



Environmental Policy

Gentrack Group Ltd.

August 2026



Overview

1. Gentrack is committed to protecting the environment, supporting a low-carbon future, and continually improving its environmental performance across all aspects of its operations. We recognise that environmental stewardship is fundamental to creating long-term value for our people, customers, shareholders and the communities in which we operate.
2. This Environmental Policy outlines our commitment to protecting the environment, reducing our environmental impacts, complying with applicable obligations, and continually improving our environmental performance through our internal Environmental Management System (EMS).
3. Through proactive measures, collaboration, and continuous improvement, we aim to make a positive contribution to the planet and inspire others to join us on this journey.

Scope

4. This policy applies to all Gentrack employees, contractors, offices, facilities, products and business activities globally. It provides the framework for establishing environmental aims and integrating environmental considerations into our decision-making processes.

Our commitments

Environmental protection

5. We are committed to protecting the environment and minimising the impacts of our operations through responsible environmental management. We will:
 - Aim to reduce our environmental footprint across our business activities where practical and appropriate.
 - Promote sustainable resource use and operational efficiency.
 - Prevent pollution where reasonably practicable.
 - Consider environmental impacts when making business decisions.
 - Support the transition to a low-carbon and climate-resilient future.

Compliance and legal obligations

6. Gentrack is committed to adhering to all applicable environmental laws, regulations, and standards in the regions where we operate. We will regularly monitor and assess our operations to ensure full compliance and seek opportunities to exceed these requirements. Climate & Environmental risk is captured in our broader governance and risk frameworks.

Energy and resource efficiency

7. We will strive to minimise energy consumption and optimise resource utilisation in our day-to-day operations. This includes, but is not limited to:

- Investing in energy-efficient technologies and equipment, underpinned with innovative and environmentally conscious practices e.g., optimising temperatures for server rooms, power saving technologies and enhanced working practices.
- Encouraging responsible energy use among employees through awareness programs. Enhanced by recognising and rewarding our team for demonstrating best practice and improvements in these areas.
- Reducing water consumption through efficient practices and technologies.
- Minimising paper usage and promoting digital communication and documentation.

Waste reduction and circular economy

8. Gentrack is committed to reducing waste generation and increasing recycling rates. We actively champion the reduction of plastic, particularly single-use plastics (SUP) and strive towards a SUP free work environment. We believe in circular economy practices where feasible.

- Implement waste reduction strategies through source reduction and responsible procurement.
- Provide recycling facilities and encourage our team to segregate waste properly.
- Collaborate with suppliers to minimise packaging waste.
- Provide alternatives for our team where applicable to reduce the reliance on waste producing products.
- Conduct additional recycling/litter collection in our regional locations and communities.
- Explore opportunities to repurpose ICT equipment through circular economy approaches where safe, secure and aligned with our business processes.

Emissions reduction

9. We recognise the importance of CO₂e emissions and the impact this has on our climate. We measure our CO₂e emissions and actively work towards reducing our greenhouse gas emissions through various initiatives:

- Transitioning to renewable energy sources across our sites where feasible.
- Enabling remote work and video conferencing to reduce travel-related emissions.
- Regularly monitoring and reporting on our carbon emissions and tracking progress.
- The introduction of Employee EV schemes and Cycle to Work Schemes.
- Review of our company travel data and adjustments to travel policies where opportunities are identified.

Sustainable procurement

10. We will prioritise environmentally responsible suppliers and products by:
- Collaborating with suppliers to ensure sustainable sourcing and ethical practices and understanding impact and data where available.
 - Considering the environmental impact of products and services during procurement decisions e.g. use of local suppliers where feasible.
 - Support the development of a sustainable supply chain.

Employee engagement and training

11. We recognise that all our team play a vital role in our environmental efforts. We will:
- Foster a culture of sustainability by raising awareness and providing environmental education.
 - Encourage employees to contribute innovative ideas for environmental improvement and actively participate in events/activities.
 - Recognise, encourage, and celebrate achievements in sustainability.

Continuous improvement

12. Our environmental policy works across a dynamic landscape where we focus on progress over perfection to drive real change. Accepting this, we are committed to an ongoing process of improvement in our environmental performance, as such we will:
- Regularly review our environmental activities.
 - Seek opportunities to adopt emerging technologies and best practices.
 - Share best practices and learn from the industry and other areas of excellence in this space.

Stakeholder engagement

13. We will engage with stakeholders including clients, partners, NGO's and communities to share our environmental goals and encourage collaboration in sustainable initiatives.
14. We will provide transparent and accurate reporting on our environmental performance publicly. We will communicate openly across all our stakeholders, sharing our progress, challenges, and successes.

Governance and accountability

15. Responsibility for implementing this policy rests with all employees. The VP Strategy & ESG leads the delivery of Gentrack's environmental programme, supported by the Chief Strategy Officer, the Executive Climate Group (ECG) and the Executive Leadership Team (ELT).

Environmental performance, risks and opportunities are integrated into Gentrack's governance and risk management framework and are subject to Board oversight.

Review

16. This policy will be reviewed periodically to ensure it remains appropriate to the nature, scale and environmental impacts of Gentrack's activities whilst continuing to support our strategic objectives.

This policy is dated 4th August 2026 and is approved on behalf of Gentrack Group Ltd. by:



Jennifer Mounce, Chief People Officer and Chair of the Executive Climate Group (ECG)