

Message from the **CEO**



At Sherry FitzGerald we are committed to conducting our business in a socially responsible and environmentally sustainable manner.

We recognise the importance of Environmental, Social, and Governance (ESG) principles in shaping a better future for our business, our communities, and the planet. Sherry FitzGerald Group, including Simon Brien in Northern Ireland, is a well-established trusted brand. We believe we can use our expertise, reach and influence to contribute to a more sustainable and equitable future for generations to come.

We have developed a Sustainability Framework to guide our future decisions and actions. Our initiatives align with the UN Sustainable Development Goals, and we are prepared to measure our progress and continuously innovate and improve. This is our first step in the right direction.

Steven McKenna
CEO Sherry FitzGerald Group



Our Ambition



Our **ambition** is to be a **sustainable trusted partner** in property and financial services for this generation and the next. With unwavering commitment to integrity, professionalism, and innovation, we aim to provide exceptional customer experiences, build trust in real estate, and offer **lifelong sustainable solutions** to our clients.

The output of our **2023 materiality assessment** identified where we can have the greatest impact on our business and where we believe we can make the most difference. Our vision is supported by **3 strategic pillars** that have formed the basis of our sustainability strategy which aligns with specific **UN Sustainability Development Goals** as follows:

People & Community	Ethics & Culture	Climate & Energy
Our People	Governance & Policies	Climate Action
<ul style="list-style-type: none"> Employee health & wellbeing Employee training & development Diverse & inclusive Culture & values 	<ul style="list-style-type: none"> Data protection & cyber security Supplier management ESG governance & reporting 	<ul style="list-style-type: none"> Decarbonisation planning Internal energy actions Supplier & franchise engagement on carbon & climate
Our Communities	Trust & Transparency	Climate Leadership
<ul style="list-style-type: none"> Community impact Social value (placemaking) Client engagement 	<ul style="list-style-type: none"> Transparency in property transactions Ethical Business Conduct Sustainable innovation Access & affordability 	<ul style="list-style-type: none"> Reach & Influence Climate collaboration

Sustainability Framework



Our **3 strategic pillars**:

People & Community	Ethics & Culture	Climate & Energy
Our ambition is centred on empowering our people and communities. We are dedicated to fostering an inclusive, diverse, and supportive workplace while actively contributing to the betterment of the communities everywhere in Ireland.	We recognise our pivotal role in shaping critical moments in people's lives. An ethos of always doing the right thing is culturally ingrained in every person working in our business. We will continue to put ethical behaviour at the heart of everything we do.	We are committed to the global effort to safeguard the environment for future generations by making sustainability a core part of our business strategy. As Ireland's largest estate agent, we want to inspire positive climate change in our people, our customers and our clients.

We will achieve our ambition through our **6 focus areas**:

Our People	Governance & Policies	Climate Action
We are dedicated to fostering a culture that values the well-being of our employees, supports diversity and inclusion, and ensures the safety and development of all individuals. We take pride in creating a culture of collaboration and development that fosters a sense of pride in where you work.	We recognise that effective governance and well-defined policies are the cornerstones of a successful and ethical business. We strive for excellence based on the principles of transparency, accountability, ethical conduct and integrity.	We want to lead by example and play our part by reducing our carbon emissions and transitioning to a more sustainable operating business.
Our Communities	Trust & Transparency	Climate Leadership
We are committed to actively engaging with local communities, striving to understand their needs, and proactively supporting initiatives that create a positive social impact.	Our aim is to make property more accessible for all and raise industry standards. By fostering trust and sustainability in the property market, we are helping to build a better Ireland.	We will use our strong market position and national reach to make an impactful change. This will underpin our actions to help influence positive climate change.

Our actions will be underpinned by our **values**:

Collaboration	Integrity	Growth
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Our strategic pillars have formed the basis of our sustainability strategy which aligns with specific **UN Sustainability Development Goals**: www.unfoundation.org/what-we-do/issues/sustainable-development-goals

Our People



Recent Achievements



- Reported on our Gender Pay Gap in December 2022 and 2023. We will continue to do so as required by the Gender Pay Gap information Act 2021. Sherry FitzGerald has 50/50 gender balance on our Board.
- Implemented a Fertility Leave policy for all employees.
- Provided 150 Financial Wellbeing consultations to our employees

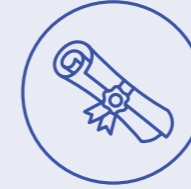


Future Commitments

- Our 'Bronze Investors in Diversity EDI Mark', awarded by the Irish Centre for Diversity, recognises our formal commitment to Diversity and Inclusion in Sherry FitzGerald. Our next step is to attain a 'Silver Investors in Diversity EDI Mark' which will demonstrate that D&I is fully embedded throughout Sherry FitzGerald.
- We are improving the metrics we collate to ensure we are constantly monitoring and improving our working environment, culture, and values.
- We will continue to recognise and support initiatives that are important to the health and wellbeing of our people e.g. World Mental Health Day, International Men's Day and Pride.



Our Communities



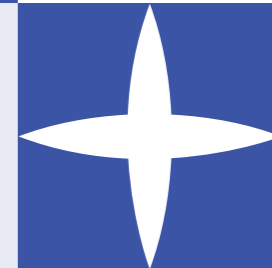
Recent Achievements



- Provided a 2-year scholarship through TU Dublin, Sherry FitzGerald Gender Equality Scholarship. This scholarship is open to Auctioneering, Valuation and Estate Agent Students from any of the less represented genders, recognising excellence and promoting inclusion in the property profession.
- Supported the Adult Community Education work of An Cosán, by offering work placements within Sherry FitzGerald.
- Our experienced Research team gathers data and insights to help inform policy decisions affecting access and affordability in the Property Market.

Future Commitments

- We will formalise our CSR Strategy to ensure the strength of our national network makes maximum impact on our communities.
- Working with various institutions in Ireland we will continue to offer the auctioneering and property services apprenticeship programme.
- Through regular engagement with representative bodies such as PII, SCSi, IGBC and others we will upskill on the impact of sustainability issues on the property market.



Governance & Policies



Recent Achievements

- Cyber Essentials Plus Certification in place.
- Established a Sustainability Committee and invested in developing a Sustainability Strategy to ensure Environmental, Social and Governance considerations are factored into everything we do.
- Our experienced, and well-resourced Compliance and IT teams provide ongoing oversight and best practice guidance. Annual mandatory training for all employees on Data Protection and Anti Money Laundering to protect our client, customer, and employee interests.



Future Commitments

- Our Financial Services team will continue to upskill in terms of product knowledge on green rate/sustainable fund offerings and will track progress in this sector.
- Our Financial Planning default funds are now Article 8 funds (second highest ranked ESG funds available). We are committed to helping our customers make better informed financial decisions. We will consider the adverse impact of investment decisions on sustainability (Principle Adverse Impacts), as part of our research and assessment of products.
- We will create sustainable procurement policies and establish a supplier code of conduct.



Trust & Transparency



Recent Achievements

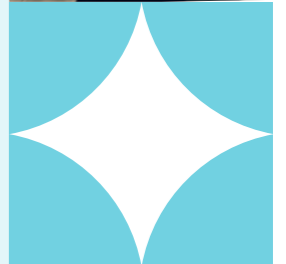
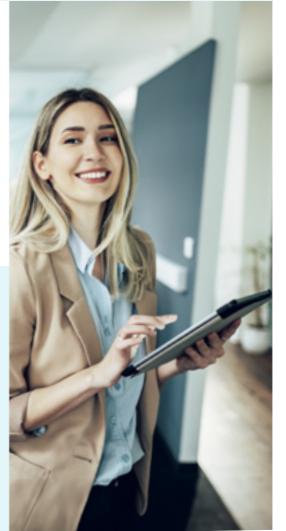


- MySherryFitz and mySherryFitzmortgage platforms provide transparency to the buying, selling and mortgage process.
- Established a specialist Customer Insights Team to share regular feedback from customers, with suggestions for improvement. We promote good behaviours by embedding CX results into employee reward and recognition programs.
- Extensive and well-established ethical conduct policies support a culture of integrity (e.g. Conflict of Interests, Anti Bribery & Corruption).



Future Commitments

- Using our digital know-how and experience, we will continue to invest in technologies to further enhance the customer journey by offering greater transparency. We will explore AI and automation to support this.
- We will develop meaningful technologies to support our sustainability ambitions. We will make operational changes to improve our reporting capabilities on our carbon footprint e.g. mileage tracking built into our CRM.
- We will begin to expand our research capabilities into how energy efficiency factors will impact our future property market.



Climate Action



Recent Achievements

We have commenced our work to decarbonising our business to include

- All electricity purchased by Sherry FitzGerald is 100% renewable.
- Our branch refurbishment program incorporates a wide range of energy efficiency methodologies such as PIR lighting systems and enhanced insulation materials.
- We support a paperless working environment with technologies such as ID Pal and Adobe Sign.
- We collate employee commuting data and issued sustainability surveys to our franchise members to inform our future sustainability plans.
- We have calculated our Carbon Footprint annually since 2021 and use this data to identify areas where Co2 emissions can be reduced.



Future Commitments

- Create a 'Green Team' at Sherry FitzGerald to encourage all employees to embrace small changes that enhance our environmentally friendly behaviours.
- We will implement a strategic and measurable system for recycling initiatives.
- We will continue to engage with all stakeholders in terms of raising awareness of sustainability considerations.



Climate Leadership



Recent Achievements

- Using our reach through a large national customer database, we have developed a Webinar education series on Financial Wellbeing, Buyer Guides, available grants to purchase/retrofit etc.
- We are active members of Property Industry Ireland (part of IBEC), Irish Green Building Council and the Society of Chartered Surveyors Ireland Council and Practice and Policy Committees. We actively lobby on the current issues and solutions to address climate change mitigations in the property industry.
- Participation in Circle of Practice on CSRD reporting organised by Accounting for Sustainability and Chartered Accountants Ireland to share insights on matters pertaining to sustainability reporting.



Future Commitments

- We will build climate aligned services into our website and mySherryFitz to support our customers in terms of retrofitting and funding.
- We want to use our market position to make an impact by developing a communication strategy, including easy to understand guides, which will assist customers and clients navigating sustainability issues.
- We will upskill and educate our staff on climate related matters, particularly as they relate to the property market.



