

SUSTAINABILITY REPORT 2022

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MESSAGE FROM DAVID BLUMER

Last year, FE fundinfo published its first ever Sustainability Report and since then significant change and – more importantly – progress has been made.

As a leading fund data and technology company that sits at the heart of the investment industry, we pride ourselves on our expertise and consultancy when it comes to connecting thousands of asset managers, fund managers, distributors and financial advisers worldwide. To do this, it's fundamental that we understand the evolving Environmental, Social and Governance (ESG) landscape and high-priority issues for our different stakeholders.

So, over the past 12 months since our first report, we have continued to develop our approach to our materiality assessment to ensure that our efforts are focused on the right places. It means that, as a company, we can carve our own course rather than follow the herd. We endeavour to be transparent about our journey, our motivations and our goals, both in terms of data and insights into the operations and culture of our organisation which is what we have set out to do in this report.

Looking back, the progress reported last year was very positive and it's fair to say that this year's report makes for equally insightful and encouraging reading. I'm delighted by the strides forward we have made, not only in the UK and in Europe but across every office we have worldwide. As a global organisation, we know we must think on a global level while acting on a local one. To do this, we take a holistic approach to sustainability issues.

As part of our efforts for continuous improvement, the second iteration of our Sustainability Report is a chance for us to reassess where we are and reflect on where further improvements can be made. It will be through the expertise and support of our clients, stakeholders and employees that we can make tangible differences and learn from best practices across the network of our investors Hg's business practices.

It is important, however, to remember that this report is the continuation of our work rather than the end destination. We must keep looking for ways to grow and improve as a business and ensure that we continue to push ourselves even further to achieve the challenging goals set within this report.

David Blumer

Chief Executive | FE fundinfo



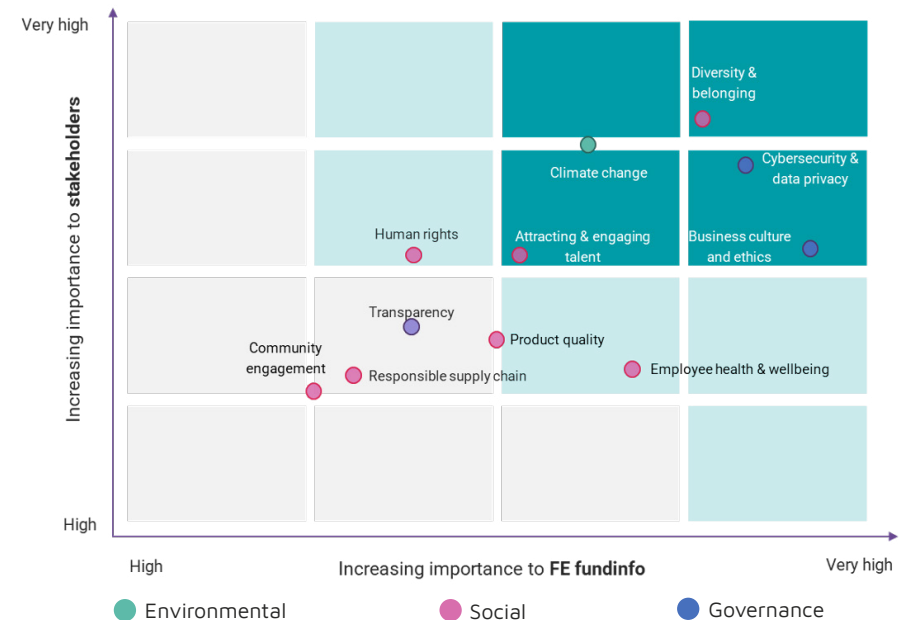
MATERIALITY ASSESSMENT

Last year we committed to conducting a more thorough review of ESG issues of most material importance to FE fundinfo. This analysis is reflected in our 2022 report.

Our materiality assessment involved more people from a variety of stakeholder groups to help us further refine our areas of focus. The assessment included:

- Interviews with senior managers across different areas of our business
- The results from a survey sent to all employees
- Input from our investors
- Feedback from customer interviews
- A review of our key suppliers
- A review of relevant ESG regulatory requirements impacting us now or in the future

The materiality matrix represents the results of the stakeholder engagement process and helps us identify ESG-related risks and opportunities impacting our business. It also provides a focus and clarity for our ESG strategy. Each topic identified from our materiality assessment is explored within this document, with the exception of Transparency, which forms part of our approach to sustainability and therefore is not something we report on separately.



BUSINESS CULTURE & ETHICS

As a leader in connecting the fund industry, FE fundinfo recognises the imperative of conducting business transparently and fairly. Our Business Code of Conduct provides a global standard for how we operate internally and with our customers, and draws attention to essential policies including, but not limited to: anti-bribery and corruption, anti-money laundering, competition law, prevention of facilitation of tax evasion and modern slavery and human trafficking.

Policy Updates & Accessibility

Our policies are reviewed and updated annually at a minimum, and are easily accessible for all employees on our company intranet. In 2022, we introduced and communicated a new Global Sanctions Policy to help employees, contractors and other third parties acting on the company's behalf to understand where breaches of Sanctions Laws might arise and to support them in making the right decisions in line with our corporate position.

New Onboarding Process

In 2022 we launched a new onboarding process that delivers a consistent approach to sharing information about how we conduct ourselves and the culture of our organisation. First impressions count – when people join FE fundinfo, we want them to experience our welcoming culture, not just read about it, so new starters are assigned an 'onboarding buddy' who will help them settle in. Each new starter is also invited to a welcome session hosted by a member of our Executive team where there is opportunity for questions and discussion.

Regular Compliance Activities

All employees are required to undertake relevant training, declarations and assessments annually and must meet set-pass thresholds for applicable assessments. Where employees fail to meet the required standard, they must take further training and assessment until the pass criteria is met.

Regulated Areas Of The Business

Some of the services FE fundinfo provides comply with additional conduct rules of relevant regulatory bodies – these include:

- the Financial Conduct Authority as a manager of fund portfolios in the UK
- the Swiss Financial Market Supervisory Authority for our fund publication platform
- the Australian Securities & Investments Commission for our investment consulting and research services in Australia

HUMAN RIGHTS

FE fundinfo respects the human rights of all employees, suppliers and workers employed on our behalf. Our Human Rights policy reflects the principles contained in the International Bill of Human Rights, International Labour Organisation Declaration on Fundamental Principles and Rights at Work, the United Nations Global Compact and the UN Guiding Principles on Business and Human Rights.

We respect our employees' right to join or form a works council and/or labour union without fear of reprisal, intimidation or harassment. Where employees are represented by a legally-recognised union, we are committed to establishing a constructive dialogue and negotiating in good faith with their freely-chosen representatives.

OUR COMMITMENT

We are committed to the ongoing review of our policies and practices, as well as ensuring that our employees, suppliers, partners and customers understand and comply with our high-operating standards.

CYBERSECURITY & DATA PRIVACY

As a global leader in investment fund data and technology, we understand the importance of maintaining high standards in our approach to cybersecurity and data privacy. The results of our 2022 materiality assessment reflected this as a high priority for stakeholders internally and externally.

Our approach to cybersecurity continues to evolve to keep pace with the changing threats. Our security experts collaborate with teams across business functions and locations to ensure relevant regulatory requirements are met and best practices are embedded. All FE fundinfo employees are responsible for upholding our cybersecurity and data privacy standards.

In 2022 we continued to:

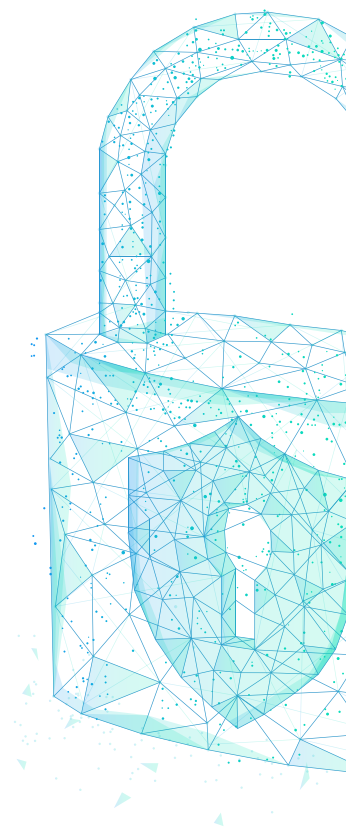
- Review and revise policies, practices and internal assessments on cybersecurity and data privacy
- Require all new joiners to complete training and assessments on Security Awareness and Data Protection Awareness
- Require all employees to retrain and take reassessments annually
- Introduce our security and data protection frameworks for newly acquired companies to ensure a consistent approach across our offices
- Maintain our ISO 27001 certification, the standard internationally agreed by experts for information security, cybersecurity and privacy protection

In 2022 we introduced the following initiatives:

- Added internal phishing testing which automatically allocated further training to employees where required
- Increased complexity requirements for passwords
- Furthered our security testing by scope and type of testing, involving:
 - Network security testing
 - Application security testing
 - Static code analysis
 - Internal network scanning
- Introduced a new tool to reduce laptop patch deployment time
- Enhanced our information security and data protection assessments to provide immediate feedback on assessment results
- Deployed a new asset management tool to improve hardware management

OUR COMMITMENT

In 2023 we are introducing cloud-based role management. This will enable us to use time and approval-based role activation to further mitigate the risks of excessive or unnecessary access to resources within the organisation. We will continue to advance our approach to cybersecurity and data privacy as an essential foundation of our business.



DIVERSITY & BELONGING

Our refreshed ESG materiality assessment placed diversity and belonging as one of the most important issues both internally and for our external stakeholders. In the context of our workplace, the word 'diversity' encompasses all the characteristics, experiences and thought processes that make each of us unique. We believe we are most effective and able to serve our customers best when combining our differences and seeking the opinions of those who challenge our thinking.

We acknowledge the value in capturing and tracking certain diversity statistics, but also recognise that any data to help us monitor our progress must go hand-in-hand with cultivating an environment where employees feel a sense of belonging and able to fully contribute.

In the following sections we share our gender data from across our locations and ethnicity in the regions where it is customary to collect it. On the next page we share our gender data from across our locations and ethnicity in the regions where it is customary to collect it (excludes EU locations).

Championing from the top

We are delighted to welcome Martin Pedwell, our Director of Operations as our diversity, inclusion and belonging Executive champion.



“ Diversity & inclusion are incredibly important topics to me. Understanding each other is crucial to enjoying life and family – as are respect and tolerance in the workplace.

I am proud that my leadership team is a blend of different genders, races, faiths and expertise. Everyone is different, everyone has something special to bring to the table. These differences

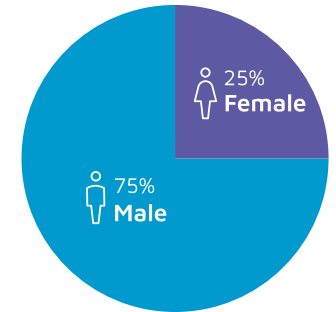
not only power better team performance - they also create an inclusive and positive environment in the workplace for everyone to feel safe and respected so they can reach their full potential.

Gender data

In last year's Sustainability Report, we shared the gender breakdown of our population in three categories: our Executive team, Managers and our Overall split.

This year as part of our commitment to continue to derive deeper insights from our data, we have:

- Added a senior manager category as our senior manager population is pivotal in leading, influencing and shaping teams across the business
- Separated our gender split to differentiate employees who have joined us through organic growth vs acquisition activity



Executive team

In 2022 we welcomed another woman onto the Executive team, increasing female representation by 7%.

		FE fundinfo employees inclusive of organic growth new hires	FE fundinfo employees who have joined us through Acquisition activity	TOTAL POPULATION
Senior Management team	Female	49%	35%	45%
	Male	51%	65%	55%
Managers	Female	41%	24%	37%
	Male	59%	76%	63%
All Employees	Female	45%	32%	43%
	Male	55%	68%	57%

Data as at 31 December 2022

Through viewing our data at this more granular level, we are able to deepen our understanding of gender splits across segments of our population and can see the impact that our acquisition activity has had, with a greater gender disparity among employees who have joined FE fundinfo as a result of an acquisition. We continue to review our hiring practices and develop our inclusive culture to ensure that we are welcoming the best candidates for roles, regardless of gender.

DIVERSITY & BELONGING

UK Gender Pay Gap report

With less than 250 employees in the UK in 2022, FE fundinfo was not legally required to complete Gender Pay Gap reporting for UK-based employees. However, we decided to publish our figures to demonstrate our commitment to transparency and the progression of our diversity and inclusion agenda – see our [2022 UK Gender Pay Gap report](#). This exercise provided us with a valuable starting point while continuing to take action to drive an inclusive and equitable workplace. We will continue to comply with all relevant local legislative gender and diversity reporting.

Our Ethnicity Data

Last year we committed to growing our ethnicity data set and have increased this from 45% to 54%; a breakdown can be seen on this page. We believe the best approach to further grow our data set is to continue to be transparent about how we use the data and build an environment where people feel comfortable in volunteering this information.

Ethnicity	Percentage
Asian	26%
Black, African, Caribbean	1%
Hispanic or Latino	0%
Multiple Ethnic Groups	0%
Native Hawaiian or Other Pacific Islander	0%
Other	2%
Undisclosed	3%
White	22%
Blank	46%

Data as at 31 December 2022



“ What Our Employees Say

83% of respondents in our 2022 Employee Engagement Survey* agreed that ‘people from different backgrounds and with a range of experiences have equitable opportunities to advance their careers at FE fundinfo’.

*Survey excluded Australia offices who ran a separate survey

It is essential for us to understand how our employees feel and we continue to engage with colleagues in conversations, plans and activities as we build an inclusive culture.

Data as of 31 December 2022

DIVERSITY & BELONGING

Recruitment

We endeavour to embed practices to support an equitable approach when recruiting talent into our organisation, including:

- Being mindful and deliberate about where we advertise jobs, knowing that different demographics may use different job boards and networks
- Using gender-neutral, jargon-free language in our job adverts
- Utilising diverse interview panels as part of the selection process
- Sharing messages about our company culture through our website and other external platforms

We recognise the need to regularly review and enhance these ways of working as well as incorporate additional inclusive processes into our talent acquisition model. We are committed to doing so in order to attract, recruit and retain the best talent.

UK Internships

In 2022 we welcomed four people into different teams in FE fundinfo as part of the #10000blackinterns internship programme. The initiative is designed to help kick-start young people's careers through paid work experience. The programme also provided an opportunity for those supporting the interns to develop their mentoring skills. We were thrilled that two of our interns accepted offers to continue their journey with us beyond the end of the internship programme.



“**Interning with FE fundinfo as part of the 10,000 Black Interns Programme, was an invaluable experience. FE fundinfo was the perfect place for me to gain an initial understanding of the working world. The support and guidance I received helped me build my personal confidence, my passion for marketing and knowledge of the business.**

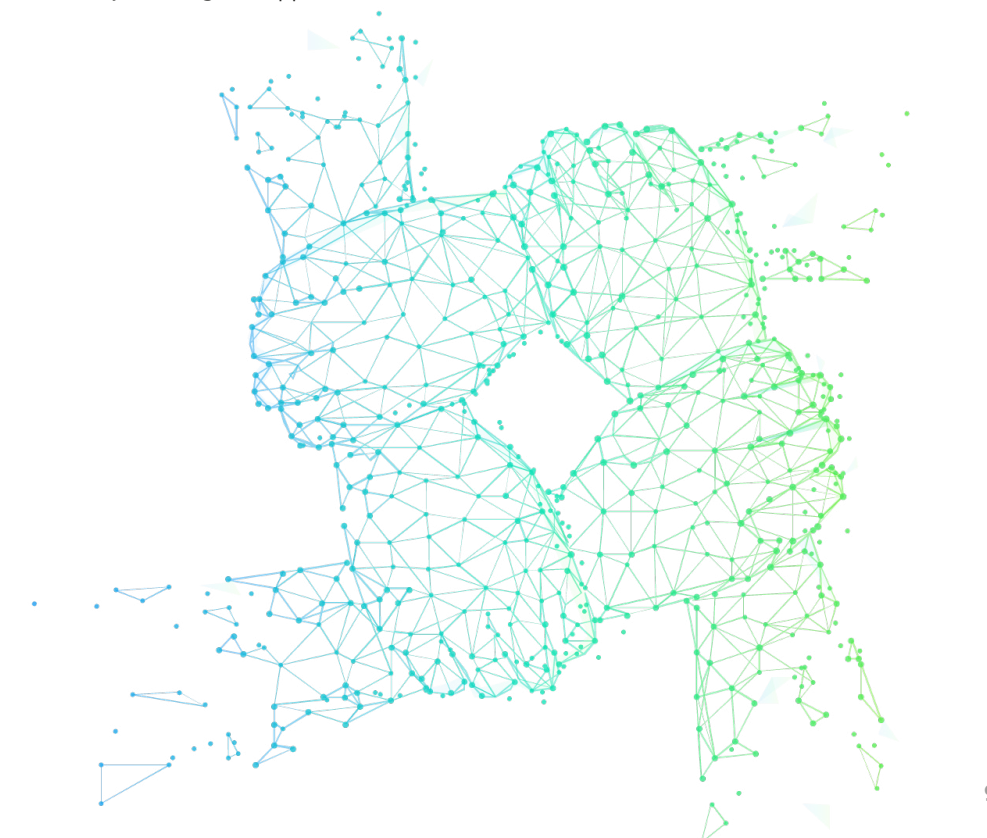
Etta – Marketing, UK

Cultural Days

In 2022 we introduced the concept of cultural days as an opportunity for employees to share insights into aspects of their own culture with colleagues. A number of events took place including colleagues in:

- London – Bringing in traditional sweets and snacks to mark the end of Ramadan and celebrate Eid al-Fitr
- Chennai – Dressing in beautiful traditional Keralan outfits as part of celebrating Onam, the harvest festival celebrated by Hindus all over the world
- Zurich – Sharing insights into the Christmas characters Samichlaus and his mischievous assistant Schmutzli

These days were great opportunities to celebrate different cultures.



DIVERSITY & BELONGING

Celebrating Neurodiversity

We value different ways of thinking and decided to bring this to life through a webinar on neurodiversity where three employees from different teams shared their personal experiences of having dyslexia and dyspraxia. They shared both the challenges and opportunities they've encountered and continue to encounter in everyday life. Colleagues joined from across multiple locations to listen in, ask questions and increase awareness.



“ I was delighted to be a panellist on FE fundinfo’s neurodiversity webinar. The session helped celebrate and raise awareness about different ways of thinking, in a supportive and inclusive environment. Colleagues joined the session from across our locations and functions, listened respectfully and asked great questions. It was a powerful platform to kick-start conversation and deepen understanding on a topic that isn’t always given the recognition it deserves.”

Jack – Grad scheme, UK

OUR COMMITMENT

We continue to focus on building a workplace that attracts and retains diverse talent, championing an inclusive culture from the Executive team level and involving employees across locations and functions to develop our strategy. We recognise the importance of focusing on a holistic global view combined with initiatives to address issues that resonate most at a local level. We continue to explore our data through different segments to better understand where our actions can have the most impact.

We acknowledge the impact that acquisition growth has had on our gender split and commit to embedding the hiring practices and culture that have helped us achieve a population of 49% women in our senior management team (excluding acquisitions).



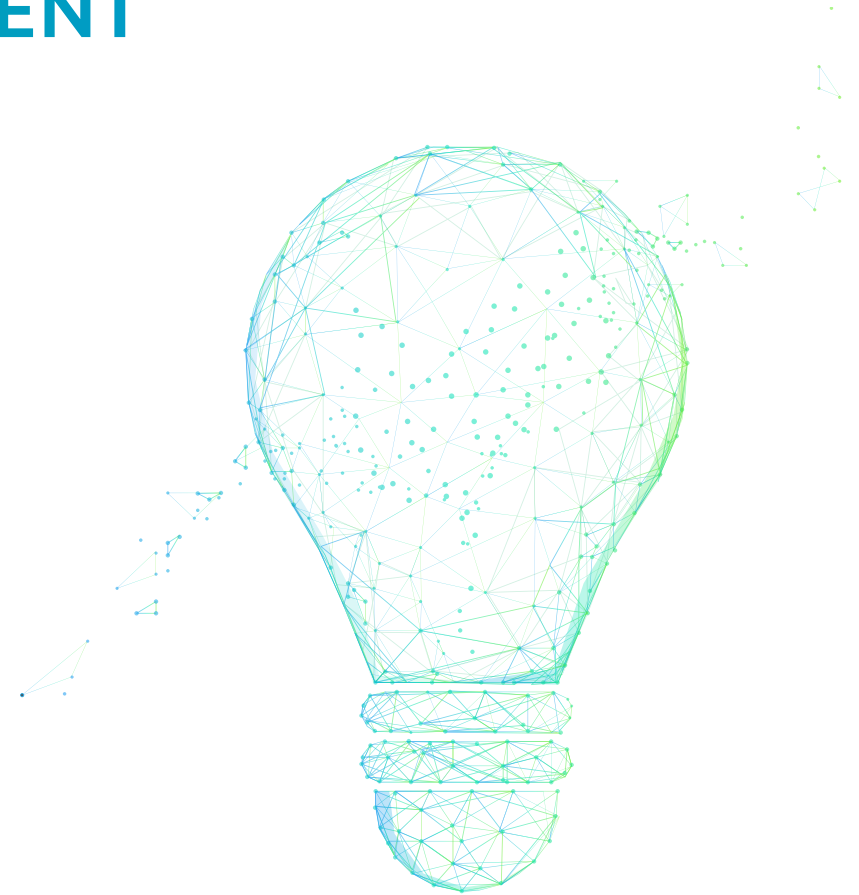
ATTRACTING & ENGAGING TALENT

Attracting & Engaging talent

Our people are at the heart of our culture and success, so it is fitting that 'Attracting and engaging talent' ranks within the top five most materially important issues among our stakeholder groups. We know that a holistic and evolving approach to engagement is vital for our company culture and delivering a great employee experience, so in 2022 we developed existing initiatives and introduced new ones.

Employee Engagement

We have run an annual Employee Engagement Survey since FE fundinfo's inception and have seen overall positive trends across most of the engagement topics in the survey since that time. 2022 was a challenging year with many teams across the business involved in complex integration work following acquisition activities in previous years – reflected in our eNPS score that fell to 13 collectively. We are however pleased that even during challenging times, over 80% of employees took the time to complete the survey and share their feedback to help us move forward as a business and improve our engagement scores. It's important to note that our Australia offices ran a separate employee engagement survey aligned to the practices embedded pre-acquisition. The results of this survey provided an eNPS score of 26 and a participation rate of 85%.



“ What Our Employees Say

- There's a cultural inclusiveness and a focus on employee wellbeing
- There's a wide range of roles within the company and everyone is very supportive, so it's a great place to learn
- The business and its staff are continuously challenged to make improvements in an exciting fast-paced environment.

OUR COMMITMENT

As we continue to evolve and grow, we recognise the need to progress our approach to employee engagement. We want to ensure we understand local challenges and opportunities, both across and within locations and teams, to enable us to take targeted and positive action. Therefore, in 2023 we will introduce a new employee engagement software to survey employees on a wider range of topics to yield more granular and localised insights. We see this supporting our commitment to a continuous feedback loop that helps us optimise how we work and enhance the employee experience.

ATTRACTING & ENGAGING TALENT



Our Values & Recognition

We introduce employees to our company values on day one as part of the onboarding process and then bring them to life through our day-to-day operations. For example, our recognition badges are given by employees to colleagues as acknowledgement of exhibiting our company values. In 2022, there was an increase of 7% in the number of recognition badges given compared to the previous year. We believe in celebrating success, so each recognition badge received by an employee is celebrated in our company-wide townhalls.

Performance Review & Compensation

Our consistent framework for setting and reviewing objectives enables a transparent approach to performance reviews for all employees. Whilst performance is formally reviewed across the organisation on an annual basis, we know that regular discussion and feedback enables continuous development.

Our global performance review practices feed directly into our employee compensation strategy.

Sharing Our Message

Prospective employees of FE fundinfo learn about what it's like to work with us from different platforms, so we aim to provide insights into our culture on our corporate website, on Glassdoor and Indeed. In 2022, over 70 current, former, and prospective employees took the time to leave a review of their FE fundinfo experience on Glassdoor which contributed to our rating of 4.3 out of 5 as of 31 December 2022. We are interested in all feedback, particularly where it helps identify what is going well and opportunities to make improvements.

Understanding & Utilising Our Skills

In 2022 we fulfilled our commitment to centrally track formal qualifications of employees to support a better holistic view of where different capabilities sit within the company and ensure we are effectively utilising the wide skillset within the organisation.

ATTRACTING & ENGAGING TALENT

Learning, Training & Development

In our fast-paced work environment, our teams upskill in a variety of ways to adapt to the changing landscape and to suit the individual and their required skills – which is reflected in our training and development approach and policies. Development at FE fundinfo includes on-the-job learning with knowledge shared across teams and locations, formal company-sponsored qualifications and access to LinkedIn Learning to support a cycle of continuous improvement.

We believe there is no 'one size fits all' approach and encourage team members and managers to see the performance review as a great time to reflect and set some longer-term development goals for the year ahead.

LinkedIn Learning

All employees have access to LinkedIn Learning from their first day at FE fundinfo. The courses vary in length and complexity, and range from broad personal and professional growth, to very specific technical skills.

In 2022, we saw engagement in the average number of LinkedIn Learning videos viewed, per person, grow by 17% with nearly 70,000 accessed by users. We regularly recommend topical LinkedIn Learning content to colleagues which are short and easy to digest. We celebrate top learners in our monthly townhalls.

Supporting Our Managers

Each year we are pleased to invite new participants onto our custom designed Management Development Programme. Whether they are new to managing teams or an experienced manager but new to FE fundinfo, we want our managers to feel supported and have a clear understanding of what it means to manage at FE fundinfo. Since its inception in 2020, over 115 existing and prospective managers have embarked upon the programme's journey, and we look forward to enrolling more participants in 2023.

Work-Life Balance

We introduced our Versatile Working Principles in 2021 which gave FE fundinfo teams the option to consider and agree on how to split their time between working from home and working from the office, in accordance with local employment law. In 2022, with the vast majority of restrictions related to the pandemic relaxed, we saw teams settle into work patterns that helped them make the best use of face-to-face time while retaining the benefits and flexibility of working from home on other days.

LINKEDIN LEARNING IN NUMBERS

+17% LinkedIn Learning
videos viewed in 2022

70,000 courses accessed

100+ top learners celebrated
in monthly townhalls

Top five courses in 2022:

1. Personal Development
2. Productivity Improvement
3. SQL – Programming language
4. Time Management
5. Public Speaking

CLIMATE CHANGE

We recognise our responsibility to reduce our impact on the environment and that to do this we need to have a good understanding of our current position. Measuring our carbon footprint is at the core of building this understanding, a process we began in 2021 using scopes 1-3 of the GHG protocol as the framework for our data collection. In 2022 we built on the data we collected to include energy used by employees when working from home and commuting. This annual exercise has helped us identify specific focus areas and take action to reduce our carbon footprint, including management of data centres, our approach to travel, and influencing the selection and setup of our office spaces.

Cloud Service Efficiencies

As a data and technology company, we realise that our use of data centres forms a significant portion of our carbon footprint, and that by switching to more energy efficient cloud-based solutions we are able to reduce emissions. By the end of 2021 we had decommissioned both our on and offsite datacentres in place of cloud-based solutions, and in 2022 despite business growth, we saw a further estimated 8.8% reduction in our cloud emissions from the previous year (based on reports from our cloud-solution providers).

Luxembourg Office Move

In 2022 Luxembourg colleagues who previously occupied three separate buildings moved into one open office space. Our new office space incorporates environmentally friendly features including 100% green electricity, automatic lighting to reduce the time lights are on unnecessarily, and a bean-to-cup coffee machine.

OUR COMMITMENT

We are committed to continuing to develop the quality and quantity of our carbon footprint dataset as we identify further opportunities to reduce our emissions. In 2023 we are looking to introduce further questions in our acquisition Due Diligence processes on climate considerations. We will also continue to embed operational practices that support our environmental agenda.



“ I believe that the most difficult thing is to change our habits, but this is essential in our collective efforts to combat climate change. When designing the features and layout of the new Luxembourg office, we wanted to make it easy for colleagues to build environmentally-friendly habits. Simple but effective examples of this include:

- Removing waste bins under each desk, obliging colleagues to place the waste in the correct recycling basket to reduce landfill waste
- Reducing the waste from aluminium coffee capsules, collecting coffee grounds from our bean-to-cup machine and donating these to local gardeners for their compost
- Installing water filters in the taps to purify the water and reduce waste from plastic water bottles

Sylvie – Office Management, Luxembourg

EMPLOYEE HEALTH & WELLBEING

Employee Health & Wellbeing

We know that for our employees to flourish at work they need to feel supported in their mental and physical health and wellbeing – and that this means different things to different people. Our global health and safety guidelines, leave policies and versatile working principles provide frameworks for our approach, but we believe in bringing this to life at a local level and in adapting our offering to support the changing needs of our employees.

Introducing Charity Challenge

In November 2022 we introduced an initiative called the Charity Challenge, which combines charitable donations and wellbeing challenges. Each month, FE fundinfo makes a donation to a charity nominated by one of our office locations, the same office will also propose a wellbeing challenge and invite the global teams to participate. We are excited to see what charities our offices will choose to support and what challenges will be set in 2023.



“ The Movember movement raises awareness and funds to support men’s health including mental health, prostate cancer, and testicular cancer. It’s a cause close to my heart and I’ve been an enthusiastic mo-grower in recent years, so in November 2022 I was happy to invite FE fundinfo colleagues to join the mo-movement as part of Charity Challenge. Staff got involved either by growing moustaches or running and walking 60 kilometres during November for the 60 men who, each hour every hour, lose their lives to suicide. It was a great way to collectively get behind a really important cause.

Tom – Managed Funds Research, Australia



EMPLOYEE HEALTH & WELLBEING

Global Sports Day

In our 2021 Sustainability Report we committed to finding ways to spend more quality face-to-face time together, and in 2022 we introduced 'Global Sports Day' which saw local teams get together to play a variety of games and sports. The activities included, but were not limited to, bubblesoccer in Hong Kong, table tennis and beach football in the Czech Republic, and badminton in France. Regardless of the activity, each sporting event provided a great opportunity to enjoy time with colleagues outside of our usual work setting.



“ **The Zurich team went to the beautiful Swiss mountains for their sports day. The bravest team members tested their skill, balance, coordination, courage, strength, and endurance at lofty heights at the rope adventure park. Team members who preferred sliding down instead of climbing trees enjoyed a ride on the 700m long toboggan run. Colleagues spent time exchanging stories of the day before taking a bus to Zurich.**

Vanessa - HR, Switzerland



“ **As someone who enjoys being active, it was fantastic to champion many of the sports day initiatives for the Chennai office. With opportunities to take part in badminton, cricket, foosball or carrom, many of us enjoyed the chance to spend quality time with colleagues away from our screens.**

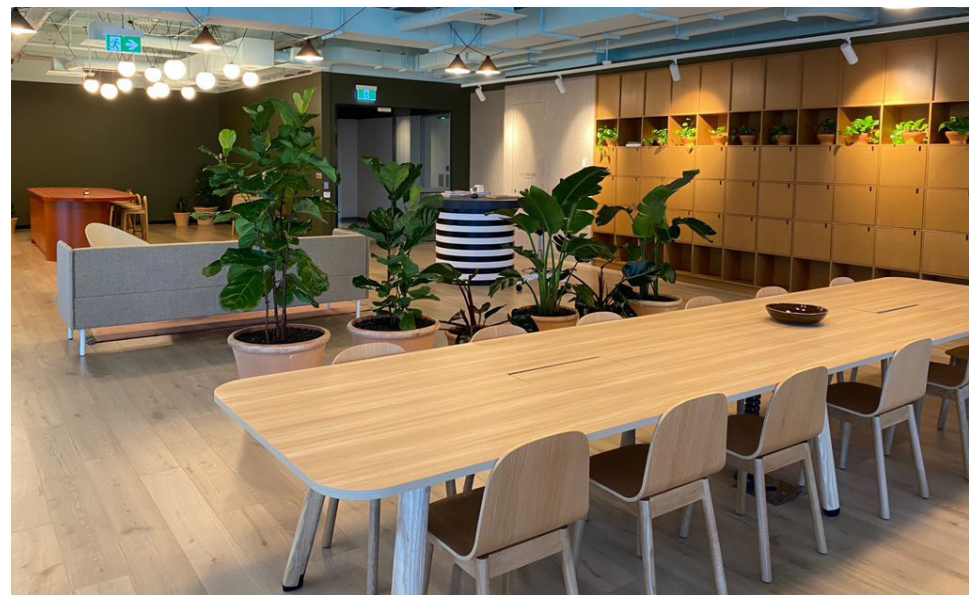
Prabhu - Information Security, India

Refresh Fridays

We know that working in our innovative and fast-paced environment can be highly rewarding, but that it's important to balance that with time to recharge and relax. In 2022 we introduced 'Refresh Fridays'. This initiative ran for six weeks from mid-July till end of August, where all employees were invited to try and have meeting-free Fridays, and to finish work an hour early to kick-start the weekend by doing something to improve their wellbeing.

Our Working Environments

In 2022 we moved offices in Australia and Luxembourg. When selecting new office space, it's crucial that the environments support the wellbeing of our employees. For example, they have enough collaborative working spaces, natural light and are equipped with technology that enables users to plug in and go.



COMMUNITY ENGAGEMENT

In 2022 FE fundinfo's footprint included over 15 countries across three continents - so we believe it's important that our community engagement initiatives enable employees to give back to the local causes that matter to them.

Community Day

In 2021 we introduced the opportunity for our employees to volunteer a day of their work time through our Community Day programme. We saw an increase in uptake in 2022 compared to the previous year, with over 90 employees (or 9.5% of our population) taking part. Cumulatively since 2021, FE fundinfo employees have spent an estimated 1,000 hours supporting local projects which have involved:

- Ground maintenance at charities that support vulnerable people
- Educational initiatives
- Painting school classrooms
- Environmental conservation
- Animal conservation

The focus of each volunteering day is to do something meaningful for our communities, which has the added benefit of supporting the wellbeing of those taking part. Typically the activities mean time away from screens, being more physically active and taking on a different kind of challenge with colleagues - which invariably leaves smiles on the faces of participants. We know our Community Day initiative is a simple and powerful way for colleagues to connect and support the communities in which we operate, so we continue to track, encourage, and share stories about participation.



“The Kobelt Zoo is a small paradise on the edge of Frankfurt, which is entirely volunteer-run and home to around 300 rescue animals. I've been volunteering there at weekends for many years now and see the direct benefit this has for animal shelter's inhabitants. It was a pleasure to invite my colleagues to share this experience of giving back to a great cause as part of FE fundinfo's Community day”

Stella - Office Management, Germany



RESPONSIBLE SUPPLY CHAIN

We take appropriate action to ensure we take into account social and environmental considerations when managing relationships with our suppliers.

- Due to the nature of our business, the services we provide are unlikely to be associated with modern slavery or human trafficking, but we continue to review policies and processes to ensure good practice and reduce these risks. We do this in accordance with section 54(1) of the Modern Slavery Act 2015. All employees must go through the exercise of reviewing our current Modern Slavery and Human Trafficking policy and signing a declaration as acknowledgement of their responsibility in upholding these standards
- Our environmental policy outlines our commitment to reducing our environmental impact across all regions we operate in. Continuous improvement of our environmental performance forms an integral part of our business strategy and operating methods, which is reviewed regularly. The company encourages customers, suppliers and other stakeholders to do the same.

We continue to review our approach to ensure we are aligned to applicable legislation, documenting and circulating our approach with relevant stakeholders, and acting on our commitments.

PRODUCT QUALITY

Ensuring Quality In Our Products & Services

Our clients rely on us for timely and accurate data in our products and services. In 2022, our dedicated Client Services team continued to embed processes, work with other teams across the business and understand where enhancements could be made.

Requests and potential issues raised by our clients are logged and tracked to resolution. Following query closure, our clients receive a request to rate their satisfaction of the resolution and responsiveness out of five, with the option to leave comments. Our Client Services team endeavour to call clients where the feedback provided warrants further exploration to understand what would have improved the client experience. This additional information provides a dataset that informs where enhancements can be made to process or products and is shared with the relevant teams within the business as part of a continuous improvement loop.

ESG PRODUCTS & SERVICES

This report explores how we embed sustainably within our business operations, with particular focus on the material topics identified as having increasing importance to internal and external stakeholders, additionally, sustainability is central to many of our customer solutions. The ESG Product Group at FE fundinfo is responsible for ensuring sustainability and ESG considerations are incorporated into our product and service offering for our customers.

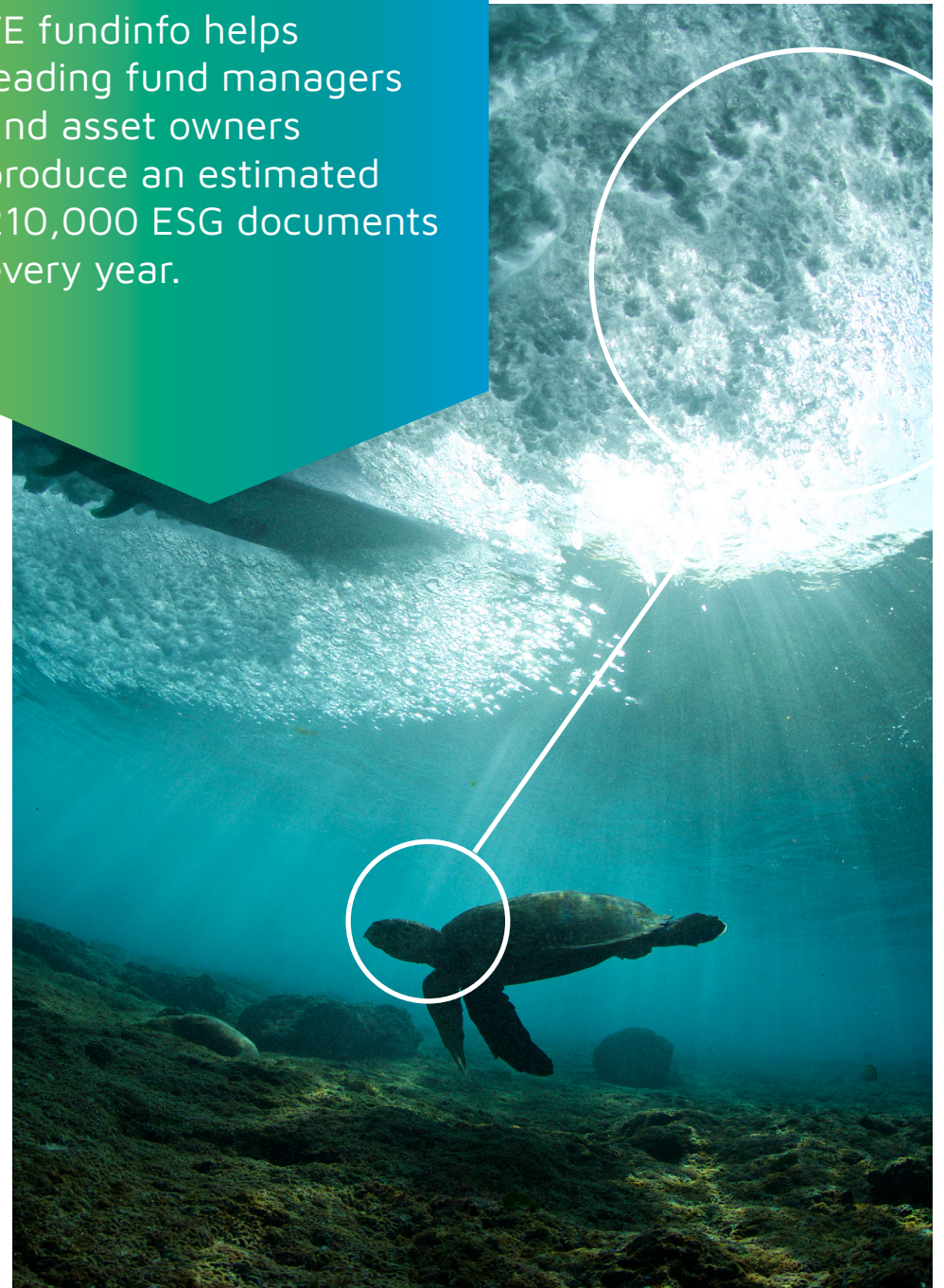
As the growth and evolution of ESG investing continues to develop at pace, so too have the developments in the supporting regulatory framework, impacting market participants in the investment management and the wider financial services industries, spanning across borders. It is a key challenge for investors, financial advisers, asset managers and distributors to keep track of the changing disclosure requirements.

At FE fundinfo, we help customers navigate this complex regulatory framework and remain compliant in the promotion and distribution of ESG funds, and the provision of financial advice. The EU Taxonomy Regulation, the Sustainable Finance Disclosure Regulation (SFDR), and other regional reporting standards such as Swiss Climate Scores and the Task Force on Climate-Related Financial Disclosures (TCFD) have made notable advances in sustainability disclosures for investors, and we support our customers to be at the forefront of these regulations and disclosure requirements.

Furthermore, our specialist capabilities in fund data management and calculations, coupled with a number of key partnerships, help our customers bridge the data gap to unlock more transparent reporting at both an organisational and fund level.

We also understand that we are in a unique position to ensure that ESG data is transmitted to investors as efficiently as possible to enable ESG considerations in the investment process. To that end, we actively seek participation in relevant ESG industry working groups such as the Investing and Saving Alliance (TISA), the Investment Association (IA) and FinDatEx - helping shape the future of how data is transferred and democratised - allowing greater accessibility to support investors at the point of fund research and selection. Visit our website to learn more about our ESG products and services.

FE fundinfo helps leading fund managers and asset owners produce an estimated 210,000 ESG documents every year.



If you have any questions about the report
or would like further information:
please contact CSR@fefundinfo.com.

