

# Sustainability Policy

**Policy Owner:**  
**People Experience**

November 2024

# Summary

<b>Purpose</b>	<p>With teams in more than 30 countries around the world, IDP has the global reach and influence to have an impact on broader society, the environment and the global economy.</p> <p>With that in mind, it is important that we have a clear framework to guide our decisions, operations and activities to ensure we act ethically and responsibly to support our overarching purpose.</p>
<b>Scope</b>	<p>This Policy applies to all IDP operations, team members, contractors and suppliers globally.</p>
<b>Sustainability approach</b>	<p>Sustainability recognises that IDP's activities can have both a positive and negative impact on communities, the environment and the global economy.</p> <p>Minimising our negative impacts and amplifying our positive impacts through our strategy, operations and activities is critical to achieving our purpose and our long-term sustainability as an organisation.</p>
<b>Policy principles</b>	<p>IDP is guided by the following sustainability principles across all aspects of its operations:</p> <ul style="list-style-type: none"> <li>• Outstanding customer experiences</li> <li>• Supporting our people</li> <li>• Driving positive social and community impact</li> <li>• Responsible business practices and good governance</li> <li>• Respecting human rights</li> <li>• Caring for the environment and climate action</li> </ul>

# A Detailed View

## Introduction

We are a connected community of over 8,000 diverse people around the world, with teams in over 30 countries. Our global reach and influence means that what we do and how we do it touches the lives and communities of over a million people around the world each year.

To ensure we act ethically, responsibly and in a way that goes beyond the expectations of our stakeholders, our customers and our people, we draw on our sustainability policy to help guide our decisions, operations and activities.

IDP considers sustainability in the context of a range of non-financial risks and opportunities, broadly grouped into three categories: environmental, social and governance. We also consider how our activities might contribute to the achievement of the United Nations Sustainable Development Goals, a global framework with the objective of achieving sustainable development by 2030.

Our sustainability policy reinforces the IDP values of expertise, integrity, quality, caring and community. Our people are expected to have a clear understanding of how IDP's business decisions, activities and strategy will impact broader society and the environment.

## Objective

This Policy documents IDP Education's commitment to embed the principles of sustainability within our organisation.

This will be achieved through a clear framework and sustainability strategy that guides our business decisions, operations and activities to ensure we act ethically and responsibly and in a way that goes beyond the expectations of our stakeholders and ourselves.

## Scope

This Policy applies to all IDP operations, team members, contractors and suppliers globally.

## Sustainability principles

IDP is guided by the following sustainability principles across all aspects of its operations:

### **Outstanding customer experiences**

We pride ourselves on delivering outstanding customer experiences along the entire customer journey that goes beyond expectations and satisfies needs.

We achieve this by:

- protecting 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;
- 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;
- reviewing our practices and putting in place measures to prevent complaints and work to address these if they arise.

### **Supporting our people**

Our people are at the heart of IDP's global success story. Having a diverse workforce is one of our greatest competitive strengths, enabling us to bring together unique perspectives and experiences to grow our global business.

We support our people through:

- creating a culture that engages our people to our purpose and drives behaviours aligned to our values of integrity, quality, expertise, caring and community;
- nurturing global employee-led communities that bring meaning, belonging and support to our people;
- creating equal opportunities and inclusive work environments, embracing and promoting diversity as well as supporting people to grow professionally to reach their career goals;
- providing a safe working environment and supporting employee wellbeing through integrating health and safety into all business operations and activities, and ensuring continuous improvement and leadership;

- providing equitable access to learning and development opportunities, which add value to the individual, their team and the communities they live and work in, as well as contributing to business growth and success;
- fair, consistent and equitable approach to talent acquisition and internal promotions and career growth opportunities, to underpin true diversity in our workforce leading to our business success;
- providing our people with great working environments that acknowledge and where possible accommodate work arrangements that support people during their different career and life stages.

### **Driving positive social and community impact**

Through our products and services, we play a unique role that contributes to positive social outcomes for our customers, clients and their local communities. Giving back to community and enabling positive social impact is the foundation to our social licence to operate.

We do this by:

- forming partnerships with community organisations aligned to our purpose and values;
- supporting individuals to access life-changing education through strategic community investment recognising that by doing so we can build capability and contribute to empowered communities;
- supporting communities tactically by facilitating employee giving, volunteering and fundraising.

### **Responsible business practices and good governance**

IDP aspires to be a positive contributor to sustainable development and the societies in which we operate. To do this, 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 all our team members understand our expectations that they live our values, and 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.

### **Respecting human rights**

The protection of human rights is 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 modern slavery and human rights violations.

### **Caring for the environment and climate action**

We recognise that the long-term sustainability of our organisation relies on healthy, liveable communities and thriving ecosystems.

Our Company will contribute to these through actions such as:

- educating and engaging our people to understand the environmental impact of their decisions and promote more sustainable practices through our organisation;
- measuring and monitoring our greenhouse gas emissions across Scope 1, 2 and 3 and implementing an ongoing emissions reduction plan globally;
- embedding and maintaining sustainable procurement practices and behaviours throughout our organisation;
- collaborating with the wider international education sector to share learnings, support innovation and bring about industry-wide change.

## Sustainability strategy

Our Sustainability strategy and roadmap supports IDP's overarching purpose and business strategy by helping to manage our operations in a manner that minimises our negative impacts, amplifies our positive impacts and enables the integration of sustainability principles and practices into wider business decisions.

The focus areas of our strategy are guided by:

- The six sustainability principles;
- Topics identified as important to IDP, our customers, partners, people and other stakeholders; and
- The United Nation Sustainable Development Goals.

Though our strategy may have long-term aspirations, we commit to regular review of our roadmap and program of work to ensure they and keep pace with emerging trends, issues and stakeholder expectations.

## Roles and responsibilities

Position	Responsibility
<b>Board of Directors</b>	Oversees the Company's overall sustainability approach and Policy and satisfies itself biannually that management has developed and implemented an effective sustainability framework and achieves its program of work.
<b>Global Leadership Team</b>	Provides leadership and sets priorities for embedding sustainability across the Company.
<b>Group Sustainability Management Committee</b>	Responsibility for enabling decisions and execution of the sustainability strategy. Monitors global sustainability landscape and raises key topics for discussion.
<b>Group Manager, Sustainability</b>	Leads the implementation of the sustainability strategy working closely with the Global Leadership Team and Working Groups.
<b>IDP operations, team members, contractors and suppliers</b>	Engage with and adhere to sustainable practices and ensure they uphold the principles of this policy.

# Policy Approval

Approval Authority	GLT (All members)
Policy Contact Position	Chief People Officer

## Policy schedule:

This policy is reviewed every two years.

Approval Schedule Action	Date	Responsible
Policy Approved	June 2018	Board
Policy Revised	December 2020	Board
Policy Revised	December 2022	Group Corporate Responsibility Management Committee
Policy Revised	December 2022	Board
Policy Revised	November 2024	Group Sustainability Management Committee
Policy Approved	December 2024	Board

## Related documents:

Anti Bribery and Anti-Corruption Policy

Risk Management Framework

Compliance Management Framework

Procurement Board Policy

Occupational Health and Safety Board Policy

Fraud Prevention Policy

Whistle Blower Protection Board Policy

IDP Code of Conduct