

2020

Sustainability Report



technologyone

Transforming business, making life simple





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About TechnologyOne

TechnologyOne is Australia's largest enterprise software company and one of Australia's top 150 ASX-listed companies.

We provide a global SaaS ERP solution that transforms business and makes life simple for our customers. Our deeply integrated enterprise SaaS solution is available on any device, anywhere and anytime and is incredibly easy to use.

Over 1,200 leading corporations, government agencies, local councils and universities are powered by our software. For more than 33 years, we have been providing our customers enterprise software that evolves and adapts to new and emerging technologies, allowing them to focus on their business and not technology.

This is TechnologyOne's Sustainability Report for the financial year 1 October 2019 to 30 September 2020. This report covers all our operations globally, unless stated otherwise.



SUSTAINABLE DEVELOPMENT GOALS

Sustainability at TechnologyOne

Environmental, Social & Governance (ESG) refer to three central factors in measuring sustainability and social impact of a company. This is now called Sustainability Reporting.

Responsibility for implementing sustainability at TechnologyOne sits with each business division, facilitated by our Group Company Secretary and Head of Compliance and Risk. This report has been overseen by the Nomination and Governance Committee of the Board.

TechnologyOne has this year aligned its Sustainability Program with the UN Sustainable Development Goals (SDG's) to do our part in enabling the achievement of the United Nation's targets. As one of Australia's top 150 ASX-listed companies, it is important that we acknowledge the positive impact that the Australian corporate community can make in showing that good, sustainable business practices not only promote and assist in the global initiatives of the UN SDG and the Task Force on Climate-related Financial Disclosures (TCFD) but also result in the ongoing success of companies.





CEO's message

Our vision is to build and deliver truly great products and services that transform business and make life simple for our customers. This vision is underpinned by our beliefs, our dedication to customer experience and our leadership model.

The technology sector is a fast-moving, competitive environment. We believe our present and future success lies in the strength of our product offerings, our enterprise vision, vertical market focus and the resilient nature of the enterprise software market. When coupled with our innovation, creativity and substantial ongoing investment into new and emerging technologies, we are well positioned for strong growth in the coming years.

TechnologyOne was founded with a philosophy of putting our customers at the heart of our business. Their experience defines our success. We set ambitious goals, and lead and inspire our people to achieve great things. Being a responsible business, behaving ethically and demonstrating a robust approach to corporate governance in line with our values is critical to maintaining our strong relationships with customers and broader stakeholders. As a large, successful company, we believe it is important to give back to the community and act responsibly towards the environment.

Our global SaaS ERP solution supports the productivity and impact of the sectors we serve, which include the local government, government, education, and health and community sectors. Our solutions help them to address the challenges they face and increase their impact in the community.

We are pleased to present this report which sets out our approach to sustainability. We are committed to continuously evolving our approach to responsible business and look forward to your ongoing support.

2020 is a landmark year for sustainability at TechnologyOne with it being our first year being Carbon Neutral. While the TechnologyOne operations do not have a material impact on the environment on their own, we acknowledge that it is the changing mentality of the many that will have a material impact on reducing climate change. TechnologyOne is actively reducing our carbon footprint beyond carbon neutral, and also seeks to engage with a supply chain that is ethically and environmentally conscious.



Edward Chung
Chief Executive Officer

Our stakeholders

TechnologyOne actively engages with our key stakeholders through a range of mechanisms based on the type of stakeholder and the topics of interest. Examples of these are as outlined below. Collaboration and engagement across our value chain is critical for our future success.

Stakeholder	Key interests	Types of engagement
Customers	<ul style="list-style-type: none"> Product performance Quality of service and support Data privacy and security 	<ul style="list-style-type: none"> Integrated product & service delivery methodologies Direct relationships from sales to support and training Customer Community Customer conferences and showcases TechnologyOne University
Employees	<ul style="list-style-type: none"> Remuneration Career growth Learning and development Wellbeing Mobility opportunities Social contribution Equal opportunity 	<ul style="list-style-type: none"> eNPS survey and pulse survey Internal communications Open door policy TechnologyOne Learning Hackdays Village Green / Townhall meetings O-Week TechnologyOne Foundation Regional Days Wellness Weeks Family events (Kids Christmas Party)
Investors	<ul style="list-style-type: none"> High dividend yields Ongoing profitability Growth Risk management ESG performance Innovation and new products/solutions Transparency 	<ul style="list-style-type: none"> AGMs Half Year & Full Year results presentations and roadshows Annual Reports Engagement with analysts ASX announcements Press Releases
Community and environment	<ul style="list-style-type: none"> Employment and economic contribution Social contribution Environmental impacts 	<ul style="list-style-type: none"> Partnerships with community organisations TechnologyOne Foundation
Suppliers	<ul style="list-style-type: none"> Responsible business 	<ul style="list-style-type: none"> Supplier agreements Partnering for innovation Modern Anti-Slavery Policy
Government and regulators	<ul style="list-style-type: none"> Compliance Policies and standards in technology industry 	<ul style="list-style-type: none"> ISO certification audits Pro-active engagement in key compliance areas (e.g. ATO) ASX & ASIC Compliance Direct and indirect engagement

Our approach

The topics we have included in this report are shown below, grouped in four themes.

 <p>Our customer</p> <ul style="list-style-type: none"> • Customer satisfaction and retention • Data privacy and security 	 <p>Responsible business</p> <ul style="list-style-type: none"> • Ethics, values and transparency • Innovation • Compliance
 <p>Our people</p> <ul style="list-style-type: none"> • Talent attraction and retention • Workplace diversity and inclusion • Employee engagement and culture • Employee training and development • Employee health and wellbeing 	 <p>Community and environment</p> <ul style="list-style-type: none"> • Community investment and education • Environmental footprint

We assessed our material sustainability topics through a consideration of topics identified externally by peers, public discourse, technology sector-focused sustainability publications, and internally through key documents and discussion of our Sustainability Working Group.

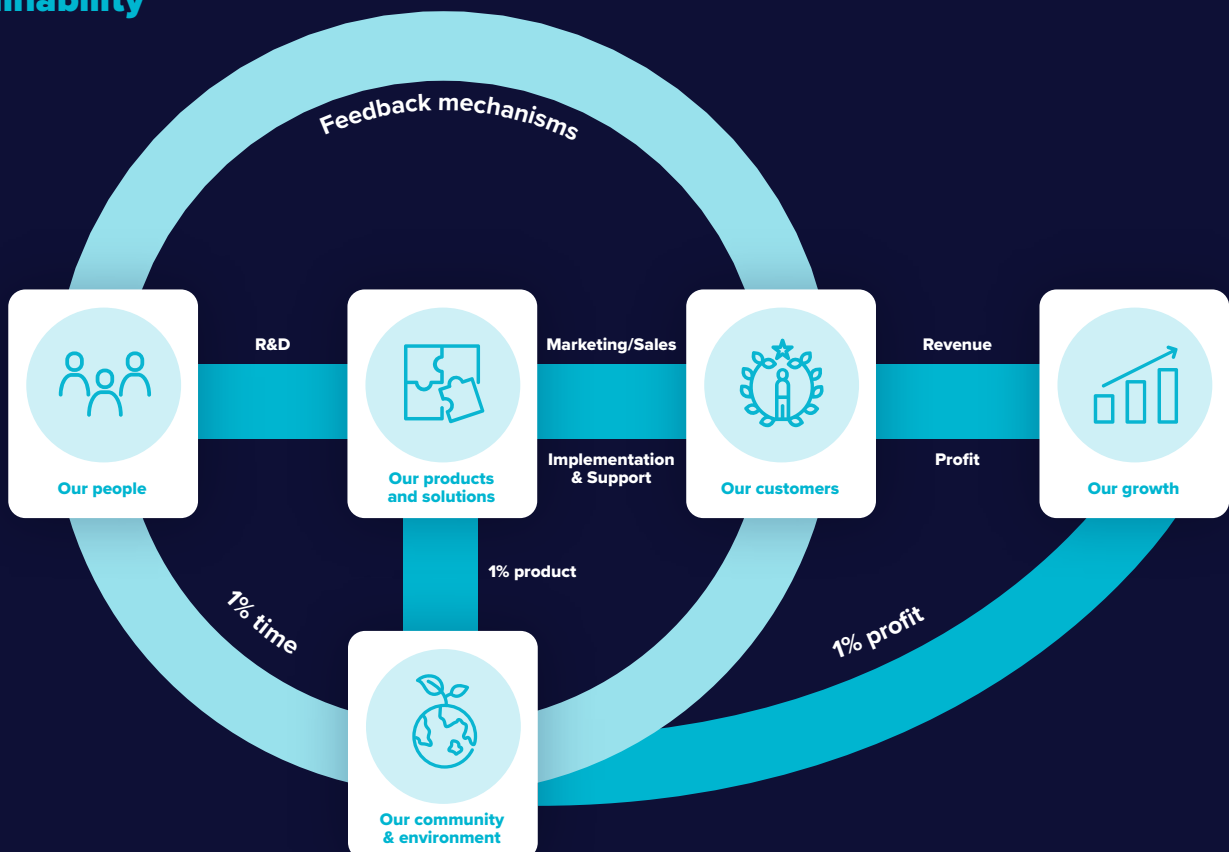
The boundary for these topics is primarily within our own organisation, including all locations globally. We have also extended the boundary where relevant to our customers, our suppliers and our community partners.

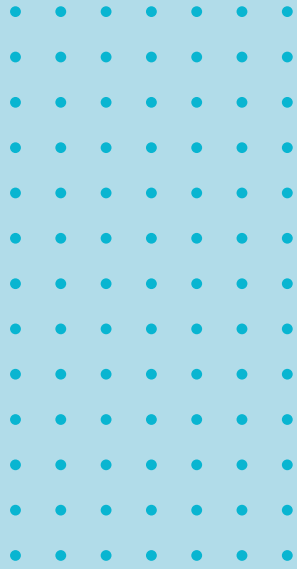
How we create value through responsible business

Our approach to responsible business is driven by sound governance and guided by the core beliefs and values that make up the TechnologyOne Way.

We support the creativity and dedication of our people to create compelling experiences for our customers, which is key to our ongoing profitability growth. We understand that our people and our customers are part of our broader community and environment. We have a responsibility to that community, and our products also have a role to play, not only by improving the productivity of the sectors we serve, but also by enhancing the impact of the community sector organisations we support.

TechnologyOne's approach to sustainability





01

Our people





3) Wash your hands
4) Avoid the sneeze
1) Gentle sneeze
SOCIAL DISTANCE
2) Mask
Service Man
Self-Isolate
Avoid Public Meeting
Clean & Disinfect



Our people are a crucial source of our competitive advantage, and TechnologyOne is committed to attracting talented people and providing them with an environment in which they can be innovative, creative and realise their full potential.

Employer of choice

We are proud to have been awarded Employer of Choice by the Australian Business Awards for the past four years.

Talent attraction and retention

At TechnologyOne we aim wherever possible to grow our own talent. We want to attract the best and brightest and induct them in the TechnologyOne Way. Over the past six years we have taken on 179 graduates, with 7 interns and 20 graduates joining us in 2020. Our Graduate Intern Programs form the foundation of our talent pipeline into the future. 2020 saw our award-winning graduate program expand beyond Research & Development, as we welcomed graduates from broader streams including Sales and Consulting and SaaS.

TechnologyOne's Graduate Program was recognized in 2020 as one of the Top 50 leading graduate programs in Australia by the Australian Association of Graduate Employers.

In addition to induction and a buddy program, all new employees, from all locations globally, participate in one of our quarterly 'O-Weeks' held at our Brisbane headquarters. They meet with our executive team, including senior representatives of each of our business streams, and learn about the history of the company and its vision, mission and values. They also participate in team-building activities and a volunteering activity associated with our Foundation.

The experience consistently receives highly positive feedback. We provide an industry-leading onboarding program for our R&D graduates, which we are now expanding to other areas of the company. Our new hires for FY20 are spread across the communities we operate in.

TechnologyOne achieved a higher Employee Satisfaction result for the third successive year with a score of 15 (scores can range from -50 to 50).

Employee
Satisfaction
Results

15

3rd consecutive year
of improved results

Workplace diversity and inclusion

TechnologyOne believes that a diverse workforce performs better, and we see this as key to our commercial success. We aim to provide our people with an environment that respects the dignity of every individual, fosters trust, and allows every person the opportunity to realise their full potential.

Our commitment to diversity and inclusion also extends to our interactions with customers and suppliers.

At TechnologyOne we advocate equal opportunity for all, regardless of gender, age, sexual preference, religion, ethnicity and cultural background. In particular, we are committed to addressing the shortage of female technology workers in Australia. Participation of women at TechnologyOne is at 36.3 per cent, placing us among the best globally in the IT industry. Our remuneration policy includes a commitment to equal pay for men and women. We conduct a gender pay gap analysis annually, following which we investigate any potential gender bias in performance pay, and correct like-for-like gaps.

Percentage of women in workforce



TechnologyOne has set itself a target that at least 30% of all senior management roles are to have at least one female short listed. For the 2020 year, the company far exceeded this target with 67% of all senior management roles having at least one female candidate short listed.

We actively promote women to study STEM and see the technology industry as a career for young women through our partnership with the Tech Girls Movement. The Tech Girls Movement is a non-profit organisation, established to support the development of a more diverse IT workforce, ultimately resulting in better technology for society.

Our policy on anti-discrimination and workplace gender equality promotes a fair, equal and merit-based approach to all aspects of employment at TechnologyOne. Recruitment and promotion within TechnologyOne is based only on the relevant skills, experience, qualifications, aspirations, potential and aptitude of the applicants. We encourage our employees to report any instances of discrimination in accordance with our Open Door policy and through regular check-in meetings.

We recognise that, for us to continue to attract and retain the brightest and best in a competitive industry, we need to further develop our approach to diversity and inclusion.

We have focused resources in this area over the past year to update and add to our relevant policies and put in place initiatives and goals.

We have policies in place in relation to anti-discrimination and workplace gender equality, diversity, sexual harassment, flexible working arrangements, purchased leave and paid parental leave.

Our gender diversity metrics are made publicly available as published in our WGEA Report on our corporate website.

As part of TechnologyOne's commitment to diversity and equality, we sponsor the Queensland University of Technology Dean's Scholars Program and the University of Queensland's School of Information Technology and Electrical Engineering ICT Excellence (Prentice) Scholars Program.

With a focus on diversity and building exceptional female talent pipelines, TechnologyOne partners with Women in Technology and Women in Digital to continue to build our brand recognition and EVP to attract rising female stars to TechnologyOne. We also partner with the Australian Computer Society Foundation to sponsor the national BiG Day In series, which is designed to inspire high school and university students to pursue careers in the IT industry.

Employee engagement and culture

Having an engaged workforce is critical to our employee retention. Twice a year we formally survey our global team to assess employee engagement.

We analyse results by operating stream, region and team, and plan any required improvement actions accordingly.

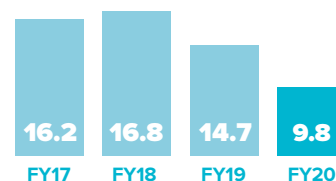
Our annual MARVELS awards program recognises and rewards the extraordinary high performance by our many outstanding employees across our business.

With operations across Australia, New Zealand, Asia, the South Pacific and the UK, international secondments are an attractive proposition for our employees, providing unique opportunities to further their careers both domestically and globally.

Our 'Open Door' policy means that our leaders are accessible to team members, listen respectfully and to take prompt action as required. Our commitment to ethical leadership means that we require open and honest communication in behaviours such as recognition of performance and innovation, sharing information, trust, diversity, teamwork and commitment to employees' development. This philosophy of open communication includes our complaint procedure, which outlines responsibilities of both employees and TechnologyOne in relation to reporting and addressing complaints. We also have in place policies on bullying and misconduct, and have established a Whistleblower policy.

TechnologyOne has seen a reduction in Employee Voluntary Turnover from 14.7% to 9.8% over the past year, which exceeds our 12% target and aligns with improvement in the Employee Satisfaction Results.

Employee Voluntary Turnover



Employee training and development

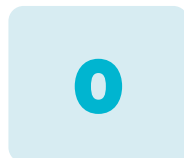
In a fast-changing sector, it is vital that our people are enabled to keep their skillsets current so that we can continue to evolve our solutions and deliver compelling customer experiences. Our TechnologyOne Learning team is our primary vehicle for learning and development, providing just-in-time training across all areas of our business. The Learning team is also our mechanism for keeping employees up-to-date with compliance requirements including our policies on how we work. Where specific training is not available internally, we also enable people to complete external certifications.

The TechnologyOne University provides training resources specific to our products for both employees and customers, including over 65 hours of high quality video content.

As our business has expanded globally, we have been refining our approach to training, making increased use of online as well as face-to-face training, and developing training capabilities in our regional hubs. We have been focusing increasingly on skills, particularly leadership and skills relevant to specific areas of our business, such as consulting and customer service.

Every year we run hundreds of training programs across our regional offices that attract thousands of attendees.

**Material
workplace
injuries and
deaths**



Employee health and wellbeing

We have a high-performance culture in a fast-moving sector. In this context, we recognise that it is important to support the health and wellbeing of our staff and guard against stress and burnout. We offer an active calendar of wellbeing activities and communications across the organisation, including an annual wellness expo conducted in all regions.

We also offer an independent employee assistance program, and receive monthly reporting on up-take and satisfaction with the service.

We promote a safe workplace culture for our employees with a work health and safety program that includes formal induction and training programs and an internal WHS portal that provides current and relevant safety information to all team members, including relevant policies and procedures.

TechnologyOne has also developed its own MySafety incident logging module which we are utilising ourselves and offering to customers.

TechnologyOne is proud to say that there have been no deaths or material workplace injuries in the last year.

We use the services of International SOS to provide additional support when needed for the health and security of our people when travelling.

Looking forward, a focus area for our people will be to support our rapidly growing team in the United Kingdom, so we have appointed a strategic People and Culture business partner to the region. As we build capability locally, we are reducing the number of secondments from Australia; however, these team members have played a valuable role in helping to establish a consistent culture across our operations.

TechnologyOne has a WH&S Committee on which the CFO, Group Director People & Culture, Head of Governance, Risk & Compliance and the Workplace Health & Safety Specialist which meets periodically throughout the year and liaise with the WH&S Regional Representative in each jurisdiction we operate in.



COVID-19

The COVID-19 pandemic is an unprecedented event in TechnologyOne's history, but one in which we are proud to say brought us closer to all of our stakeholders.

Through our SaaS systems, TechnologyOne team members were able to seamlessly continue working from home. It was impressive to see how quickly our team members adapted to the new normal. The experience enabled us to challenge how we had been operating before and to quickly adopt new, efficient ways of working.

Team member engagement was essential during this phase to ensure they felt like they weren't alone. All teams incorporated daily video conferencing meetings to stay in touch, keep abreast of developments, achieve goals and continue to feel part of a team.

This period also enabled TechnologyOne to engage more with all of our customers to understand how they were traversing this difficult period and to see what we could do help. This interaction led to our 'Together as One' initiative, which offered customers free access to our software, SaaS Platform, services and shared knowledge, to help them navigate their COVID-related challenges.

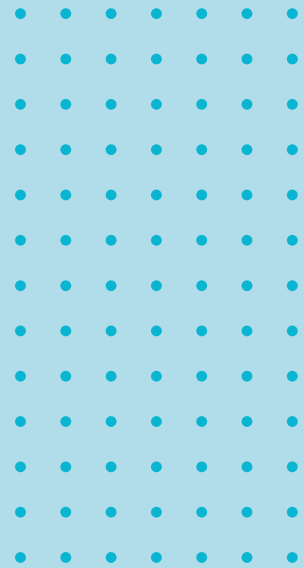
Wellness support during COVID-19

TechnologyOne has a wellness program to encourage our team members to get active in the community.

However, due to social restrictions many community events were cancelled, so we provided team members with creative alternative options, such as offering our team members yoga and strength building sessions, so they could keep moving in the comfort of their own home.

A wellness resource hub was also created during COVID-19 isolation, so team members could access weekly wellness tips, support, videos and material aligned to our overall wellness model – Healthy Minds, Healthy Bodies, Healthy Spaces and Healthy Culture. We delivered a number of engagement activities to keep up social connectedness with engagement activities, including a cooking class, online bingo, competitions and virtual drinks on a Friday.

Our annual wellness week also pivoted and went to become entirely virtual, offering daily prizes, virtual ergonomic assessments, financial support services and EAP awareness sessions.



02

Our customers





Customer satisfaction and retention

Providing a compelling customer experience is fundamental to TechnologyOne's ongoing success. Our customers and technological developments are our compass for the decisions we make, the people we employ and the processes we create.

We are the only enterprise vendor providing a totally integrated experience to customers, in which we build, market, sell, implement, support and run our world-class enterprise software. We participate in only six key markets: government, local government, education, health and community services, asset and project intensive industries and corporate and financial services. Our vertically integrated model serving specific markets enables us to be closely connected to our customers.

Engaging with our customers and soliciting their feedback is critical to our success. Our online Customer Community enables our customers to connect, chat and collaborate with each other as well as with us, helping them to get the most from our solutions and enabling us to deliver constantly evolving product offerings.

We also deliver an annual series of User Group events that have already seen a high level of engagement. This year, we pivoted to engage with customers virtually, delivering our online User Connect series to connect customers with industry insights, business transformation initiatives and new product innovations.

Our Compelling Customer Experience program is supported by ongoing development and support for our people in delivering outstanding customer experiences.

We provide our customers with continuous access and superior product functionality. Our cloud services are service organisation control (SOC) compliant, with an extremely small risk of disruption.

Our customers make a significant investment when they commit to our enterprise solutions. Our key measure for customer satisfaction is our customer retention rate, which is in excess of 99 per cent.

Our customers' ongoing satisfaction is imperative as we deliver Software as a Service and a subscription-based model. We want to delight our customers so that they are inspired to take up more of our products and trust us with enterprise wide solutions that will afford them more flexibility, agility and efficiency.

You can read more about our approach to customers in our Annual Report.



Data privacy and security

We understand that data privacy and security is of the highest importance to our customers. We are committed to building the world's most trusted cloud for enterprise software.

Our SaaS solution holds the highest and most comprehensive suite of certifications including the following standards:

- ISO 27001:2013
- ISO 9001:2015
- ISAE 3402 SOC 1
- IRAP 'PROTECTED'
- Health Insurance Portability and Accountability (HIPPA) (USA)
- ISO 27017
- ISO 27018
- SSAE 18 SOC 1 (USA)
- AT-C 205 SOC 2
- Cyber Essentials Plus (UK)

TechnologyOne has successfully completed the Information Security Registered Assessors Program (IRAP) assessment for Protected classified data for Federal Government SaaS customers. Systems implemented to achieve IRAP accreditation benefits all our SaaS customers with an increased cyber security posture and greater certainty in a constantly evolving cyber security landscape. This was achieved by leveraging the strong compliance and security foundations established over recent years and is a testament to TechnologyOne's mature security practices, accountability mechanisms and belief in continuous assessment and improvement.

As privacy and security matters are ever-evolving, TechnologyOne continues to monitor cyber risks, establish robust security protocols and continue to train and reinforce to our staff the importance of being vigilant. Whether it be TechnologyOne or our stakeholders' information, policies and processes have been developed and implemented to maintain the highest level of security.

Employees complete annual privacy training in line with Australia's Privacy Amendment (Notifiable Data Breaches) Act 2017 and the EU General Data Protection Regulation.

For our cloud services, we aim to exceed SOC compliance standards. In addition to the full annual audits, we run a monthly program of internal reviews, and have quarterly external audits of a subset of our SOC controls.

Our policy ensures that we put compliance audit services to tender every six years, and that audit partners are rotated every three years.

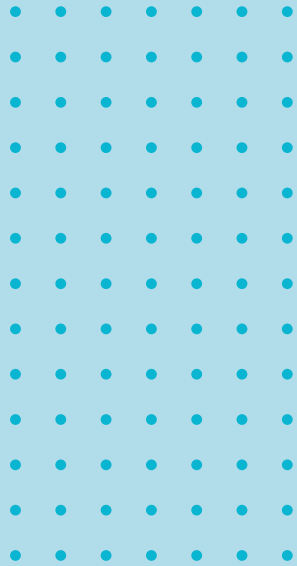
During the reporting period there were no notifiable data breaches or material security incidents.

Security Council

During the year, TechnologyOne established a Security Council consisting of Senior Executives and subject matter experts from across the organisation who are tasked with overseeing the Company's security framework and strategy with a holistic view.

The Security Council enables matters to be escalated to a senior level expeditiously and addressed promptly. The Security Council reports directly to the CEO.





03

Responsible business





For TechnologyOne, being a responsible business is about behaving ethically and demonstrating a robust approach to corporate governance in line with our values across all our relationships with customers, investors, employees, suppliers and other stakeholders.

Ethics, values and transparency

TechnologyOne's mission is to build and deliver world-leading products and great services that transform business, and make life simple for our customers.

We deliver on this mission with the TechnologyOne Way, which underpins our culture and guides our behaviours and the decisions we make. It comprises our core beliefs, and a set of principles about how we work, including a commitment to excellence, innovation and openness. These beliefs and principles help define what we admire in our colleagues and recognise in ourselves. Together these beliefs and principles articulate our value proposition to our customers.

All our directors, managers and employees understand they are expected to act with the utmost integrity and objectivity, observe the highest standards of behaviour and business ethics, and strive at all times to enhance the reputation and performance of the Company.

Supporting our Code of Business Conduct are a number of role-specific Codes of Conduct for our Directors, CEO and CFO to support a consistent standard of conduct relevant for key organisational roles.

You can read more about our core beliefs in our Annual Report.

Our Code of Conduct provides further detail about how each one of us should act in accordance with the TechnologyOne Way.

Our board charters and key policies can be found on our website, together with our corporate governance statement.

TechnologyOne also regards the ethical treatment of all workers as paramount and incorporates in its tender documents that the TechnologyOne's suppliers of goods and services treat their employees with respect and pay them a reasonable wage. With the upcoming Modern Anti-Slavery requirements, TechnologyOne will provide annual reporting on this as required.

Compliance

We set a very high bar for compliance, based on industry best practices and leading standards, to provide the best possible risk mitigation and management framework. As a global organisation, our approach is to set our compliance level in accordance with the most stringent regulations in our countries of operation, which then ensures we are also compliant with the respective regulations in the other jurisdictions.

You can read more about our data privacy and security compliance under 'Our customers' on page 18. Our other key areas of compliance relate to contracts and regulatory standards and codes.

We also report on our compliance with the ASX Corporate Governance Principles 4th Edition as provided in the Annual Report and on our corporate website.

There were no material non-compliances during the reporting period.



Innovation

Our ongoing success is fuelled by continuous innovation, and we make significant investments in Research and Development (R&D) of approximately 22%, far exceeding the average of our competitors of approximately 12% of revenue.

Our team of more than 400 developers in Brisbane and Perth is augmented by offshore R&D centres in Indonesia and Vietnam. This allows us to extend our capability and better support our customers and existing products.

We refresh our innovation mindset through company-wide Hack Days that encourage creativity and fun, providing an opportunity for employees to break down traditional silos and work on projects that are outside normal day-to-day work. Similarly, our new R&D graduates begin their career at TechnologyOne with the freedom of working

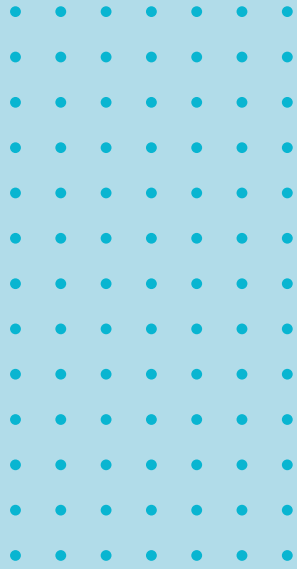
**R&D
expenditure**

R&D investment for
2020 (22% of revenue)

\$68.1M

on non-product related projects, which can nevertheless generate powerful ideas that we can incorporate into our Software as a Service solutions.

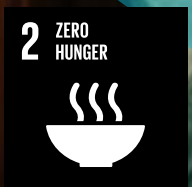
Our R&D teams benefit from the combination of experienced software developers and the fresh insights of new graduates.



04

Our community & environment







Community investment and education

TechnologyOne has a long-standing commitment to philanthropy, following the values of our founder and Executive Chairman, Adrian Di Marco. We established the TechnologyOne Foundation in 2016 to formalise our approach to community investment. Our Foundation reflects our values, our culture and who we aspire to be. As a successful company, we have the ability to make a difference. We know that this is important to our people, and is increasingly of interest to our customers.

Through the Foundation, we want to make a sustainable impact with measurable long-term benefits, by empowering disadvantaged young people to transform their lives. Our Foundation's commitment is to donate 1% of our time, 1% of our profit and 1% of our product.

This initiative is part of the 1% Pledge corporate philanthropy movement, dedicated to making the community a key stakeholder in every business. The Pledge 1% equated to more than \$2 million commitment by the company in FY20.

1% of time

We offer our permanent employees up to 2.5 days of leave per year to volunteer during work hours. Employees can search for volunteering opportunities via GoodCompany, and can elect to volunteer with any registered charity. We also incorporate volunteering activities into our O-Week and company events.

In 2020, numerous TechnologyOne business units have also undertaken charitable volunteering activities as a way of team building.

1% of product

Our commitment is to make it easier for not-for-profit organisations to access our solutions and take advantage of the efficiencies they bring, extending the impact of their services and the work they do in our communities.

Eligible organisations receive our core product module at a substantial discount. We reserve 1% of projected annual fees for this purpose.

1% of profit

We pledge 1% of profit for community investment. We have eight strategic charity partners, with a focus on helping disadvantaged and underprivileged youth find pathways to success. Our long-established partnership with Opportunity International Australia has the goal of assisting 500,000 children and their families out of poverty through microfinance loans to set up small businesses, and generate ongoing income.

The TechnologyOne Foundation is committed to helping children and their families out of poverty

500,000

Our other partnerships are with:

- The School of St Jude – supporting STEM and e-learning programs
- The Fred Hollows Foundation – Vietnam Child Eye Care
- The Salvation Army – initiatives including education programs and emergency support

Under the 1% profit commitment we also offer matched workplace giving for our employees, and set aside funds to donate to disaster relief.

During the reporting period we have appointed a dedicated manager to the Foundation, and are focused on increasing awareness of the Foundation internally to take us closer to achieving the 1% Pledge across all three areas. Our aim is to grow the number of employees volunteering by 5% each year. We also launched our inaugural Workplace Giving program in the 2020 calendar year.

The year in summary

- Assisted over 30 charities through volunteering hours and donations
- Assembled 1,625 Solarbuddy lights to be delivered to children in Vanuatu living in energy poverty
- Employees contributed 123 volunteer hours to The Big Issue
- Donated \$27,250 to The Salvation Army to support those in the Scenic Rim community impacted by drought and then the devastating bushfires

Winner

ABA Community Contribution

Finalist

QCF Community Contribution

TechnologyOne Foundation and our contribution to our communities

- Winner of 2020 Australian Business Awards for Community Contribution
- Finalist in QCF Community Contribution Awards

Environmental

We are committed to managing our business operations in an environmentally responsible manner. Our commitments are articulated in our Environment Policy, which is communicated to our employees.

Our main direct use of energy is from our facilities. We actively seek energy efficient offices. Employees at our headquarters in Brisbane's Fortitude Valley enjoy working in a 6-Star Green Star rated building with sustainability features including:

- CO² monitoring to track and adjust ventilation rates
- Energy efficient lighting
- 90% of the water for landscape irrigation is sourced from onsite rainwater collection or recycled site water
- Sub-metering of energy use

With offices around Australia and the globe, we have a travel footprint. This year we made increasing use of collaborative software and web-based video conferencing to reduce the need for travel.

Climate Active Carbon Neutral

2020 built on TechnologyOne's inaugural carbon offsetting program by committing to achieving Carbon Neutrality certification. TechnologyOne acknowledges its stakeholders high ESG standards and undertook a program to make it one of the environmental leaders in the Australian technology sector. TechnologyOne is applying for certification under the Climate Active certification program.

The process of becoming Climate Active Carbon Neutral has identified cost efficiencies (eg through the management of direct and indirect energy consumption) and is a key component of our marketing strategy. As well as being highly important for investors, being certified Carbon Neutral is a key point of difference in the eyes of our employees and many of our customers and potential customers in the industries we support.

TechnologyOne offsets of carbon to be Climate Active Carbon Neutral

7,000
tonnes

Many of these customers are Climate Active Carbon Neutral or are likely to become so soon. This initiative enables TechnologyOne to reinforce that we are serious about playing our part in supporting them as an integral member of their supply chain.

As a member of the corporate community, at TechnologyOne we appreciate that we can play an important part in supporting global climate change initiatives such as the Paris Accord through being Carbon Neutral and encourage more Australian companies to do likewise.

While we actively minimise our carbon footprint as outlined above, TechnologyOne's largest carbon emissions are a result of air travel and office electricity usage.

TechnologyOne has offset this carbon footprint through the acquisition of certified carbon credits. These carbon credits have been created through wind power and solar initiatives in India which aims to develop enough power to replace existing coal-fired power plants.

Acquiring these carbon credits also enables TechnologyOne to indirectly support the communities surrounding this initiative where the funds are also used to establish water and hygiene infrastructure.



Electronic waste

We recognise that the lifecycle of electronic hardware is a significant and growing issue that is highly relevant to our sector. New equipment purchased by our Corporate Systems department considers the overall efficiency of the device. Additionally, where fit for purpose, practical to business usage and acceptable to budget, recycled IT equipment will be selected.

We undertake to repair our electronic equipment if the unit is less than half way through its prescribed lifecycle. Obsolete equipment is disposed of via vendor recycling programs or social enterprise initiatives through Substation33.

This year, TechnologyOne HQ has donated over 1.8 tonnes of IT waste to a local social enterprise initiative.

Substation33 provides training and employment opportunities through the recycling of electronic waste. These projects provide an opportunity for up-cycling and e-waste diversion from land-fill, which has environmental benefits, and skills development and transfer between professional mentors and volunteers, students and people seeking to return to the workforce, which provides social and economic benefits to the community.

We also act as a collection point for other organisations to leave their e-waste for Substation33.

About TechnologyOne

TechnologyOne (ASX: TNE) is Australia's largest enterprise software company and one of Australia's top 150 ASX-listed companies, with locations across six countries. We provide a global SaaS ERP solution that transforms business and makes life simple for our customers. Our deeply integrated enterprise SaaS solution is available on any device, anywhere and any time and is incredibly easy to use. Over 1,200 leading corporations, government agencies, local councils and universities are powered by our software. For more than 33 years, we have been providing our customers enterprise software that evolves and adapts to new and emerging technologies, allowing them to focus on their business and not technology.

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