

Corporate Responsibility Policy

Policy Owner:

People Experience

Created: June 2018

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1. Policy Statement

At IDP Education Ltd (IDP), we are committed to building a sustainable future and contributing to improving the lives of our customers, our people, our communities and the environments in which we operate.

As an organisation we consider corporate responsibility in the context of environmental, social and governance issues.

Our corporate responsibility policy enhances our values of expertise, integrity, quality, caring and community. We consider this policy fundamental to the success of our business and the delivery of sustainable returns to our shareholders. We recognise that a failure to comply with this policy may lead to reputation damage and an increase in business risks.

2. Policy Objective

The purpose of this policy is to provide a framework to guide our business decisions, operations and activities to ensure we uphold the expectations of our stakeholders and continue to act responsibly as a corporate citizen.

3. Scope

This policy applies to all IDP business operations, major business initiatives, projects and all IDP employees. The principles of this policy as outlined in the Policy Statement will be implemented across IDP globally.

4. Principles

The key principles of our corporate responsibility policy are:

Supporting our employees

We recognise that our people are at the heart of IDP and a key objective for our organisation is to provide a fulfilling and safe work environment for our people, recognising performance, and providing opportunities for advancement with IDP. We support our people by:

- Promoting and supporting equal opportunities and inclusive work environments, embracing and promoting diversity as well as supporting people to grow professionally to reach career goals;
- Providing a safe working environment and supporting employee wellbeing through OHS integration into all business operations and activities, and ensuring continuous improvement and leadership that builds our safety and wellbeing culture;

- Providing equitable access to learning and development opportunities, which add value to the individual, their team and our customers as well as contributing to business growth and success;
- Leading a fair, consistent and equitable approach to talent acquisition, achieving the diverse workforce we recognise to be instrumental in our success;
- We aspire to provide our people with great working environments that acknowledge and where possible accommodate work arrangements that support people during their different career and life stages.

Responsible business practices and good governance

IDP aspires to be a positive contributor to sustainable development and the societies in which we operate, we rely on solid business foundations, responsible business practices and good governance. We ensure these practices are upheld by:

- Developing the right strategies, objectives, policies and targets to sustain ethical behaviour in everything we do;
- Respecting the rights of all of our stakeholders in our business dealings including students, clients, candidates, and our business partners;
- Ensuring our employees understand our expectations that they act honestly and with integrity in all of their dealings, both inside and outside the organisation;
- Providing leadership commitment to organisational accountability and transparency;
- Periodically reviewing company conduct and governance policies;
- Having a zero tolerance policy for corruption, bribery and fraud in our operations and encouraging employees to escalate concerns about actual, suspected or anticipated wrongdoing within IDP;
- Conducting our business activities lawfully, complying with all relevant legislation and corporate governance guidelines, acting in a manner that will enhance the qualities valued by IDP, in particular ethics, integrity and individual accountability.

Customer Satisfaction

We pride ourselves on delivering services to our customers that meet their expectations and satisfy their needs. We achieve this by:

- Protecting all our customers' rights to privacy through all of our dealings;
- Acting honestly in all of our dealings and ensuring we do not engage in any deceptive, misleading, fraudulent or unfair practices;

- Reviewing our practices and putting in place measures to prevent complaints and work to address these if they arise;
- Supporting our customers through the life cycle of our offerings;
- Actively seeking and responding to customer feedback, applying codesign principles to deliver products that meet customer needs.

Protecting the environment

We understand that fundamental to the success of all businesses are thriving ecosystems and the protection of natural resources. Whilst we recognise our environmental impact is comparably not large, we are dedicated to doing our part to ensure its protection for future generations. We support a thriving environment by:

- Working towards reducing our paper consumption globally;
- Popularising environmentally friendly choices and sustainable practices throughout our organisation;
- Promoting sustainable procurement through business purchases.

Respecting human rights

The protection of human rights are fundamental to supporting thriving communities and prosperous economies. In all aspects of our business, we recognise that respect for human rights must go beyond legal requirements, and we strive for the highest standards by:

- Exercising due diligence in our dealings with all individuals, and respecting their dignity in doing so;
- Equitable and socially responsible labour practices;
- Respecting cultural differences in all of our dealings;
- Ensuring our supply chain is free of human rights violations.

Community contributions

We aspire to contribute to the growth, prosperity and development of the communities we operate in by supporting individuals to access education through our core services.

We recognise community contribution as the foundation to our social licence to operate. To this end we support communities tactically by facilitating employee giving, volunteering and fundraising and more strategically through community investment.

5. Roles and Responsibilities

Responsibility for corporate responsibility is shared across IDP;

- The board of Directors of IDP is responsible for satisfying itself biannually that management has developed and implemented an effective corporate responsibility framework;
- The Head of People Experience holds responsibility for IDP's corporate responsibility Programs working collaboratively with the Global Leadership Team;
- The Global Leadership Team has responsibility for applying the policy across their business/function and engaging management in execution.

6. Monitoring, Evaluation and Review

This policy must be reviewed every two years from the date the policy was initially released or last reviewed

7. Associated Documents

Anti Bribery and Anti Corruption Policy
Code of Business Conduct
Legal and Regulatory Compliance Board Policy
Procurement Board Policy
Talent Acquisition Policy
Occupational Health and Safety Board Policy
Fraud Prevention Policy
Global Learning and Development Policy
Global Workplace Flexibility Policy
Whistle Blower Protection Board Policy
Diversity and Inclusion Policy

8. Policy Approval

Policy Owner: Head of People Experience

Action	Date	Responsible
Approved	June 2018	Board
Reviewed	December 2020	Board