

Environmental, Social & Governance statement



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At GBG we know that delivering positive ESG outcomes is fundamental to our success.

At GBG, we build solutions that protect individuals. Safeguarding our customers and their consumers from negative environmental and social impacts is at the heart of the solutions we offer.

Please read below for some of the ways we impact these outcomes.

- Identity

Our identity solutions allow the verification of individuals' true identity to ensure they are who they say they are.

Identifying that an individual is who they say they are prevents crimes, such as money laundering and identity fraud, which can have a hugely negative social and financial impact on the businesses and individuals it affects. It can also verify an individual's age to make sure that children are not exposed to potentially harmful products and services.

- Location

Our location solutions validate accurate and reliable address data.

Accurate and reliable address data ensures that our customers can get their products and services to the right people, in the right place. This is crucial in times of need. For healthcare services, for example, knowing that medication is reaching the right people, in the right place, is critical. Getting your customer's location right can also prevent failed and therefore repeated, deliveries, which saves additional and unnecessary fuel usage.

- Fraud

Our fraud solutions offer defence against modern-day financial crimes.

Our solutions can identify and therefore help prevent the bad actors, averting crimes such as identity, application and transaction fraud. This makes the digital world safer for everyone else.

We know that our team are the fundamental force behind delivering our strategy. That is why they remain our principal priority. A resilient and engaged team with access to training, benefits and progression will deliver exceptional results for our customers. This, in turn, benefits the business, which benefits the wider community and our investors. As a result, we are able to build trust in a digital world.

We have continued to grow the team through organic and inorganic growth and are delighted to have welcomed Acuant and Cloudcheck to the GBG team this year. They bring over 200 highly experienced professionals, as well as a shared vision, enabling trust in the digital economy. We listened to our new team members during the acquisition journey to understand their values so we could prioritise the most impactful opportunities. You can read more about this on page 26.

We formed an ESG Committee to ensure we have the people and governance in place for ESG to be central to our decision-making, which I am proud to chair. The Committee means that ESG considerations have Board-level oversight and involvement. This equips us to deliver on our ambitions and makes sure we are accountable for our commitments.

To make a meaningful change, we need to link our commitments to global action. In recognition of the urgency to drive global sustainable development and the business' duty to play its part, we aligned our ESG programme with the United Nations Sustainable Development Goals ('SDGs') in our 2021 Annual Report. With less than a decade left to deliver the SDGs, we are committed to continually improving our approach. We have prioritised the goals that are most relevant to our business and sphere of influence and you can see an update on our progress on page 22.

The UN Climate Change Conference in Glasgow (COP26) demonstrated the need for scaled up and ambitious action from governments, companies and individuals. At GBG we are committed to reducing our environmental impact. That is why we have set a target to be carbon neutral in our own operations by 2023. You can read more about this target and how we are planning on delivering it on page 29.

In the year ahead, one of our key priorities will be continuing to improve the collection and validation of our ESG-related data. We want to ensure that we maintain the same level of rigour in the ESG targets and metrics we set, as we do in all other areas of our organisation.

At GBG we know that delivering positive ESG outcomes is fundamental to our success. By identifying and preventing the bad actors, the solutions we offer address societal, environmental and regulatory issues. We look forward to continuing to scale up our action and impact, as well as increasing our ambition in the coming year.

Natalie Gammon
Chair of ESG Committee
22 June 2022

FY22 highlights



UN Sustainable Development Goals
We support the UN Sustainable Development Goals (SDGs). Please see the following pages for information on our contribution to the SDGs.



Slave-Free Alliance
We became a member of the Slave-Free Alliance.



ISO 27001
We maintained ISO 27001 certification.

95%

of our team "would recommend GBG as a great place to work".

ESG Committee

FY22 was our first year of ESG Committee meetings.

¹ Please see page 27 for further details.

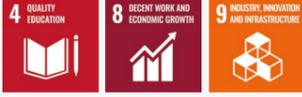


Environmental, Social & Governance statement continued

The United Nations Sustainable Development Goals (SDGs) are “the blueprint to achieve a better and more sustainable future for all”². To achieve the SDGs, we all need to act.

Last year we assessed which of the goals we could have the biggest impact on. Please find progress against those goals below, summarised under the key pillars of our ESG programme.

Our contributions to the UN SDGs

Our focus areas	FY22 progress	FY23 and longer-term objectives
Inclusion, diversity and equality Building a culture of inclusion, celebrating our diversity and creating fair and equal opportunities 	<ul style="list-style-type: none"> Set long-term gender and ethnicity targets Launched our first global diversity data collection process Expanded our Gender Pay Gap Report to represent our global team Created our first women’s network, GALvanise Continued to be a gold sponsor of Women in Identity’s research, the ID Code of Conduct 	<ul style="list-style-type: none"> Exceed 40% female representation across our global workforce and at a senior team level by 2026 Continually increase participation in all areas of voluntary diversity data collection, especially ethnicity. We plan to use this data to publish a report on our team global ethnicity in 2023³ Be an early adopter of the Women in Identity Code of Conduct
People and policies Putting the structures in place to engage great people 	<ul style="list-style-type: none"> Our team spent 17,899 hours on formal training 95% of our team “would recommend GBG as a great place to work”, achieving our objective to stay above 90% (2021: 91%)⁴ Invested over £540,000 in training and development Launched our Work When and Where You Want Policy Created a GBG mentoring programme, with over 100 participants 	<ul style="list-style-type: none"> Expand Progression@GBG across the Group – giving clarity to how to progress internally Launch enhanced training on manager capability and confidence Maintain employee satisfaction above 90%
Trust and responsibilities Delivering our purpose as a responsible business 	<ul style="list-style-type: none"> Our solutions prevent and reduce financial crimes, making the digital world safer for everyone else We enable financial inclusion by using multiple data sets, which are wider than traditional approaches Maintained ISO 27001 accreditation Formed a partnership with the Slave-Free Alliance Expanded our Scope 1 and 2 greenhouse gas emissions to our global operations 	<ul style="list-style-type: none"> Continue to maintain a high level of data protection and security, including reacting to evolving threats Review our practices to strengthen our commitment to preventing modern slavery in our supply chain Achieve carbon neutrality by 2023 through energy management and high-quality offsetting Broaden our Scope 3 greenhouse gas emissions measurement

² <https://www.un.org/sustainabledevelopment/sustainable-development-goals/>
³ Please see page 26 for further details on our target setting.
⁴ Please see page 27 for further details

Stories from our solutions



Improving patient referrals

A key challenge for primary healthcare providers is ensuring that the referrals they make are the best choice for their patients. Inaccurate and incomplete address data can result in additional communication being needed, which can cause delays in treatment, or patients being referred to providers further from their home than necessary.

GBG’s Loqate address verification and geocoding can integrate into referral management systems to reduce this challenge. By automatically checking that incoming and existing addresses are accurate, we can reduce the administrative burden and lag times associated with incomplete referrals.

Our solution is also able to work with NextGate by Lyniate’s Enterprise Master Person Index to decrease duplicate records across healthcare systems. This ensures that there is one single record for each patient, minimising the need for a manual correction process and reducing the potential for errors.

This single record can then be used to calculate the distance from the patient’s address to the options of specialist healthcare providers and share this information with the patient’s doctor. This results in more accurate patient matching, saving unnecessary travel and therefore, time, money and energy.



Providing solutions for local authorities

GBG’s Trace and Investigate business unit works with around 50 local authorities to help prevent and detect fraudulent activity.

The solution offers use cases, such as helping housing authorities to find and locate rogue landlords, trading standards authorities to investigate criminal gangs selling counterfeit goods and waste enforcement teams to identify the sources of fly-tipping incidents.

We help to maintain the integrity of the solution by requiring individual users to input unique, user-specific credentials and accept data-use terms and conditions every time they access the secure web-based interface. They can then search the Investigate database. As well as protecting the way the solution can be used, it also ensures that data compliance and GDPR regulations are met.

The combination of contact, business, financial, open source and historical data – all searchable in one place – has proved a powerful asset for local authority fraud, compliance and debt tracing teams.



Preventing fraudulent applications

GBG partnered with CTOS IDGuard, South East Asia’s first fraud prevention bureau, to provide real-time automated alerts on potentially suspicious loan applications.

Powered by our fraud and financial crime solution, CTOS IDGuard is a pivotal fraud platform for the key members, who are from financial institutions in Malaysia. The initial participating group of banks prevented confirmed fraudulent credit applications that would have cost RM28 million (approx. £5 million) in the first 12 months (as of December 2021). Victims of fraud can suffer from devastating emotional and financial impacts, so preventing these types of crimes reduces wider negative social outcomes.

Over half of the alerts are due to applications made by fraudsters known by the syndicate. So, the fraud bureau is able to detect these threats by using the partnership to pool multiple data sets. As of December 2021, CTOS IDGuard saw an uplift in fraud detection of up to 30% for credit card applications.

Currently, GBG and CTOS IDGuard are progressing the fraud bureau by leveraging the Instinct Hub and GBG machine learning module to further reduce the false positive rate and improve the accuracy of fraud detection for its members.

Environmental, Social & Governance statement continued

Governance underlines everything we do. This then supports our people, who then act to protect communities and the environment through our innovative solutions, our policies and our practices.



Governance

Corporate governance

We created our ESG Committee to reinforce our governance over ESG-related activities. The Committee represents the Board in defining our ESG strategy and makes sure we take a systematic approach to reviewing relevant practices and initiatives.

To support the ESG Committee in delivering our programme of work, we hired a full-time ESG Strategist and Programme Manager. By creating this role, we have bolstered our ability to develop, implement and communicate our ESG strategy and create clear responsibility for our activities.

The Board and its committees oversee and are ultimately responsible for ethical issues. We provide training as part of our Group learning management system, 'be/developed', which outlines how to apply an ethical framework to decision-making in the workplace.

This year we introduced ESG-linked targets in our Executive Directors' remuneration. The targets emphasise senior accountability for ESG and make sure that they consider ESG factors in business planning, priorities and decision-making.

We fully comply with the Quoted Companies Alliance Corporate Governance Code. For further information on our ESG Committee please see page 92 and on remuneration targets please see page 79.

Ethical practices and policies

This year, we updated our Code of Conduct to reaffirm our approach to professional and ethical standards. This makes sure that we continue to enable organisations to create trust with their customers, helping them mitigate ethical risk within their own businesses.

Our Code of Conduct defines what our team members can expect from us, and what we expect from every team member, third-party contract and agency, including (but not limited to) the following areas:

- Anti-corruption and anti-bribery
- Dignity at work
- ESG
- Health and safety
- Inclusion, diversity and equal opportunities
- Modern slavery
- The wellbeing of our team members

In addition, it ensures our team are familiar with the GBG Whistleblowing Policy. This policy outlines how to raise a concern confidentially to our external Whistleblowing Hotline, which is available 24/7 in local languages, without fear of reprisals. The policy applies to all individuals working at GBG (whether permanent, fixed-term, or temporary), consultants, contractors, volunteers, interns or any other person associated with GBG. You can find out more about our Whistleblowing procedures on page 76.

We have an open culture and seek to resolve most issues informally. When this isn't possible, however, we have a formal grievance procedure that supports all team members in resolving concerns.

Modern slavery

We recognise that all businesses have a key role to play in preventing all types of modern slavery in their own business and supply chains.

We have published a Modern Slavery Statement on our website. This statement sets out our commitment to improving our practices to ensure that slavery and human trafficking are not taking place in any part of our business or supply chain.

We circulate and share our Modern Slavery Statement with team members annually. We do this to make sure everyone understands the risks of modern slavery and human trafficking in our business and supply chain. In addition, we require all new starters to review and confirm their understanding of our Modern Slavery Statement as part of their online induction process.

This year we partnered with the Slave-Free Alliance to help us create and adapt the structures and processes needed to improve our approach systematically. Together we are performing a gap analysis to identify opportunities to strengthen our commitment and the strategy needed to deliver on these. Following the completion of this process, we will then set out a roadmap for improvement so we can maintain a thorough and proportionate approach that remains flexible to this evolving issue.

Bribery and corruption

Our Anti-Corruption and Anti-Bribery Policy sets out our responsibilities in observing and upholding a zero-tolerance position on bribery and corruption. The policy applies to all team members who work for GBG, including its subsidiary companies across all jurisdictions. We require all team members to read, understand and comply with the information contained within the policy.

Working with suppliers

We have a responsibility to protect and improve outcomes for people and the planet not only within our own operations but also within our supply chain.

This year we enhanced our vendor due diligence process to ensure we have the necessary information before deciding on a supplier or partner. This means that as well as stringent information security, data compliance checks, and financial stability checks, we also understand the ESG policies and activities they have in place. We continue to provide fair access to opportunities and equal treatment for all vendors during the selection process.

Data security and privacy

While we have always been committed to complying with applicable legislation and ensuring secure processing, we believe the ethical use of data goes beyond this.

Building trust with all stakeholders – individuals, our customers, suppliers, team members, investors and regulators – is of utmost important to us.

We have a global team of experts focused on privacy and data security. With individuals at the heart of what we do, our data and privacy experts work collaboratively with our commercial teams to find solutions that enable compliant, appropriately controlled business innovation and development that delivers real benefits.

Prior to any processing, we conduct robust privacy and information security due diligence on the third parties we engage with. We also carry out a detailed review of the activity involved to ensure we meet legal requirements and maintain high standards.

Internally we have a program known as 'be/compliant', which, at its simplest level, is based on four guiding principles:

1. We will ensure we know what we can do with data and, if unsure, we will ask
2. We will be clear about how we are going to use data
3. We will ensure we protect the data we hold or process
4. We will ensure compliance, both individually and as a team

We embed be/compliant into our business operations, utilising a number of mechanisms which includes training and awareness. We deliver global privacy and information security training for all GBG's team members annually, including part-time and contract team members. It is mandatory regardless of a person's role and it is also tracked to ensure completion.

IT Security

As well as maintaining the standards you would expect – ISO27001, Cyber Essentials Plus and PCI DSS compliance – we have also implemented a 24/7 security operations centre this year. The centre responds to any event or notification to uphold GBG's security posture. This means we have eyes and ears on the threats and threat actors that are most likely to impact our business.

We also maintain product and location-specific controls and certifications, such as Loqate Verify's ISO20243 certification or IDology's SOC Type II audit.

Our Cloud Security Posture Management now monitors 100% of our cloud accounts, alerting us to risks immediately and creating a security baseline across all our accounts.

We conduct external information security systems audits at least annually.

Maintaining the highest levels of privacy and security operations is fundamental to what we do.

Environmental, Social & Governance statement continued

Social

Our solutions

One of the key ways we impact positive social outcomes is through our products and solutions. From identifying, preventing and investigating crimes to improving financial inclusion, societal benefits are inbuilt in our solutions.

Find out more about our solutions on pages 10 and 11

Our team members

We have a vision to have the best and most engaged team members in the industry. This year our team expanded to 1,056 through organic growth and to 1,276 including the Acuant and Cloudcheck acquisitions (2021: 1,024). Our team members span across 17 countries (2021: 14) and over 97% are permanent employees.

To make sure our new team members felt part of the GBG family, we brought them into our group policies and practices as quickly and smoothly as possible. We ran virtual sessions in FY22 with Acuant across the different locations to introduce the team to our people plan, be@GBG, including access and insight into our programmes and benefits (and will do so with Cloudcheck in FY23).

Inclusion, diversity and equality

Our be/yourself programme aims to support and promote an inclusive and diverse culture at GBG and encourage individuals to be their authentic selves at work.

The be/yourself programme is supported by our Inclusion, Diversity and Equality Policy. The policy communicates our team members' responsibility and rights to inclusion and equality, as well as clarifying our zero-tolerance towards discrimination.

Understanding our People initiative

We know that we can't manage what we haven't measured. That's why we launched Understanding our People, our first diversity data collection process. This voluntary process is a fundamental step in our diversity programme, be/yourself. It gives us the tools to measure and track the progress we are making and set our first diversity and inclusion targets.

We ran a series of internal communications across our global team on what data we wanted to collect, why it was important and what it would be used for. This helped our team understand and become comfortable with the process, which created a positive response.

So far, 37.3% of our workforce has responded to at least one of the categories, enabling us to start to set targets for gender and ethnicity across our workforce and wider leadership team.

Embedding our partnerships

Black Young Professionals ('BYP')
In 2020, Chris Clark made a public declaration of support to improve inclusion of Black people within the workplace by signing their open letter.

We engaged the BYP network to help us deliver on this commitment and scale up action on increasing representation of Black and Minority Ethnic people within our team.

To do this, BYP provides us with access to a community of talented and motivated young black professionals, across the UK and USA, through their job board.

Stonewall

We have launched a partnership with Stonewall, a charity dedicated to supporting members of allies of the LGBTQ+ community. This partnership is helping us understand and support our LGBTQ+ team members and encourage a culture of belonging and acceptance. To start, we have conducted a gap analysis of our current approach and policies to confirm good practice and to act on improvement areas. We will also be assessing our progress with our first UK workplace equality index submission this summer.

Diversity and inclusion objectives

GBG aims to exceed **40% female representation** across our **global workforce** and at a **senior team** level by 2026.

Across our whole workforce (including Acuant and Cloudcheck), 37% of our team identify as female and 63% identify as male. In our Executive Team plus their direct reports, 33% identify as female and 67% identify as male. The diversity of our recent acquisitions is not as strong as GBG's organic growth and so this will give us an additional challenge.

This target is of our organic growth and therefore does not include future acquisitions. We wanted to set targets for the senior team level, which is our Executive Leadership Team and their direct reports, to ensure that our key decision-makers also reflect a more diverse workforce.

Please see the 'Attracting and retaining talent' section on page 27 for some of the approaches we are taking to achieve this objective, alongside the partnerships outlined in this section.

GBG aims to continually **increase participation in all areas of our voluntary diversity data collection**, especially ethnicity. We plan to use this data to publish a **report on our team global ethnicity by 2023**.

We are planning to publish our Global Ethnicity Report alongside our Gender Pay Gap Report in 2023 and for this report to reflect our major global locations.

Our ESG Committee has oversight of our diversity and inclusion objectives.

Women in Identity

GBG is a gold sponsor of Women in Identity's flagship research, the ID Code of Conduct. This work seeks to define a set of guiding principles that will drive greater diversity and inclusion in the design and development of digital identity solutions.

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At GBG, we are proud of our rich tapestry of experiences, thoughts and backgrounds that make us who we are. Our be/yourself initiative is our commitment that we will all be treated as equals. As allies to one another, we will continue to support and celebrate our differences so that we can all feel empowered to be our authentic selves in the workplace.

James Miller Chief People Officer

GBG has taken an active role in all areas of their work to date. A number of our product team members will provide input into the development of the key principles through their participation in the Code of Conduct Design Sprint. We are also committed to being an early adopter of the Code of Conduct and will formally commit to abiding by the principles via certification (upon release).

Alongside our work on improving the accessibility of our products via the GBG Design System (developed in-house by our User Experience Team), we are committed to ensuring that our products and services are designed for and can be used by the broadest possible consumer base.

Events and networks

To help embed the be/yourself philosophy in everything we do, our be/yourself champions network runs an engaging calendar of events, stories, blog posts and celebrations.

We are also excited to have launched our first GBG women's network, GALvanise. The network, launched on International Women's Day 2022, aims to support women within their career, focusing specifically on barriers facing women in technology and the workplace. GALvanise will help foster positive relationships between all genders in the workplace and encourage allyship, as well as address more general gender equality issues.

Training and reporting

All new starters receive an introduction to the be/yourself programme in their mandatory induction training. This year we also ran a number of live virtual sessions on the bystander effect. These sessions covered the importance of being an active bystander and several ways you can safely and effectively support others at work.

This new topic was supported by previous learning and training, such as: unconscious bias, microaggressions, conscious inclusion, and allyship vs advocacy. We required all managers to complete this training and encouraged everyone to attend the interactive sessions.

Gender pay gap

We continue to publish an annual Gender Pay Gap Report, available on our website at <https://www.gbtplc.com/en/legal-and-regulatory/gender-pay-reports/>. In our 2021 report, we expanded from reporting solely on the UK to representing our global team.

Attracting and retaining talent

One of our top priorities is to attract and retain a diverse workforce of great people. As an equal opportunity employer, we are committed to providing fair opportunities for everyone regardless of age, gender, race, religion, sexual orientation, parent status or disability.

This year we launched our Culture+ programme as a way of hiring equitably for a more equal GBG. The scheme asks hiring managers to look at the diversity of their teams, recognise gaps and work with the Talent Attraction Team to support them in hiring candidates who can help grow our culture.

Our Family Friendly Policy provides enhanced paid maternity leave, up to 10 paid 'keeping in touch' days for team members on maternity leave and offers added flexibility for all new parents (all genders) to support their families by returning to work part-time. We know that supporting our team members in their family lives ensures they get the support they need to create a smooth transition when they are ready to return to work.

We continue to offer apprenticeships to new starters and existing team members. In 2021/22, we had 11 team members undergoing training at a variety of levels and stages in their careers, which are progressing as planned. This year we started a partnership with QA, who offer technology and digital apprenticeships to help empower our team with the skills they need.

Our attrition rate has increased this year, from 9.9% in 2021 to 15.6% (including Acuant). While we know that average attrition rates have been increasing globally following the Covid-19 pandemic and we are not at levels reported elsewhere in the

industry, this is an area we would like to improve on. We will aim to do so by listening to our team and taking appropriate action to make sure we continue to be an employer of choice.

Communication with team members

With our team expanding globally and with the introduction of our Work When and Where You Want Policy, effective internal communications have never been more vital.

These communications include:

- **be/connected** – our global intranet
- **Bi-weekly Business Update** – Chris Clark, our CEO, and James Miller, our Chief People Officer, host a bi-weekly update, inviting different guests to join to provide insight from across the business
- **In-Brief** – our bi-weekly all team newsletter provides key news stories from the business
- **InTouch** – a monthly managers' newsletter providing insight, support and news
- **InspireME Talks** – bi-monthly talks featuring internal and external speakers, who share insight into inspiring stories
- **Quarterly Check-ins** – an opportunity to discuss current expectations, growth and development within the business
- **Kick Off** – an annual team event where we discuss our business priorities for the coming year

Engagement and satisfaction

Every six months, we invite our team members to respond to a series of questions relating to workplace satisfaction, management quality and overall engagement. We are delighted that 95% of our team "would recommend GBG as a great place to work" (2021: 91%), with 93% of our team members responding (2021: 94%).

We have worked closely with Gallup, the global consultancy, to make sure we are following best practice. As a result, we will record Acuant responses separately for 12 months following the acquisition. We track the survey results over time to understand how it feels to be at GBG and empower our leaders and our teams to create an engaging environment that positively affects performance.

Another way of gauging the effectiveness of our culture is through our Glassdoor score, which is an anonymous public online employee-to-company review platform. We are seeing a steady increase in our year-on-year scores, from 4.0 in 2021 to 4.1 this financial year (2020: 3.8).

Environmental, Social & Governance statement continued

Work When and Where You Want Policy



As part of our commitment to our team and flexible working approach, we have created a Work When and Where You Want Policy. This policy gives our team members choice, empowers them and supports a balance in work and home life based on trust.

To find out more about the policy, please see page 35.

“When my mum was diagnosed with dementia, the Work When and Where You Want Policy allowed me to have the flexibility I needed to care for her. This meant that I could have precious time with her and that I was able to build my work schedule around my other responsibilities, knowing that my company was supporting me to do so.”

Marina Bosley
Workplace Experience Manager, Europe

Training and development

We want everyone in our team to have access to opportunities to learn, develop their skills and grow their careers and progress. Through our training platform, be/developed, we offer a broad range of learning opportunities, which are updated regularly. The platform is available to all GBG team members, including part-time and contractors, who are also required to complete our mandated training courses.

Enhancing the leadership skills and confidence of managers can have a ripple effect across the business. Gallup estimated that team members who work for highly engaged managers are 59% more likely to be engaged than those who work for actively disengaged managers. While we have always offered our managers learning and development opportunities, in the

coming year we commit to enhancing our offering to continue to improve manager capability and confidence.

In FY22, our team members were pursuing 40 external formal qualifications and training, accounting for 1,057 hours of activity.

This year we launched a global mentoring scheme. The scheme provides opportunities for both the mentor and the mentee to develop their career, broaden their network and increase their knowledge of what we do. We are delighted to already have over 54 active partnerships and over half of the mentees are female. So far, nearly a fifth of the mentees have progressed in their career since the scheme launched, either into new roles or via a promotion.

Recognition and incentives

We operate an annual Sharesave Plan, which affords all team members at GBG (except for China where there are challenges in respect of personal share ownership) the opportunity to share in the Group's performance.

To recognise their contribution, we awarded all our eligible team members share options in April 2021.

We continue to recognise success through our VOS ('Vision, Objectives, Strategies') Awards, to celebrate team members for their outstanding contribution to the business. We also reward our team members who have demonstrated consistently high performance through our Annual Incentive Scheme.

We want to ensure our team members are clear about expectations and feel supported to achieve them. We ask everyone to have quarterly check-ins with their manager to discuss progress, development and growth. It gives a structured opportunity to get feedback and have a conversation about professional development and gives managers a real-time understanding of what can be done to enhance and support their team.

Health and safety and wellbeing

We value the wellbeing of our team members above all else. Wellbeing at GBG covers five core areas shown above right.

We are continuing to release resources and run events and training, with the support of our wellbeing consultant, to give tools and techniques to our team members on staying mentally and physically fit.

- 1 Mental Fitness
- 2 Healthy Lifestyle
- 3 Social Engagement
- 4 Physical Fitness
- 5 Financial Stability

All team members globally have access to our Employee Assistance Programme ('EAP') to help get them the support they need. EAP grants team members access to confidential help with issues such as health, financial support, family matters or other problems which may lead to worry or anxiety.

We take our responsibility for health and safety very seriously and are committed to a programme of progressive improvement. Our Health and Safety Policy outlines our key standards, systems and procedures. We share guidance updates on health and safety with our team members regularly.

Society

We encourage our team members to be active citizens in their local communities through volunteering. One of the key ways we do this is through the GBG Challenge. In FY22, with the pandemic still an urgent and ongoing issue, we chose to continue supporting Covid-19 relief. The teams travelled (walking, running, cycling or otherwise) to collectively reach their goal distances to raise money for their local charity. In FY22 our team members raised £39,644.41, including donations matched by GBG.

Donating laptops

This year we started a project to donate our used laptops. Historically, when it was time for a laptop to be updated, we would replace it and send the old one to be recycled. Instead, we started to securely wipe and rebuild the laptops, with age-appropriate settings, so we could donate them to young carers. With so much of today's learning only accessible via technology, a laptop can be a crucial tool for students.

Environmental

Measuring our carbon footprint

We are excited to announce our commitment to be carbon neutral in our own operations by 2023. This means reducing our Scope 1 and 2 greenhouse gas emissions through energy management and efficiency measures and using high-quality offsetting solutions to counteract the remaining emissions.

We also wanted to set a longer-term target to ensure that we are improving our efficiency as we grow. Therefore, we have also set a target of reducing our Scope 1 and 2 carbon intensity for revenue by 10% by FY25.

To make this happen, we've measured our global Scope 1 and 2 emissions, which you can see outlined to the right. This is the first time we've expanded this measurement to our global (not just UK) emissions.

This is the first step in our long-term carbon reduction process. We are planning to set further targets as we build on the measurement of our Scope 3 emissions and will report on our progress annually.

Energy and waste management

As we've been able to start returning to our global offices following the loosening of restrictions, we've reinvigorated our approach to equipping our team members with sustainable solutions to enable recycling and reducing waste. We've increased the information and guidance shared with our team to raise environmental awareness and highlight what they can do.

We operate a 'Cloud-first Policy' and will work with our providers to improve the measurement of the emissions of our activities, which will help support our future Scope 3 reporting.

Our offices also operate with light sensors and air conditioning and heating timers, as well as electrical sensors to minimise water usage. As we work towards reducing the intensity of our emissions, we are planning to seek out additional solutions.

Task Force for Climate-related Financial Disclosures

The recommendations of the Task Force for Climate-related Financial Disclosures ('TCFD') create a useful framework for companies to measure and mitigate their climate risk. Although TCFD-aligned reporting is not required of us until FY24, we plan to set up an internal working group in the coming year to develop our approach to the recommendations. We intend on disclosing our progress in next year's report.

Source	Location	Tonnes CO ₂ e		
		FY2022	FY2021	FY2020
Scope 1 (natural gas)	UK	13	36	55
	Rest of the world	0	0	0
	Total	13	36	55
Scope 2 (location-based purchased electricity)	UK	89	86	144
	Rest of the world	200	204	304
	Total	289	290	448
Intensity ratio for revenue (Scope 1 and 2 tCO₂e/£m revenue)		1.25	1.50	2.53
Scope 3 (reimbursed car travel)	UK	46	5	256
	Rest of the world	2	0	104
	Total	48	5	360
Total gross emissions	UK	148	127	455
	Rest of the world	202	204	408
	Total	350	331	763

This data has been prepared in line with the Greenhouse Gas Protocol. The footprint methodology conforms to ISO 14064-1 and the verification conforms to ISO 14064-3, with limited assurance from Clearstream Solutions. This year's reporting does not include Acuant and Cloudcheck.

In addition, in the last year we have enhanced our approach to data collection and are therefore re-reporting our historic figures to reflect this improved approach, as well as reporting our FY20 figures for the first time.

