
Environmental, Social and Governance (ESG) Policy

Date: 28 January 2021

Version: 1

Document Status: Published

Classification: External

Environmental, Social and Governance (ESG) Policy

Bravura Solutions Limited and its subsidiaries (the Company)

Bravura Solutions continues to maintain and develop its Environmental, Social and Governance (ESG) policies. Bravura Solutions is committed to taking a sustainable approach (where it can) to its operations, projects and business practices to create the best long-term outcomes for its customer, investors, communities and customers. This is evidenced through the integrated manner in which ESG risks are monitored and mitigated across the operations and territories in which it conducts business. The Board and management have oversight and take an active role in assessing and managing environment-related (including climate) risks and opportunities whilst attempting to identify potential impacts to its strategic and financial planning.

The core business activities of Bravura Solutions produce a relatively low environmental impact other than through travel, energy and consumables. Notwithstanding this, Bravura Solutions seeks to improve its environmental impact through office-based initiatives. These include:

- actively recycling and managing waste from offices, including seeking unique avenues for difficult to recycle elements (such as printer cartridges and chip packets). The goal is for only food waste to go to landfills in those locations that cannot recycle;
- promoting sustainable office practices, including the introduction of office lights turning off automatically, printers' default settings being double sided to reduce paper waste and black and white printing to save colour toners. All newly installed dish washers and fridges are rated by their respective manufacturers as being energy efficient;
- providing dining areas with glasses, crockery and cutlery to encourage reuse and to reduce single use plastic waste;
- the London, Edinburgh, Manchester, Sydney and Gurgaon offices gifting every staff member with reusable coffee cups and/or water bottles;
- utilising video and teleconferencing technology as the preference for meetings;
- only travelling when necessary and encouraging trains over planes where possible; and
- developing a flexible remote working policy and encouraging individuals where possible to reduce transport-related carbon usage.

Given the significant COVID-19 impact on both the availability and safety of international travel for Bravura Solutions employees through the second half of FY20, we have seen significant uptake in collaborative working facilitated by online working and communications platforms. While this uptake was driven by various periods of locally enforced lockdowns on many of our office locations, Bravura Solutions' ability to utilise available collaborative technology resources is expected to substantially reduce our travel profile for many years to come.

In the event that any unforeseen event impacts the day to day operations of Bravura Solutions, there are business continuity plans in place. These plans exist to provide a framework for Bravura Solutions to mitigate any potential procedural or business disruptions in the case of disaster or unforeseen occurrences across all Bravura Solutions locations. These business continuity plans are underpinned by Bravura Solutions' (including Midwinter and Finocomp) global Business Continuity Management System (BCMS), which is certified to ISO22301. It has been established to not only ensure that Bravura Solutions can continue to deliver critical customer services in the event of disruption, but also to protect the wellbeing and safety of our staff.

Throughout the later part of FY20 as community infection rates of COVID-19 were causing travel and customer schedules to be impacted, several business continuity plans under the BCMS were implemented. These plans have proven to be robust from the perspective of both ongoing infrastructure and the health and wellbeing of our employees during the Covid-19 induced remote working periods. Despite the speed with which many of our business continuity plans were required to be implemented, employee responses to regular internal surveys through the latter half of FY20 indicated over 91% of employees agreed or strongly agreed that Bravura Solutions was adequately prepared to move to remote working.

In respect of social sustainability risks, Bravura Solutions believes the most significant risks to its business are those impacting the ongoing operations of customers and the health and welfare of its employees. Bravura Solutions believes the security of data is a key consideration for its customers and its business and it aims to mitigate any potential impacts through appropriate governance actions. Given the ever-present potential for information security exposures, Bravura Solutions has implemented the ISO27001 standard across its business, including across all business locations, functions, products and services. Bravura Solutions aims to assure its stakeholders, auditors, and industry regulators that the organisation is actively monitoring and mitigating information security risks. Bravura Solutions has a global Information Security Management System which is aligned

with, and certified to, ISO27001. This framework not only protects the data of customers, but also Bravura Solutions' global operations, and is frequently audited both by customers and their external auditors. In addition to this, Bravura Solutions has also adopted, and worked with customers to promote compliance with, other information security and data protection standards, such as GDPR, Information Security Registered Assessors Program, and the Digital Service Provider.

Within Bravura Solutions, the concept of social sustainability also encompasses the overall engagement, health and wellbeing of the workforce. The Board and Executives continue to prioritise the health, safety and ongoing wellbeing of Bravura Solutions' workforce throughout the COVID-19 pandemic. To help inform any type of return to office, all employees were invited to participate in an internal global Covid-19 survey, attracting 1,205 responses. Bravura Solutions was pleased to see that over 88% of respondents believed they had the tools and technology they needed to perform their job effectively while working remotely, a testament to the infrastructure our IT and facilities teams have put in place. Furthermore, the introduction of Microsoft Teams to the business has given employees the tools to collaborate efficiently and effectively whilst working remotely. 82% of responding employees felt they were connected or very connected to Bravura Solutions during lockdown. Since Covid-19, Bravura Solutions has made a conscious effort to keep employees informed through regular communication through the circulation of two regular company-wide newsletters. The monthly Business Update newsletter has kept employees informed about the different initiatives and projects are being implemented across business units globally. In addition, the fortnightly bConnected newsletter has focused on sharing useful articles, tips, videos and employee stories covering topics from wellness and managing change, to lessons from lockdown. Recognising that employees may want more opportunities to support other communities in need during the pandemic, Bravura Solutions has also doubled their volunteering days for all employees for the remainder of 2020.

The internal global Covid-19 survey also highlighted that many employees prefer, and feel more productive while, working from home, and many employees expressed anxiety about returning to the workplace due to Covid-19. In considering this feedback and the wellbeing of its employees, whilst appreciating that flexible work schedules support a more inclusive and engaged workforce, Bravura Solutions has started to develop a new Global Flexible Work Framework. The framework is being piloted in New Zealand with the aim of being rolled out globally.