we appointed Amy Rixon to the role of Chief People Officer to further develop our people, capability, culture and workplace strategies.*



**Amy Rixon**  
Chief People Officer

Talent development remained a focus in FY23, both for long-term employees and new starters. We provided a range of career development options for all of our people and targeted training for high-potential talent. Our people embraced these opportunities, with a higher uptake of training in FY23 compared with FY22 and an uptick in Learning and Development engagement scores, including those who feel that their manager shows genuine interest in their career aspirations.

Dedicated Leadership training was attended by 126 leaders, with an average engagement score of 90%. Australian Institute of Management training also proved popular, with the team completing more than 100 short courses during the year.

For our high-potential talent, we trialled Gallup CliftonStrengths and received strong positive feedback, with 92% engagement and satisfaction with the training.

In FY23, we reviewed and refined our internal communication channels and structures to enhance engagement and ensure our people understand our company purpose, strategy and progress against performance goals. A new Internal Communication function was created during the year, enabling a more strategic approach to embedding effective communication across our growing organisation, driving higher engagement and productivity.

For FY24, we are targeting further improvement in team engagement, aiming to increase the Group-wide score to first quartile, benchmarked against all Australian companies (500-1,000 employees). Following the acquisition of Class in FY22 and more recently, myprosperity, we will be conducting a comprehensive review of our corporate values, to bring our various teams into alignment and ensure that our Group-wide values remain relevant and appropriate for our teams and our collective strategic goals.

### Measure of success and targets

Measure of success	FY23 result	FY24 target
Employee engagement score	74%	First quartile <sup>1</sup>

*Targeting first quartile+ engagement in FY24*

1. Of all Australian companies of between 500-1,000 employees

## Our ESG key focus areas and progress continued

### 5. COMMUNITY CONTRIBUTION AND INVESTMENT

At HUB24, we believe in supporting communities across Australia to empower better financial futures, together. Over FY23, we achieved our target to provide \$130,000 in financial and in-kind support to our community partners and made good progress towards embedding HUBempower initiatives in our operating model.



INTEGRITY



COLLABORATION

Our approach to giving is underpinned by our values of integrity, innovation, collaboration and passion, and doing the right thing by the communities in which we operate.

During FY23, our [HUBempower community giving program](#) was formally launched across the HUB24 Group, governed by an employee member council with representatives from across the Group. HUBempower encourages our people to engage and contribute to communities across Australia via our charity partners, provides volunteer leave for all team members, and gift-matches donations to their chosen charity.

During FY23 HUB24 supported the following non-profit organisations:



Pro Bono Financial  
Advice Network

#### Pro Bono Financial Advice Network

The Pro Bono Financial Advice Network (PFAN) is a trusted network of professionals helping Australians living with a personal health crisis to improve their financial wellbeing through the provision of pro bono financial advice. HUB24 believes in the value of advice and the positive impact it can have on individuals and communities. As a corporate partner, we provide financial support in addition to Board membership, skills sharing and networking opportunities to enable PFAN to drive awareness and recruit financial advisers to join the Network.



CAPE YORK  
LEADERS  
PROGRAM

#### Cape York Partnership

Cape York Partnership is a non-profit Indigenous organisation empowering the people of Cape York to choose a life they have reason to value. With long-term community outcomes in mind, HUB24 provides funding to its Cape York Leaders Program and supports the tertiary education of two students from the region.



#### FICAP

FICAP's (Financial Industry Community Aid Program) goal is to support ill or disadvantaged young people and their families. As one of FICAP's financial industry partners, HUB24 supports FICAP to raise money for a range of charities that benefit young Australians and their families.



The Smith  
Family

Learn today, change tomorrow.

#### The Smith Family

The Smith Family helps young Australians to overcome educational inequality caused by poverty. As a new corporate partner, HUB24 supports the organisation's *Digital Learning Essentials* program, enabling students to become digitally included with the supply of laptops, internet access, digital skills and tech support. As this is a new partnership, HUB24 will look to embed an engagement program for our people and external stakeholders over FY24.

# Our ESG key focus areas and progress

continued



**REELise**

REELise empowers young people to use digital tools creatively and purposefully to inspire, educate and influence positive change, to create a better online world and protect youth mental health. Support from HUB24 contributed towards the organisation’s programs including its annual film festival, which celebrates achievements of young digital content creators.



**Save a Child’s Heart Australia**

HUB24 is a long-term supporter of Save a Child’s Heart, a non-profit organisation with the mission of improving the quality of paediatric care for children in developing countries.



**Helping Hands Program**

Helping Hands Program is a social enterprise focused on a single life-changing charity project – to build and donate prosthetic hands for landmine victims throughout the developing world. HUB24 executives joined forces to support the project, attending a workshop to build and donate life-changing prosthetic hands.



**SolarBuddy**

SolarBuddy is an initiative which helps provide clean, safe reliable energy and immersive STEM education opportunities to Australian communities living with energy insecurity. Financial support from Class contributes towards the organisation’s initiatives that support innovation, education and connected communities.

**Measure of success and targets**

Measure of success	FY23 result	FY24 target
Contribute to our community via relevant causes and organisations that align with our purpose and vision	<p>\$130,000 contributed to community initiatives: Achieved</p> <p>Strong progress – launched HUBempower Employee Council and HUBempower community partnerships</p>	<p>\$150,000 contributed to community initiatives</p> <p>Increase employee engagement, increase external and internal awareness around community programs</p>

## Our ESG key focus areas and progress

### continued

#### 6. CLIMATE RISKS AND OPPORTUNITIES

We recognise that the impacts of climate change present systemic risks to our business, customers and the broader community. HUB24 supports the Paris Agreement objectives of facilitating the transition to a decarbonised world. During FY23, we established carbon emission baselines, in line with TCFD recommendations and the GHG Protocol, setting the foundations for our strategy targeting net zero by 2030 for Scope 1 and Scope 2.



INNOVATION



PASSION

#### WORKING TOWARDS NET ZERO EMISSIONS BY 2030 (SCOPE 1 AND SCOPE 2)

As a financial technology business, HUB24 is committed to evolving our operations to achieve net zero emissions by 2030.<sup>1</sup>

In FY23 we completed the assessment of our operational emission sources to determine the baseline measurements of Scope 1 and Scope 2 greenhouse gas (GHG) emissions. The baseline was determined to be 255 tonnes carbon dioxide equivalent (TCO<sub>2e</sub>) and includes energy from both refrigerants (Scope 1) and purchased electricity (Scope 2).

#### 255 TCO<sub>2</sub> fuel and energy related emissions

Definition:

Scope 1 – Direct emissions from sources which HUB24 owns or controls.

Scope 2 – Indirect emissions from electricity consumption.

#### HUB24 Scope 1 and Scope 2 emissions by category

Emissions description				Activity		FY Emissions	
Scope	GHG Protocol Category	Category	Emission Source	Activity data UOM	FY22	UOM	2022
1	Fugitive emissions	Refrigerants	Refrigerants	kg CO <sub>2e</sub>	2,349.00	TCO <sub>2e</sub>	2.35
2	Purchased electricity	Electricity	Electricity (location-based method, Scope 2)	kg CO <sub>2e</sub>	253,102.54	TCO <sub>2e</sub>	253.10
<b>Sub total</b>							<b>255.45</b>

#### HUB24 Scope 1 and Scope 2 emissions by location\*

Location	Scope 1	Scope 2	Total Scope 1 & 2 (TCO <sub>2e</sub> )	Total Scope 1 & 2 (%)
Sydney Macquarie Place	2	51	54	21.0%
Sydney George Street	0	78	78	30.7%
Sydney Castle Hill	0	26	26	10.3%
Melbourne 500 Collins Street	0	13	13	5.2%
Brisbane	0	65	65	25.4%
Gold Coast Corporate Court	0	12	12	4.7%
Gold Coast Upton Street	0	7	7	2.7%
<b>Total*</b>	<b>2.35</b>	<b>253.10</b>	<b>255.45</b>	<b>100%</b>

\* In addition to the Scope 1 and Scope 2 emissions, fuel and energy-related Scope 3 emissions relate to the indirect emissions from consumption under operational control (diesel oil and electricity transmission and distribution), and base building electricity consumption not under operational control. For HUB24, this is estimated to be 282 TCO<sub>2</sub> (which are excluded from the table above) and will be incorporated into our Scope 3 baseline estimates which are currently in formulation.

1. Our Net Zero by 2030 target includes Scope 1 and Scope 2 emissions. Scope 3 emissions will be explored separately.

# Our ESG key focus areas and progress

continued

## SETTING THE FOUNDATIONS FOR OUR EMISSIONS REDUCTION ROADMAP

Following the completion of this initial phase to baseline our emissions, during FY24 we will undertake climate-related risk and opportunity assessments to help us take the right measures to build our Group's resilience and introduce initiatives to reduce Scope 1 and Scope 2 emissions and assess additional ways to improve our environmental impact.

## BUILDING ENERGY RATINGS FOR HUB24 AND CLASS PRINCIPAL OFFICES

The following table shows the building energy ratings for our principal offices, which remain in the excellent/good ratings for energy efficiency. For our future leasing strategy, we will continue to focus on securing energy efficient premises which are certified carbon neutral.

- HUB24, Level 2, 7 Macquarie Place, Sydney, NSW, 2000
- Class, Level 20, 580 George Street, Sydney, NSW, 2000

Building	Energy rating	Current rating
<b>Principal offices</b>		
7 Macquarie Pl, Sydney	NABERS Energy	5
7 Macquarie Pl, Sydney	NABERS Water	4.5
580 George St, Sydney	NABERS Energy	5.5
580 George St, Sydney	NABERS Water	4.5
580 George St, Sydney	NABERS Waste	3.5
580 George St, Sydney	NABERS Carbon Neutral	Certified carbon neutral
<b>Other offices</b>		
518 Brunswick St, Brisbane	NABERS Energy	3
500 Collins St, Melbourne	NABERS Energy	3.5
500 Collins St, Melbourne	NABERS Water	5
2 Corporate Ct, Bundall	NABERS Energy	5
2 Corporate Ct, Bundall	NABERS Water	4

## Measure of success and targets

Measure of success	FY23 result	FY24 target
To appropriately calculate our baseline GHG emissions (Scope 1 & Scope 2) by close FY23	Achieved Baseline: 255 TCO <sub>2e</sub>	Carbon Neutral by FY2030 – i.e. net zero Scope 1 and Scope 2 emissions by 2030
To appropriately calculate our baseline for energy consumption of operations and data centres by close FY23	Achieved	Commence calculating Scope 3 baseline for inclusion in our initiatives and targets

## Our ESG key focus areas and progress continued

### 7. DATA PRIVACY AND SECURITY

Data privacy and security to protect our customers remains a high priority and we continue to take a proactive approach to managing cybersecurity threats and ensuring data security. During the year, we enhanced our cyber resilience program, achieving Level 1 maturity for the Australian Cyber Security Centre’s Essential 8 mitigation strategies across the HUB24 Platform, and maintaining 100% compliance with ISO 27001.



INTEGRITY



EXCELLENCE

#### ENTERPRISE-WIDE PROGRAM OF CONTINUOUS IMPROVEMENT

Across the HUB24 Group, we are focused on continually improving our cyber and information security program. A key component is the implementation and adoption of the Essential 8 strategy recommendations of the Australian Cyber Security Centre.

During FY23, HUB24 enhanced controls to substantially achieve Level 1 maturity of the Australian Cyber Security Centre’s Essential 8 mitigation strategies, achieving 100% implementation across the eight control areas for the core HUB24 Platform business.

We also completed an independent cyber readiness audit during the year and are committed to implementing the recommendations that arose from the audit, over FY24.

Other initiatives, including further integrating the Class and myprosperity businesses into the enterprise-wide IT and security frameworks, are planned for FY24 to enhance and mature our cybersecurity program.

#### ENHANCING OUR CYBER RESILIENCE PROGRAM

During FY23, HUB24 and Class maintained ISO 27001 Data Security certification and enhanced HUB24’s cyber resilience program. This included modifications to HUB24’s Cyber Risk Management framework in line with the evolving cyber threat environment.

We also continued to mature our IT Service Management practices, including the development and implementation of additional governance models for Vulnerability Management, Change Management, Configuration Management, Asset Management and Service Level Management.

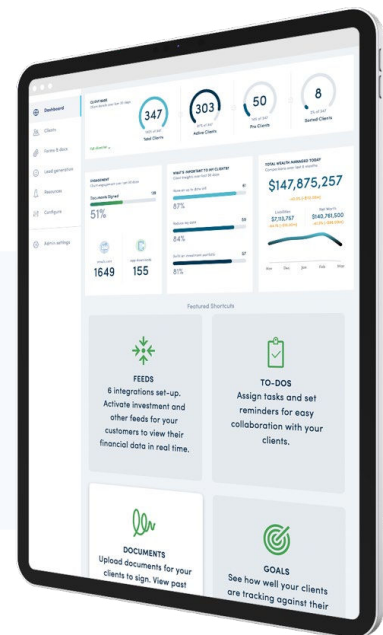
Our ‘business as usual’ approach to cyber resilience also continued, including penetration and vulnerability testing across our technology environment.

#### INCREASING OUR CAPABILITIES

We recognise the importance of maintaining the integrity and confidentiality of data and over FY23, we expanded our Cyber Security team and established a new Security Operations team to provide additional detection and response capability and perform preventative risk remediation across the HUB24 Group. HUB24 also entered into a partnership with a Managed Security Services Provider to provide specialist security support capabilities.

##### Supporting our customers with secure client portal technology

*In May 2023, HUB24 acquired myprosperity, a leading provider of client portals for accountants and financial advisers. While not in scope for this FY23 Report, we expect that future integration of myprosperity’s capabilities across HUB24’s portfolio of products and services will deliver enhanced cybersecurity for finance professionals and their clients through a secure online environment for collaboration and communication. We will provide a further update on myprosperity in our FY24 Report.*



#### COMMITTED TO MAINTAINING DATA INTEGRITY AND CONFIDENTIALITY

HUB24 is bound by, and committed to supporting the Privacy Act 1988 (Privacy Act) and have disclosed how we collect, maintain and handle personal information in our privacy policies, which can be located under the following links:

- <https://www.hub24.com.au/privacy-policy/>
- <https://www.class.com.au/privacy-policy-directory/>

Over FY23, we continued to ensure that privacy awareness remains an integral part of our business by considering privacy risks in all our operations and ensuring the completion of mandatory privacy training and newly introduced cybersecurity training for our people.



# Our ESG key focus areas and progress

## continued

### CYBERSECURITY TRAINING FOR OUR PEOPLE

Enhancements to our internal cybersecurity training and awareness program this year included:

- Cybersecurity and awareness training introduced for all people at induction and on an ongoing basis.
- Regular alerts provided to keep our people up to date on the latest cyber scams and fraudulent behaviour.
- Phishing awareness campaigns launched including simulation exercises to educate our team.

#### Measure of success and targets

Measure of success	FY23 result	FY24 target
Continued maintenance of ISO 27001 IT compliance standards, operating on an annual program of surveillance audits and a full recertification every 3 years	Achieved across HUB24 and Class  myprosperity has maintained ISO 27001 IT compliance <sup>1</sup>	Maintain ISO 27001 IT compliance across HUB24 Group
Adherence to and the adoption of, the Essential Eight strategy recommendations of the Australian Cyber Security Centre	Achieved 100% for Level 1 - implementation of the eight control areas for the core HUB24 Platform business.  Progressed towards Level 2	Extend Essential 8 Maturity 1 framework across Class

1. myprosperity was acquired by HUB24 in May 2023 and as a result, was not in scope for this FY23 Sustainability Report.

## Conclusion

HUB24 recognises the importance of ESG issues and remains committed to continually evolving and maturing our approach to sustainability for the long-term prosperity of our customers, people, shareholders and the broader community.

During FY23 we have delivered on our objectives, and laid the foundations for future improvements across the Group. As we move into FY24, we will continue to enhance our sustainability approach as we look to further embed our ESG strategy through all aspects of our business to deliver on our purpose of empowering better financial futures, together.

**HUB**<sup>24</sup>

[HUB24.COM.AU](https://HUB24.COM.AU)