



Sustainability Report

2024



Reporting scope

This report covers the period 1 July 2023 to 30 June 2024, covering IDP Education Limited ("IDP") and its wholly owned subsidiaries. For the purposes of this report, "IDP", "we", and "our" refer to IDP Education Limited and its wholly owned subsidiaries. This report excludes any business activities or investments by IDP that are not under our operational control, including activities operated by third parties unless specified otherwise.

The report addresses the material sustainability risks and opportunities that could impact IDP's ability to sustain future performance and deliver on our long-term strategy. We intend to continue to improve our disclosures on material topics over time. Our sustainability reporting draws on key content areas provided within the International Sustainability Standards Board (ISSB) *IFRS S1 General Requirements for Disclosure of Sustainability-related Financial Information*. Our climate change reporting follows the requirements of [draft] AASB SRI Australian Sustainability Reporting Standards (ASRS) - *Disclosure of Climate-related Financial Information*.

The information in this report is validated by subject matter experts and senior management and is supported by verifiable evidence.



This Sustainability Report forms part of our corporate reporting suite. This suite contains detailed information on IDP's strategic priorities, sustainability performance, risk management, corporate governance frameworks, and financial and non-financial performance.

We are committed to providing transparent reporting for our shareholders and other key stakeholders.

To view our full reporting suite online, visit investors.idp.com

Acknowledgment of Country

IDP acknowledges the traditional owners of Country throughout Australia and recognises their continuing connections to lands, waters and communities. We pay our respect to Aboriginal and Torres Strait Islander communities and to Elders past and present.



01	Our impact	5
	Sustainability at IDP	
	Transforming lives through international education	7
	Sustainable development	8
	Supporting people for success	9
Delivering exceptional outcomes	10	
02	Our global team	
	Culture and engagement	13
	Our global workforce	16
	Inclusion, diversity and equity	17
03	A trusted partner	
	Anti-bribery, fraud and corruption	20
	Credibility and integrity	21
	Cybersecurity and data privacy	23
04	Addressing climate change	
	Climate governance	26
	Strategy	27
	Risk management	30
	Metrics and targets	31

Our impact

01



Sustainability at IDP

IDP's approach to sustainability is embedded in our purpose: transforming lives through international education. With our global reach and team of trusted experts, we can do this for more people, in more places around the world.

We are proud that our purpose and our business strategy make a positive contribution to sustainable development through education, global mobility and diversity. However, we recognise that we can do more to contribute to a sustainable future for our customers, clients and teams.

Our sustainability strategy reflects this belief and focuses on our where we can have the greatest impact.



Materiality

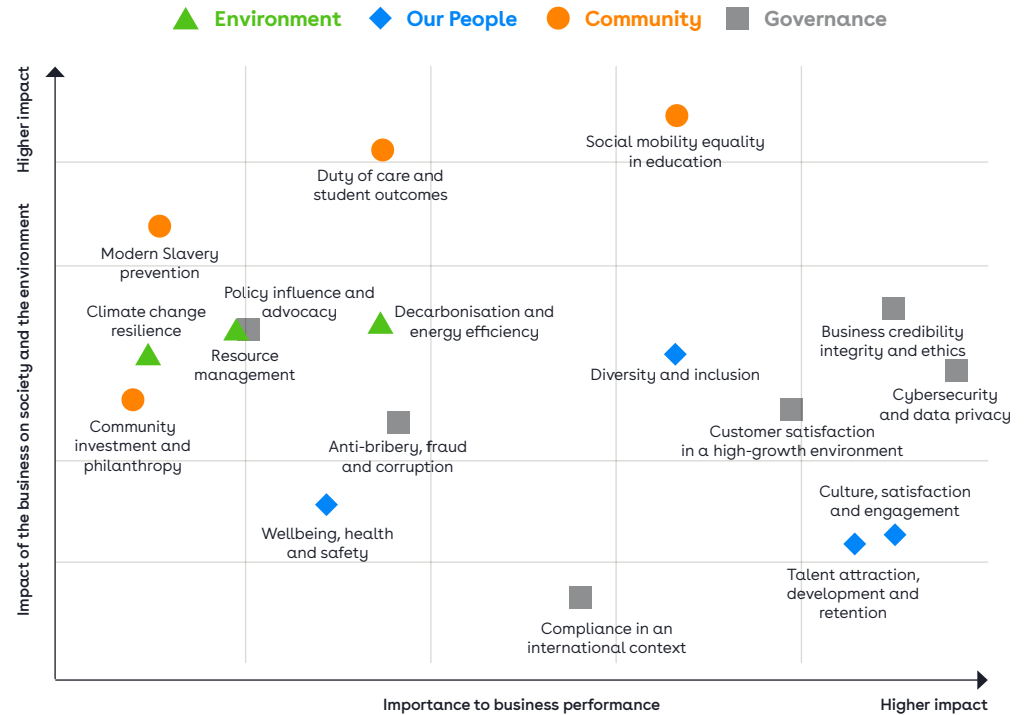
IDP's sustainability strategy is closely aligned with our broader global strategy and focuses on areas that have the most positive impacts on our customers and communities. Our strategy drives our approach to sustainability priorities and emphasises the positive opportunities aligned to our purpose.

In FY23, we conducted a comprehensive materiality assessment informed by leading environment, social and governance (ESG) frameworks and engagement with stakeholders across our value chain, including senior leaders across our global network. Input from our Global Leadership Team (GLT) was a key feature of the assessment, with all members actively participating and validating the outcomes through facilitated discussion. The outcomes were presented to IDP's Board of Directors for approval.

IDP's material topics are grouped into four categories - Environment, Our People, Community and Governance, and ranked by impact and importance to IDP's business performance and stakeholders.



Materiality matrix



Transforming lives through international education

IDP is a global leader in international education services. As a key voice in the industry, IDP partners with educational institutions to help them attract the right students and co-owns IELTS, a leading English proficiency test. Established in 1969 in Australia, IDP has more than 200 offices across 60 countries. Despite its evolution, IDP’s mission has remained constant: to help people transform their lives through international education.



Sustainable development

At IDP, we believe that international education changes lives, workforces and wider communities. We are proud that our purpose and our strategic ambitions positively contribute to society.

The United Nations Sustainable Development Goals (UN SDGs) are 17 interrelated global goals that aim to address the world’s most pressing economic, environmental and social issues between now and 2030. The UN SDGs provide a structure for IDP to identify the major global challenges where we can create the most positive impact.

Through an in-depth assessment of both our business activities and each UN SDG, we have identified four goals that we believe we offer the most positive contribution:



UN SDG

Our impact



Quality education
Ensure inclusive and equitable quality education and promote lifelong learning opportunities for all.

IDP enables social mobility through access to quality international education and the resulting cultural exchange. This contributes to the economies of both the countries where students choose to study, and to their home countries as they bring their learning and experiences back into their local communities.



Gender equality
Achieve gender equality and empower all women and girls.

IDP supports gender equality with our customers through providing equitable and inclusive products and services across our global network. We promote gender equality in our global teams as a key commitment in our Inclusion, Diversity and Equity strategy. We proudly empower women through education within our community investment framework.



Decent work and economic growth
Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all.

IDP provides compelling work and opportunities for career development through employment and development of people in the countries in which we operate. Supporting students’ international education journeys also contributes to the employment opportunities for students as they complete university studies and enter the global workforce.



Reduced inequalities
Reduce inequality within and among countries.

IDP contributes to reducing inequality through the role we play in facilitating international education and migration opportunities. We also support this goal through the actions of our inclusion, diversity and equity program of work and community investment approach.

Supporting people for success

At IDP, we put our customers first. With our unmatched data and insights, we understand their goals, challenges and needs. Along with our clients, we use these insights to develop solutions that support our customers to achieve their international education ambitions.

As our global industry shifts to focus on quality, IDP has strengthened our leadership position. This is because we are trusted by our customers and their families, and we continue to advocate for their needs.

Student services

Our processes are designed to support students to ensure that they have the academic background, English language proficiency and financial capacity in place that positions them for success abroad. IDP's global team of over 2,200 trusted counsellors, powered by IDP's digital platform, are standing with our student, guiding them through each step of their journey to success.

The IDP Live app equips students with essential tools for their study abroad journey, including live chat with expert counsellors, university course search and our FastLane service. FastLane matches students with suitable courses and streamlines the university application process. We are focused on scaling FastLane and adding functionality over time to create additional unique features that further support students.

The Ambassador Platform

Along with trusted advice from IDP's counsellors, our research showed that students wanted to better understand university experiences from fellow students and university alumni to support their decision-making.

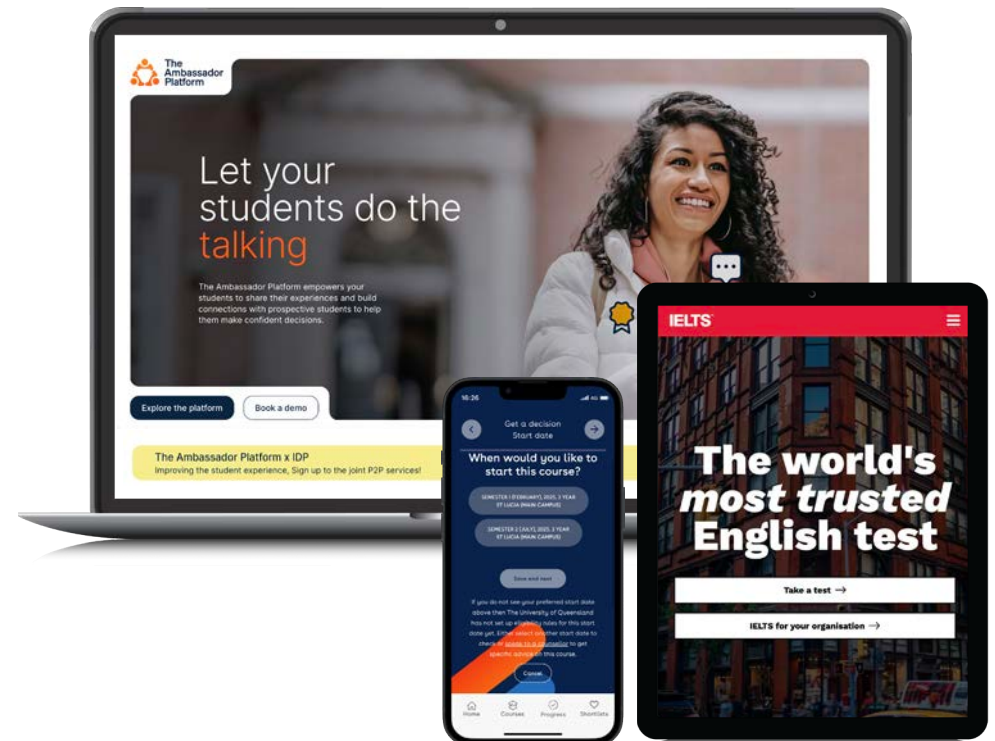
This year, we have been integrating The Ambassador Platform business into IDP's services offering. In doing so, we are aiming to create a connected digital student community that further supports students' success. The Ambassador Platform is a technology platform that helps higher education institutions connect their existing students to prospective students. Having Student Ambassadors allows prospective students to have meaningful discussions and get their most important questions answered from a peer with relevant lived experience.

IELTS by IDP

IELTS has a well-earned reputation for fairness, reliability, and exacting standards. It is the world's most trusted English test. We continue to make IELTS more accessible by expanding our extensive physical and digital distribution, and differentiating our product offering, as well as growing IELTS by IDP community.

Our customers wanted more preparation support to help them achieve their test goals. As such, this year we launched a range of new preparation tools including a ten-part vodcast led by IELTS experts.

More information about how we continue to strengthen IELTS can be found in our Annual Report.



Delivering exceptional outcomes

IDP's success stems from combining trusted human connections with digital innovation, which form the foundation of our business. Through design collaboration, we build innovative new solutions alongside our customers, with a focus on consistent service quality and excellence. By solving customer problems, we enable them to reach their full potential.

Customer experience

Our global customer experience program regularly survey our students, clients and teams to track NPS (Net Promoter Scores). This helps us understand how we are performing and how we can improve.



Our steady improvement of our NPS is a testament to

our continued commitment

to supporting students through their study abroad journey.



This year we listened to almost

50,000 students

across 26 countries. Their feedback and our student-first approach continue to drive our business innovations and investments.



In FY24, Student NPS was

7 pts higher than the FY23

result and the greatest improvement in the program's 5-year history.



This result is also

20 pts higher

since our first year in FY20, as students and parents increasingly turn to IDP for quality services and support.

This year IDP's insights explored whether the experience of students differ by gender along the student journey. As we gather baseline metrics and develop insights, we will continue to improve the student experience.



Social and community impact

IDP is committed to creating positive change in the communities we work and live in. We believe education is key to unlocking economic growth and empowerment. Our social and community impact framework champions education to make a meaningful impact on our people, communities, and the environment, striving towards a more balanced and equitable world.

Our approach to community investment is aligned to our core purpose and works to support people to reach their global ambitions through education.

Empowering women through education

IDP's social impact objectives within our sustainability strategy aim to address social challenges such as gender equality through education.

In India, we partner with Udayan Care and Foundation For Excellence (FFE) to provide scholarships to young women who might not otherwise have continued their education.

This initiative, which originated in Chennai, has expanded its reach to various locations in Tamil Nadu.

We are currently supporting 165 young women. This is made up of 42 secondary school children and 123 higher education students (who are looking to pursue education in STEM, arts, medicine and law). The young women will also be the first in their families to graduate from secondary and higher education.

Through our ongoing partnership with Udayan Care and FFE, IDP is dedicated to ensuring that young women from Tamil Nadu have equal opportunities to pursue their dreams and realise their full potential.

We are very proud to champion the cause for the education of young women and are deeply committed to making a positive contribution to the communities in which we operate.



Our global team

02

IDP employs more than 6,500 people globally and operates in over 60 countries, each with distinct languages, beliefs, social systems and business practices.

We believe having a diverse workforce is one of our greatest competitive strengths.

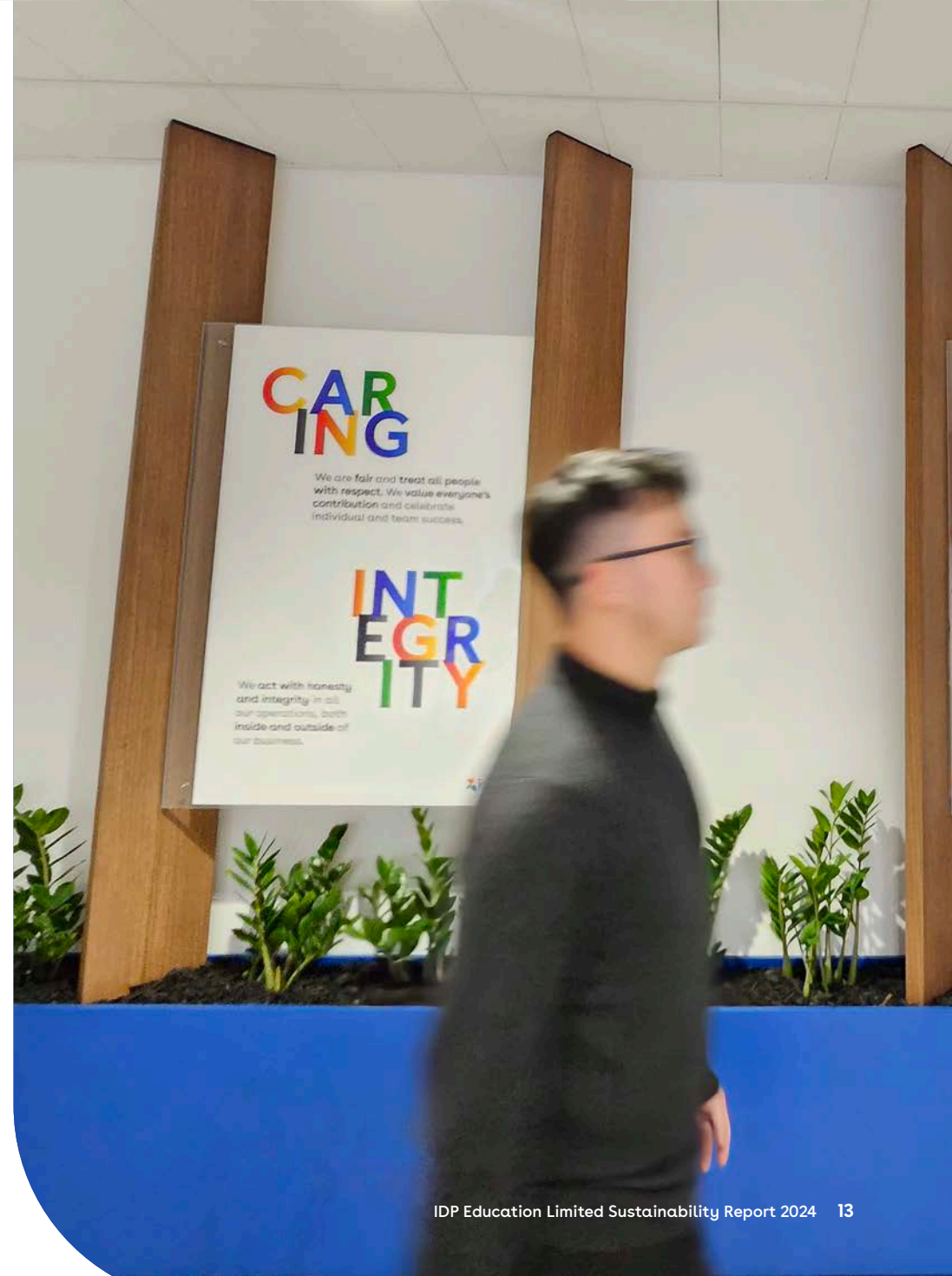
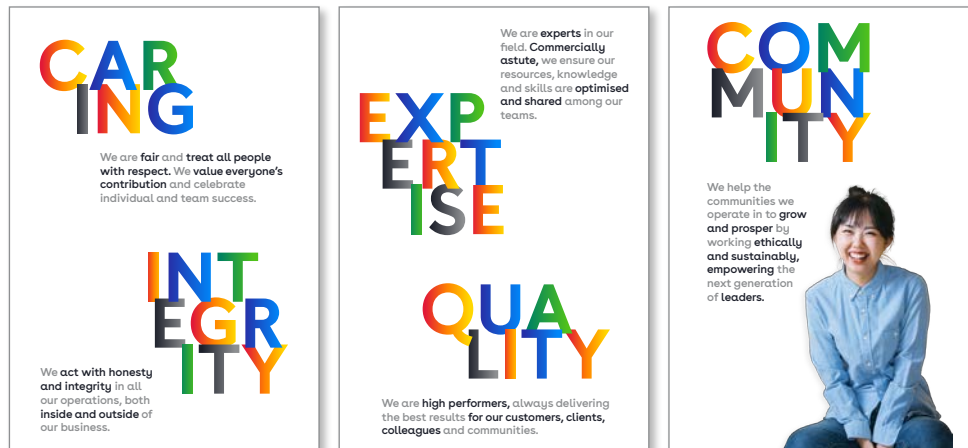
Our global team work together to deliver exceptional experiences for our customers and clients. In doing so, we bring together the best talent and ideas which further helps to grow our global business. We aspire to a workplace that is fair and inclusive, and where differences are valued. Our business is strengthened by the wealth of experiences that reflect the diversity of the communities and customers we serve.

Culture and engagement

IDP nurtures a culture of collaboration, driven by a shared passion for our work. Our aim is to create an environment where everyone understands the role they play in achieving our strategic priorities, and contributing to our business success.

Values and commitment

At IDP, our team know that they make a valuable contribution to transforming lives through international education. To deliver on this purpose, we are proud of our diverse and connected culture, underpinned by our IDP values.



Engagement

IDP's global team operates within an established and embedded IDP culture while also enjoying a highly localised approach to employee benefits, workplace norms and engagement. We believe that engagement is created and strengthened through all aspects of the employee experience. We continuously nurture our culture and values, consider the professional and personal growth and aspirations of our people, and reward and recognise their achievements in delivering on our strategic priorities.

Listening to and understanding what is important to our teams is critical to how we maintain engagement across our global network. We implement a listening strategy across the whole employee lifecycle so that we can address issues important to our people. This approach gives us the flexibility to tailor initiatives specific to a country or region and ensures our people stay engaged in their work and in their community.

An employee Net Promoter Score or eNPS program for our counsellor workforce has been underway across our global network for a number of years, recognising the critical role that counsellors play in delivering trusted advice to our students. This year we explored expanding this for our wider teams to capture employee experience, understand what our people value and how they connect to the IDP culture. We began implementing the global eNPS program at different stages of the employee journey in the second half of FY24. We will have a full year of data to provide a global baseline for this program next year.



Growth and development

Career growth and development continue to be an important focus for all our people. We encourage everyone to take charge of their personal and professional growth, supported by a wide range of learning and development opportunities including individual skills training, manager and leader training, secondments and access to LinkedIn Learning. Development goals are included as part of our structured performance management and we conduct formal quarterly conversations between team members and managers to ensure that all employees are on track with their performance and development.

IDP's global reach and strategic ambitions present exciting opportunities and an ideal environment for meaningful career journeys. This year we introduced 'Career Pathways at IDP' to provide a framework for our people to understand what a career at IDP could look like. Career pathways describe potential roles, what is required for success in the role, and what steps an individual can take to progress towards their ambitions. The career pathways launched this year focused on our Student Placement business.

Maher El Bakry Emerging Leaders Award

We offer a number of leadership programs for our people across our business. Our flagship Maher El Bakry Emerging Leaders Program provides development opportunities and recognition for early-career high performers, supporting emerging leaders from our geographies to achieve their potential. The Maher Program provides financial support for recipients' chosen study options, as well as individual mentoring and professional development from members of the Global Leadership Team.

Since its inception in 2017,



81

employees have participated in the Maher Program.

Attracting and retaining talented people

Across the markets in which we operate, IDP offers the opportunity for team members to gain global experience within a trusted organisation in our industry. Our business is unique, with business lines that cover a broad range of services across the international education sector. We seek out highly talented and experienced individuals who can adapt to our global operations and embrace the IDP culture.

In recent years, we have worked hard to embed a globally consistent narrative and experience for prospective employees and candidates interested in joining IDP. In FY24 we strengthened the technology platform that supports employee experience through the global implementation of recruitment and onboarding modules. This change means that people will have a seamless experience from candidate all the way through the employee lifecycle wherever in the world they are employed with IDP. As part of an overall people systems upgrade, this project will also increase efficiency by automating administrative processes and improving data integrity and reporting through one central system.

Candidate Experience Awards

IDP was proud to have been announced as a 2023 CandE Award Winner across APAC. This award is a testament to our ongoing focus on creating exceptional candidate experiences.

Over the past three years, IDP has participated in Talent Board's global Candidate Experience Awards, which recognises companies who create the best talent acquisition experiences based on candidate feedback. This year 140 companies around the world participated in the 2023 Global CandE Awards, which ultimately collected the feedback from nearly 240,000 candidates.

Employee turnover

Delivering on our strategy and navigating the recent challenges of our industry would not be possible without the right skills and experience of our people. This year we experienced easing labour market pressures in our biggest markets of South Asia and Southeast Asia, particularly for counsellor and technology roles. Across our operations, IDP's voluntary annualised turnover rate in FY24 was 18% and total turnover rate was 21%.

In the second half of this year, regulatory changes in Australia, Canada, and the United Kingdom came into effect, and as they did, the size of the global market of prospective international students and test takers began to reduce. In response to this, IDP's leadership team charted a path forward. Key to this was restructuring our global team, resizing our cost base and reallocating resources to invest in our strategy.

The team restructure resulted in reducing the size of our global team by six per cent, with impacted people notified in June 2024. This has led to an increase in our involuntary annualised turnover rate to 3% in FY24 compared to 1.4% in FY23.

A range of support was provided to transition impacted employees into new employment, including extended access to Employee Assistance Programs, career counselling and services to prepare for new roles, as well as extending some benefits such as healthcare beyond employment at IDP for a fixed period of time.



Our global workforce

IDP Education Global Employee Profile

Total permanent employees by gender and IDP regions¹

Region	Women	Women (%)	Men	Men (%)	Grand Total
Australasia Australia, Japan, New Zealand	83	66%	43	34%	126
Canada and LATAM Canada	30	54%	26	46%	56
IDP Australia Head Office Australia	132	52%	120	48%	252
IDP Connect Australia, Canada, India, New Zealand, United Kingdom, United States	86	58%	62	42%	148
MEA, EU & CIS Egypt, Ghana, Kenya, Nigeria, Oman, Pakistan, Saudi Arabia, Türkiye, United Arab Emirates	311	54%	264	46%	575
North Asia China, Hong Kong, Republic of Korea, Taiwan	389	83%	78	17%	467
South Asia Bangladesh, India, Mauritius, Nepal, Sri Lanka	1667	60%	1131	40%	2798
South East Asia Cambodia, Indonesia, Malaysia, Philippines, Singapore, Thailand, Vietnam	1061	63%	622	37%	1683
Digital Campus India	270	37%	452	63%	722
Grand Total	4029	59%	2798	41%	6827

1. Employees of The Ambassador Platform (TAP) have not all been integrated into IDP people systems. TAP has a further 26 employees not captured in the table, located across UK, Australia, Canada and EU.

Inclusion, diversity and equity

IDP is strengthened by the diversity of the dedicated people who support thousands of our customers and clients around the world. We are committed to respecting diversity, creating a space to belong, and treating everyone fairly and respectfully.

Our Inclusion, Diversity and Equity (IDE) program of work is about taking genuine and sustainable actions to make a difference for our people wherever they are across our global network.

More detail on our program of work can be found within our Corporate Governance Statement.

Our commitment to gender equality

The IDP Board and our Global Leadership Team remain committed to improving gender equality across our organisation so that all our people have the opportunity to grow in their role and maximise their earning potential, regardless of gender. Gender equality has long been part of our inclusion, diversity and equity efforts, recognising that women represent the majority of our global workforce.

In Australia, IDP has been recognised as an Employer of Choice for Gender Equality by the Workplace Gender Equality Agency (WGEA) since 2022. WGEA emphasises Gender Equality Indicators (GEI), that represent the key areas in which progress towards gender equality can be achieved. We know that to deliver real change on gender equality means doing things differently at all touch points of the employee experience, and we have initiatives that focus on each of the GEI within our global IDE program of work.

IDP became a proud signatory to the HESTA 40:40:20 Vision in 2021, a firm step forward in our commitment to delivering a gender diverse leadership team. The 40:40:20 Vision is an ambitious, investor-led initiative designed to drive structural change in the ASX200 and achieve a target of women filling at least 40% of board, executive and senior leadership roles by 2030.

The table below summarises how we are tracking against our measurable targets.

Target	Status as of 30 June 2024	Action this year
Gender balance in our Board of Directors by December 2023	Achieved 44%	We have 4 women on our 9-person Board. Andrew Barkla was appointed to the Board of Directors in September 2023 without impacting the achievement of this target.
Gender balance in our Global Leadership Team by 2027	In progress 17%	We have two women in our 12-person Global Leadership team. Kate Koch was appointed to the position of Chief Financial Officer in March 2024; however, Kate commences her tenure in FY25. We continue to provide dedicated leadership coaching for women leaders as a part of succession planning for the Global Leadership Team.
Gender balance in our senior leaders by 2030	In progress 35%	From a total of 116 senior leadership roles globally, 41 are held by women. We continue to invest in our senior leaders to improve the gender balance, and senior women are on relevant succession plans for operational and functional leadership roles.

Global benchmarking

As a global organisation, our IDE program needs to engage authentically on IDE topics that reflect local communities and drive local accountability and ownership. This 'glocalisation' of initiatives is part of our overall IDE strategy and supported through benchmarking local approaches against an established framework.

IDP has used the Global Diversity Equity and Inclusion Benchmarks (GDEIB) to assess our maturity across inclusion, diversity and equity categories since 2022. We selected GDEIB because it has a particular focus on delivering results across inclusion, diversity and equity through sustainable growth and development, underpinned by global perspectives and a deep understanding of local context.

Our actions this year focused on benchmarking categories about IDE leadership and accountability. This was driven by insights gained in the previous year that highlighted a greater need for IDP leadership consensus on IDE to drive our strategy. This year, members of our Global Leadership Team were engaged in the benchmarking process through a workshop facilitated by external consultants who specialise in using GDEIB. The outcomes of the workshop and final report indicate that IDP is at varying maturity across different indicators within the categories and while we have made positive progress, there is opportunity for improvement to build affinity for IDE across the IDP network.

Employee communities

Employee communities are an important part of creating inclusion and fostering diverse approaches within IDP. They provide a way for our people to support each other and raise ideas and interests about topics relevant to their workplace.

We have been intentional in developing employee-led communities across the IDP network over the last two years. We now have ten Employee Resource Groups (ERGs) in six countries covering the topics of Wellbeing, Carers & Family, Giving Back, Sustainability and Pride.

In FY24, the team have focused on growing the success and impact of our ERGs. We established GLT sponsorship for each of the topics, and in March we held a global learning event to build engagement and connection between groups, align the expectations of sponsors and ERGs, and to share best practice by an external expert. Next year, we will continue to build the capability and influence of the ERGs, formalising their priorities, and increasing their visibility and engagement with the GLT through the Group Inclusion Diversity and Equity Committee.





A trusted partner

03

IDP is a leading trusted partner in our industry. Our quality products and trusted services remain central to our value proposition to our customers, clients, partners, and suppliers.

We are committed to conducting business in a responsible and ethical way, ensuring that we not only meet our stakeholders' expectations, but also our own high standards of operation. Our Corporate Governance Statement provides more information on the key aspects of IDP's corporate governance framework and primary corporate governance practices.

Anti-bribery, fraud and corruption

Our global reputation and the trust we have earned from our customers, clients and partners is built upon IDP's values, our culture and how we conduct ourselves.

We recognise that our global business model exposes us to countries where we have a heightened risk of fraud and corruption. To help address these risks, we have a Fraud Prevention Policy aligned to international standards, an Anti-bribery and Corruption Policy, and a Code of Conduct that all outline our zero-tolerance approach to fraud, bribery and corruption. Regular internal audits are performed to assess key controls relating to fraud prevention and management as well as anti-bribery and corruption. We also expect that our suppliers and business partners acting on our behalf comply with ethical standards outlined in our Supplier Code of Conduct.

Whistleblower Protection Policy

Last year, we updated our Whistleblower Protection Policy to provide additional channels for reports to be made and provided training and communications to our employees on the importance of speaking up. Employees and other key stakeholders are encouraged to report instances of potential non-compliance with IDP's Code of Conduct or company policies.

In FY24, we received 13 whistleblower reports which were assessed in accordance with our Whistleblower Protection Policy. Whistleblower reports which are determined to be reportable conduct are thoroughly investigated by our Whistleblower Investigations Team with each matter subsequently resolved and reported to the Audit and Risk Committee on a confidential basis.



Credibility and integrity

As a global company with operations in over 60 countries, IDP maintains consistency and adherence to global policies while also operating within multiple regulatory and compliance frameworks which can vary across the countries in our network.

Compliance and risk management

IDP implements a Three Lines approach to governance, risk and compliance management and internal controls. The activities of each line of defence are aligned through communication and collaboration. This contributes to creating and protecting value and helps to ensure the reliability and transparency of information needed for risk-based decision-making. IDP's Three Lines approach is supported by Frameworks, Statements and Standards.

Our global Risk Management Framework provides a structured and common approach to identifying, assessing and managing risks that may affect IDP. The Framework is aligned to the ISO 31000: 2018 Risk Management - Guidelines, and consistent with the requirements outlined by the Australian Securities Exchange (ASX) Corporate Governance Principles.

More information about IDP's risk management framework and approach can be found in the Corporate Governance Statement.

1 **First Line roles** are responsible for delivering on IDP's objectives. The vast majority of our people in customer facing, operational management, and support functions are in First Line roles. These roles have main accountability for identifying and managing risks that have the potential to impact our business goals and strategic priorities, as well as identifying opportunities that may support those goals.

2 **Second Line roles** provide expertise, support, monitoring and challenge to the First Line's role in managing risk. Specific focus areas may include the development of standards and practices (e.g. the Risk management Framework), continual improvement and review of risk activities, or the achievement of specific risk management goals such as compliance with standards and laws, operating within risk appetite, ethical behaviour, and quality objectives.

3 **Third Line roles** provides independent, objective assurance and advice on the effectiveness of governance and risk management. In the case of IDP, the Internal Audit function remains independent and accountable to the Audit and Risk Committee of the Board.

Our global Compliance Management Framework is an integrated, strategic approach to the management of IDP's key compliance obligations, with oversight at the group level.

The IELTS Business Assurance team manage a rigorous program of IELTS test centre audits across both IDP operated and third-party locations. The Business Assurance team test compliance to our very stringent IELTS Test Standards including requirements related to security, admissions, test invigilation, results and record-keeping to ensure our testing operates at the highest levels of integrity everywhere. This team also performs investigations of IELTS test results where malpractice or cheating may have occurred.

Our Student Placement Ways of Working (SPWoW) framework provides a consistent approach to student counselling globally. The framework includes the steps, participants, tools and templates to support successful delivery of Student Placement activities, ensuring our customers receive consistent and connected experiences at all stages of their journey. It also includes quality assurance activities to monitor that procedures are being correctly followed. Assessments are performed against the SPWoW framework requirements by each IDP country on a rolling basis.

Our Group Internal Audit function tests the design and operating effectiveness of governance, risk management and internal controls across the network covering country management and global operations. The team manages a regular schedule of country audits that assess compliance with IDP's global policies, procedures, and processes.

Internal controls that help manage compliance with local laws and regulations are also tested as part of internal country audits.



Compliance training

Each year IDP's team members undertake mandatory compliance training designed to build awareness and reinforce the expected behaviours of our employees and contractors aligned to our Code of Conduct. Our training covers important topics such as anti-bribery, fraud and corruption, privacy, cybersecurity and whistleblowing. We monitor, manage and report compliance training completion rates across IDP as part of our Compliance Management Framework. This year 97% of our global team completed the mandatory refresher training within the designated timeframe.

Counsellor training and development

IDP is the trusted partner in our industry because our premise is simple: international education thrives when students are matched with the right country, the right course, and the right support system.

We support genuine students, and we have processes in place to ensure students have the academic background, English language proficiency and financial capacity in place that positions them for success abroad. We've consciously structured our business to maximise impartiality in the counselling process, combining our digital platform and data insights with the expertise and care of our counsellors on the ground.

Our global team of counsellors undergo high-quality training and development before supporting students, and this training continues throughout their time at IDP.

This includes a range of internal accreditations for destinations and institutions, as well as new products and offers as they arise.

To ensure the success of both the customers and counsellors, we monitor and track performance of our student experience through our Customer Experience Program tracking Net Promoter Scores (NPS) and make ongoing adjustments to our processes to meet students' expectations. More information about NPS can be found in the Our Impact section of this report.

Modern slavery

As a global organisation that works with suppliers and partners all around the world, we are committed to upholding human rights and ethical business practices, and to preventing modern slavery in all operations and supply chains.

In FY24, we took a more detailed approach to supplier engagement on modern slavery, undertaking direct face-to-face engagement with identified high risk suppliers across our network. This year we also focused on building the skills and capability of our regional teams on identifying modern slavery risks, supporting them with specific modern slavery training.

You can find more detail on our approach to addressing modern slavery within our Modern Slavery Statement available on our Investor website.

Cybersecurity and data privacy

Globally, the threat of cybercrime continues to escalate as cyberattacks increase in their frequency, scale, and sophistication. As a result, managing cybersecurity has grown significantly as a cost of doing business. IDP takes our obligation and responsibility to manage our customer data very seriously and our cybersecurity approach is always evolving.

Cybersecurity

The effective implementation of cybersecurity practices is essential to executing our strategy and our long-term sustainability. In line with our global expansion, we invest heavily in cybersecurity measures to help protect our customer data and privacy and our own networks and applications from unauthorised access.

The primary frameworks used to manage cybersecurity across IDP's global operations are the National Institute of Standards and Technology (NIST 800-53) and ISO 27001. These frameworks measure the maturity of cyber practices across key areas of control.

In FY24 we made notable strides in executing core objectives of our three-year Cybersecurity strategy, focusing on seven key areas including cyber resilience, governance, data security, cyber skills, appropriate access, secure development and system health. Accomplishments and capabilities completed this year set the foundation for further investment in subsequent years.

To prevent or detect cyber incidents, we maintain a defence in depth control framework consisting of multiple layers of cyber security controls to protect IDP. These controls are governed by a cyber security policy suite and oversight is provided by management through the Privacy and Security Committee.

Our people are a key element to our cyber defence framework. Our teams and customers are encouraged to report any suspected cyber incidents to IDP's Privacy Officer. IDP's global team are all trained to respond through our comprehensive education and awareness program, including mandatory compliance training. This was further strengthened this year with the appointment of a Cybersecurity Education and Communications Specialist dedicated to increasing our team's engagement with cybersecurity and embedding consistent secure behaviours in our ways of working.



Privacy

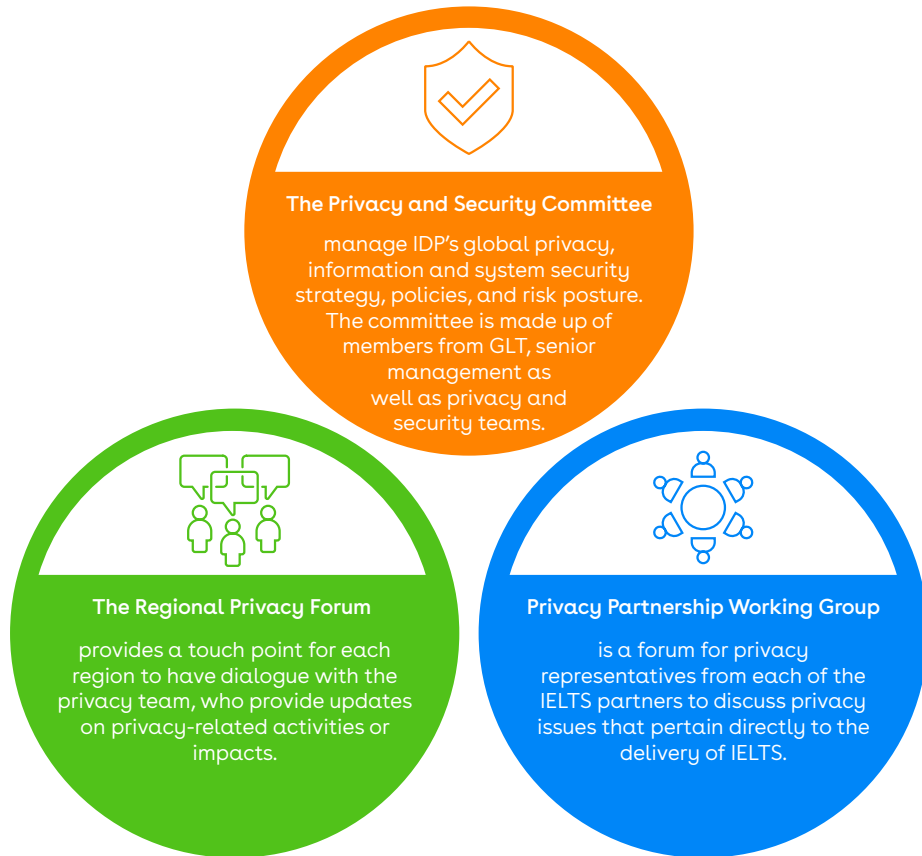
IDP is committed to being open and transparent with customers about how we collect, use and manage their personal information and comply with the varied local privacy requirements across the countries and regions in which we operate.

We manage privacy through our Privacy Framework, which incorporates our Code of Conduct, Privacy Policy, Privacy Notices and other relevant policies and procedures. Privacy training is provided to all employees as a part of induction along with annual privacy refresher training. Employee engagement on privacy is further supported with awareness activities throughout the year by the Privacy team as well as related training and awareness activities run by our Cybersecurity team.

In FY24, we recorded zero data privacy breaches that met the threshold of notifying a privacy regulator. While this result is encouraging, we acknowledge that we must remain vigilant in our privacy monitoring and controls to prevent any future privacy incidents from occurring.

Governance of cybersecurity and data privacy

The Audit and Risk Committee has oversight over the governance of privacy and cybersecurity, supported by our Global Leadership Team, our dedicated team of privacy and cybersecurity specialists and Committees, Forums and Working Groups.



Addressing climate change



04

IDP is committed to addressing our environmental impacts and contribute to collective action in our sector. This includes acting on climate change and promoting environmentally responsible operations across our global footprint.

This section provides disclosures that materially follow the requirements under the [draft] AASB Australian Sustainability Reporting Standard (ASRS) Disclosure of Climate-related Financial Information, covering the areas of governance, strategy, risk management and metrics and targets. These disclosures under ASRS are in preparation for our first mandatory climate statement likely required for the FY26 reporting period.

Climate governance

The Board oversees IDP’s sustainability strategy and risks including environment, social and governance issues such as climate change. IDP has defined management responsibilities for assessing and managing sustainability issues through the following governance framework:

IDP Education Board

- Oversees IDP’s approach to sustainability including climate change, and the annual program of work.
- Reviews progress towards achieving measurable objectives.

Audit and Risk Committee

- Responsible for oversight and management of risks including climate risk.
- Reviews significant developments in the areas of corporate governance and sustainability relevant to the Audit and Risk Committee responsibilities.
- Considers significant issues relating to sustainability, including reviewing reports from management on climate-related risks and the risk management plans which management has put in place to deal with those risks.

Global Leadership Team

- Responsible for management decisions and oversight in relation to the sustainability strategy and program of work (including environment and climate change).

Group Sustainability Management Committee*

- Sets the priorities for embedding sustainability, including climate actions across the Group.
- Monitors the global sustainability landscape for upcoming trends, regulatory impacts and emerging material topics that could impact IDP’s long-term strategy and business performance.
- Monitors and track progress against Measurable Objectives, executing management decisions on sustainability matters including climate-related, and provide recommendations to the GLT.

Working Groups

- Daily responsibility for delivering on commitments within the sustainability strategy and program of work.
- Assess and monitor sustainability risks and opportunities which may impact our business (including climate-related).
- Provide updates to the Group Sustainability Management Committee and Global Leadership Team on the status and management of key priorities relating to sustainability including climate change and environment.

*The Group Sustainability Management Committee Members include four of our Global Leadership Team; the Chief Financial Officer, Chief Operating Officer, Chief People Officer, and Director of Corporate Development; along with the Company Secretary/General Counsel and the Group Manager Sustainability.

Strategy

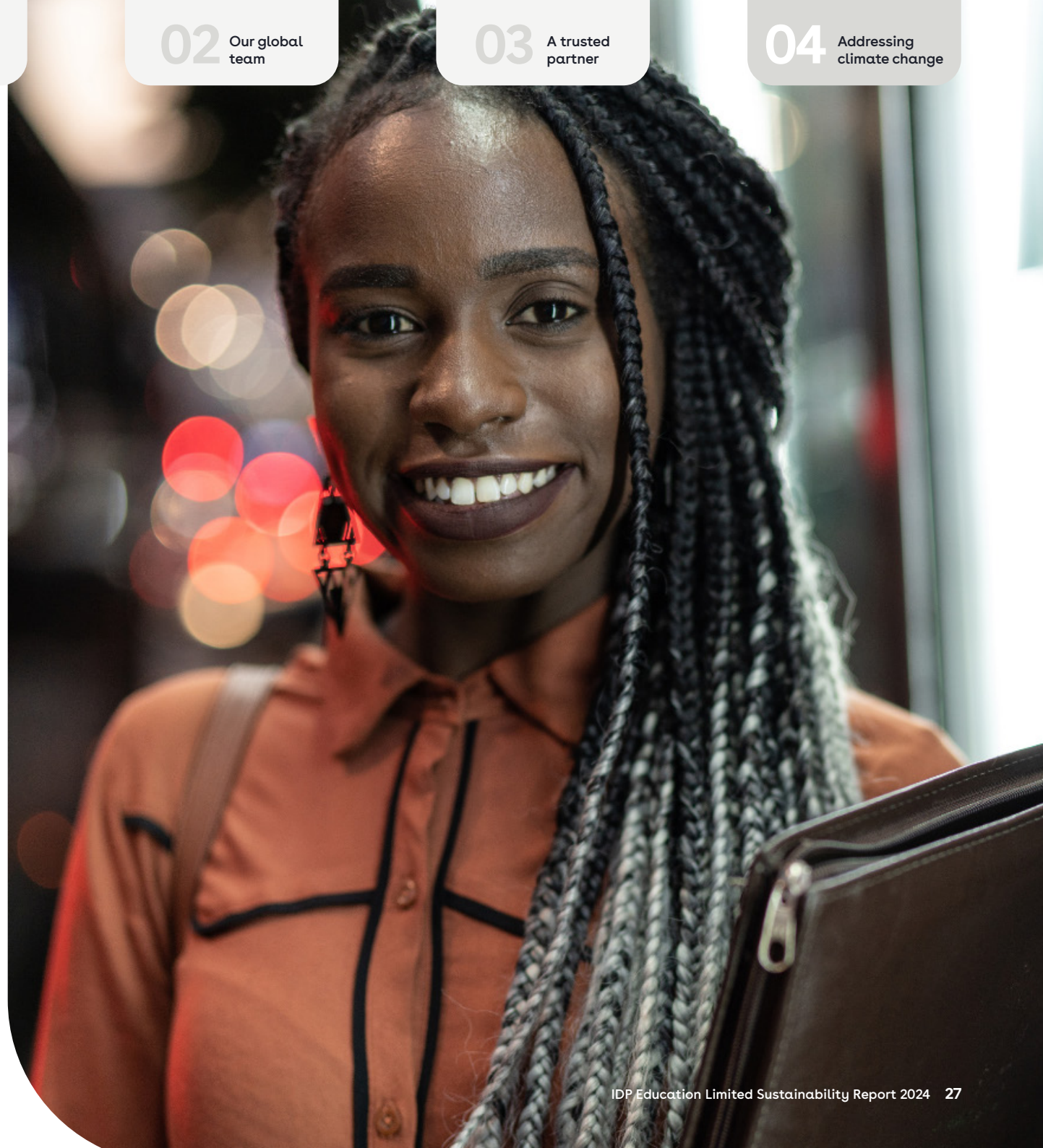
Understanding the impacts of climate change on our strategy

IDP is a global company with over 200 offices in 60 countries. We aim to be close to our customers and clients, with our network of counsellors on the ground to provide the trusted guidance we are known for. We have built our business through core markets in Asia and the Middle East, and we seek to expand our operations into new emerging markets as they develop.

IDP continues to progress our understanding of how climate change will impact our operating model, business strategy and long-term resilience, including how we can prepare for the transition to a low-carbon economy. This year we conducted our first climate risk assessment to evaluate the strategic impacts of climate change on our global business.

Climate risks and opportunities

Eleven material climate risks and opportunities have been identified as having potential financial impact to our business in the short, medium and long-term. Three have been identified as both a risk and opportunity, meaning there is also potential for positive financial impact. The identified risks and opportunities can be found in the table on the following page.



Physical risks

Risk/opportunity and associated impacts

	● Risk ● Opportunity	Timeframe*
Increase in frequency and severity of extreme weather events such as flooding, cyclones, fires or extreme heat resulting in interruptions to service delivery and/or increasing difficulty in accessing reliable service of electricity ² and causing disruption to IT and communications systems.	● Risk	Medium to long term
Increase in frequency and severity of extreme weather events such as flooding, cyclones, fires, air pollution or extreme heat resulting in worsening working conditions and wellbeing of employees.	● Risk	Short to long term
Rising mean temperatures, rising sea levels and changes in precipitation or weather patterns resulting in mass migration or displacement of populations that impact international education or migration aspirations, economic feasibility or policy settings at both source and destination countries.	● Risk ● Opportunity	Long term

Transition risks

Increasing energy prices and market volatility across our global network.	● Risk	Short to medium term
Costs of transitioning to lower-emission technologies including capital investment, costs to adopt/deploy new practices and processes to reduce overall emissions.	● Risk	Short to medium term
Increasing emissions or climate reporting obligations that results in higher operating costs.	● Risk	Short to long term
Changes to customer behaviours due to climate that impacts international education or migration aspirations and economic feasibility.	● Risk ● Opportunity	Long term
Reduced demand for international education due to consumer preferences for lower-emission options such as transnational education through international partnerships, branch campuses or online learning.	● Risk ● Opportunity	Long term
Transition to more efficient and climate resilient buildings lowering operating costs and providing benefits to employee satisfaction and health and wellbeing.	● Opportunity	Short to medium term
Procurement of lower emission sources of energy to reduce operating costs and reduce exposure to fossil fuel pricing and any associated cost of carbon.	● Opportunity	Short term
Increasing cost to collaborate and engage with major suppliers on their climate transition and emissions reduction pathways.	● Risk	Medium to long term

*Timeframes defined by IDP as: Short 0-3 years, Medium 3-5 years, Long term 5-10 years and beyond

2. Electricity reliability is both a physical and transition risk due to current uncertainty regarding transition from fossil fuels to renewable energy generation across our global operations.

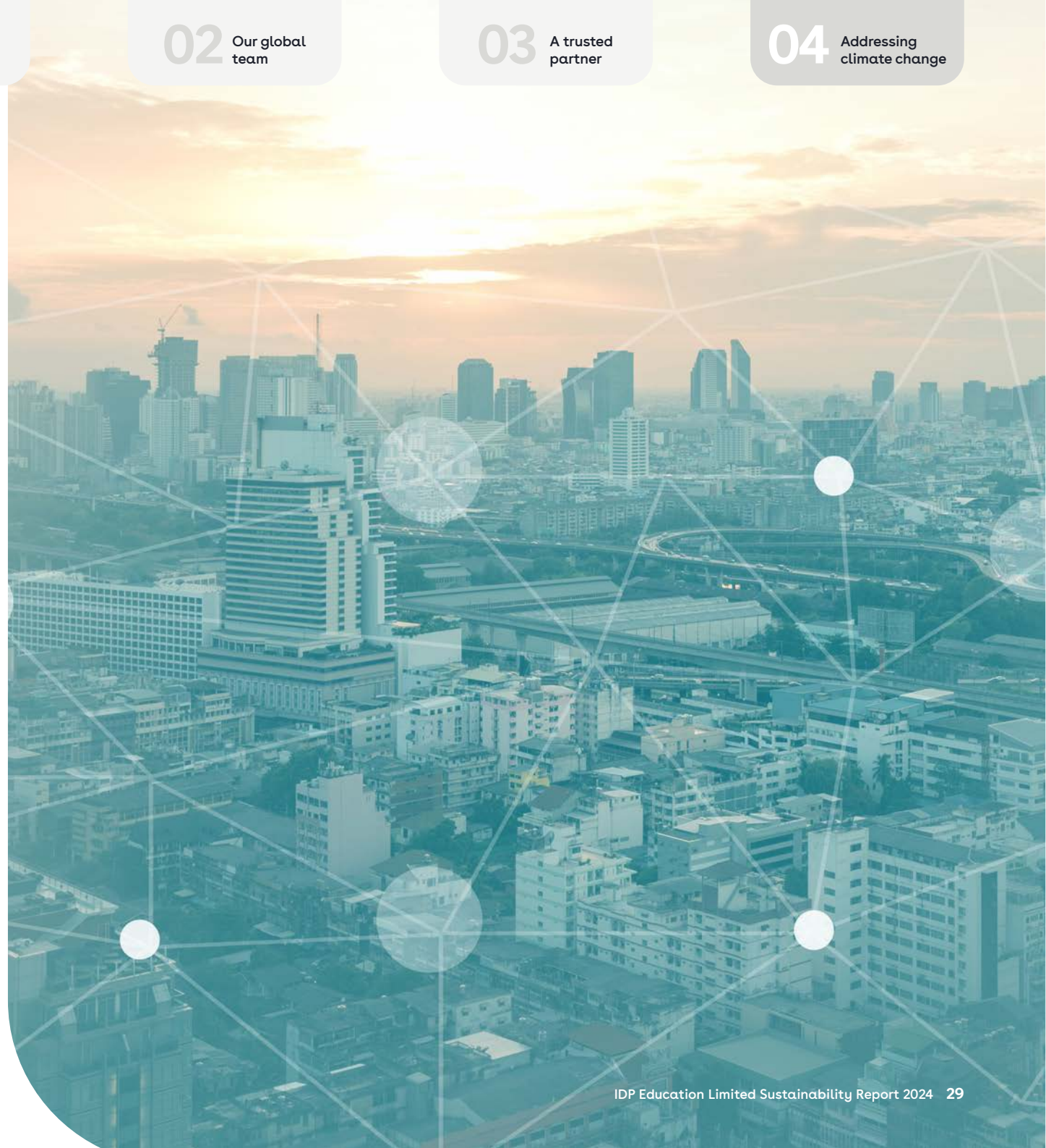
Climate resilience

We continue to assess how climate change may impact on our strategy and operating model, including how we better integrate climate risks into short and long-term planning.

We have seen extreme weather events associated with human-induced climate change, such as heatwaves and flooding, impact our offices and our people. Climate research suggests that the frequency and severity of such weather events and other natural phenomenon such as drought, cyclones and bushfires are expected to increase. To date, these events have not caused a material disruption to IDP operations, however we will continue to monitor trends in the medium to long term.

IDP investigated an approach to assess climate resilience as part of conducting our climate risk assessment, using a quantitative risk model to assess the potential magnitude of financial exposure of two identified climate risks in the year 2030. This initial model tested assumptions and the modelling approach, but findings were limited due to the scope (only two risks were assessed) and the accessibility of global datasets.

In FY25, we will build a more comprehensive understanding of our climate resilience including conducting climate resilience assessments against at least two possible future scenarios, one of which consistent with the most ambitious global temperature goal set out in the Climate Change Act 2022 (i.e. 1.5°C above pre-industrial levels).



Risk management

Identifying climate-related risks and opportunities

Our organisational risk management process provides a framework for identification and analysis of, and response to, various forms of risk, including emerging regulatory requirements related to climate change and sustainability. It establishes tolerances for risk and creates processes intended to mitigate, monitor and manage risks within these thresholds. The Board, Audit and Risk Committee and senior management provide guidance on ESG risk appetite which includes climate risk.

A detailed and specific climate risk assessment was performed this year to evaluate the strategic impacts of climate change on our global business. This used guidance provided by the [draft] Australian Sustainability Reporting Standards (ASRS) - Disclosure of climate-related financial information and the globally-adopted Taskforce for Climate-related Financial Disclosures (TCFD) recommendations, supported by the IDP risk management framework.

Managing climate-related risks

When managing our climate-related risks, we draw upon our overall risk management approach. We consider the likelihood of a risk occurring and the consequence if it did. We then ensure we take action to operate within our risk appetite or adapt to the risk where we are unable to fully mitigate.

Risks and opportunities were identified as part of our climate risk assessment as noted on page 28. Further consideration of each risk in detail will be completed in the next year.



Metrics and targets

Our emissions

IDP’s extensive global operations generate greenhouse gas emissions throughout our value chain which contributes to its concentration in the atmosphere, driving climate change. Our Scope 1, 2 and 3 emissions³ are our most important metrics that we measure and report on an ongoing basis.

Our business model and strategy is focused on our global reach and engaging with more people in more places around the world. While a large part of this strategy is delivered through technology and innovation, our strength and value come from our network of offices and locations for students and customers to interact with our team of trusted counsellors and access secure and trusted language testing. This operating model continues to shape our emissions profile; the majority of emissions coming from Scope 3 categories and emissions increasing in line with the growth of our business and the expansion of our network locations since we began reporting emissions in FY20.

IDP emissions (tonnes CO2e ⁴)	FY20	FY21	FY22	FY23	FY24
Scope 1	43	17	27.5	26	4
Scope 2	4,375	4,414	4,585	6,724	5,589
Scope 3	-	26,008	40,324	51,419	49,153
Total	4,418	30,440	44,936	58,169	54,746

3. Scope 1 and 2 emissions are those associated with fuels (such as natural gas, petrol, or diesel) and grid electricity we use directly as part of our operations. Scope 3 emissions are the indirect upstream and downstream emissions from value chain activities.
 4. Tonnes of carbon dioxide equivalent.

Reporting methodology

IDP’s reported emissions are calculated according to the Greenhouse Gas (GHG) Protocol methodology. For Scope 1 and 2 calculations, we utilise emissions factors consistent with those required under the National Greenhouse and Energy Reporting Scheme, to the extent possible. Our Scope 2 emissions are location-based metrics and we do not currently calculate Scope 2 market-based emissions. This will be included within our roadmap of activities to comply with the requirements of ASRS within the required timeframe.

We continue to evolve our internal reporting processes to improve the cadence and frequency of emissions metrics calculations as well as data quality. This year, our Group Internal Audit team also conducted a review of the processes and controls of our emissions reporting. The findings of the audit concluded that controls were sufficient to ensure quality of our emissions reporting and calculation of metrics, however recommended additional controls to further strengthen the process. These recommendations will be implemented within the FY25 financial year.



Emissions reduction

IDP's Emissions Reductions Plan establishes IDP's roadmap to reduce emissions from our global operations. The plan focuses on three key principles:

		
<p>Strong governance</p>	<p>Quality data</p>	<p>Education and engagement</p>
<p>The complex and long-term nature of climate change requires a whole - of - organisation response supported by clear lines of accountability.</p>	<p>Our ability to track progress and quantify the impact of emissions reduction efforts is dependent on the quality of activity data used.</p>	<p>'Climate literacy' amongst our global team is integral to the success of any emissions reduction opportunities reliant of staff decisions and behaviours.</p>

This year we began qualitative exploration of key opportunities to reduce emissions across our value chain with a particular focus on South Asia as this region represents the largest proportion of overall emissions. Regional Environment Committees have been established in our three largest regions of South Asia, Southeast Asia and Middle East and Africa, and teams have scoped opportunities to understand the likely investment required and the achievable abatement. This approach recognises that each of our regions have different emissions profiles, as well as differing access to feasible alternatives and low-emission technologies. Work to implement appropriate initiatives will begin in FY25.

IDP is conducting detailed climate modelling to complement the qualitative opportunities explored under the Emissions Reduction Plan. The aim is to help identify key work programs and timescales needed to reach future targets and a net zero goal. Work began within the reporting period to develop a climate trajectory model starting with a forecast of IDP's business-as-usual emissions trajectory to 2050. Ongoing development of the model will continue into FY25.

Sector collaboration through CANIE

IDP is a proud signatory to the CANIE Accord and is committed to driving action on climate change.

CANIE or Climate Action Network for International Educators is an initiative formed by international education practitioners from around the world that aims to build greater engagement and literacy around the intersection of international education and the urgent need to act on the climate crisis.

IDP continues to progress on the 30 actions within five Articles of the Accord that we committed to, having completed 20 by the end of the reporting period.





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