

FINDEX



Our Story, **Our Future.**

FY2026-2027 **Sustainability Strategy**

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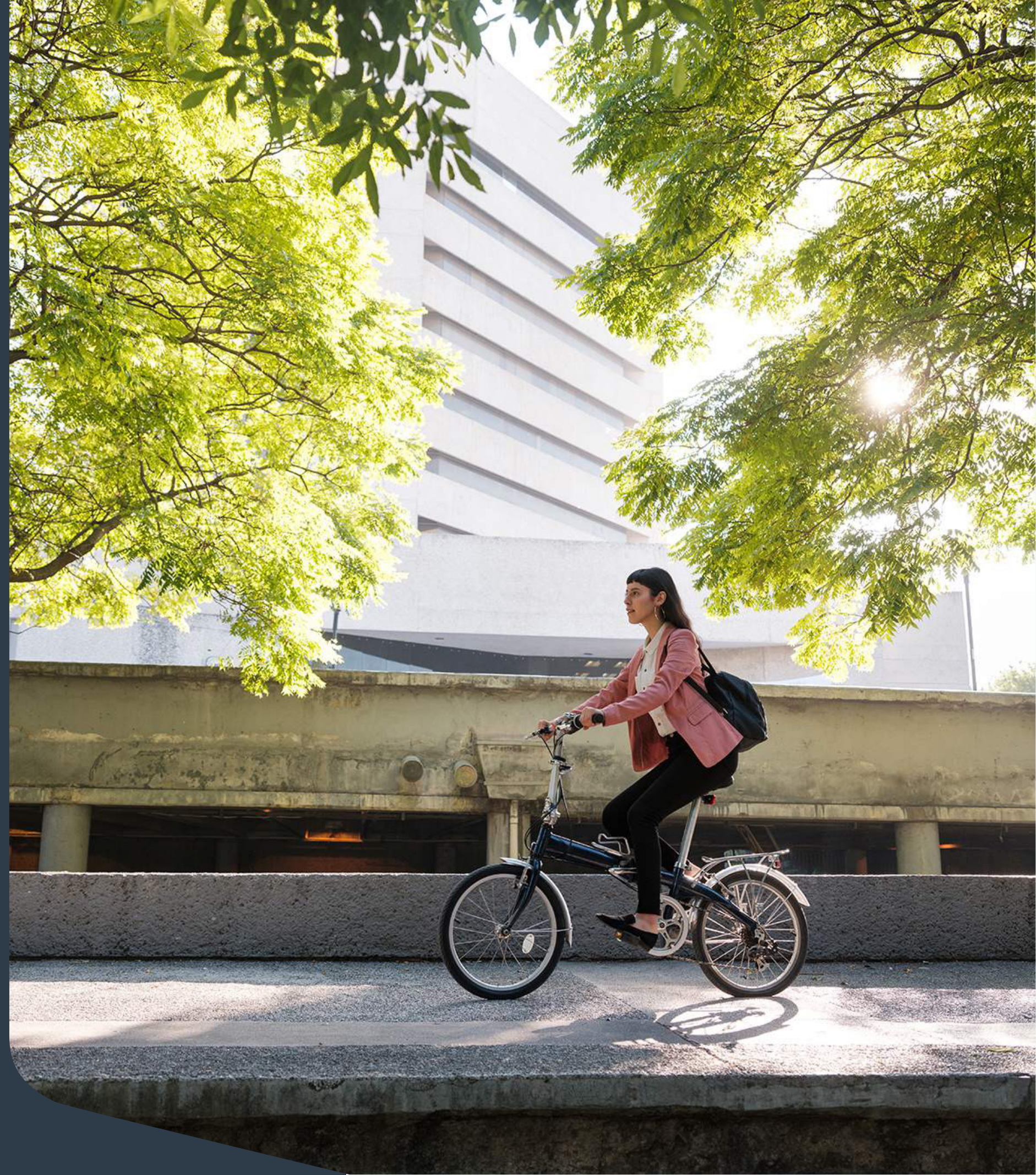
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Our sustainability commitment

At Findex, we partner with our people, clients and communities to navigate the challenges of today to shape a better tomorrow. We're invested in their story, offering tailored solutions that evolve every chapter.



Our mission is to help those we work with to thrive – delivering unrivalled and integrated trusted advice backed by broad expertise, strong community relationships and leading-edge technology.

For us, sustainability is about doing right by people and the planet. We are invested in understanding our impact and continuously evolving our business, so we can meet the needs of our people, clients, and communities now – without compromising the ability of future generations to thrive.



Our strategy

This Sustainability Strategy outlines a series of initiatives aimed at creating meaningful impact for the communities we are connected to. It builds on our values, vision and purpose and reinforces our long-term commitment to responsible business.

Grounded in the core principles of **Environment, Social and Governance (ESG)**, our strategy focuses on the material topics that matter most to our stakeholders.

Each pillar sets out a vision for how we want Findex to be recognised by our **people, clients and stakeholders** by the end of this strategy period (1 July 2025 – 30 June 2027). Our strategy also describes the actions along our journey to achieve them.

Our strategy is expressed around **four core pillars:**



Planet and climate



Supply chain



People



Governance



Our materiality assessment

Findex undertook a materiality assessment to understand what issues, risks and opportunities are most important to the people we work with, and to our business. The process involved extensive engagement.

Every member of our 2,700-strong team had the opportunity to share their views, and an independent survey of clients and suppliers helped ensure we understand their needs.

Amongst internal stakeholders there were **292** survey responses:

Of those completing the survey

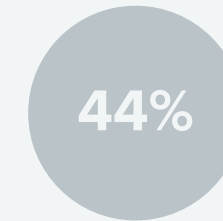
39% were from metro Australia

35% from regional Australia

19% from regional New Zealand

7% from metro New Zealand

The majority of respondents **44%** worked in our Accounting and Tax Division,



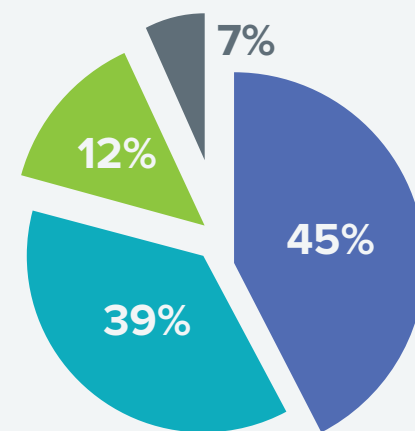
with **27%** working in Corporate.



The majority (**566**) of the 852 responses received were from Findex clients.



A small number of suppliers, business partners and investors or financial institutions also responded.



More than two fifths (**45%**) of external stakeholders were from regional Australia, **39%** were from metro Australia, **12%** from regional New Zealand and **4%** from metro New Zealand.

The results of the materiality assessment have strongly informed this strategy. For our clients, suppliers, and our team, clear priorities emerged. Clients told us that excellent products and services and **a commitment to doing honest business and acting with integrity mattered most to them.** Our team told us that they **valued an inclusive workplace that fosters diversity and attracts and retains great people.** And across our team, suppliers, and clients, maintaining our **strong connection with, and commitment to community is important.** Finally, stakeholders and leaders prioritised action on climate change and noted that **Findex has an important role to play in protecting the environment** and using our purchasing power responsibly.

The story so far. Our revised **focus**.

In July 2022 Findex launched its first Sustainability Strategy FY23 – 27 and set out a broad range of ESG targets and actions. Within our strategy we made a commitment to undertake an annual review of our strategy, to ensure our actions are impactful and relevant to an ever-changing ESG landscape.

Since the commencement of our strategy in FY23, several key changes have occurred including:

- * **A new Findex investment partnership**
- * **Revitalised strategic business and growth plan**
- * **New Findex values and workplace priorities**
- * **Introduction of mandatory climate related disclosures in Australia**
- * **Changes to workplace health and safety regulations in Australia**

During the FY25 review of our strategy, it was identified that our Sustainability Strategy FY23 – 27 required a recalibration to consider these key changes; to ensure we remained focused and impactful with our actions. In November 2024, we commenced our detailed review, and considered the lessons learned along our sustainability journey to date. We reviewed our targets against internal strategic focus and future goals, external compliance changes and consulted with our Executive Leadership, ESG Committee, and People Leaders throughout this process.

Our revised Sustainability Strategy FY26 – 27 captures our renewed focus and our continued commitment to sustainability, while continuing to ensure our actions are relevant and fit for purpose.



FINDEX

Community Fund.

Our Findex Community Fund (FCF) was established in February 2018. The FCF has a vision to create equal access to opportunity in the areas of health & wellbeing, Learning & education, and =Community Resilience. With offices widely dispersed around Australia and New Zealand, Findex are committed to making a meaningful contribution within communities that are the lifeblood of our business through the Findex Community Fund.

Since 2018, the Fund has empowered charities to improve the lives of patients and their carers through access to health care. To date, the fund has donated over \$4.1 million and supported young people and communities to work towards a successful and sustainable future.

FCF Community Donating Program leverages the ingrained community-first culture of Findex to identify various needs throughout Australia and New Zealand, creating real impact for those in need. At the same time, the Fund's Workplace Gifting Program, extends aid to a diverse range of charities throughout Australia and New Zealand to support our regional network of communities.

Examples of the kinds of investments made by FCF include scholarships for Indigenous students, grants for young people in rural areas to further their education, and financial support to provide children with food, clothing and health and hygiene items.



Governance and **reporting**

This strategy and its delivery will be overseen by Findex's ESG Committee. The Committee's memberships are drawn from senior leaders and Board members from across the business.



The Committee will undertake an annual review of the strategy and ensure that its commitments, implementation, monitoring, evaluation and improvement is consistently managed and relevant to Findex.

Our strategy includes forward looking ambitions and statements and these projections and information involve certain risks and uncertainties, some of which are beyond Findex's control (such as regulatory changes). While Findex will do its best to address risks and uncertainties that may arise during the implementation of this strategy, it may also result in changes to the commitments within this strategy.

Findex will report against this strategy annually, including changes made to its ambitions and statements.




Our mission:


We act with integrity and purpose to empower innovative and inclusive communities and to support a thriving environment for generations to come.

<p>Who we are</p>	 <p>Planet & climate</p>	 <p>Supply chain</p>	 <p>People</p>	 <p>Governance</p>
<p>Our values</p>	<p>We seek to reduce our impact on the planet and contribute to global climate action, supporting current and future generations to thrive.</p>	<p>We are committed to ethical and responsible procurement that upholds human rights and strengthens ESG performance across our supply chain.</p>	<p>Our people feel included and empowered to thrive, where voices and ideas are supported to create a meaningful and lasting impact together.</p>	<p>We build client trust through robust governance, rigorous data security, and exceptional service. Our business is also prepared and resilient in the face of climate change risks.</p>
<p>Findex visions</p>	<ul style="list-style-type: none"> Findex reduces its environmental impact by reducing our consumption of natural resources. Findex's climate actions are supported by recognised independent voices and is in line with the latest climate science. 	<ul style="list-style-type: none"> We respect and protect human and labour rights. Our Procurement Policy supports screening for positive ESG outcomes in our supply chain. 	<ul style="list-style-type: none"> Findex is a workplace where our people feel valued, respected, and empowered to thrive. Through our approach to inclusivity and engaging events we are building a more diverse and equitable Findex. 	<ul style="list-style-type: none"> Findex is a trusted brand, with best-practice information security processes and systems in place. We retain existing and attract new clients through exceptional service delivery, who value our approach on data security, protection, and privacy. Our leaders are knowledgeable about climate change risks and opportunities, contributing to building resiliency into Findex's future.


SDG's


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Findex is committed to supporting the United Nations (UN) Sustainable Development Goals (SDG). These global goals established a shared plan for sustainability around the world. The table below shows where our strategy aligns with specific targets within these goals. The following pages provide more detail on the actions we will take to help achieve them.

SDG	Relevant target	How this strategy contributes
 5 Gender equality	5.1, 5.4, 5.5	We will develop and deliver a new Diversity, Equity, and Inclusion Strategy (DEI) by the end of FY26.
 7 Affordable and clean energy	7.2	We will invest in renewable energy for our office consumption (Scope 2) for locations under our central billing provider in Australia (where available) and invest in Renewable Energy Certificates (RECs) to match Scope 2 electricity consumption in New Zealand.
 8 Decent work & economic growth	8.7	Findex will assess a minimum of 95% of all suppliers we enter into an agreement with involving the Procurement Team above \$5,000 for Modern Slavery risk. We will deliver biennial training on Modern Slavery for relevant staff involved in procurement agreements.
 10 Reduced inequalities	10.2, 10.3, 10.4	We will develop and deliver a new Diversity, Equity, and Inclusion Strategy (DEI) by the end of FY26. Our job advertisement templates will encourage applications from various backgrounds to support driving a diverse and inclusive workforce.
 12 Responsible consumption & production	12.6, 12.7	Our Procurement Policy and processes include evaluation of non-financial ESG criteria when engaging a new supplier. Our assessment of non-financial criteria both signals and promotes sustainable practices with our supply chain.
 13 Climate action	13.1, 13.2, 13.3	We seek to reduce our absolute carbon reduction emissions from our FY20 baseline and address our residual emissions through certified carbon projects. Our Executive Leaders undergo annual climate change training raising awareness and understanding of climate related risks and opportunities.
 15 Peace, justice & strong institutions	16.6	Our ISO 27001 'Information Security Management Systems' certification, and NPS score benchmark ensures effective accountability, trust, and reliability to our clients.

Our strategy



Planet and climate

At Findex, we know that shaping a better future starts with the choices we make today. As climate change affects more people and communities we recognise the urgency to respond to it, and the responsibility we share. We're committed to doing our part in ensuring both people and the planet can thrive.

This pillar addresses our shared priority with our stakeholders on environmental and climate action. We also acknowledge the evolving regulatory landscape. The transition from voluntary climate action to mandatory climate-related disclosures in Australia (commencing from 1 January 2025), marks a significant step forward in accountability and transparency around climate-related risks and opportunities.

Our Values:

We seek to reduce our impact on planet and contribute to global climate action, supporting current and future generations to thrive.





Planet and climate



Vision Statement:

Findex reduces its environmental impact by reducing our consumption of natural resources.

- Target**
- Findex’s leasing and relocation processes include evaluation of office energy, water efficiency, waste management practices, and active measures to reduce the environmental impact of operational processes, including printing and postage.
 - Findex annually promotes its **Active Travel Guide** with its employees.
 - Our employee induction includes a sustainability module.
 - Findex supports an annual event in line with our sustainability commitments.

Vision Statement:

Findex’s climate actions are supported by recognised independent voices and is in line with the latest climate science.

Target

- Findex reports its carbon footprint annually.
- By the end of FY27 our people have access to training related to climate change in Findex IQ.
- Australian office locations managed by our central energy billing provider invest in renewable energy (Scope 2) where available ¹
- Findex invests in New Zealand Energy Certificates (NZECS)² to match 100% of our Scope 2 electricity consumption.
- Findex achieves an overall 20% reduction in flight and accommodation emissions from FY20 baseline, by the end of FY30.
- Our supplier engagement of ICT services, where possible, will select providers who are aligned with our emission reduction commitments, by the end of FY30.
- Findex achieves Carbon Neutral Certification annually for the FY24 period onwards.

¹ Availability of renewable energy is dependent on contractual arrangements, and non-contestable services related to distribution networks.

² [New Zealand Energy Certificates \(NZECS\).](#)



Supply chain

Findex recognises the crucial role our supply chain plays in supporting our sustainability commitments across Australia and New Zealand. As a professional services firm, our responsibility also extends to ensuring our suppliers are acting responsibly.

Our approach to our supply chain is grounded in the principles of transparency, accountability, and continuous improvement. We work to identify risks, such as modern slavery and poor ESG performance – while driving positive change through supplier engagement, staff training, and clear policies. In line with Australia's **Modern Slavery Act (2018)**, our procurement actions also address modern slavery risks across our operations and supply chain.

By strengthening supplier assessment and engagement, we aim to uphold human rights, minimise environmental impact, and support a more resilient, sustainable business ecosystem.

Our Values:

We are committed to ethical and responsible procurement that upholds human rights and strengthens ESG performance across our supply chain. Our supplier screening, targeted staff training, and regular policy reviews, supports reducing modern slavery risks and embedding sustainability into the way we do business.



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Supply chain



Vision Statement:

We respect and protect human and labour rights.

- Target**
- A minimum of 95% of all suppliers Findex enters into an agreement with, involving the Procurement team above \$5,000, are assessed for Modern Slavery Risk.
 - 90% of relevant staff involved in procurement agreements undertake biennial training on Modern Slavery identified by the Procurement team.



Vision Statement:

Our Procurement Policy supports screening for positive ESG outcomes in our supply chain.

- Target**
- Findex's Procurement Policy is reviewed and updated where necessary, to support continual improvement in screening potential suppliers on their ESG performance.
 - Findex annually reviews the ESG criteria of its Sustainable Events Policy and Plastic Free Events Policy.



People

With over 2,700 people, our workforce is the driving force behind Findex. We're committed to building an empowered, engaged team that revolutionises wealth and empowers ambition through strong leadership, living our values, and staying agile in a changing world.

Our Values:

Our people feel included and empowered to thrive, where voices and ideas are supported to create a meaningful and lasting impact together.

Our focus on people includes attracting and retaining talent, fostering inclusion, and building meaningful engagement — all key priorities in our materiality assessment.

Beyond business, we're deeply connected to the communities we serve across Australia and New Zealand. We're local coaches, parents, volunteers, and active members of community life.

Communities are at the heart of Findex, and we're dedicated to making a positive impact wherever we operate. Our people, clients, suppliers, and partners all value this strong connection.

Our Values:

We lead with purpose by empowering our people to actively contribute to, collaborate, and engage with, the communities and clients we serve.



HOME



People



Vision Statement:

Findex is a purpose-driven organisation, with our people actively contributing to strong social and environmental outcomes in the communities we serve.

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- Target**
- Findex annually promotes our Volunteering Policy to encourage our people to be part of community activities.



Vision Statement:

Findex is a workplace where our people feel valued, respected, and empowered to thrive. Through our approach to inclusivity and engaging events we are building a more diverse and equitable Findex.

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- Target**
- New Diversity, Equity & Inclusion (DEI) Strategy developed and published by the end of FY27.
 - Findex supports an annual event in line with our D&I Strategy focus areas.
 - Our job ads include wording to welcome applications from different backgrounds.
 - By the end of FY27 Findex achieves a professional services 'inclusiveness' 'Loop' rating within the top 25% percentile.



Governance

Findex is proud to be a trusted adviser to over 250,000 clients across Australia and New Zealand. Honesty, integrity and the highest standards of good governance are central to how we operate. We're committed to delivering high-quality, innovative services with a focus on efficiency and exceptional client experience.

Our clients have shared that data protection, security, privacy, and service quality matter most.

Our Values:

We build client trust through robust governance, rigorous data security, and exceptional service. Our business is also prepared and resilient in the face of climate change risks.



HOME



Governance



Vision Statement:

Findex is a trusted brand, with best-practice information security processes and systems in place.

-
- Target**
- Findex has obtained ISO 27001 certification 'Information Security Management' by the end of FY26.
 - C-Suite and Executive Leaders consistently engage in ongoing training that reinforces ethics and integrity.

Vision Statement:

We retain existing and attract new clients through exceptional service delivery, who value our approach on data security, protection, and privacy.

-
- Target**
- Findex annually promotes data security, data protection, and or privacy practices, and or services.
 - Achieve and maintain an annual Net Promoter Score (NPS) of at least 65%.

Vision Statement:

Our leaders are knowledgeable about climate change risks and opportunities, contributing to building resiliency into Findex's future.

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- Target**
- C-Suite and Executive Leaders consistently engage in ongoing training that reinforces ethics and integrity.

Contact

For enquiries relating to our Sustainability Strategy please reach out via the contact form on our websites:

AU findex.com.au/contact-us/general

NZ findex.co.nz/contact-us/general

Findex commissioned Corporate Citizenship to support us in undertaking a materiality assessment.

The Findex Community Fund (AU) ABN 16 285 893 026 is registered as a charity with the Australian Charities and Not-for-profits Commission (ACNC) and is endorsed as a Deductible Gift Recipient (as a Public Ancillary Fund).



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3 October 2025

