



TradingHub

Sustainability Report

2023/2024

Starting Our Sustainability Journey



I am pleased to present to you our first Sustainability Report for the year 2023/2024. As we navigate through a period of global challenges and opportunities, we wanted to share our sustainability related progress in this comprehensive report.

Our commitment to integrating sustainability into our long-term growth remains steadfast. In the coming year, we anticipate further progress in our sustainability initiatives, with a focus on climate, community and culture. We are excited about the positive trajectory ahead and the contributions we will make to a more sustainable future.

A handwritten signature in black ink that reads "Elaine". The signature is fluid and cursive.

Elaine Thomas

Chief Operating Officer

Accreditations



SUSTAINABILITY RATING

EcoVadis Bronze Badge



SUSTAINABILITY ACCREDITATION BUILDER

The Disruption House



CERTIFICATES

ISO 14001, ISO 27001



ACCREDITED

Living Wage Employer



ACCREDITED

SOC 2



ACCREDITED

BREEAM International / UKAS

Our Vision, Purpose, Mission And Values

Our Vision

To create the world's leading financial markets analytics platform.

Our Purpose

Our purpose is to create the world's leading financial markets analytics platform and develop solutions that transform our customers' business.

Mission Statement

Our mission is to help financial institutions maintain the integrity of the markets by detecting and preventing financial crime and enhancing trading performance.

Values



AMBITION

At TradingHub, we have ambitious plans to grow our business. All our teams are well placed to maximise their skills and abilities so our customers receive excellent service.



ACCOUNTABILITY

TradingHub's proactive approach to supporting customers means we lead by example and own our actions and the results they generate. Everyone gets involved and contributes to this.



PARTNERSHIP

We value collaboration and diversity in every partnership we build. Our culture fosters inclusivity and teamwork, which provides the foundation for lasting customer connections.



TRUST

Our customers trust us with their highly confidential data and information. TradingHub is worthy of that trust.

Summary

Climate



Community



Culture



PRINCIPLES

Committed to achieving a reduction of 42% in Scope 1 and 2 emissions by 2030 and achieving net zero emissions by 2050.

We are committed to supporting our employees and our local community to reach their maximum potential.

To build a culture of best practice, governance and behaviour alongside the curiosity and innovation needed to grow our business.

ACHIEVEMENTS

- ✓ Our London Head Office is BREEAM accredited and uses 100% renewable energy.
- ✓ All our offices are equipped with energy-saving measures, including PIR lighting, automated screen savers and efficient thermostat temperature management. We actively participate in recycling initiatives in collaboration with building management to ensure compliance and sustainability across all locations.
- ✓ Collected, measured and reported our baseline Scope 1, 2 and 3 emissions.
- ✓ Set emission targets for Scope 1 and 2, in line with SBTI SME guidance.
- ✓ Accredited with ISO14001, demonstrating our commitment to reducing our environmental impact.
- ✓ Partnered with Trees4Travel to support local community projects and worldwide reforestation efforts, promoting biodiversity and sustainable employment.

- ✓ We partner with Inspire, a charity that supports young people in the local community.
- ✓ We are an inclusive employer, embracing and celebrating diversity in a wide range of events throughout the year.
- ✓ We foster an inclusive and supportive workplace by training our managers in areas such as managing neurodiverse teams.
- ✓ We listen to our employee voice. We have increased the frequency of our employee survey from annually in 2022, to quarterly in 2024.
- ✓ Our eNPS score is on an upward trajectory, starting on 3 in 2022, 7 in July 2023 and 23 in July 2024.
- ✓ We were awarded the Living Wage Accreditation.

- ✓ Achieved a Bronze Certificate from Ecovadis.
- ✓ Achieved Builder Badge status from The Disruption House.
- ✓ Accredited with ISO27001 and SOC2.
- ✓ Report sustainability KPIs to the board on a quarterly basis.
- ✓ 100% mandatory training completed in 2023 and 2024.

TARGETS FOR 2024/25 REPORT

- Improve energy efficiency including installation of LED Lighting and BMS upgrade.
- Increase cyclist provisions.
- Improve waste management and recycling rates.





- Set CSR purpose and objectives.
- Deepen our partnership with our local charity partner.
- Increase participation in employee opinion surveys.





- Increase sustainability training for employees.
- Establish Mental Health first aiders.
- Maintain ISO accreditations.



SUSTAINABLE DEVELOPMENT GOALS

ALIGNMENT TO UN SDGS

	UN SDG Goal	TradingHub Contributions	Metrics
3 GOOD HEALTH AND WELLBEING 	Ensure healthy lives and promote wellbeing for all ages.	<ul style="list-style-type: none"> We run regular wellbeing sessions, educating employees on mental health awareness, discrimination and diversity, equity and inclusion issues. Our fundraising events typically focus on health-related challenges, including Tough Mudder, the London to Brighton Cycle Ride, Saucony 10K runs and the Three Peaks Challenge. 	<ul style="list-style-type: none"> Mental Health First aid training. Mental Health Awareness initiatives. DEI target and training.
4 QUALITY EDUCATION 	Ensure inclusive and equitable quality education and foster lifelong learning opportunities for all.	<ul style="list-style-type: none"> We support employee learning through Continuous Professional Development (CPD). Our employees expand their work skills through a variety of internal and external training opportunities. 	<ul style="list-style-type: none"> Hours of training per employee. Types of training offered.
6 CLEAN WATER AND SANITATION 	Ensure availability and sustainable management of water and sanitation for all.	<ul style="list-style-type: none"> In our office, we have installed motion sensor water-saving office appliances. We have implemented leak detection systems to prevent unnecessary water loss. We collect water consumption data. 	<ul style="list-style-type: none"> Total water usage. Water intensity ratio.
7 AFFORDABLE AND CLEAN ENERGY 	Ensure access to affordable, reliable, sustainable and modern energy for all.	<ul style="list-style-type: none"> Our London Head Office is BREEAM accredited and uses 100% renewable energy. All our offices have energy-saving measures in place, such as PIR lighting, automated screen saving and efficient thermostat temperature management. We actively participate in recycling initiatives in collaboration with building management to ensure compliance and sustainability across all locations. 	<ul style="list-style-type: none"> Total energy use. Energy intensity ratio. % Renewable Energy.

	UN SDG Goal	TradingHub Contributions	Metrics
8 DECENT WORK AND ECONOMIC GROWTH 	Promote sustained, inclusive, and sustainable economic growth, as well as full and productive employment and decent work for all.	<ul style="list-style-type: none"> We have implemented comprehensive employee well-being programs, including health and wellness initiatives and flexible work arrangements. Actively promote inclusive hiring practices. 	<ul style="list-style-type: none"> Employee Engagement Survey Response Rate. Employee Share Plan Participation. Workforce Age Diversity. Employee Retention.
11 SUSTAINABLE CITIES AND COMMUNITIES 	Make cities and human settlements inclusive, safe, resilient and sustainable.	<ul style="list-style-type: none"> We selected a BREEAM certified office when we relocated our London Head Office. We achieved our ISO14001 accreditation. 	<ul style="list-style-type: none"> BREEAM or LEED. Certification. ISO Environmental Certifications.
13 CLIMATE ACTION 	Take urgent action to combat climate change issues.	<ul style="list-style-type: none"> Our emissions recording for Scope 1 and 2 is our first step towards reaching Net Zero 2050. We will aim to reduce our emissions year on year through a number of measures and techniques in partnership with building management. 	<ul style="list-style-type: none"> Scope 1 and 2 GHG Protocol emission metrics.
16 PEACE, JUSTICE AND STRONG INSTITUTIONS 	Promote peaceful and inclusive societies for sustainable development, provide access to justice to all and build effective, accountable and inclusive institutions at all levels.	<ul style="list-style-type: none"> Our continuing ESG education demonstrates our commitment to good stewardship practices. We have educated an executive member of our board to drive ESG decisions helping us create accountable business practices. 	<ul style="list-style-type: none"> ESG management training. ESG employee certifications.

Stakeholder Management

Ways TradingHub has created value with stakeholders:

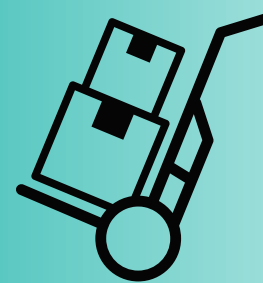


EMPLOYEES

Our Employee Survey in 2023 gave our employees the opportunity to give feedback on our ESG strategy.

Since the completion and analysis of the survey, we have worked hard to improve areas identified by our employees.

To improve the opportunity for our employees to voice their thoughts and opinions, we increased our employee survey from annual to quarterly.



SUPPLIERS

We have a Supplier Code of Conduct and Sustainability Procurement Policy that ensures our suppliers adhere to our sustainability expectations.

We also collaborate with companies in our value chain to improve sustainable practices.



PARTNERSHIPS

We have partnered with The Disruption House, an ESG advisory company, to support and guide us through our sustainability journey.

We have partnered with Trees4Travel to offset emissions from all business travel.



CUSTOMERS

At TradingHub, we understand the importance of refining our business offerings to meet customer needs and expectations. This is why we regularly collaborate and communicate with our customers through reviews and satisfaction surveys such as the Net Promoter Score (NPS).



COMMUNITY

We engage with our local community through our nominated charity, Inspire. We support our charity by undertaking both fundraising and volunteering programs.

Engaging with our local community has demonstrated valuable benefits for both our employees and the community.

Our Roadmap

Short Term Priorities

- Immediate focus areas include developing a net zero action plan as well as ensuring our Environmental and Sustainability Policy is tailored to our mission and operations.
- We launched a benefits review in 2024 and all employees were invited to participate. We want to understand the benefits our workforce value, so that we can build a package that provides the support and resources they need.
- We will be introducing Mental Health First aiders, who will provide support, encouragement and directing employees who are suffering from mental health to available resources and outreach available to them.

Long Term Priorities

- As the pinnacle of our environmental commitment, our long-term goal is to achieve Net Zero GHG emissions by 2050.
- As part of our ongoing commitment to social responsibility, our long-term goal is to achieve the Investor in People Award. This will demonstrate our excellence in people management and the organisational excellence around people management governance.

Sustainability Timeline 2024-2050

2024

August

- Launched all staff Benefits Survey

September

- Recorded Scope 1, 2 and 3 emissions

October

- Developed an Environmental Policy in line with our mission and values.

November

- Set SBTi targets for scope 1 and 2.
- Set out the purpose and objectives of our CSR committee.

December

- Publish our first Sustainability Report.

2025

- Introduce Mental Health first aiders.
- Develop a strategic Net Zero Action Plan.

2026

- To achieve our Investor in People Accreditation.
- To achieve an employee survey score of 30.

2030

- Achieve a carbon neutrality across scope 1 and 2 emissions from 2023 baseline.

2050

- Net Zero GHG emissions (including Scope 3).

Climate



Highlights

- We have implemented energy-efficient office technologies to reduce our energy consumption.
- We have engaged with a third-party company to help us accurately calculate our carbon emissions in line with the GHG Protocol. As a result of this, we have successfully recorded our baseline Scope 1, 2 and 3 carbon emissions.
- Our London Head Office is BREEAM accredited, helping us adhere to both excellent environmental and social office conditions.
- The London Head Office is powered by 100% renewable energy.
- As part of our overall Sustainability Policy, we have integrated clearly defined office recycling procedures.
- We partnered with Trees4Travel to offset emissions resulting from Business Travel. As of July 2024, we have planted 2,217 trees.
- We have set science-based targets for our Scope 1 and 2 emissions.

Looking Forward

- We will launch our climate action plan to set our Scope 1 and 2 reduction strategy.
- We will begin taking more responsibility for our waste management practices by performing frequent due diligence with our waste contractors and reporting our waste generation metrics.
- Improve our energy efficiency by upgrading to LED lighting in the office.
- Actively measure waste and monitor carefully using our weightron building management system.

Targets

- 42% ↓ Scope 1 and 2 emissions by 2030.
- Net Zero emissions by 2050.

BREEAM

Accreditation for our
main London office

100%

Renewable Energy

803 tCO₂e

Scope 1, 2, 3 GHG
Emissions in 2023

2217

Trees Planted

Climate



Environment Emissions

Our commitment to sustainability is ingrained into our business operations, particularly in reducing our greenhouse gas (GHG) emissions and energy consumption.

This year marks our first reporting of GHG Scope 1, 2 and 3 emissions. We achieved this using a verified third-party carbon calculator to ensure our recordings were accurate, comprehensive and in line with international standards. From the results, we can see that our emissions predominantly fall under Scope 3, which is Business Travel. This is a result of our business growing globally from our UK headquarters. To manage this, we have clear guidance around travel planning to reduce emissions and we also conduct travel audits for trips outside of the UK.

Energy Consumption

To reduce our energy consumption, we continually assess and upgrade equipment to optimise energy usage. To date we have energy saving protocols including PIR lighting and automated screen saving technologies. We have educated employees on energy saving behaviors around the office.

In 2023, we closed our New York office and donated technology equipment to the 'Out of the Closet' charity operated by the AIDS Healthcare Foundation (AHF). In 2024 we moved our London Head Office and incorporated circular economy principles into our planning with the reuse of office and technology equipment.

Our new London Head Office has achieved a Good rating in its BREEAM Accreditation, a globally recognised third-party certification that underscores our holistic approach to sustainability. This rating reflects our commitment to a low environmental impact design, incorporating strategies for emission reduction, design durability, climate change resilience, and biodiversity protection. Additionally, the office design prioritises employee health and wellbeing, providing a multi-faith room, library, quiet room and collaboration spaces.

Energy and Emissions Data	FY2023
Total Scope 1 (t CO2e)	54
Total Scope 2 (t CO2e)	1
Total Scope 3 (t CO2e)	748
Total Scope 1, 2 & 3 (t CO2e)	803
Normalised GHG Emissions: tCO2e per full time employee (FTE)	5.9
Total Energy Consumption (kWh)	249593
Renewable Energy Mix (%)	100% green

1. Data disclosure is voluntary for TradingHub under SECR but is included to abide by the reporting standard GHG Protocol using Market Based Calculations.
2. Our energy supplier assures 100% renewable energy sources.

Climate



Environment Waste Management

As an office-based service company, we produce minimal, non-hazardous waste. Nevertheless, we are deeply committed to reducing waste further and incorporating circular practices into our disposal methods.

Currently, we have a rigorous office waste segregation process, encouraging employees to separate waste into recyclables and non-recyclables. This foundational step ensures that materials are directed to appropriate streams. These recycling procedures are integrated into our overarching Sustainability Policy, showing our commitment and accountability to our waste management.

We have not yet conducted due diligence with our waste contractors or actively measured our total waste generation by volume or percentage. Changing this is a top priority for us in the coming year as part of our commitment to improvement.

Water Management

To minimise our environmental footprint and reduce our water consumption, we have put in place:

- Reporting system for faults such as leaks.
- Water efficient facilities.
- Water refill stations.

Waste (tonnes)	FY2023
Recycle	0.4
Landfill	0.8
Incineration	0
Total	1.2
% Waste to Landfill	60%
% Waste Recycled	40%
% Incineration	0%

Water (m3)	FY2023
Mains Water	19,199
Intensity Ratio Per Full Time Employee (FTE)	139

Community



Highlights

- Our CSR Committee chose a local charity, Inspire, to support. Since then, we have engaged in several fundraising activities and volunteer days.
- During H1 of 2024 we conducted two employee surveys, to gain a greater understanding of our workforce.
- We achieved an employee Net Promoter Score of 23 in both surveys.
- We encourage and support professional development for employees.
- With help from our Diversity and Inclusion representatives we have partnered with the Bright Network to enable us access to a wider pool of female engineering talent.
- We held a range of events to celebrate diversity including International Women's day, LGBTQ, Neurodiversity and Black History Month.

Looking Forward

- TradingHub is dedicated to continual employee development, and we already have a structured training pathway for employees which includes 12 hours mandatory training.
- As part of our future targets, we aim to increase the average annual tracked hours to 24 hours (including 12 hours of mandatory training).
- We also aim to train employees to become Sustainability Ambassadors through specific external sustainability training programs.
- In 2025, we aim to have trained mental health first aiders to provide support to employees.
- In 2025, we aim to increase our employee survey response rate by 80%.
- We are mindful of gender diversity and will explore new initiatives to attract and retain our people.

71%

**Employee Engagement
Survey Response Rate
(July 2024)**

2

**Employee Engagement
Surveys In H1 2024**

23

**Net Promoter Score
2024**

Community



Employee Engagement

People are at the heart of our business; their skills and experience are key to TradingHub's success. We aim to bring together a diverse workforce to solve the complex problems our customers face.

We conduct a quarterly employee survey to ensure our employees remain the driving force of TradingHub's success. This survey provides valuable feedback, enabling us to continuously improve our workplace and support the well-being of our employees. Our most recent survey achieved a 71% response rate.

At TradingHub, we aspire to have a fully engaged workforce by addressing areas for improvement and creating an environment where employees feel valued and can achieve their full potential. Insights from the survey are actively integrated into our company's development plans, driving meaningful progress.

Employee Welfare

We prioritise our employees' physical and mental wellbeing, which is reflected in our comprehensive benefits package. This includes life insurance, healthcare coverage, maternity and paternity leave, private pension schemes, and the opportunity to participate in our equity programme.

Beyond these core benefits, we provide mentoring and coaching programmes to support employees in areas such as career development, industry knowledge, and managerial training. To further enhance our workplace environment, we offer designated quiet working spaces and a prayer room, ensuring all employees have access to spaces that support their needs.

Health and Safety

Our Health and Safety (H&S) policy is comprehensive and designed to ensure a secure working environment for employees and visitors. To maintain high standards and compliance with regulations, we conduct an annual review of this policy to incorporate emerging industry standards, lessons learned from incidents and advancements in safety technology. Included in the policy is annual training for employees.

Employee Learning and Development

We are committed to fostering a culture that encourages continuous learning and excellence, providing our workforce with the tools and opportunities they need to thrive in their careers. We achieve this by encouraging each employee to attend a training event every quarter. Our training offerings consist of:

- Product training.
- Industry training.
- Management training.
- Soft skills development (e.g. communication, organisation, problem solving).
- Diversity, Equity and Inclusion (DEI) awareness training.
- Information security.

We provide a wide variety of internal and external training programmes, courses, workshops and mentoring opportunities, ensuring our employees have the resources they need to grow and thrive in their careers.

Community



Diversity, Equity And Inclusivity (DEI)

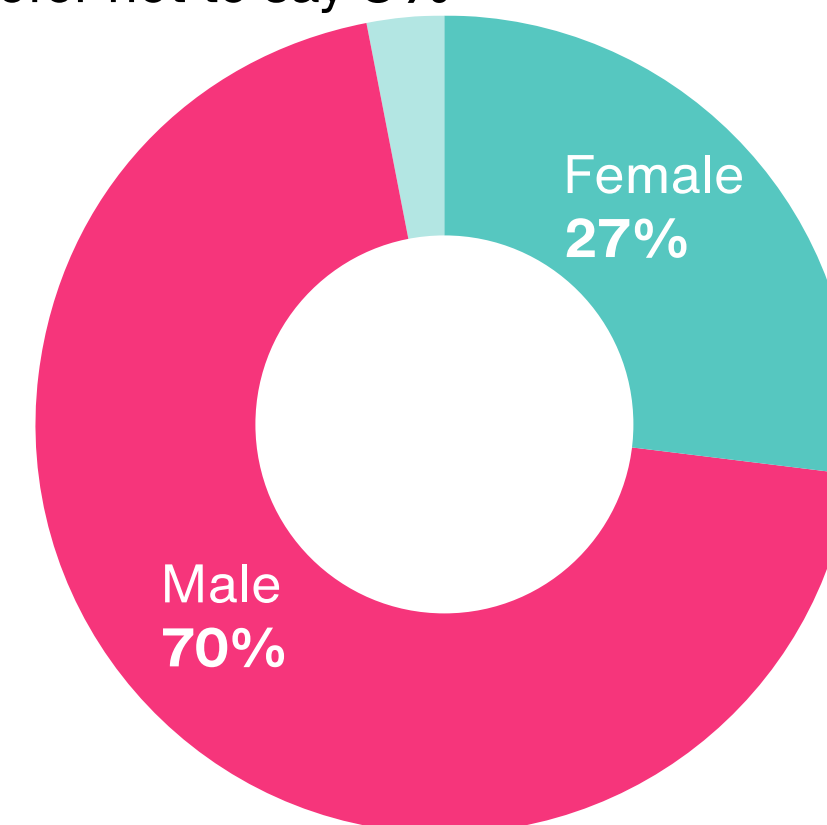
We understand that a diverse workforce brings together varied perspectives, experiences, and talents, creating an environment where every individual feels valued, respected and empowered to contribute their best. To ensure these values are shared throughout TradingHub, we have a network of DEI representatives on the CSR Committee and within the Women's Network.

While we are proud of our progress, we recognise that our gender diversity can be improved. To address this, we have partnered with Bright Network, giving us greater access to female engineering talent. In addition, we have introduced a maternity and paternity coaching programme.

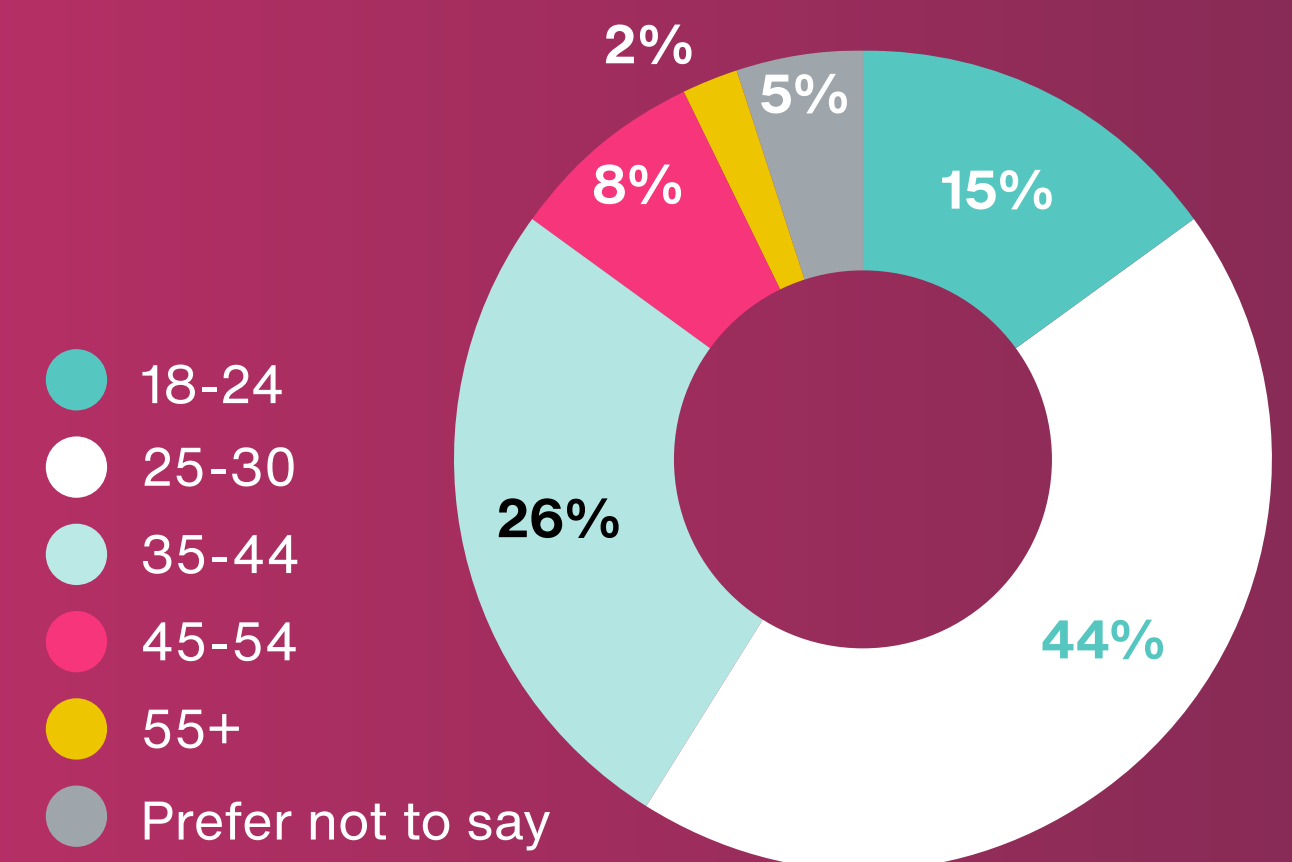
In 2023, we introduced annual DEI training, hosting six expert speakers to discuss various aspects of diversity. Topics included being transgender, living with autism, male allyship and embracing discomfort for personal and professional growth.

Gender

Prefer not to say 3%



Age



1. Data collected in August 2023.
2. Representative of only 59% of company, those who responded to survey.

Culture



Governance Integrated With Sustainability

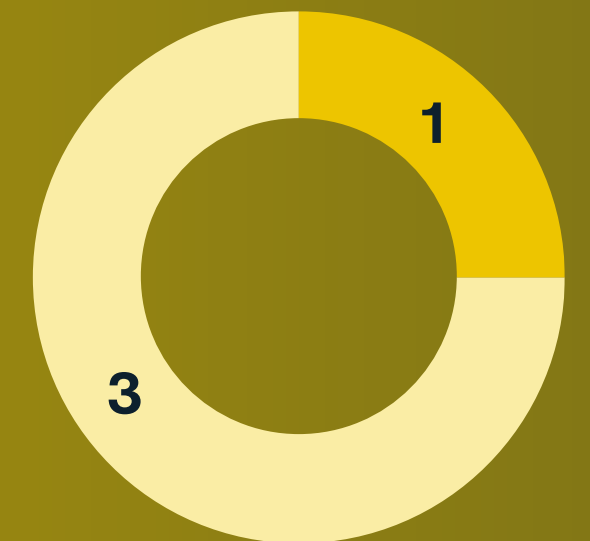
We recognise the importance of operating a responsibly run business, with sustainability principles integrated into our operations and company culture. Since the start of our journey in 2023, we have partnered with The Disruption House, who conduct annual benchmark assessments of our sustainability activities and actions. These actions are reported to the board on a quarterly basis.

We completed our first EcoVadis corporate sustainability assessment in 2023 and will continue to do this on an annual basis. EcoVadis is the world's largest provider of corporate sustainability ratings, evaluating participating companies over 21 sustainability indicators across the themes of environment, labour and human rights, ethics and sustainable procurement.

In 2024 we also participated in the CDP disclosure programme and the ESG Book disclosure programme.

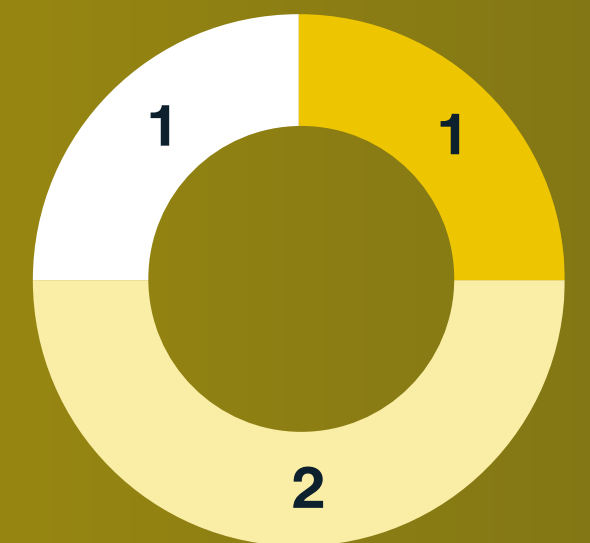
Board Composition

- Non-Executive
- Executive



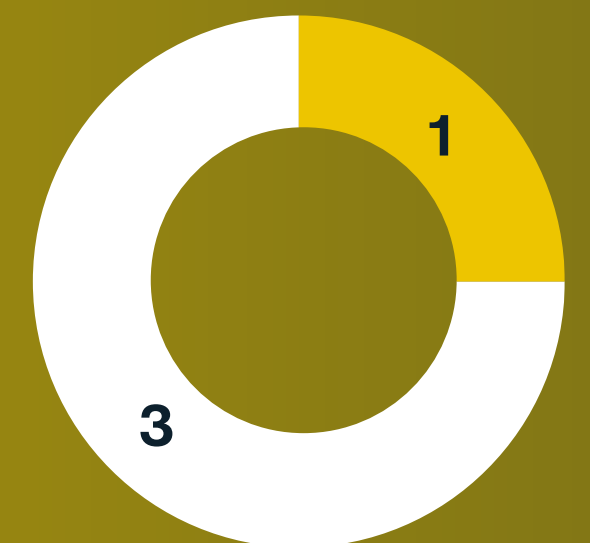
Tenure of Directors

- 0-2 Years
- 3-6 Years
- 7+ Years



Board Gender

- Female
- Male



Culture



Highlights

- We demonstrated our sustainability competence by attaining two certifications:
 - A bronze level certificate from Ecovadis with an overall score of 53.
 - A builder badge from The Disruption House with an ESG score of 61.
- We have achieved our ISO 27001 and SOC2 type 2 accreditations, demonstrating our capabilities in information security and data protection.
- We achieved our ISO 14001 accreditation, demonstrating our commitment to environmental management systems.
- We have had zero cybersecurity breaches this reporting year.
- We introduced dedicated policies which span topics such as sustainability, diversity and inclusion, anti-discrimination, health and safety, modern slavery, whistleblowing, charity and community engagement, anti-harassment and bullying, privacy and data security.
- Introduced a Supplier Purchasing Policy and Code of Conduct that covers a range of environmental and social standards.

Employee Resource Groups

We have two key employee networks: the Women's Network and the CSR Committee, which includes Diversity and Inclusion and Social and Charity representatives. The CSR Committee oversees our Climate and Community initiatives as part of our broader sustainability strategy. The two groups report directly to the Chief Operating Officer.

1st

Annual Sustainability Report

0

Whistleblowing Incidents

0

Corruption Incidents

0

Information Security Reportable Incidents

0

Reported Incidents Of Human Rights Violations In Our Supply Chain

Culture

We strive to uphold the highest standards of ethical responsibility. To support this, we have implemented comprehensive policies. Additionally, we ensure all employees complete mandatory training.

Policies

- Anti-Bullying and Harassment
- Whistleblowing
- Diversity, Equity and Inclusion
- Information Security
- Physical Security
- Anti-Money Laundering
- Anti-Bribery and Corruption
- Anti-Slavery and Human Trafficking
- Gifts and Hospitality
- Health and Safety
- Learning and Development
- Lone Working
- Data Protection

Training

- Information Security
- GDPR
- Cyber Security and Phishing
- Diversity, Equity, Inclusion and Belonging (DEIB)
- Bullying and Harassment
- Modern Slavery
- Whistleblowing
- Fraud, Bribery and Corruption
- Preventing Money Laundering
- Criminal Finance Act
- Health and Safety
- Physical Security
- Competition Law



Culture



Supply Chain

We have a Supplier Purchasing Policy/Code of Conduct that outlines our sustainability expectations for suppliers. We recognise this as both a potential vulnerability and an opportunity to positively influence our value chain, making a broader impact on the community and the environment. While our value chain as a big data company may not be as environmentally impactful as others, we are committed to minimising our environmental footprint as much as possible. As a result, we are proud to partner with suppliers who align with our core sustainability values and mission.

Cyber Security

As a data-driven company, we prioritise robust data protection and safeguarding measures. In response to the rapidly evolving cybercrime landscape, we place significant emphasis on mitigation and protection. To demonstrate our commitment to information security, we have achieved ISO 27001 international standard accreditation. In 2023, we further reinforced this commitment by obtaining SOC 2 Type 2 accreditation, assuring our customers and stakeholders of the efficacy of our systems and controls in protecting their data.

In addition to these built-in protection measures, we provide annual training to our employees on information security, ensuring the adoption of best practice behaviours. As a result of our comprehensive security approach, we have experienced zero data breaches over the past year.

Research and Development (R&D)

We increased our R&D investment by £111,013, prioritising innovation through technology. This focus on advanced initiatives reflects our commitment to staying at the forefront of industry developments.

Published October 2024