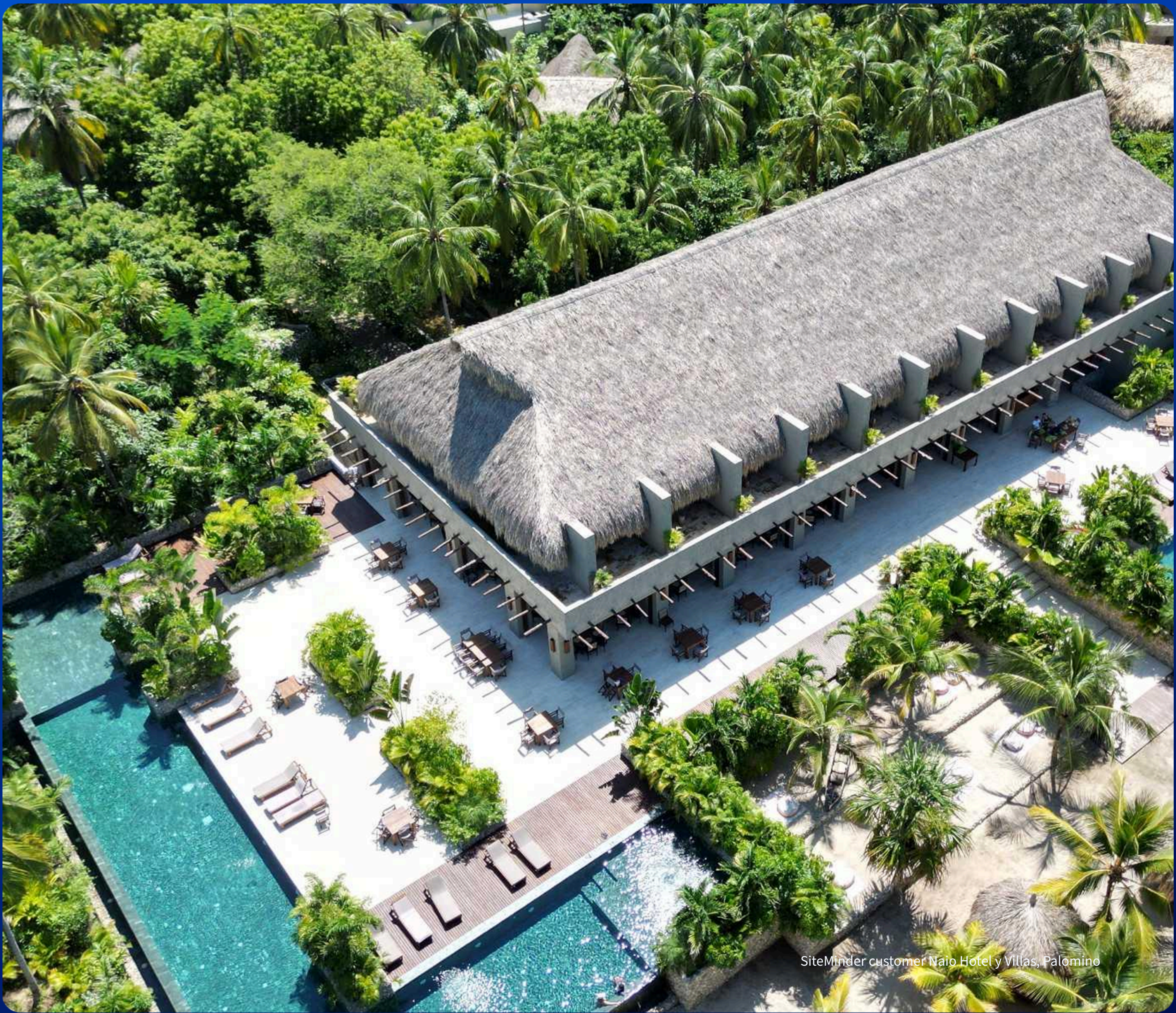
Sustainability Report

FY2026



SiteMinder customer Naio Hotel y Villas, Palomino

SiteMinder Limited | ACN 121 931 744

SiteMinder

Message from the Chairman and CEO

FY26 was another year of strong progress for SiteMinder as we continued to execute our strategy of building the world's leading hotel commerce platform. We expanded our global network, accelerated innovation through our Smart Platform strategy and strengthened the capabilities that help accommodation providers, technology partners and distribution partners succeed in an increasingly connected industry.

Alongside this commercial progress, we continued to strengthen the governance, people, technology and environmental practices that support our long-term success. Our approach to sustainability is straightforward: we focus on managing the risks and opportunities that matter most to our business while creating durable value for shareholders.

As a global software company, our most material sustainability priorities differ from those of many traditional businesses. The trust our customers place in us depends on the security, reliability and resilience of our platform. Supporting more than 56,000 hotels globally, SiteMinder facilitates over 100 billion communications each year across the hotel commerce ecosystem, enabling more than $85 billion of hotel reservations. Maintaining the integrity, security and availability of that infrastructure is fundamental to our customers' success.

Our people remain equally important. SiteMinder's ability to innovate depends on attracting, developing and retaining exceptional talent across engineering, product, customer success and commercial functions. During FY26, we continued investing in workforce capability, expanded our engineering presence in Pune, India, and further developed the skills required to support the growing application of artificial intelligence across our business. We believe these investments strengthen our ability to deliver innovation for customers while supporting long-term organisational performance.

Artificial intelligence is reshaping both the hotel industry and the way software companies operate. During FY26, we continued embedding AI across our products to help customers make better commercial decisions while also adopting AI internally to improve productivity and organisational effectiveness. As AI becomes increasingly embedded across hotel commerce, we believe SiteMinder's role as the trusted platform for executing billions of real-time interactions reliably, securely and at global scale becomes even more important.

As the use of AI grows, we recognise the importance of managing its environmental impact. Our approach focuses on actions within our direct control, including building AI capability across our workforce and providing teams with fit-for-purpose models that balance performance, cost and resource requirements. This measured approach is expected to improve customer outcomes while strengthening our competitive position over time.

Our environmental footprint remains relatively modest as an asset-light, cloud-based software business. Nevertheless, we remain committed to maintaining carbon neutrality, responsibly managing our greenhouse gas emissions and supporting the transition to a lower-carbon economy through disciplined environmental management and ongoing improvements in data quality and reporting.

During FY26, we continued enhancing our sustainability governance, risk management and reporting capabilities. These improvements support more effective oversight of sustainability-related risks and opportunities and strengthen decision-making across the business. While SiteMinder is not required to report under the Australian Sustainability Reporting Standards (AASB S1 and AASB S2) for FY26, we have considered these standards in developing our reporting approach. This report reflects our ongoing commitment to transparency and continuous improvement.

Sustainability at SiteMinder is not a standalone initiative. It is embedded within the way we govern the business, develop our people, support our customers and execute our long-term strategy. Strong governance, trusted technology and an engaged workforce enable us to continue investing in innovation while delivering reliable outcomes for customers and creating sustainable long-term value for shareholders.

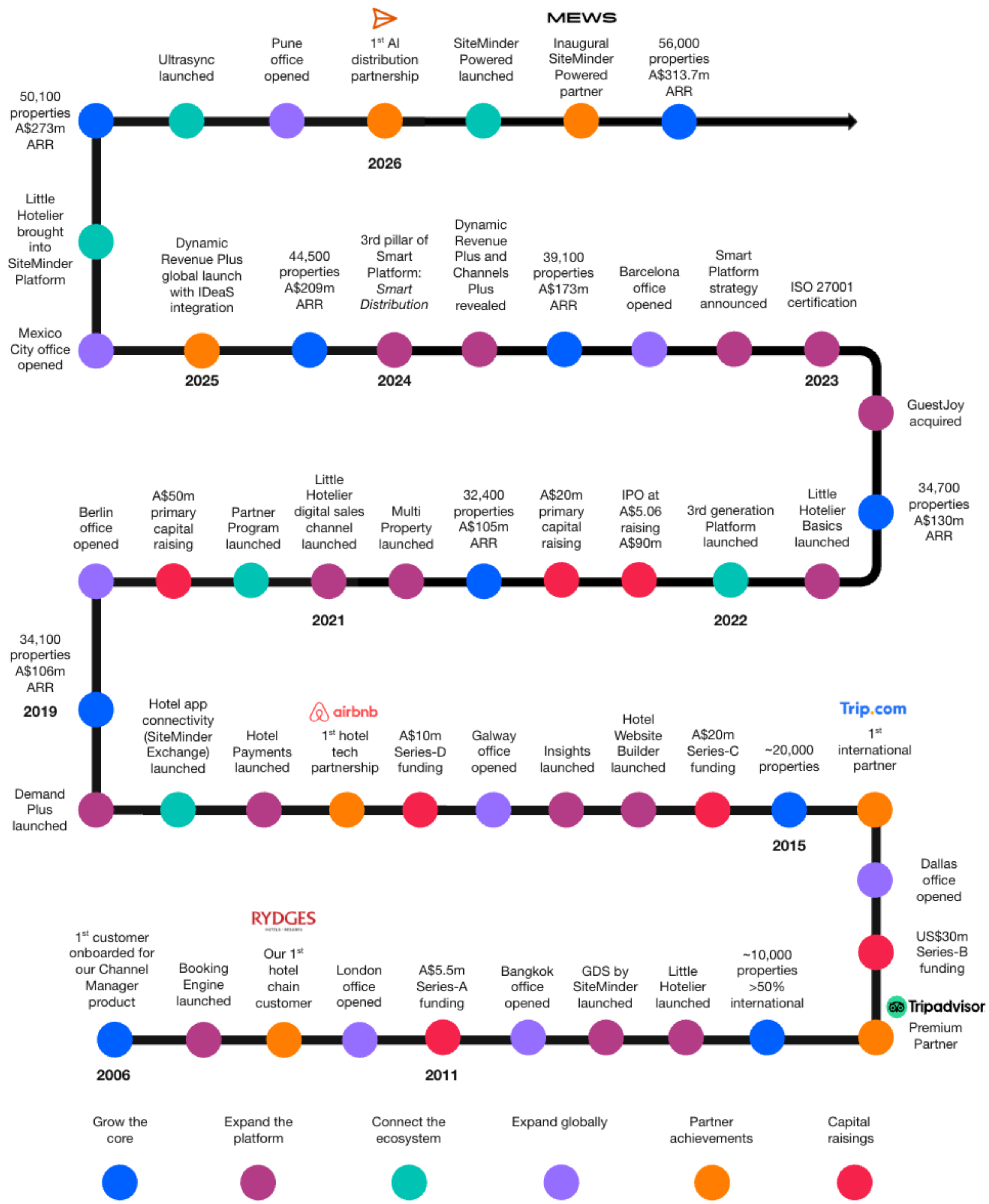
On behalf of the Board and the entire SiteMinder team, thank you for your continued support.

Pat O'Sullivan
Non-Executive Chairman

Sankar Narayan
CEO & Managing Director

Introduction to SiteMinder

SiteMinder's evolution



56,000

Independent properties

$85b+

Reservations

100b+

Communications

99.9%+

Uptime*

Zero

Reportable at-fault data breaches

Neutral

Carbon neutral operations

*Uptime metric relates to the performance of SiteMinder's channel manager

About SiteMinder

SiteMinder Limited ("SiteMinder" or "the Company") is the world's leading hotel commerce platform, providing the technology, connectivity and intelligence that enable hotels to distribute, price and sell accommodation across the global travel ecosystem. The Company's platform connects more than 56,000 properties across over 150 countries with hundreds of booking channels, technology providers and revenue management solutions, facilitating more than $85 billion of hotel reservations and more than 100 billion platform communications each year.

SiteMinder's platform helps accommodation providers increase revenue, improve operational efficiency and make better commercial decisions through software that automates distribution, delivers market intelligence and simplifies increasingly complex hotel commerce. The scale of the Company's global network creates significant value for customers while supporting resilient, long-term business growth.

The Company's commitment to innovation, reliability and customer success continues to be recognised by the hospitality industry. During FY26, SiteMinder remained one of the industry's most highly awarded technology providers, reflecting the strength of its products, customer support and global partner ecosystem. At the 2026 HotelTechAwards, an annual award independently operated by HotelTechReport, the Company was once again a leading winner, earning six awards. These included the Hotelier's Choice Award and Best E-Commerce Platform for Hotels.

Our approach to sustainability

SiteMinder believes that long-term business success depends on effectively managing sustainability-related risks and opportunities alongside financial performance. Strong governance, trusted technology, responsible business practices and an engaged workforce support the Company's strategy and help create sustainable value for shareholders, customers, employees, partners and the broader communities in which it operates.

As a global software business, SiteMinder's most material sustainability-related matters include corporate governance, cyber security and data privacy, attracting and retaining talented people, responsible use of technology, climate-related risks, and maintaining the resilience and reliability of its platform. These matters are integrated into the Company's governance, strategy, risk management processes and day-to-day operations.

This Sustainability Report outlines SiteMinder's approach to identifying, managing and monitoring sustainability-related risks and opportunities and provides information on the governance, strategy, risk management, metrics and targets that support the Company's long-term value creation.

Reporting framework

This report has been prepared with reference to the **Australian Sustainability Reporting Standards (ASRS)**, including:

- **AASB S1 – General Requirements for Disclosure of Sustainability-related Financial Information**, which establishes the framework for reporting sustainability-related risks and opportunities that could reasonably be expected to affect the Company's prospects, and
- **AASB S2 – Climate-related Disclosures**, which establishes requirements for reporting climate-related governance, strategy, risk management, metrics and targets.

While SiteMinder is not required to report under the Australian Sustainability Reporting Standards (ASRS) for FY26, the Company has continued to strengthen its sustainability reporting and governance practices in preparation for future mandatory reporting requirements. This report reflects management's current approach to identifying and disclosing material sustainability-related matters and has been prepared with reference, where appropriate, to the principles and disclosure objectives of AASB S1 and AASB S2. It is not intended to represent a report prepared in full compliance with those standards, and the disclosures contained in this report have not been subject to assurance or an assessment of compliance against AASB S1 or AASB S2.

External recognition

SiteMinder's sustainability performance continues to be recognised through independent external assessment. During FY26, the Company maintained ISS ESG Prime Status, reflecting its sustainability performance relative to peers within the Software & Diversified IT Services sector.

Prime Status is awarded to companies that satisfy ISS ESG's sector-specific sustainability performance requirements and demonstrates SiteMinder's continued commitment to responsible business practices and transparent reporting.

Material sustainability focus areas

SiteMinder periodically reviews the sustainability-related risks and opportunities most relevant to its business, strategy and stakeholders. This assessment considers the Company's direct operations, the broader hotel technology ecosystem, stakeholder feedback, peer benchmarking, emerging global trends and applicable reporting frameworks.

The outcome of this assessment informs the sustainability priorities presented throughout this report and helps guide management focus, resource allocation and ongoing performance monitoring.

The Company's principal sustainability focus areas are:

Focus Area	Why it matters
Governance	Maintaining effective oversight, ethical business practices and robust risk management.
People	Attracting, developing and retaining talented employees while supporting diversity, inclusion, wellbeing and safety.
Customers	Protecting customer data, maintaining platform security and delivering reliable services that customers can trust.
Community	Supporting local communities and promoting responsible business practices across the Company's value chain.
Environment	Managing climate-related risks and reducing the environmental impacts of the Company's operations.

Performance against the Company's material sustainability metrics and targets is presented in the relevant sections of this report.

1. People

SiteMinder's long-term success depends on attracting, developing and retaining the highly skilled people required to build innovative products, support customers and execute the Company's Smart Platform strategy. As a global software company, human capital is one of SiteMinder's most important strategic assets.

The global market for technology talent remains highly competitive, while rapid advances in artificial intelligence continue to reshape the skills and capabilities required across the organisation. Maintaining a workforce with the technical expertise, leadership capability and adaptability needed to respond to these changes is critical to executing SiteMinder's strategy and supporting long-term growth.

The Company's people strategy focuses on building the capabilities required for long-term success by attracting exceptional talent, developing future leaders, fostering an inclusive and high-performing culture, and equipping employees with the skills needed to execute its strategy and create long-term shareholder value.

1.1. Governance

Oversight of people-related matters is integrated within SiteMinder's broader corporate governance and enterprise risk management framework. The Board oversees workforce-related risks and opportunities through the Company's governance framework, supported by the People and Culture Committee and management. This framework establishes clear accountability for workforce-related decision-making and ensures material people-related matters are considered alongside other strategic, operational and financial matters.

1.1.1. Board oversight

The Board has ultimate responsibility for overseeing SiteMinder's people strategy and the material workforce-related risks and opportunities that could affect the Company's strategy, operational performance and long-term enterprise value. Supported by the People and Culture Committee, the Board oversees workforce planning, leadership succession, organisational culture, remuneration, diversity and inclusion, and the organisational capability required to execute the Company's long-term strategy.

The Chief Executive Officer and Chief People Officer provide quarterly reports to the Board on workforce capability, organisational culture, employee engagement, succession planning, emerging workforce risks and progress against the Company's people strategy, with additional reporting provided between quarterly reports where material or significant issues arise. This enables the Board to assess whether management is effectively developing the capabilities required to support the Company's strategic priorities.

People-related considerations are integrated into strategic planning, enterprise risk management and major investment decisions. When evaluating significant initiatives, the Board considers whether the organisation has the workforce capability, leadership capacity and resources required to support successful execution.

The Board also oversees the preparation of people-related disclosures, including the key assumptions, judgements and metrics supporting those disclosures. It periodically reviews its own skills and experience to ensure it retains the expertise required to oversee workforce-related risks and opportunities as the Company's strategy and external environment continue to evolve.

1.1.2. Management’s role

The Chief Executive Officer and Chief People Officer are responsible for implementing SiteMinder's people strategy and ensuring workforce-related risks and opportunities are appropriately identified, assessed and managed across the organisation. Supported by the Executive Leadership Team and regional People and Culture teams, management is responsible for maintaining the organisational capability, leadership capacity and workforce planning required to execute the Company's strategy.

Management regularly reviews workforce capability, workforce capacity, labour market conditions and emerging skill requirements, including those arising from advances in artificial intelligence, to help ensure the Company has the people, skills and resources required to execute its strategy and respond to changing business needs.

Workforce metrics and other people-related information are reviewed by management before being reported to the Board. These review processes are designed to support the completeness, consistency and reliability of workforce reporting and will continue to evolve as the Company's governance and reporting practices mature.

1.1.3. Executive remuneration

SiteMinder's executive remuneration framework is designed to align executive incentives with the creation of sustainable shareholder value while reinforcing accountability for delivering the Company's strategic priorities.

When assessing executive performance, the Board considers both financial and non-financial measures. Non-financial measures include employee engagement and delivery against measurable objectives aligned with the Group's strategic priorities. Together, these measures encourage balanced decision-making and support long-term organisational performance.

The Board periodically reviews the remuneration framework to ensure it remains aligned with the Company's strategic priorities, governance practices, organisational maturity and shareholder expectations.

Further details of SiteMinder's executive remuneration framework are provided in Section 5.5 of this report.

1.2. Strategy

1.2.1. People strategy

SiteMinder's people strategy supports the Company's ability to innovate, expand internationally and execute its Smart Platform strategy by ensuring it has the workforce, leadership capability and organisational culture required for long-term success.

As a global software company serving more than 56,000 hotels across more than 150 countries, SiteMinder competes for highly skilled talent across engineering, product, data science, commercial and corporate functions. Rapid advances in artificial intelligence, increasing product complexity and continued international expansion are reshaping the capabilities required across the organisation, reinforcing the need to continually evolve the Company's workforce, leadership capability and ways of working.

The Company's people strategy focuses on:

- Attracting and retaining exceptional global talent
- Strengthening leadership capability and succession
- Developing technical capability, including artificial intelligence and emerging technologies
- Fostering a high-performing, collaborative and inclusive culture
- Supporting employee engagement and wellbeing

Together, these priorities help ensure SiteMinder has the people, skills and organisational capability required to execute its strategy, innovate at scale, support customers and create sustainable long-term shareholder value.

1.2.2. Workforce trends

The technology sector continues to evolve rapidly, driven by advances in artificial intelligence, changing workforce expectations and increasing demand for specialised digital skills. These trends influence how SiteMinder attracts, develops and retains talent while shaping the capabilities required to execute its long-term strategy.

Artificial intelligence is changing the nature of work across engineering, product management, customer support and corporate functions. While AI is improving productivity, it is also reshaping workforce capability requirements. Organisations increasingly require employees who can work effectively alongside AI by applying critical judgement, analytical thinking and domain expertise to validate, interpret and act on AI-generated insights. In response, SiteMinder continues to evolve its workforce capability through recruitment, learning and development initiatives that support the responsible adoption of AI and continued product innovation.

The Company also recognises the growing importance of disciplined workforce planning as technology companies place greater emphasis on productivity and operational efficiency. SiteMinder seeks to maintain an appropriate balance of workforce capability, workforce capacity, organisational design and operational efficiency to execute its strategy and support sustainable long-term growth.

Hybrid work has become an established feature of the technology sector, with many organisations adopting more structured approaches that balance workplace flexibility with regular in-office collaboration. SiteMinder's policies reflect this evolution by combining the flexibility of remote work with designated in-office days that support teamwork, innovation and knowledge sharing. This balanced approach supports collaboration and organisational culture while enabling the Company to attract and retain talent across its global operations.

Management monitors workforce trends, labour market conditions and emerging capability requirements to ensure the Company's people strategy remains aligned with its long-term strategic priorities. These insights inform workforce planning, capability investment and organisational design, helping SiteMinder deliver its strategic priorities while maintaining operational efficiency.

1.2.3. Talent attraction, development and retention

Access to highly skilled talent remains fundamental to SiteMinder's long-term success. The Company combines global recruitment, capability development and leadership succession to build the workforce required to support product innovation, customer success and the continued execution of its Smart Platform strategy.

During FY26, SiteMinder expanded its operations in Pune, India, strengthening access to one of the world's largest pools of engineering, software development and data science talent. This investment further diversifies the Company's global talent base, expands access to scalable technical capability and supports continued investment in product development, data science and capabilities that leverage artificial intelligence, while supporting the Company's long-term growth and operating leverage objectives.

SiteMinder seeks to attract people with the technical expertise, learning agility and collaborative behaviours required to succeed in a rapidly evolving technology environment. Internal mobility, career development and succession planning complement external recruitment by broadening employee experience, strengthening organisational capability and developing future leaders.

The Company's employee value proposition combines competitive remuneration, career development, and recognition to support employee engagement and long-term retention. Management regularly reviews these programs to ensure they remain competitive across the markets in which the Company operates and continue to support the attraction and retention of high-performing talent.

Management monitors workforce metrics, including recruitment outcomes, employee turnover, internal mobility and succession readiness, to evaluate the effectiveness of the Company's talent strategy and identify opportunities for continuous improvement.

1.2.4. Learning and development

Maintaining workforce capability is essential to SiteMinder's ability to innovate and execute its strategic initiatives. The Company invests in learning and development to strengthen technical expertise, leadership capability and professional skills, helping employees adapt as technologies, customer expectations and business needs continue to evolve.

Learning is supported through SiteMinder Academy, the Company's digital learning platform, which provides employees with personalised learning pathways covering technical capability, leadership development, compliance and professional skills. In addition, targeted development programs support leaders, managers and specialist technical teams at different stages of their careers.

Employees are encouraged to take ownership of their professional development through regular performance and career conversations, supported by quarterly check-ins and two days of paid study leave each year for approved external learning.

As artificial intelligence reshapes software development, product management and customer operations, SiteMinder continues to expand learning opportunities in AI, software engineering and product innovation. These investments help ensure employees develop the skills required to support innovation, respond to changing technologies and execute the Company's long-term strategy.

1.2.5. Employee engagement and culture

Delivering innovative software at global scale requires a workforce that is engaged, collaborative and aligned behind a common purpose. SiteMinder's culture supports innovation, accountability and continuous improvement, enabling teams across engineering, product, commercial and corporate functions to work effectively together.

The Company's values and Ways of Working model establish a consistent framework for how employees collaborate, make decisions and deliver outcomes across its global operations. Built around four principles - We Hustle, We Make it Simple, We Come Together and We Grow - the model encourages employees to act with ambition and integrity, simplify complexity, collaborate across teams and continuously develop their capabilities. Together, these principles reinforce the behaviours and culture required to execute the Company's strategy.

We hustle

Work it out,
make it happen

Ambition, agility, tenacity, and integrity

We make it simple

Make it easier,
make it scale

Think customer, openness, innovation, removing friction

We come together

Better together,
everyone counts

Collaboration & partnering, respect & listening

We grow

Always learning,
always growing

Growth mindset, soliciting/acting on feedback

Employee engagement is monitored through regular engagement surveys, employee feedback mechanisms and ongoing dialogue between employees, managers and senior leaders. Management reviews the results of these engagement mechanisms to identify emerging issues, monitor organisational health and implement actions that strengthen engagement, culture and leadership effectiveness.

A strong organisational culture supports innovation, improves organisational effectiveness and helps SiteMinder attract, retain and develop the talent required to deliver long-term sustainable growth.

1.2.6. Diversity, equity and inclusion

SiteMinder believes that a diverse and inclusive workforce strengthens innovation, improves decision-making and enables the Company to better serve the global hotel industry. Serving customers across more than 150 countries, SiteMinder benefits from a workforce with diverse perspectives, experiences and backgrounds that better reflects the global hotel industry and supports long-term organisational performance.

The Company's Diversity, Equity and Inclusion (DE&I) strategy seeks to attract, develop and retain talented people from diverse backgrounds while fostering a workplace where employees feel respected, valued and able to contribute to their full potential. Inclusive recruitment, career development and leadership initiatives support equitable access to opportunities and help broaden representation across the organisation over time.

Employee Resource Groups (ERGs) help foster an inclusive workplace by providing opportunities for employees to connect, share experiences and provide feedback on inclusion, belonging and employee experience. These initiatives are complemented by inclusive workplace policies and benefits, including flexible working arrangements, parental leave and reproductive care leave.

Management monitors diversity metrics, employee feedback and workforce trends to assess progress against the Company's DE&I objectives. These insights inform the ongoing development of SiteMinder's people strategy and are regularly reported to the Board.

1.2.7. Health, safety and wellbeing

Maintaining a healthy, safe and resilient workforce supports employee engagement, productivity and long-term organisational performance. As a global software company operating across multiple jurisdictions, SiteMinder maintains workplace health and safety policies, governance processes and training designed to support a safe, inclusive and productive working environment.

The Company adopts a holistic approach to employee wellbeing, recognising that employees perform at their best when their physical, mental, emotional and financial wellbeing is supported. Employees have access to a range of wellbeing initiatives, including Employee Assistance Programs (EAP), mental health resources, enhanced parental leave, reproductive care leave and flexible Ways of Working.

Management monitors health, safety and wellbeing through employee feedback, engagement surveys and workplace reporting processes. These insights inform ongoing improvements to workplace practices and employee support programs, helping SiteMinder maintain an engaged, resilient and high-performing workforce.

1.2.8. People-related risks and opportunities

SiteMinder has identified a number of workforce-related risks and opportunities that could affect the Company's ability to execute its strategy and deliver long-term shareholder value. These are assessed through the Company's enterprise risk management framework and are reviewed periodically by management and the Board. The Company's assessment of significant workforce-related risks and opportunities is summarised below.

Area	Nature	Description	Potential Financial Impact[1]	Timeframe[2]	Actions taken
Access to talent	Risk	Competition for skilled technology professionals may affect the Company's ability to recruit critical capability	Low to Medium	Short to Medium	Global recruitment strategy, employer branding and workforce planning. During FY26 SiteMinder opened an office in Pune (India).
Global workforce regulation	Risk	Operating across multiple jurisdictions requires ongoing compliance with employment, workplace health and safety, payroll, immigration and labour regulations. Failure to comply with these evolving requirements could result in financial penalties, operational disruption and reputational damage.	Medium	Short to Medium	To ensure compliance, SiteMinder employs localised management to oversee day to day operations. Support from external resources is utilised where necessary. All team members are required to complete regular training programs covering regulatory and compliance matters.
Talent retention	Risk / Opportunity	While elevated employee turnover may reduce organisational capability and execution, an appropriate level of workforce renewal supports innovation, capability development and organisational resilience.	Low to Medium	Short to Medium	Career development, competitive remuneration, employee engagement and succession planning.
Leadership succession	Risk	Loss of key leaders could impact execution of strategic initiatives	Medium	Medium to Long	Succession planning and leadership development programs
Future workforce capability	Risk	Rapid technological change, including advances in artificial intelligence, may create skills gaps if workforce capability does not evolve in line with changing business requirements.	Medium	Medium to Long	Investment in up-to-date learning and development materials, and workforce planning.
Artificial intelligence	Opportunity	Responsible adoption of artificial intelligence can improve workforce productivity, software development, decision-making and customer outcomes while supporting innovation and operational efficiency.	Medium to High	Medium to Long	Investment in AI capability, employee training and responsible adoption of AI technologies.

[1] Definition of financial impact: The low/medium/high ratings have been presented to help readers of the report appreciate the relative impact of the risks and opportunities on SiteMinder. A comprehensive quantitative assessment has not been completed on the listed factors.
[2] Definition of timeframe impact: (i) Short term means the next 12 months and aligns with the Company's annual operating and budgeting cycle, (ii) Medium term means one to five years and aligns with the Company's strategic planning horizon, (iii) Long term means more than five years and is used for assessing structural changes in climate, regulation, technology and customer behaviour.

1.2.9. Workforce resilience

Management considers SiteMinder's workforce model to be resilient and well positioned to support the Company's long-term strategy.

This assessment considered the workforce-related risks identified in Section 1.2.8 across the short, medium and long term, including talent availability, employee retention, leadership succession, regulatory complexity and changing capability requirements. Management also considered a range of plausible workforce disruption scenarios, including shortages of specialist technology talent and increased competition for skilled employees, when assessing organisational resilience.

The Company's globally distributed workforce, flexible operating model, leadership development programs and ongoing investment in workforce capability reduce concentration risk and support business continuity. These characteristics enable SiteMinder to continue attracting talent across multiple regions while maintaining operational flexibility and supporting collaboration across international teams.

Continued investment in organisational capability, leadership succession and employee engagement is expected to further strengthen workforce resilience as the Company continues to grow.

1.2.10. Impact on SiteMinder’s business model and value chain

Human capital is a critical input to SiteMinder's business model. The Company's ability to develop software, support customers, expand internationally and execute its Smart Platform strategy depends on attracting, developing and retaining a highly skilled workforce.

Maintaining a highly skilled workforce supports the Company's ability to develop innovative products, deliver high-quality customer experiences, expand internationally and execute its Smart Platform strategy. Conversely, prolonged shortages of skilled employees, increased employee turnover or capability gaps could adversely affect product development, customer delivery, operating efficiency and future growth.

SiteMinder's globally diversified workforce, investment in leadership capability and focus on employee engagement help reduce these risks while supporting long-term organisational performance. Management considers workforce capability when evaluating strategic priorities, organisational design, resource allocation and long-term business planning.

1.2.11. Current and anticipated financial effects

During FY26, SiteMinder recognised $3.8 million of restructuring costs associated with organisational restructuring and workforce realignment to support the continued execution of its Smart Platform strategy. In FY25, the Company recognised restructuring costs of $6.7 million.

Excluding restructuring costs, employee-related expenses increased by 7.3% during FY26, compared with a 12.6% increase in the average number of employees. This reflected the mix of new hires during the year and the impact of foreign exchange movements. Employee-related expenditure primarily comprises salaries and wages, employee benefits, recruitment, learning and development, and other workforce-related costs, and forms part of the Company's ordinary operating expenditure.

Management has not separately quantified the financial effects of individual workforce-related risks and opportunities because these are generally not separately identifiable from broader workforce costs and operational performance. However, labour market conditions, remuneration trends, employee turnover, workforce productivity and future investment in organisational capability may influence employee-related expenditure, operating margins and cash flows over the short to medium term.

Management will continue to assess the financial implications of workforce-related risks and opportunities as reporting practices mature.

1.3. Risk management

Workforce-related risks and opportunities are identified through annual strategic planning, workforce planning, succession planning, employee engagement surveys, recruitment activity, labour market monitoring and ongoing management reporting. Risks are assessed using the Company's enterprise risk management methodology, prioritised based on their likelihood and potential impact, and monitored through regular reporting to management and the Board.

These processes are integrated into SiteMinder's broader enterprise risk management framework to support consistent assessment of strategic, operational and financial risks. Management periodically reviews workforce-related risks to reflect changes in labour markets, organisational priorities and emerging technology trends, including developments in artificial intelligence.

There were no material changes to the Company's workforce risk management processes during FY26.

1.4. Metrics and targets

1.4.1. Workforce metrics

SiteMinder monitors a range of workforce metrics to assess organisational capability, employee engagement and progress against the Company's people strategy. These metrics support management's oversight of workforce-related risks and opportunities and provide insight into the Company's ability to attract, develop and retain the talent required to execute its long-term strategy.

Workforce metrics are reviewed regularly by management and reported to the Board through the governance framework described in Section 1.1. Metrics are used to inform workforce planning, leadership development, succession planning and broader strategic decision-making. Unless otherwise stated, workforce metrics relate to permanent and fixed-term employees employed by SiteMinder as at 30 June 2026.

Metric	FY24	FY25	FY26
Number of employees			
Period end	1,093	1,178	1,321
Period average	1,052	1,128	1,270
Employee engagement score	8/10	8/10	8.2/10[1]
Gender diversity (% women)			
Board	29%	33%	43%
Executive leadership	38%	38%	44%
Leaders	43%	36%	45%
Total workforce	49%	48%	47%

[1] The FY26 employee engagement score of 4.1 (out of 5) has been converted to an equivalent score on a 10-point scale to maintain comparability with prior periods.

Metric	FY24	FY25	FY26
Workforce by age			
18-24	4%	4%	2%
25-34	50%	51%	51%
35-44	36%	35%	34%
45-54	9%	9%	10%
55-64	1%	1%	2%
65+	0%	0%	0%
Workforce by location			
APAC	64%	64%	64%
EMEA	26%	26%	26%
Americas	10%	11%	10%
Employee contract type			
Permanent	99%	99%	98%
Fixed term	1%	1%	2%
Casual	0%	0%	0%
Employment type			
Full time	98%	99%	98%
Part time	2%	1%	2%
Employee relationship type			
Directly employed	91%	94%	98%
Not directly employed	9%	6%	2%
Compulsory training participation	75%	97%	90%
Workplace safety			
Fatalities from work-related injury	0	0	0
Recordable work-related injury	0	0	0

1.4.2. Measurement approach

Metric	Definition and methodology
Number of employees	Permanent and fixed-term employees at reporting date; excludes contractors and third-party workers unless otherwise stated
Employee engagement score	Score derived from monthly engagement surveys via HiBob (HRIS) - based on question set or favourable-response methodology
Leaders	Employees classified within SiteMinder's defined leadership population
Compulsory training participation	Percentage of assigned mandatory training completed by the reporting date

1.4.3. People-related targets

SiteMinder has established people-related objectives that support the Company's long-term strategy and organisational priorities. These objectives are designed to strengthen workforce capability, maintain employee engagement and support sustainable business performance.

Area	Metric	Target	Target period	FY25	FY26	Status
Diversity, Equity and Inclusion	Gender representation	Achieve and sustain 40/40/20	Ongoing	48/52 (Female/Male)	47/53 (Female/Male)	Meeting
Engagement	Engagement score	Exceed benchmark	Annual	8 out of 10	8.2 out of 10[1]	Meeting
Safety	Workplace fatalities	Zero	Annual	Zero	Zero	Meeting
Safety	High consequence injuries	Zero	Annual	Zero	Zero	Meeting

[1] The FY26 employee engagement score of 4.1 (out of 5) has been converted to an equivalent score on a 10-point scale to maintain comparability with prior reporting periods.

These objectives are periodically reviewed by management and the Board to ensure they remain aligned with the Company's strategic priorities, workforce needs and evolving labour market conditions.

Progress against these objectives is reviewed regularly by management and reported to the Board through the governance processes described in Section 1.1. Where progress differs materially from expectations, management develops action plans addressing workforce planning, recruitment, learning and development or employee engagement, as appropriate.

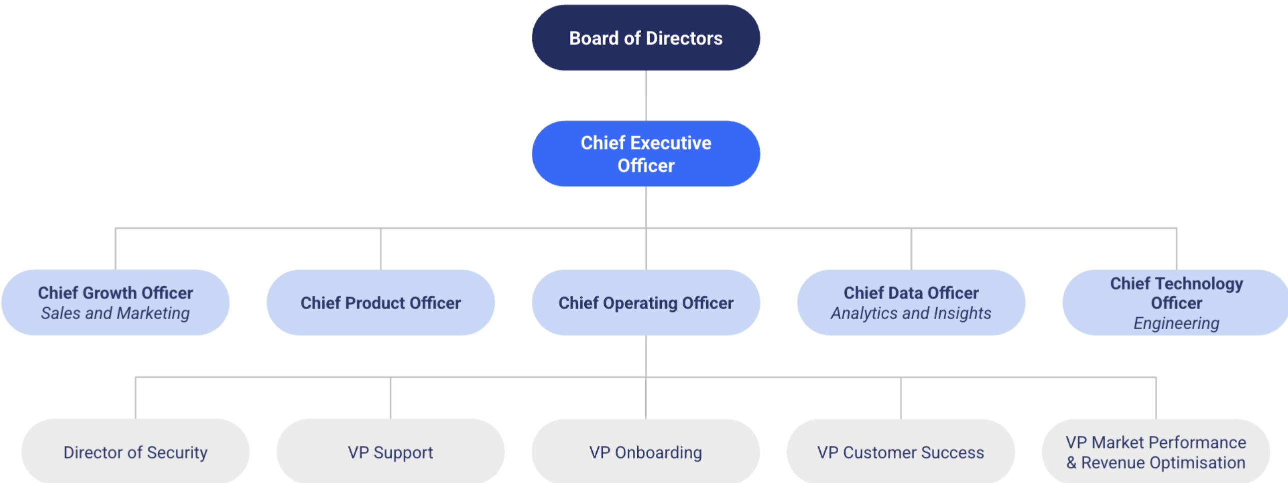
2. Customers

SiteMinder's customers are fundamental to the Company's long-term success. While more than 56,000 accommodation providers remain at the centre of the Company's business, SiteMinder increasingly creates value for a broader ecosystem of property management systems, distribution partners and technology providers that rely on its platform to exchange information and enable hotel commerce. Maintaining the trust of these participants through an exceptional customer experience, secure products and reliable technology is critical to supporting long-term customer relationships, sustainable growth and shareholder value.

As the hotel industry continues to digitise, customer expectations continue to evolve. Accommodation providers increasingly rely on secure, resilient and highly connected software platforms to manage their businesses, while advances in artificial intelligence and increasing cyber threats continue to reshape the technology landscape. SiteMinder's customer strategy is focused on delivering an exceptional customer experience, protecting customer data and maintaining the reliability of the Company's platform.

2.1. Governance

Effective governance supports SiteMinder's ability to deliver secure, reliable and innovative products while maintaining customer trust. Customer experience, product quality, information security and platform reliability are integrated into the Company's broader corporate governance and enterprise risk management framework and are considered important components of the Board's oversight of SiteMinder's strategy, operational performance and long-term value creation.



2.1.1. Board oversight

The Board has ultimate responsibility for overseeing SiteMinder's customer strategy and the material risks and opportunities associated with customer experience, information security, platform reliability and product innovation.

The Board periodically considers whether it has access to the skills and competencies required to oversee customer-related risks and opportunities. This capability is supported through the experience of Board members, the expertise of management, regular reporting from subject matter experts across product, technology and security, and engagement with external advisers where appropriate.

The Board receives regular updates from the Chief Executive Officer and members of the Executive Leadership Team on matters including:

- Customer experience and satisfaction
- Product development and innovation
- Platform reliability and operational resilience
- Privacy, cyber security and data protection
- Significant customer incidents and remediation activities
- Emerging technology trends and customer-related risks
- Strategic technology partnerships and the continued development of the Company's hotel commerce ecosystem

Customer-related matters, including strategic ecosystem development and technology partnerships, are considered as part of the Board's oversight of the Company's strategy, enterprise risk management framework and major technology investments. The Board also oversees customer-related objectives and monitors management's progress through regular reporting.

2.1.2. Management’s role

Management is responsible for implementing SiteMinder's customer strategy and identifying, assessing and managing customer-related risks and opportunities.

Led by the Chief Executive Officer, and supported by the Executive Leadership Team, management is responsible for:

- Delivering the Company's customer strategy
- Developing innovative products and services
- Maintaining platform reliability and security
- Protecting customer data and privacy
- Monitoring customer feedback and satisfaction
- Responding to emerging customer needs and technology trends
- Reporting material customer-related matters to the Board

To support the responsible adoption and use of artificial intelligence, SiteMinder has established an AI Governance Committee comprising representatives from across the business. The committee supports the identification and management of AI-related risks and opportunities and promotes alignment with the Company’s governance, risk management, information security and privacy frameworks.

Management periodically reviews the adequacy of customer-facing resources, including customer success, onboarding, support and market performance and revenue optimisation capabilities, together with technology infrastructure and security capabilities. During FY26, the Company continued investing in these customer-facing capabilities to support customer outcomes, product adoption and long-term growth.

2.2. Strategy

2.2.1. Customer strategy

SiteMinder's customer strategy is designed to create value across the global hotel commerce ecosystem. While accommodation providers remain at the centre of the Company's strategy, SiteMinder increasingly develops products and services that create value for property management systems, distribution partners, and other technology partners. By strengthening the broader ecosystem, the Company enhances outcomes for accommodation providers while creating new opportunities for sustainable long-term growth.

As hotel commerce becomes increasingly digital and interconnected, participants across the industry are seeking technology that simplifies complexity, enables collaboration and facilitates the secure exchange of data between systems. SiteMinder's strategy is to strengthen its position as the infrastructure underpinning hotel commerce by investing in trusted technology, global connectivity and continuous product innovation.

The Company's Smart Platform strategy reflects this evolution. By combining automation, artificial intelligence, connectivity, proprietary data assets, analytics and revenue optimisation capabilities within a single platform, SiteMinder is expanding the value it delivers beyond individual software solutions to become an increasingly important component of the technology infrastructure supporting the global hotel industry. This strengthens outcomes for customers while reinforcing the Company's long-term competitive position.

SiteMinder's customer strategy focuses on:

- Delivering exceptional outcomes for accommodation providers throughout the customer lifecycle
- Expanding value creation across the global hotel commerce ecosystem
- Developing innovative products and platform capabilities that improve customer outcomes
- Maintaining trusted, secure and resilient technology infrastructure
- Supporting adoption through customer success, education and strategic partnerships.

Management periodically reviews the Company's customer strategy to ensure it remains aligned with changing customer needs, technological developments and the Company's long-term strategic priorities.

2.2.2. Industry trends

The global hotel industry continues to undergo significant technological transformation, increasing both the complexity and pace of hotel commerce. Accommodation providers, distribution partners and technology providers are becoming more interconnected, while advances in artificial intelligence, automation and cloud-based software are accelerating the speed at which commercial decisions are made and increasing the volume of information exchanged across the hotel commerce ecosystem.

Artificial intelligence is further reshaping how participants interact. In addition to enhancing decision-making within hotels, AI-powered assistants and agents are expected to play an increasingly important role in helping travellers discover, compare and book accommodation, while also supporting business processes across distribution and technology partners. As a result, hotel commerce is becoming increasingly automated, interconnected and data-driven.

These developments are changing customer expectations. Rather than seeking standalone software solutions, accommodation providers and their partners increasingly expect connected platforms that simplify complexity, enable secure collaboration and facilitate the trusted exchange of real-time information across a growing ecosystem of participants.

As the pace of hotel commerce continues to accelerate, trusted digital infrastructure is becoming increasingly important. Technology platforms must support deeper integration, higher levels of reliability and the secure exchange of information across an expanding network of accommodation providers, technology partners, distribution channels and emerging AI-enabled services.

SiteMinder believes these structural trends are increasing demand for open, connected platforms capable of enabling hotel commerce at global scale. Through continued investment in its Smart Platform, partner ecosystem and product innovation, the Company is strengthening its position as the infrastructure underpinning hotel commerce.

2.2.3. Delivering exceptional customer outcomes

SiteMinder believes that long-term customer relationships are built by consistently delivering measurable value to customers. The Company therefore focuses not only on the quality of its products and services, but also on helping customers achieve better commercial outcomes through technology, innovation and ongoing support.

The Company seeks to simplify the increasing complexity of hotel commerce by providing customers with a connected platform that enables them to manage distribution, optimise revenue and access a growing ecosystem of technology partners through a single interface. As customer needs continue to evolve, SiteMinder invests in product innovation, automation and artificial intelligence to help customers operate more efficiently and respond more effectively to changing market conditions.

Recognising that technology alone is not sufficient to deliver successful customer outcomes, SiteMinder complements its products with onboarding, education, implementation and customer support services designed to help customers maximise the value they receive from the platform throughout their lifecycle.

Customer feedback plays an important role in shaping product development and service delivery. Feedback is gathered through multiple channels, including direct customer interactions, support engagements, product research and customer satisfaction surveys, and is incorporated into the Company's product roadmap and continuous improvement processes.

Initiatives to deliver exceptional customer outcomes

Focus area	Examples of FY26 initiatives
Product innovation	Dynamic Revenue Plus AI enhancements: AI-powered summaries, predictive analytics, smart competition recommendations, and destination intelligence
	Channels Plus - Flexible rate plans and B2B distribution support
Customer success	Growing global footprint with the opening of a new office in Pune, India
	Regular publications sharing the latest trends in hotel distribution and revenue management (SiteMinder Unpacked, Changing Traveller Report, The Response Gap, Hotel Booking Trends)
	Interactive webinar sessions covering the latest industry trends (e.g. Project Amplify - a webinar series discussing how AI is redefining what hotels can achieve)
Customer feedback	Surveys of hoteliers and travellers providing insights into revenue management practices and travel trends
	Direct engagement and customer support interactions
	Engagement through participation in 90+ industry events around the world
Ecosystem expansion	SiteMinder Powered - a new initiative allowing selected hospitality technology companies to integrate SiteMinder’s distribution engine directly within their own platforms
	DirectBooker connection - enabling independent hotels to distribute their inventory on AI platforms
	UltraSync - next-generation connectivity designed to create a deeper, highly synchronised connection between SiteMinder and a hotel’s PMS

2.2.4. Privacy and data security

As SiteMinder's platform supports a growing number of participants across the hotel commerce ecosystem, and connectivity between those participants becomes deeper and more sophisticated, maintaining the privacy, security and integrity of customer data is fundamental to the Company's strategy. Trusted information exchange underpins SiteMinder's role as the infrastructure enabling hotel commerce, allowing accommodation providers, distribution partners, technology partners and other ecosystem participants to collaborate and transact with confidence.

The Company maintains a comprehensive information security and privacy framework designed to safeguard customer and business information, support compliance with applicable privacy and data protection laws, including the European Union's General Data Protection Regulation (GDPR), and protect the resilience of its global platform. Privacy and security considerations are embedded throughout the product development lifecycle and operational processes, supported by governance, policies, technical controls and ongoing employee awareness and training.

As technology ecosystems become increasingly interconnected, and artificial intelligence enables more automated interactions between participants, protecting the confidentiality, integrity and availability of information becomes increasingly important. SiteMinder continually reviews and enhances its security capabilities to respond to the evolving threat landscape, changing customer expectations and emerging technologies, while supporting the secure exchange of information across its growing partner ecosystem.

As the Company's platform becomes more deeply embedded across the hotel commerce ecosystem, maintaining robust privacy and information security practices is essential to supporting deeper integrations, emerging AI-enabled services and continued customer trust.

2.2.4.1. Information security framework

SiteMinder maintains an Information Security Management System designed to protect customer and business information, strengthen platform resilience and support the secure operation of its services. The framework is aligned with recognised industry standards and incorporates governance, risk management, technical controls and employee awareness initiatives to support the confidentiality, integrity and availability of information.

Key elements of the framework include:

- An Information Security Management System certified to ISO/IEC 27001:2022
- PCI DSS v4.0.1 certification supporting the secure processing of payment information
- Security and privacy controls embedded throughout the software development lifecycle
- Independent security assessments, penetration testing and ongoing vulnerability management
- Continuous monitoring of technology environments and security events
- Identity and access management controls, including multi-factor authentication and least-privilege access principles
- Encryption of sensitive information in transit and at rest
- Incident response, business continuity and disaster recovery processes
- Mandatory information security awareness training for employees

2.2.5. Platform reliability and resilience

As accommodation providers and technology partners become increasingly reliant on connected digital platforms, the availability and resilience of SiteMinder's technology have become fundamental to the delivery of hotel commerce. Each year, the Company's platform facilitates more than 100 billion communications across the global hotel commerce ecosystem, enabling accommodation providers, distribution partners and technology providers to exchange information and execute business-critical commercial transactions with confidence.

The Company designs, develops and operates its platform to deliver secure, scalable and highly available services that customers and partners can rely on. Maintaining consistently high platform availability is fundamental to SiteMinder's role as the infrastructure underpinning hotel commerce. Customers depend on the platform to manage inventory, exchange information and execute transactions in real time, while the Company continuously monitors platform availability and performance to support uninterrupted service.

As connectivity across the hotel commerce ecosystem becomes deeper and more sophisticated, and artificial intelligence enables more automated interactions between participants, platform resilience becomes increasingly important. SiteMinder continues to invest in the performance, scalability and resilience of its technology to support growing transaction volumes, deeper integrations and emerging AI-enabled services. Through ongoing investment in technology, operational resilience and platform engineering, the Company seeks to provide the execution certainty that customers and partners require to operate confidently in an increasingly connected and dynamic industry.

2.2.6. Customer risks and opportunities

The continued evolution of hotel commerce presents both risks and opportunities that have the potential to influence SiteMinder's long-term strategy, financial performance and competitive position. Management regularly assesses these matters as part of the Company's enterprise risk management framework and strategic planning processes.

As the hotel commerce ecosystem becomes increasingly connected and technologically sophisticated, customer expectations continue to evolve. SiteMinder seeks to manage the associated risks while investing in opportunities that strengthen customer outcomes, deepen ecosystem relationships and support sustainable long-term growth.

Area	Nature	Description	Potential Financial Impact[1]	Timeframe[2]	Management response
Artificial intelligence and automation	Risk / Opportunity	AI is increasing the speed and complexity of hotel commerce, driving demand for trusted execution infrastructure. AI also presents a risk by changing the competitive landscape.	Medium to High	Medium to Long	Continue investing in AI capabilities, platform innovation and infrastructure that enables trusted, real-time execution across the hotel commerce ecosystem.
Deepening ecosystem integrations	Risk / Opportunity	Deep integration with key partners supports growth and network effects. Failure to do so may impact future growth opportunities.	Medium to High	Medium to Long	Expand strategic partnerships through initiatives such as SiteMinder Powered and UltraSync.
Privacy, security and customer trust	Risk	Security or privacy incidents could disrupt operations, reduce customer trust and result in regulatory action or reputational damage.	Medium	Short to Long	Maintain ISO/IEC 27001 certification, PCI DSS compliance, embedded security controls, continuous monitoring and employee training.
Platform reliability and resilience	Risk	Customers increasingly rely on uninterrupted, real-time platform availability. Service interruptions or performance degradation could adversely affect customer confidence.	High	Short to Long	Continue investing in platform resilience, scalability, operational monitoring and disaster recovery capabilities.

[1] Definition of financial impact: The low/medium/high ratings have been presented to help readers of the report appreciate the relative impact of the risks and opportunities on SiteMinder. A comprehensive quantitative assessment has not been completed on the listed factors.

[2] Definition of timeframe impact: (i) Short term means the next 12 months and aligns with the Company's annual operating and budgeting cycle, (ii) Medium term means one to five years and aligns with the Company's strategic planning horizon, (iii) Long term means more than five years and is used for assessing structural changes in climate, regulation, technology and customer behaviour.

SiteMinder reviews these risks and opportunities on an ongoing basis to ensure the Company's customer strategy remains aligned with changes in technology, customer expectations and the broader hotel commerce ecosystem.

2.2.7. Current and anticipated financial effects

SiteMinder takes a disciplined approach to investing in product innovation, platform infrastructure and go-to-market capabilities, seeking to balance long-term strategic investment with sustainable improvements in financial performance. Over the past three years, the Company has delivered significant initiatives under its Smart Platform strategy while improving Adjusted EBITDA by $50 million, from a loss of $21.9 million in FY23 to a profit of $28.1 million in FY26. These outcomes demonstrate the Company's ability to continue investing in strategic growth initiatives while materially improving profitability.

Investment in customer capabilities has also supported continued growth in the Company's customer base, which increased to approximately 56,000 hotels as at 30 June 2026 (+11.8% year-on-year), while maintaining stable revenue churn and increasing customer lifetime value by approximately 9.2%. Management considers these indicators important measures of the effectiveness of the Company's customer strategy and its ability to create sustainable long-term value.

As the Company continues to execute its Smart Platform strategy and scale its platform infrastructure, management expects these investments to support higher customer lifetime value, deeper strategic technology partnerships, sustained long-term revenue growth, operating leverage and shareholder value creation.

Note: *Definitions of the operating metrics referred to in this section, including the basis of calculation where applicable, are set out in the Company's FY26 Annual Report.*

2.3. Risk management

SiteMinder integrates customer-related risks and opportunities into its enterprise risk management framework to support informed decision-making and the long-term resilience of the business. The framework enables the Company to identify, assess, monitor and respond to matters that may affect customer outcomes, operational performance and long-term value creation.

Customer-related risks, including customer experience, platform reliability, privacy, cyber security and technology resilience, are monitored through established governance and reporting processes and are considered in strategic planning, investment decisions and the ongoing review of enterprise risks. Material matters are escalated to the Board and relevant Board committees where appropriate.

Management monitors operational and customer metrics, customer feedback, incident management activities and internal controls to assess the effectiveness of its risk management processes. Insights from these activities support continuous improvement across the Company's products, platform and governance framework.

2.4. Metrics and targets

SiteMinder monitors a range of operational and strategic metrics to assess the effectiveness of its customer strategy, support platform resilience and maintain customer trust. These metrics assist management and the Board in monitoring customer-related risks and opportunities and informing ongoing investment decisions.

The Company focuses on metrics that reflect the scale, reliability and security of its platform, recognising these factors are fundamental to its role as the infrastructure underpinning hotel commerce.

Area	Metric	FY26
Customer ecosystem	Hotel properties connected	56,000 (+11.8% y/y)
Customer value	Lifetime value (LTV)	$29,857 (+9.2% y/y)
Platform scale	Communications processed annually	100 billion+
Platform reliability	Channel manager uptime	99.9%+
Information security	ISO/IEC 27001:2022 certification	Maintained
Information security	PCI DSS v4.0.1 certification	Maintained
Privacy	Material reportable privacy breaches	None

The Company periodically reviews the metrics used to monitor customer-related matters to ensure they remain aligned with its strategy, evolving customer expectations and the continued development of the hotel commerce ecosystem.

3. Community

SiteMinder recognises that long-term business success depends on maintaining positive relationships with the communities in which it operates. With offices spanning 10 countries and customers in more than 150 countries, the Company seeks to contribute positively through employee volunteering, charitable giving and responsible business practices that reflect its values and support the communities in which it operates.

While community initiatives are not a primary driver of SiteMinder's commercial strategy, they contribute to employee engagement, reinforce the Company's culture and support its reputation as a responsible global business.

3.1. Supporting communities

SiteMinder encourages employees to contribute their skills, experience and time to organisations and causes that are meaningful to them. All permanent employees are provided with two days of paid Volunteer Time Off (VTO) each year to support community organisations, with opportunities available across the regions in which the Company operates.

During FY26, employees volunteered 1,708 hours in support of charities, environmental initiatives and community organisations. Activities supported by employees included food relief, environmental restoration, community services and other locally organised initiatives across the regions in which the Company operates.

The Company also supports charitable organisations through corporate giving and employee donation matching, helping amplify the impact of employee-led fundraising initiatives.

SiteMinder continues to review its community programs to encourage participation across its global workforce and ensure they remain aligned with employee interests and the Company's values.

3.2. Responsible business practices

SiteMinder is committed to conducting business ethically and responsibly throughout its operations and supply chain. The Company complies with the requirements of the Australian Modern Slavery Act 2018 and the United Kingdom Modern Slavery Act 2015 and publishes an annual Modern Slavery Statement outlining its approach to identifying and mitigating modern slavery risks.

The Company's approach is supported by its Supplier Code of Conduct, which sets expectations for ethical business practices, labour standards and compliance with applicable laws across its supplier network. Employees also complete mandatory modern slavery awareness training to help identify potential risks and reinforce the Company's commitment to responsible sourcing and human rights.

Further information is available in SiteMinder's Modern Slavery Statement, published on the Company's website.

4. Environment

As an asset-light, cloud-based software company, SiteMinder has relatively limited direct greenhouse gas emissions and limited ownership of physical infrastructure. However, climate change may affect the broader environment in which the Company operates, including its employees, customers, technology infrastructure providers, suppliers and regulatory obligations.

SiteMinder assesses climate-related physical risks, transition risks and opportunities that could reasonably be expected to affect its cash flows, access to finance or cost of capital over the short, medium or long term. The Company integrates material climate-related considerations into its governance, strategy, enterprise risk management and financial planning processes.

4.1. Governance

Effective governance underpins SiteMinder's ability to identify, assess and manage climate-related risks and opportunities and to integrate climate-related considerations into the Company's strategy, risk management and decision-making processes. Oversight of climate-related matters is integrated within the Company's broader corporate governance and enterprise risk management framework to support informed decision-making and the creation of long-term shareholder value.

4.1.1. Board oversight

The Board of Directors has ultimate responsibility for overseeing SiteMinder's approach to climate-related risks and opportunities. Under the SiteMinder Board Charter, the Board oversees the Company's strategy, financial and non-financial risks, environmental and sustainability policies, risk-management and internal-control systems, corporate reporting and significant transactions.

The Board is supported by the Audit and Risk Committee. Under the Audit and Risk Committee Charter, the Committee reviews significant risks, risk-management and internal-control systems, ESG reporting policies and frameworks, internal controls relating to ESG reporting, and ESG reports for recommendation to the Board.

The Audit and Risk Committee Chair reports to the Board after each Committee meeting, and Committee minutes are included in the papers for the next full Board meeting. Climate-related matters are reported through these processes where material or relevant, with additional updates provided when significant developments arise.

The Board considers climate-related risks and opportunities when overseeing strategy, enterprise risk management, financial planning and significant transactions, including relevant environmental, operational and financial trade-offs.

The Board oversees the setting of climate-related targets and monitors progress against those targets through management reporting and the Audit and Risk Committee. The Board also oversees the preparation of the Company's climate-related disclosures and reviews the material assumptions, judgements and estimates supporting those disclosures.

4.1.2. Management's role

Management is responsible for implementing SiteMinder's climate-related strategy and supporting the Board's oversight of climate-related risks and opportunities. The Chief Executive Officer and Chief of Strategic Operations lead the development and execution of the Company's climate-related strategy and are responsible for ensuring that climate-related risks and opportunities are appropriately identified, assessed and managed across the business.

Management is responsible for:

- Implementing the Company's climate-related strategy and initiatives
- Monitoring progress against climate-related objectives and targets
- Identifying emerging climate-related risks and opportunities
- Overseeing greenhouse gas emissions measurement and reporting
- Ensuring compliance with evolving climate-related regulatory requirements, and
- Providing regular reporting to the Board and Audit and Risk Committee.

The Chief Executive Officer and Chief of Strategic Operations are supported by the Finance, Risk, Legal, Product, Procurement and Technology functions, as relevant. Climate-related considerations are incorporated into existing management processes, including enterprise risk management, business continuity planning, supplier management, financial planning and external reporting.

Management maintains processes and internal controls to support the identification, collection, validation and reporting of climate-related information. Climate-related data and disclosures are reviewed by management before being reported to the Audit and Risk Committee and Board. These processes are designed to promote the completeness, consistency and reliability of climate-related disclosures and will continue to evolve as the Company's reporting and assurance requirements mature.

Management is also supported by an employee-led Environment Resource Group comprising representatives from across the business. The group supports environmental initiatives and employee engagement but does not have formal responsibility for identifying or managing material climate-related risks or for approving climate-related disclosures. Management's approach to the responsible adoption of artificial intelligence also considers relevant resource and environmental impacts, supported by the Company's AI Governance Committee. Responsibility for material climate-related risks and climate-related disclosures remains with management under the governance framework described above.

4.1.3. Climate capability and external expertise

The Board periodically considers whether it has access to the skills and competencies required to oversee SiteMinder's climate-related risks, opportunities and reporting obligations. This assessment considers the nature and relative significance of the Company's climate-related exposures, the experience of directors and management, and the availability of external expertise.

The Board's climate-related skills and competencies are considered as part of its annual Board skills matrix and effectiveness review. The assessment considers experience in climate-related risk, sustainability, finance, technology, operations, regulation and reporting.

The Board maintains access to climate-related knowledge through management reporting, director briefings, external advisers and updates on climate science, regulatory developments and reporting standards. Where additional capability is required, the Board may obtain external advice, arrange targeted education or provide targeted briefings to directors and relevant management personnel.

During the reporting period, SiteMinder engaged PathZero to assist with greenhouse gas emissions measurement and reporting in accordance with the Greenhouse Gas Protocol. SiteMinder also engaged Tasman Environmental Markets to provide advice relating to carbon-credit projects and carbon-market developments.

These external advisers support management by providing specialist technical input and advice. They do not replace management's responsibility for identifying, assessing and managing climate-related risks and opportunities, or the Board's responsibility for climate-related oversight and decision-making.

4.1.4. Executive remuneration

SiteMinder's executive remuneration framework did not include climate-related performance measures during FY26. Accordingly, the percentage of executive management remuneration recognised during FY26 that was linked to climate-related considerations was nil.

The Board periodically reviews the executive remuneration framework to ensure it remains aligned with the Company's strategy and governance framework. Further information on SiteMinder's executive remuneration framework is provided in Section 5.5.

4.2. Strategy

4.2.1. Climate-related strategy

SiteMinder's strategy is informed by an ongoing assessment of climate-related risks and opportunities and their potential impact on the Company's business model, operations, customers, suppliers and long-term enterprise value. Climate-related considerations are integrated into the Company's strategic planning, enterprise risk management and governance processes to support long-term business resilience.

SiteMinder's climate-related strategy seeks to:

- Strengthen the resilience of the business under a range of climate scenarios
- Minimise the Company's environmental footprint
- Manage the Company's emissions and support the broader transition to a lower-carbon economy
- Maintain compliance with evolving climate-related regulatory requirements, and
- Identify opportunities to enhance long-term shareholder value while supporting customers through the transition.

SiteMinder has not adopted a standalone climate transition plan. Its climate-related response is integrated into its broader strategy, enterprise risk management, operational resilience, procurement and environmental management processes.

Climate-related activities are currently resourced through the Company's ordinary operating expenditure and existing corporate functions. SiteMinder has not identified a need for material dedicated capital expenditure or external financing to implement its current climate-related strategy.

4.2.2. Climate scenario analysis

SiteMinder assesses climate-related risks and opportunities using the Shared Socioeconomic Pathways (SSPs) published by the Intergovernmental Panel on Climate Change (IPCC) as part of its Sixth Assessment Report.

Scenario	Description	Emission Scenario	Global warming by 2100	Sea levels by 2100 (vs 1995-2014)
SSP1-1.9: Sustainability	The world shifts towards a sustainable path - e.g. low population growth and global cooperation. This scenario is broadly aligned with efforts to limit global warming to approximately 1.5°C and was used as SiteMinder's lower-warming, Paris-aligned scenario.	Very low emission scenario. Net-zero by mid-century	1.0 - 1.8°C	0.28 - 0.55m
SSP2-4.5: Middle of the Road	World follows historical trends	Emissions peak around mid-century and then decline. Does not reach a net zero state by 2100.	2.1 - 3.5°C	0.43 - 0.76m
SSP3-7.0: Regional Rivalry	A fragmented and nationalistic world. High population growth and limited international cooperation	Greenhouse gas emissions continue to rise, to roughly double present levels by 2100	2.8 - 4.6°C	0.55 - 0.90m
SSP5-8.5: Fossil-Fuelled Development	A world of rapid, fossil-fuelled economic growth and high energy demand	Greenhouse gas emissions continue to rise, to roughly double present levels by 2050	3.3 - 5.7°C	0.63 - 1.01m

Source: IPCC Sixth Assessment Report

SiteMinder conducted a qualitative scenario analysis rather than quantitative financial modelling because the Company's current climate exposures do not support reliable quantitative estimation. The analysis used a diverse range of lower and higher-emission pathways to assess both climate-related transition risks and climate-related physical risks.

SSP1-1.9 was used to assess the effects of rapid decarbonisation, including regulatory, reporting, market and technology-related transition risks. SSP3-7.0 and SSP5-8.5 were used to assess the potential effects of more severe physical climate change, including disruption to employees, customers, offices, technology providers and other suppliers.

The assessment considered SiteMinder Limited and its controlled entities and covered the Company's principal operating locations, employees, offices, cloud and technology infrastructure providers, material suppliers and global hotel customer base. It considered the short, medium and long-term time horizons defined in Section 4.2.3.

The assessment considered assumptions relating to:

- Climate-related policy and regulatory change;
- Macroeconomic conditions;
- Regional physical climate hazards, including weather patterns, infrastructure resilience and access to natural resources;
- Energy availability and energy mix;
- Future travel demand and customer behaviour; and
- Technology development.

The analysis was qualitative and did not model specific changes in revenue, expenditure or asset values under each scenario. Management considered this approach commensurate with SiteMinder's circumstances, having regard to its asset-light operating model, limited ownership of physical infrastructure and current assessment of climate-related exposure.

The principal uncertainties in the assessment relate to the timing and location of physical climate events, the response of third-party infrastructure providers and customers, future regulation, the availability of supplier-level data and the long-term evolution of travel demand and technology.

4.2.3. Climate-related risks and opportunities

SiteMinder has identified a range of climate-related risks and opportunities that may affect the Company over the short, medium and long term. For the purposes of this assessment, SiteMinder considers the short term to be within the next 12 months, the medium term to be between one and five years, and the long term to be beyond five years.

The assessment considers both physical risks, including the potential effects of extreme weather events on employees, technology infrastructure and customers, and transition risks arising from changing regulation, evolving stakeholder expectations and the transition to a lower-carbon economy. Climate-related opportunities include the ability to further strengthen the resilience of the Company's operations, support customers as they adapt to changing market conditions and leverage the scalability of its cloud-based operating model.

The Company's assessment of identified climate-related risks and opportunities is summarised in the following table:

Area	Nature	Description	Financial Impact[1]	Timeframe[2]	Mitigation measures
Team member wellbeing	Physical Risk	Developments in the aforementioned environmental factors could adversely impact the performance of our team members by impacting their health, comfort, and mobility.	Low	Short-Long	All team members have been equipped to work remotely. All office locations are climate controlled to promote a high-performance environment
Physical work access	Physical Risk	Extreme weather conditions could prevent our team members from attending to the office and in-person engagements with customers and partners.	Low	Short-Long	All team members have been equipped to work remotely. SiteMinder has multiple pathways to engage with customers and partners. These include video conference calls and self-guided support.

Area	Nature	Description	Financial Impact[1]	Timeframe[2]	Mitigation measures
Technology infrastructure	Physical Risk	Increases in ambient temperatures, drought, and water stress could adversely impact our technology vendors whose data centres are dependent on water for cooling.	Low-medium	Medium-Long	SiteMinder's key technology vendors have in-place measures to reduce their water dependency. This includes alternative cooling methods, and using recycled water. Measures such as multiple availability zone architecture are in-place to promote resilience.
Operational costs	Transition & Physical Risk	Developments in the aforementioned environmental factors could increase the costs of our suppliers, which could be passed on to us in part or in full.	Low	Short-Long	SiteMinder regularly reviews its pricing to ensure it is generating economics consistent with the long term interests of its stakeholders.
Regulations	Transition Risk	Increasing climate-related reporting, assurance and governance requirements may increase compliance costs and management resources.	Low-medium	Medium-Long	SiteMinder is a low emissions business. SiteMinder regularly engages with third parties to keep abreast of upcoming regulator changes and to ensure compliance.
Impact on our customers' operations	Physical & Transition Risk and opportunity	A prolonged reduction in travel demand in regions affected by climate-related events could reduce transaction volumes generated through certain transaction-based products. Subscription revenue is expected to be less directly affected. Transactional revenue made up 42% of our FY26 revenue and 24% of our gross profit.	Low	Short-Long	SiteMinder has a diversified customer base with over 56,000 hotels around the world. This helps minimise the impact of localised weakness in travel demand. Furthermore, SiteMinder is the industry's largest open hotel commerce platform, offering capabilities that help hoteliers gain timely insights and generate additional revenue. Challenging market conditions may increase customer demand for revenue optimisation and distribution solutions.

[1] Definition of financial impact: The low/medium/high ratings have been presented to help readers of the report appreciate the relative impact of the risks and opportunities on SiteMinder. A comprehensive quantitative assessment has not been completed on the listed factors.

[2] Definition of timeframe impact: (i) Short term means the next 12 months and aligns with the Company's annual operating and budgeting cycle, (ii) Medium term means one to five years and aligns with the Company's strategic planning horizon, (iii) Long term means more than five years and is used for assessing structural changes in climate, regulation, technology and customer behaviour.

4.2.4. Climate resilience

SiteMinder assessed the resilience of its strategy and business model to climate-related changes, developments and uncertainties using the qualitative scenario analysis described in Section 4.2.2. The assessment was performed during FY26 and considered a diverse range of lower- and higher-emission scenarios, including a scenario broadly aligned with efforts to limit global warming to approximately 1.5°C.

Based on the assessment as at 30 June 2026, management considers SiteMinder's strategy and business model to be resilient across the scenarios assessed. The assessment did not identify climate-related risks or opportunities that are currently expected to require a material change to SiteMinder's business model, competitive position or long-term strategy.

This conclusion reflects SiteMinder's asset-light, cloud-based operating model, limited ownership of physical infrastructure, geographically distributed workforce and diversified customer base. Flexible working arrangements, business continuity processes and reliance on geographically distributed third-party cloud infrastructure support the Company's ability to respond to localised disruption.

The principal uncertainties considered were the timing, severity and location of physical climate events; the resilience and pricing of third-party technology infrastructure; changes in climate-related regulation and reporting requirements; the availability of supplier-specific data; and the indirect effects of climate change on hotel customers, travel demand and transaction volumes.

Management considers that SiteMinder has sufficient financial and operational flexibility to respond to the effects identified. Current and anticipated climate-related activities are expected to be funded through ordinary operating expenditure and existing corporate functions. The Company does not currently expect these activities to require material dedicated capital expenditure, changes to financing arrangements or material changes to investment plans.

Because SiteMinder owns limited physical assets, its ability to adapt is expected to involve changes to supplier arrangements, technology configurations, business continuity measures, workforce practices and operating procedures rather than significant relocation, upgrading or decommissioning of owned assets.

The qualitative approach was considered commensurate with SiteMinder's circumstances because its climate-related exposures are predominantly indirect and reliable quantitative modelling of scenario-specific financial effects is not currently available without undue cost or effort. Management will continue to monitor the identified uncertainties and update its resilience assessment as the Company's exposures, operating model and external conditions evolve.

4.2.5. Impact on SiteMinder's business model and value chain

SiteMinder's principal direct operations comprise its cloud-based software platform, leased offices and globally distributed workforce. Its broader value chain includes cloud and technology infrastructure providers, telecommunications providers, landlords, professional service providers, distribution and technology partners, and hotel customers in more than 150 countries.

Climate-related exposures are principally concentrated in:

- Third-party cloud, telecommunications and technology infrastructure that supports SiteMinder's platform
- Leased offices and employees located in regions exposed to severe weather
- Purchased services, business travel, employee commuting and leased premises, which comprise material sources of Scope 3 emissions, and
- Hotel customers and travel destinations that may be affected by physical climate events or longer-term changes in travel patterns

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4.2.6. Strategic response

SiteMinder's response to climate-related risks and opportunities focuses on maintaining operational resilience while supporting the long-term sustainability of the business.

Current initiatives include:

Response	Status	Key responsible functions	Resourcing
Maintaining business continuity and flexible working capabilities	Ongoing	Technology, workplace and people	Ordinary operating expenditure
Assess resilience of critical technology providers	Ongoing	Technology and procurement	Existing supplier management processes
Improve emissions data quality	Ongoing	Finance and external advisers	Ordinary operating expenditure
Manage gross emissions growth	Ongoing	All functions	Existing operational budgets
Purchase and retire carbon credits	Annual	Finance and external advisers	Ordinary operating expenditure
Monitor climate-related regulation	Ongoing	Legal, risk, finance and external advisers	Existing corporate functions
Reduce electronic waste	Ongoing	Technology and procurement	Existing asset-management processes

4.2.7. Current and anticipated financial effects

Climate-related risks and opportunities did not have a material effect on SiteMinder’s financial position, financial performance or cash flows during FY26. Management did not identify any climate-related matter requiring a material adjustment to the carrying amounts of assets or liabilities, useful lives of assets, impairment assessments, provisions or other accounting estimates in the FY26 Financial Statements.

Management also did not identify any climate-related risk or opportunity that creates a significant risk of a material adjustment to the carrying amounts of assets or liabilities within the next annual reporting period.

The financial-statement line items that could be affected by climate-related risks and opportunities include cloud hosting and technology infrastructure costs, occupancy and utilities expenses, employee and business continuity costs, travel expenditure, professional and assurance fees, supplier and procurement costs, revenue and transaction volumes, provisions, impairment-related balances and other operating expenses.

Management has not separately quantified the current or anticipated financial effects of individual climate-related risks and opportunities because those effects are not currently separately identifiable from broader operating costs and business performance. In addition, the level of uncertainty involved in estimating longer-term indirect effects would not produce decision-useful quantitative information.

Management also assessed whether the combined financial effects of climate-related risks and opportunities, together with other business factors, could be quantified in a decision-useful manner. Given the indirect nature of the identified exposures and the level of estimation uncertainty, management concluded that a combined quantitative estimate would not provide decision-useful information for FY26.

Over the short term, management does not expect the identified climate-related risks and opportunities to have material financial effects. Over the medium term, potential effects principally relate to supplier pricing, regulatory compliance, reporting and assurance requirements, and cloud and technology infrastructure costs. Over the long term, potential effects may also arise from changes in customer demand, travel patterns, supplier costs and infrastructure requirements.

SiteMinder expects to fund current and anticipated climate-related activities through ordinary operating cash flows and existing corporate functions. Climate-related effects will be incorporated into financial planning, capital allocation and financing decisions if they become material.

4.3. Risk management

4.3.1. Climate-related risk management

Climate-related risks and opportunities are evaluated using the Company's enterprise risk management framework. In undertaking these assessments, management considers information including climate scenario analysis, publicly available climate science, evolving regulatory requirements, internal business information and, where appropriate, information provided by key technology providers and other external stakeholders.

Management assesses climate-related matters using qualitative ratings for likelihood and potential financial or operational impact. The assessment also considers the expected timeframe, the extent of exposure across SiteMinder’s operations and value chain, and the effectiveness of existing controls and mitigation measures.

Climate-related risks are prioritised relative to other enterprise risks using the Company’s existing ERM methodology. A climate-related matter is escalated for inclusion in the Enterprise Risk Register where its assessed likelihood and impact meet the applicable enterprise-risk threshold.

Climate-related opportunities are identified through the same strategic assessment and scenario-analysis processes. Management considers whether changes in customer needs, technology, supplier practices, energy efficiency or operating models may create opportunities to improve resilience, reduce costs or support long-term value creation. Opportunities are monitored through strategic planning and relevant operational functions rather than the Enterprise Risk Register, unless they give rise to an associated material risk.

Management periodically reviews both the climate-related risks identified and the effectiveness of the associated risk management processes to ensure they remain appropriate as the Company's operating environment, climate science, regulatory requirements and broader external conditions evolve. Updates are provided to senior management, the Audit and Risk Committee and the Board of Directors through the governance framework described in Section 4.1.

There were no material changes to the Company’s climate-related risk management processes during FY26.

4.4. Metrics and targets

4.4.1. Greenhouse gas emissions

SiteMinder measures and reports greenhouse gas (GHG) emissions annually to monitor its environmental performance and progress against its climate-related strategy. These metrics are used by management to monitor environmental performance, assess progress against climate-related objectives and support oversight of climate-related risks and opportunities.

Greenhouse gas emissions are calculated and reported in alignment with the GHG Protocol Corporate Accounting and Reporting Standard (2004) and, for Scope 3 emissions, the Corporate Value Chain (Scope 3) Accounting and Reporting Standard (2011).

The organisational boundary is determined using the operational-control approach and covers SiteMinder Limited and its controlled entities. SiteMinder had no emissions associated with investees outside the consolidated accounting group during FY26.

Detailed Scope 1, 2 and 3 emissions are disclosed on a location-based basis, while aggregate emissions are reported on both location-based and market-based bases. During FY26, SiteMinder participated in GreenPower, an Australian Government-accredited program enabling households and businesses to purchase renewable electricity through their electricity retailer. The arrangement covered electricity consumption at SiteMinder's Sydney headquarters.

Activity data are sourced from utility bills, travel records, procurement information, employee data, office data and supplier information. Where primary data are unavailable, emissions are estimated using spend-based, activity-based or average-data methods and recognised emissions factors.

The measurement approaches, inputs and assumptions were selected to provide a reasonable and consistent estimate of SiteMinder's greenhouse gas emissions having regard to the availability and quality of activity data, the nature of the Company's operations and value chain, geographic coverage and the proportionality of data collection effort. Where primary activity data were unavailable, estimation methods were used to provide the most decision-useful information available without undue cost or effort.

Emissions factors are selected to reflect the relevant activity, geography and reporting period where practicable. Greenhouse gases are converted to tonnes of CO2 equivalent using 100-year global warming potential values from the IPCC Sixth Assessment Report, where not already incorporated into the selected emissions factors.

During the reporting period, SiteMinder engaged PathZero to support greenhouse gas emissions measurement and reporting. No material changes were made to the underlying measurement methodology, inputs or assumptions compared with the prior reporting period. However, beginning in FY26, SiteMinder aligned its greenhouse gas reporting period with its financial year to improve consistency with its financial reporting and climate-related disclosures. Previously, greenhouse gas emissions were reported on a calendar-year basis. To support users' understanding of this transition, this report presents emissions data for CY24, the six-month transition period from 1 January to 30 June 2025 (H1 CY25), and the first full financial-year reporting period (FY26). Direct comparisons between these reporting periods should be considered in the context of the change in reporting period.

SiteMinder Gross Emissions by GHG Category - Location Based

Gross greenhouse gas emissions (tCO2-e)	CY24 (Jan 2024 - Dec 2024)	H1CY25 (Jan 2025 - Jun 2025)	FY26 (Jul 2025 - Jun 2026)
Scope 1 - Transport fuels, refrigerants	**-**	**-**	**-**
Scope 2 - Purchased electricity	**395**	**166**	**476**
Scope 3 - Total	**4,789**	**3,043**	**6,449**
Category 1 - Purchased goods and services	2,760	1,610	3,324
Category 2 - Capital goods	7	3	2
Category 3 - Fuel and energy related activities	52	17	194
Category 4 - Upstream transportation and distribution	18	6	10
Category 5 - Waste generated in operations	69	46	135
Category 6 - Business travel	418	519	856
Category 7 - Employee commuting / working from home	921	584	1,185
Category 8 - Upstream leased assets	542	259	743
Total - Full Scope - Location-based	**5,184**	**3,210**	**6,924**
Total - Full Scope - Market-based (ex-certified renewable energy)	**4,761**	**3,041**	**6,389**
Emissions intensity and related metrics			
Revenue growth (%, vs preceding period, constant currency) *FY26 compared to CY24, CY24 compared to CY23*	18.3%	n/a	34.4%
Market-based emissions growth (vs preceding period) *FY26 compared to CY24, CY24 compared to CY23*	6.2%	n/a	34.2%
Business travel per average employee (tCO2-e per head)	0.4	n/a	0.7
Employees - period average	1,083	1,159	1,270

* Statutory revenue for CY24 was $203m. For the purpose of calculating emissions intensity, non-operational accounting adjustments are excluded

Due to the change in reporting periods, we refrain from making quantitative comparisons of greenhouse gas emissions across reporting periods. Directionally, FY26 emissions were higher than in the most recent 12-month reporting period, CY24, primarily due to increases in purchased electricity and several Scope 3 categories, including business travel, employee commuting, fuel and energy-related activities, and purchased goods and services:

- Purchased electricity emissions increased primarily due to changes in the Company's office footprint, including the opening of a dedicated Philippines office in place of shared workspace.
- Business travel emissions increased as SiteMinder's expanding global footprint required team members to travel to promote collaboration and cohesion. In addition, new products and programs, including SiteMinder Powered, the Smart Distribution Program and Channels Plus, are underpinned by deep collaboration with technology and distribution partners located outside Australia.
- Employee commuting emissions increased in line with higher office attendance
- Fuel and energy-related emissions increased following the addition of new co-working office space in India.

- Purchased goods and services emissions increased as the business grew, including increased hosting costs and additional software and services supporting the Company's strategic initiatives

The constant currency growth of FY26 revenue compared to CY24 was 34.4%, which was aligned with the 34.2% growth in emissions across the same period.

SiteMinder has assessed Scope 3 Categories 9–15 and considers emissions from these categories to be nil or negligible, reflecting its pure SaaS operating model. SiteMinder does not manufacture or physically distribute products, operate franchises, lease assets downstream, or undertake activities that generate material processing, product end-of-life or investment-related emissions. Accordingly, Categories 9–15 have been assessed as not applicable or immaterial to SiteMinder's operations and are included in the Company's Scope 3 assessment on that basis.

4.4.2. Cross-industry climate-related metrics

Metric category	FY26 assessment
Assets or business activities vulnerable to transition risks	No material owned assets or business activities were identified as vulnerable to climate-related transition risks. The amount and percentage were not separately quantified because SiteMinder does not currently monitor this information using a defined asset-level or activity-level methodology.
Assets or business activities vulnerable to physical risks	No material owned assets or business activities were identified as vulnerable to climate-related physical risks. SiteMinder remains indirectly exposed through employees, suppliers, technology infrastructure providers and customers. The amount and percentage were not separately quantified.
Assets or business activities aligned with climate-related opportunities	No material assets or business activities were classified as aligned with climate-related opportunities during FY26. The amount and percentage were not separately quantified because no internal classification methodology has yet been established.
Capital deployed toward climate-related risks or opportunities	Climate-related activities were funded through ordinary operating expenditure. SiteMinder does not separately track expenditure by climate-related risk or opportunity and therefore has not quantified the amount of capital deployed for FY26.
Internal carbon price	SiteMinder did not use an internal carbon price in decision-making during FY26.
Executive remuneration linked to climate considerations	Nil. Climate-related considerations were not linked to executive remuneration during FY26.

Management acknowledges that the above disclosures do not provide the quantitative amounts and percentages contemplated by AASB S2 paragraph 29(b)–(e). SiteMinder will develop classification, measurement and tracking processes for these metrics in future reporting periods.

4.4.3. Climate-related targets and environmental objectives

SiteMinder has established climate-related targets that support the Company's climate-related strategy and environmental objectives.

Current targets include:

Target / Objective	Metric	Objective	Scope	Base period	Target period	Target type
Maintain carbon neutral operations	Net market-based emissions after retirement of carbon credits	Mitigation	SiteMinder global operations; Scope 1, Scope 2 and Scope 3 emissions	Not applicable - ongoing annual objective	Ongoing	Net GHG objective
Limit gross emissions growth relative to revenue growth	Percentage change in total gross Scope 1, Scope 2 and Scope 3 emissions compared with the constant currency percentage change in revenue	Mitigation	Consolidated Group	CY24 for the FY26 assessment due to change in reporting period; thereafter, the immediately preceding financial year	Annual, ongoing	Intensity objective
Reduce electronic waste	E-waste reduction initiatives in all regions	Environmental objective supporting emissions reduction and resource efficiency	Global operations	Not applicable - ongoing annual objective	Ongoing	Operational objective

SiteMinder's objective of maintaining carbon-neutral operations is to address its residual Scope 1, Scope 2 and disclosed Scope 3 greenhouse gas emissions through the retirement of eligible carbon credits. For Scope 2, the market-based method is used as the basis for the carbon-neutrality assessment because it reflects SiteMinder's contractual purchases of green energy and the associated environmental attributes. Using location-based Scope 2 emissions instead could result in over-compensation for the emissions benefits associated with those purchases. SiteMinder's aggregate location-based and market-based emissions are disclosed separately in Section 4.4.1.

For the current financial year, SiteMinder will retire eligible carbon credits against emissions for FY26 and H1CY25, following the previous retirement of credits against emissions for CY24. The target is assessed annually by comparing the relevant gross emissions with the eligible carbon credits retired for the reporting period.

Carbon credits are used only to address residual emissions. Their retirement does not reduce or offset the gross Scope 1, Scope 2 or Scope 3 emissions reported by SiteMinder. Gross emissions are therefore monitored and reported separately from the net carbon-neutrality objective.

The associated gross greenhouse gas emissions target is SiteMinder's objective to limit the growth in total gross Scope 1, Scope 2 and Scope 3 emissions to no more than the percentage growth in constant-currency revenue. This is an intensity-based gross emissions target. It is assessed annually against the applicable base period and is monitored independently of carbon-credit retirements. The target is intended to measure SiteMinder's underlying emissions performance relative to the growth of its business.

The gross-emissions target does not constitute an absolute emissions-reduction target. SiteMinder's performance is assessed by comparing the percentage change in total gross emissions with the percentage change in constant-currency revenue. For FY26, CY24 is used as the base period because it was the most recent full 12-month period measured by SiteMinder. For each subsequent reporting period, the immediately preceding financial year will be used as the comparative base period.

SiteMinder also maintains an objective to reduce electronic waste through initiatives across its global operations. Progress is monitored by reference to the geographic coverage of relevant initiatives.

None of SiteMinder's climate-related targets has been validated by an independent third party. The targets were developed internally, having regard to the Company's operating model, emissions profile, available data, operational circumstances and expected business growth.

The targets have not been derived using a sectoral decarbonisation approach and are not presented as science-based targets. The Paris Agreement has informed SiteMinder's broader objective of managing greenhouse gas emissions and supporting the transition to a lower-carbon economy, but has not directly determined the quantitative level of the targets.

No interim milestones have currently been established for the carbon-neutrality, gross-emissions or electronic-waste objectives. The targets are reviewed by management and the Board at least annually, having regard to performance, changes in SiteMinder's operations and emissions profile, improvements in data quality, regulatory developments and whether the targets remain appropriate.

No revisions were made to the targets during FY26.

4.4.4. Performance against targets

Management monitors progress against each climate-related target at least annually and reports performance to the Board as part of the governance framework described in Section 4.1.

Performance during the reporting period is summarised below.

Target / Objective	Comparative base period	FY26 result	Status	Trend and analysis
Maintain carbon neutral operations	Not applicable - ongoing annual objective	9,430 tCO_2-e gross emissions; 9,430 credits retired; net zero after credits	Achieved	Unchanged
Limit gross emissions growth relative to revenue growth	CY24 for the FY26 assessment due to change in reporting period; thereafter, the immediately preceding financial year	Emissions growth 34.2%; constant currency revenue growth 34.4%	Achieved	Unchanged
E-waste reduction initiatives in all regions	Not applicable - ongoing annual objective	All regions had e-waste reduction initiatives in place	Achieved	Unchanged

SiteMinder did not revise its climate-related objectives during FY26.

4.4.5. Carbon credits

SiteMinder's carbon-neutrality objective is to address residual gross Scope 1, Scope 2 and disclosed Scope 3 emissions through the retirement of eligible carbon credits. For Scope 2, the carbon-neutrality assessment uses the market-based method, which reflects SiteMinder's contractual purchases of green energy and the associated environmental attributes.

SiteMinder reported total market-based gross emissions of 9,430 tCO2-e for FY26 and H1CY25, following the previous retirement of credits against emissions for CY24. 9,430 eligible carbon credits were retired against these emissions. This represented one credit for each tonne of relevant reported market-based gross emissions.

SiteMinder engaged Tasman Environmental Markets to assist with the selection and retirement of carbon credits. Credits were retired in an appropriate registry and were not available for resale or reuse following retirement.

The carbon credits used to retire emissions for H1CY25 and FY26 are presented in the table below.

Carbon credit project	**Overview**	**Project type**	**Unit type**	**Volume** (tCO2-e)
Winds of Change, India	Diversifying India's electricity production is reducing emissions and avoiding local air pollutants associated with fossil fuels.	Renewable energy	Verified Carbon Unit (VCU)	4,430
World Vision Clean Cookstoves, Ethiopia	Directs carbon finance into Ethiopian communities to reduce firewood consumption and improve air quality	Energy Efficiency – Clean/Improved Cookstoves	Verified Emission Reduction (VER)	3,000
Arnhem Land Fire Abatement Projects	Indigenous-led fire management in Arnhem Land uses early dry-season burns to prevent destructive wildfires and protect Country.	Emissions Abatement through Savanna Fire Management	Australian Carbon Credit Unit (ACCU)	100
Matavén Rainforest Conservation	The Matavén project protects 1.15 million hectares of Indigenous rainforest in Colombia, delivering verified emissions reductions and sustainable development benefits for local communities.	Reducing emissions from deforestation and forest degradation (REDD+)	Verified Carbon Unit (VCU)	1,600
Native Forest Regeneration Portfolio	Rejuvenate native forests by promoting sustainable agriculture in Australia.	Native forest regeneration	Australian Carbon Credit Unit (ACCU)	300

In selecting credits, SiteMinder considers the applicable certification standard, registry controls, project documentation, additionality, risk of reversal or non-permanence, potential leakage, project vintage and broader social and environmental co-benefits. Carbon credits remain subject to inherent uncertainty regarding the long-term durability of the underlying emissions benefit, particularly for nature-based projects.

SiteMinder's use of carbon credits does not reduce the gross Scope 1, Scope 2 or Scope 3 emissions reported in Section 4.4.1. The Company intends to continue purchasing and retiring credits in relation to residual emissions while separately monitoring the performance of its gross-emissions objective.

The cost to acquire the carbon credits to offset SiteMinder's H1CY25 and FY26 emissions was approximately $84,000.

4.4.6. Future development

SiteMinder will continue to review the relevance of its climate-related metrics and targets, improve data quality and enhance reporting processes as climate-related reporting practices and regulatory requirements continue to evolve.

4.5. Basis of Preparation

4.5.1. Reporting framework

The climate-related disclosures in this report have been prepared with reference to AASB S2 Climate-related Disclosures and are intended to support SiteMinder's preparation for future mandatory reporting requirements.

SiteMinder is not required to report under AASB S2 for FY26. These disclosures do not represent an explicit and unreserved statement of compliance with AASB S2 and have not been audited or assured for compliance with that standard.

Greenhouse gas emissions have been measured in accordance with the Greenhouse Gas Protocol: A Corporate Accounting and Reporting Standard (2004) and the Corporate Value Chain (Scope 3) Accounting and Reporting Standard (2011), unless otherwise stated.

The climate-related disclosures should be read together with SiteMinder's FY26 Annual Report, including the Operating and Financial Review, Corporate Governance Statement, Remuneration Report and consolidated Financial Statements.

4.5.2. Reporting boundary

The climate-related disclosures relate to SiteMinder Limited and its controlled entities, consistent with the reporting entity used in the Company's consolidated Financial Statements for the year ended 30 June 2026.

The organisational boundary used to prepare greenhouse gas emissions has been determined using the operational control approach under the Greenhouse Gas Protocol and is consistent with the Company's reporting boundary for climate-related disclosures. Where differences arise between greenhouse gas reporting requirements and the accounting consolidation requirements applied in the Financial Statements, these differences are disclosed where material.

Where emissions information from suppliers or value-chain participants relates to a different reporting period, SiteMinder uses the most recent information available without undue cost or effort and considers whether significant events occurring between the relevant reporting dates require adjustment or additional disclosure.

4.5.3. Financial statement connectivity

Management has considered whether climate-related risks and opportunities have affected the recognition, measurement or carrying value of assets and liabilities, useful lives of assets, impairment assessments, provisions or other accounting estimates included in the Company's Financial Statements. Based on the assessment performed, no material adjustments were required to the Financial Statements as a result of climate-related matters during the reporting period.

Further information regarding the current and anticipated financial effects of climate-related risks and opportunities, including the financial statement line items that may be affected, is provided in Section 4.2.7.

4.5.4. Materiality

SiteMinder has used the materiality principles in AASB S2 to determine the climate-related information included in this report.

Climate-related information is considered material where omitting, misstating or obscuring that information could reasonably be expected to influence decisions made by primary users of the Company's general purpose financial reports.

Management periodically reviews the assessment of climate-related risks and opportunities having regard to changes in the Company's operations, value chain, external environment, regulation, climate science and the information needs of existing and potential investors, lenders and other creditors.

4.5.5. Judgements and estimation uncertainty

Preparation of this report requires management to exercise judgement in identifying material climate-related risks and opportunities and estimating certain climate-related information.

Significant judgements include the assessment of material climate-related risks and opportunities, selection of climate scenarios, determination of reporting boundaries and evaluation of the potential effects of climate-related matters on the Company's strategy and financial position.

Estimation uncertainty primarily relates to the measurement of greenhouse gas emissions, including the use of estimation techniques where primary activity data is unavailable, the application of emissions factors and assumptions used in preparing Scope 3 greenhouse gas emissions.

The principal sources of Scope 3 measurement uncertainty include the availability and quality of supplier-specific data, the use of spend-based estimates, assumptions concerning employee commuting and working from home, the allocation of leased-office energy use, and the use of emissions factors that may not precisely reflect the relevant technology or jurisdiction.

These estimates are subject to a higher degree of uncertainty than Scope 1 and Scope 2 emissions calculated from directly measured activity data. Changes in data availability, emissions factors or estimation methods may result in revisions to previously reported emissions.

Management reviews these judgements and estimates periodically and updates them where new information becomes available.

4.5.6. Comparability and future development

Comparative information has been presented for quantitative climate-related information where reliable and prepared on a sufficiently consistent basis. Where comparative information has not been presented, this reflects limitations in data availability or changes in measurement methodology, as explained alongside the relevant metric.

SiteMinder expects its climate-related reporting to continue evolving as reporting practices mature, additional data becomes available and regulatory requirements develop. Management will continue to enhance the quality of climate-related information, strengthen governance and internal controls, and improve data collection processes to support evolving reporting requirements and future external assurance over climate-related disclosures.

5. Corporate Governance

SiteMinder's corporate governance framework guides how our organisation conducts its business across different jurisdictions with a common purpose of serving our hotel customers and their guests. The framework includes our purpose and values, Board oversight, risk management, controls, company policies and staff training. We continually review and enhance our governance framework through the implementation of new policies, procedures and controls where appropriate.

5.1. Board structure and independence

5.1.1. Board structure

As at the end of FY26, the Board of SiteMinder comprises the following 7 directors.

Director	Roles / classification	Board appointment	Length of service (as of 30 June 2026)
Pat O'Sullivan	Independent, Non-Executive Board Chair	15 October 2021	4 years, 8 months
Sankar Narayan	Chief Executive Officer and Managing Director	31 January 2019	7 years, 5 months
Jenny Macdonald	Independent, Non-Executive Director	15 October 2021	4 years, 8 months
Paul Wilson	Non-Executive Director	7 May 2012	14 years, 1 month
Kim Anderson	Independent, Non-Executive Director	20 April 2022	4 years, 2 months
Dean Stoecker	Independent, Non-Executive Director	15 September 2022	3 years, 9 months
Samantha Lawson	Independent, Non-Executive Director	1 December 2025	7 months

Samantha Lawson, who had served as a Non-Executive Director since 1 December 2025, resigned from the Board effective 21 July 2026 to assume the role of SiteMinder's Chief Product Officer.

The Board has established two standing committees, the Audit and Risk Committee and the People and Culture Committee, each chaired by an independent director and comprising a majority of independent directors. The responsibilities of the Board and its committees are set out in Board-approved charters, which are reviewed periodically to ensure they remain appropriate as the Company's governance framework evolves.

The Board is responsible for overseeing the Company's strategy, risk management framework, financial performance, capital allocation, corporate governance and succession planning. It also oversees the principal risks and opportunities that may affect the Company's long-term performance, including cyber security, privacy, human capital, the responsible adoption of artificial intelligence and other emerging matters.

The Board receives regular reporting from management on matters within its oversight responsibilities, including through its standing committees, enabling directors to monitor the Company's strategic priorities, emerging risks, operational performance and governance practices.

The following table sets out the Audit and Risk Committee membership as at 30 June 2026:

Director	Audit and Risk Committee role	Board role / classification
Jenny Macdonald	Chair	Independent, Non-Executive Director
Kim Anderson	Member	Independent, Non-Executive Director
Paul Wilson	Member	Non-Executive Director

The following table sets out the People and Culture Committee membership as at 30 June 2026:

Director	People and Culture Committee role	Board role / classification
Kim Anderson	Chair	Independent, Non-Executive Director
Jenny Macdonald	Member	Independent, Non-Executive Director
Paul Wilson	Member	Non-Executive Director

5.1.2. Board independence

The Board's policy is to maintain a majority of independent, non-executive directors. A director is considered independent only if they are free from any relationship with management or other business ties that could compromise their ability to act in the best interests of SiteMinder and its shareholders.

As at 30 June 2026, the Board comprised seven directors, five of whom were considered by the Board to be independent: Pat O'Sullivan (Chair), Jenny Macdonald, Kim Anderson, Dean Stoecker and Samantha Lawson. Following Samantha Lawson's resignation from the Board on 21 July 2026, four of the remaining six directors continue to be considered independent, maintaining an independent majority on the Board.

SiteMinder has one non-independent non-executive director in Paul Wilson. Paul Wilson is not considered independent due to his role as co-founder and Managing Partner of Bailador Technology Investments, an early investor in SiteMinder.

The Board considers that its composition provides an appropriate balance of company knowledge, industry experience, independence and perspectives from more recently appointed directors.

5.1.3. Board diversity

All directors support SiteMinder's commitment to diversity, equity and inclusion. The People and Culture Committee considers diversity alongside skills, experience and independence when evaluating Board candidates.

The Board aims to maintain a composition of 40% men, 40% women and 20% any gender, as set out in the Board Charter and the Company's Diversity, Equity and Inclusion Policy. As at 30 June 2026, women represented 43% of the Board. Taking into account Samantha Lawson's resignation from the Board on 21 July 2026, the representation of women on the Board declines to 33%.

As part of its succession planning responsibilities, the Board regularly reviews the skills, experience and capabilities required to support the Company's strategy and oversee emerging risks and opportunities. Diversity is considered alongside these factors when assessing Board renewal and future appointments.

The Board comprises directors with complementary skills and experience across technology, software, artificial intelligence, digital product development, travel and hospitality, finance, capital markets, strategy, risk management, corporate governance and global business operations. Together, these capabilities support effective oversight of the Company's strategy, risk management framework and long-term value creation.

The Board intends to further enhance its independence and diversity over time. Since the Company's IPO in November 2021, all new Board appointments have been independent and two-thirds have been women.

5.2. Government engagement

The Group engages with a wide range of government bodies given its physical presence in 10 countries, and a customer base spread across more than 150 countries. The Group seeks to maintain strong relationships with the government bodies it engages with, and takes all necessary measures, such as the use of local experts and advisors, to ensure it fulfils its legal obligations.

5.2.1. Political contributions

The Group does not make any political contributions as part of its engagement with government bodies. The Group believes such use of funds is not in the best interests of its stakeholders given the very possible scenario that support could be lent to an entity whose views are diametrically opposed to their own.

In key markets where the Group operates, all political contributions above certain thresholds are required to be disclosed to the relevant bodies such as the AEC Transparency Register in Australia, the UK Electoral Commission, and the US Federal Election Commission. As the Group does not make any political contributions, it has not had to make such disclosures.

5.2.2. Taxation

The Group is committed to complying with the relevant taxation laws and fulfilling its obligations to the communities it engages with.

In instances where the Group applies transfer pricing principles to its related party transactions, it does so in a manner such that the economic returns are consistent with the outcome on an arm's length third party basis. The Group's transfer pricing policies are supported by independent transfer pricing studies using margins earned by independent companies in comparable industries and geographic regions.

The Group does not engage in strategies to pay low or no tax through exploiting gaps in the tax rules of different tax jurisdictions. Income earned by the Group is subject to tax in accordance with the applicable laws of the jurisdictions in which it operates.

5.2.3. Financial assistance from governments

During FY26 the Group did not receive any government grants or incentives.

5.3. Code of conduct

SiteMinder's Code of Conduct sets out the Company's expectations for the conduct of its directors, management, and staff.

A copy of the Code of Conduct can be found on SiteMinder's website at: www.siteminder.com/investor-relations/policies/.

We expect everyone subject to the code to:

- Act in accordance with SiteMinder's values (our Ways of Working) and best interests
- Act with integrity in all business dealings and relationships
- Comply with all laws and regulations that apply to SiteMinder and our operations
- Act ethically and responsibly at all times
- Treat fellow staff with respect and not engage in bullying, harassment, discrimination, or other forms of detrimental conduct
- Deal with customers and suppliers fairly
- Protect SiteMinder's business assets
- Disclose and manage any conflicts between SiteMinder's interests and their personal interests
- Not take advantage of their position or opportunities for improper personal gain
- Report breaches of the code to the appropriate persons within SiteMinder

5.4. Compliance

SiteMinder's employees and contractors receive training on laws and regulations affecting our business and operations. This mandatory compliance program was launched at the end of FY21 and aims to ensure that all employees and contractors understand the role they play in compliance, and ultimately in SiteMinder's success.

New employees and contractors are required to complete the full set of training modules within their first month at SiteMinder. They are then required to complete refresher training at least annually. This ensures that they stay up to date with any policy or legislative changes and keeps compliance obligations front of mind.

These governance processes form part of SiteMinder's broader internal control framework and support the effective identification, management and reporting of risks across the business.

The training program comprises e-learning modules that cover relevant policies, potential risks, and behavioural expectations, and uses scenario-based learning. Topics covered include:

- SiteMinder's Code of Conduct, including modules on discrimination, harassment and bullying, and anti-bribery and corruption.
- Modern slavery
- SiteMinder's obligations as an ASX listed company, including our continuous disclosure and securities trading policies
- Competition and consumer laws
- Workplace health and safety
- Privacy and data security
- PCI DSS (Payment Card Industry Data Security Standard) awareness training
- SiteMinder's Whistleblower Policy

5.5. Remuneration

The Group's remuneration framework for Key Management Personnel (KMP) and the Executive Leadership Team (ELT) has evolved to reflect the Company's maturity as a listed entity, support the delivery of its strategic objectives and align with shareholder interests and market best practice.

In FY26, no major changes were made to the structure of the short-term and long-term incentive programs for KMPs and the ELT.

5.5.1. Fixed remuneration

KMPs, ELT members and employees receive fixed remuneration that is reviewed annually against individual performance and market benchmarks. SiteMinder's remuneration philosophy is designed to provide competitive total remuneration while aligning employees' long-term interests with those of shareholders through an appropriate mix of fixed and at-risk remuneration.

5.5.2. Short-term incentives

KMPs and ELT members are eligible to receive an annual STI based on the achievement of agreed financial and non-financial performance measures. In accordance with the Company's remuneration framework, 50% of eligible STI awards are deferred into equity rights for a period of 12 months, further aligning executive outcomes with shareholder interests. For the Managing Director and CEO, where the value of vested equity (including Rights, Options and Shares) exceeds four times Fixed Remuneration at the end of the deferral period, deferred Rights may be settled in cash at the Managing Director and CEO's election.

The FY26 STI framework remained broadly consistent with FY25, with 60% of the STI opportunity linked to financial performance and 40% linked to strategic non-financial objectives. The non-financial objectives for FY26 included employee engagement, the achievement of key Smart Platform milestones, and measures supporting the adoption of artificial intelligence across SiteMinder's operations, reflecting the Company's strategic focus on leveraging AI to enhance productivity, innovation and long-term growth.

SiteMinder's FY26 STI Key Performance Indicators

	Targets / Metrics	Weighting	
		FY25	**FY26**
Financial KPIs	Total Revenue	25%	30%
	Adjusted Free Cash Flow	30%	30%
	LTV/CAC	5%	-
Non-Financial KPIs	Launch Smart Platform: Key roadmap milestones	30%	15%
	Unlock AI efficiencies for business operations	-	15%
	Employee engagement	10%	10%

The Board reviews the design of executive incentive arrangements annually to ensure performance measures remain aligned with the Company's strategy, value creation objectives and evolving business priorities.

5.5.3. Long-term incentives

The FY26 LTI framework remained unchanged from FY25. Twenty-five per cent of the LTI opportunity was granted as performance rights that vest based on the Company's relative total shareholder return (TSR) over a three-year performance period. The remaining 75% was granted as performance rights that vest based on the achievement of the Company's Rule of 40 target, measured over the same three-year period.

The Rule of 40 was selected as the primary LTI performance measure because it aligns executive incentives with the Company's long-term strategy of delivering both sustainable growth and increasing profitability. Widely recognised as a key measure of performance for software companies, the Rule of 40 rewards management for balancing investment in growth with disciplined financial execution, supporting the creation of long-term shareholder value.

SiteMinder's FY26 LTI Program

Vesting Measure	Description[1]	Instrument	Weighting	
			FY25	FY26
Total Shareholder Return (TSR)	Vesting based on SiteMinder's TSR compared to companies in the bespoke peer group over the three-year performance period	Rights	25%	25%
Rule of 40 (ROF)	Vesting based on SiteMinder's performance on the ROF over the three year performance period. ROF is calculated as the sum of: (i) revenue CAGR and, (ii) adjusted free cash flow margin over the performance period.	Rights	75%	75%

[1] Please refer to the 2025 AGM Notice of Meeting dated 30 September 2025 for full details of vesting conditions.

SiteMinder