



2023
Sustainability Report

Table of Contents

- 2 About this Report
- 3 A Word From our Leadership
- 4 Our Business
- 5 Vision, Mission, Values
- 6 Materiality Matrix
- 7 Sustainability Areas of Focus
- 8 Real Matters and the United Nations Sustainable Development Goals
- 9 Empowering Economic Growth and Prosperity Through Home Ownership
- 12 Elevating our People and Communities
- 18 Building Trust and Acting with Integrity
- 22 Protecting the Environment
- 28 Indexing
- 31 Forward-Looking Information

About this Report

Reporting Scope and Boundary

This report presents information in respect of the fiscal year ended September 30, 2023 unless otherwise noted. It encompasses all of the operations and activities of Real Matters Inc. and all of its subsidiaries, which collectively operate under the Real Matters, Solidifi, and iv3 brands and which are reported in the Management Discussion and Analysis of Real Matters Inc. for the years ended September 30, 2023 and 2022 under the following business segments: U.S. Appraisal, U.S. Title, Canada and Corporate.

Throughout this report, “Real Matters”, “the Company”, “we”, “our” or “us” refers to Real Matters Inc. and all of its subsidiaries.

Currency

All currency is in U.S. dollars unless otherwise noted.

Reporting Frameworks

The contents of this report are guided by our current assessment of the significant sustainability risks and opportunities facing Real Matters. Our Sustainability Committee is responsible for continually reassessing our key areas of focus and their materiality, based on ongoing dialogue and feedback from all of our key stakeholders. This report is also informed by the Sustainability Accounting Standards Board (“SASB”) framework for Software and IT Services companies and the Task Force for Financial Disclosure (“TCFD”). Our progress across SASB’s reporting metrics is included in this report on page 28.

A Word From our Leadership

Guided by our vision and mission, we strive to make a positive impact on the local economies we service, and the communities in which we live and work. This priority reflects our commitment to creating a long-term sustainable business, and generating value for all of our stakeholders, including our clients, their customers, the field professionals on our network, as well as our colleagues and investors.

Since we began our sustainability journey in fiscal 2021, we have made great strides by establishing our governance structure for sustainability and improving our disclosures to align with our clients' objectives and evolving industry standards.

We continue to champion making the home ownership experience Extraordinary while supporting the growth of the field professionals on our network and delivering industry-leading customer satisfaction ratings.

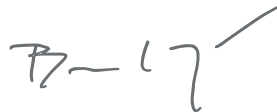
In the community, our focus remains on addressing the issue of homelessness and advocating for diversity, equity and inclusion in the housing sector – removing barriers to entry to the appraisal profession and supporting equal and fair access to housing.

Lastly, we have made significant progress on our objective to improve our climate-related disclosure by defining our climate-related risks and opportunities, setting GHG emission targets, and incorporating climate-related KPIs into our performance metrics.

We look forward to continuing to deliver value for all our stakeholders by growing a sustainable company over the long term; helping our clients and their customers make incredibly smart decisions.



Jason Smith
Chairman



Brian Lang
Chief Executive Officer



Our Business

Real Matters operates a network management platform that services the mortgage lending and insurance industries. We are one of the largest independent providers of residential real estate appraisals in North America and a leading independent title agent in the United States.

Through our technology and broad network of independent appraisers, notaries and other field professionals, Real Matters has endeavored to deliver better performance for our clients and an extraordinary customer experience to millions of homeowners for more than a decade.

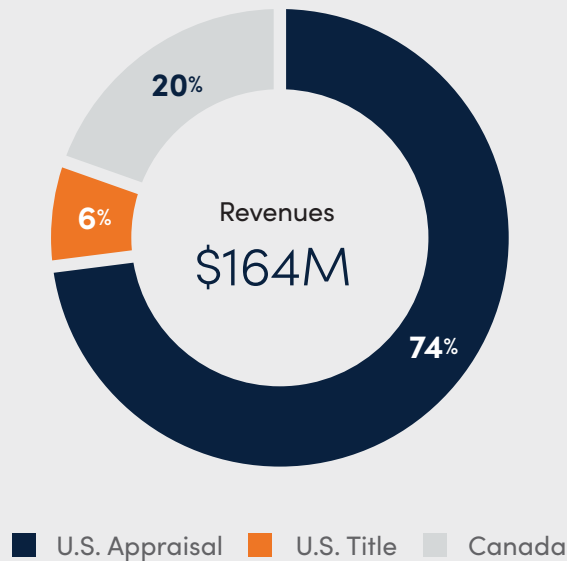
1. Direct economic value distributed is the sum of transaction costs, operating expenses, employee wages and benefits, payments to providers of capital, payments to governments by country and community investment.

145,000

mortgage origination transactions
in fiscal 2023

3,000+

counties across North America



Founded
2004

Global Employees
324

Global Headquarters
Toronto, Canada

Direct Economic Value Distributed¹
\$169.8M

Market Capitalization
C\$452.3M

Vision, Mission & Values

For more than a decade, Real Matters has helped millions of families fulfill their dream of home ownership. With each appraisal, home inspection or closing, we are helping homeowners through one of the most significant financial transactions of their lives. It is this shared purpose that drives our organization forward and that sets us apart from the competition.

At Real Matters, we all share a vision which is to empower incredibly smart decisions... about real estate, about mortgages, and about home ownership by connecting data, technology and the nation's top performing field professionals to create an extraordinary experience for our clients and their customers, every day.



Vision

To empower incredibly smart decisions.



Mission

We make the homeownership experience extraordinary.

Values



ONE TEAM

We are one team with one goal.
There is no limit to what we can accomplish together.



THINK BIG

We challenge our ideas of what's possible.
We plan and build for the long term.



OWN IT

We deliver and exceed expectations. We take initiative, are accountable and keep our commitments to each other, our partners and customers.



ELEVATE OTHERS

We are respectful and inclusive.
We value each other's time, views and contributions.



PASSION TO WIN

We are passionate and determined to win.
Our optimism and collaborative spirit ignites innovation.

Materiality Matrix

Based on a comprehensive review of the factors outlined in the Stakeholder Map set forth in our 2021 Sustainability Report, we narrowed the issues to those outlined in the matrix below, ranking each issue based on its importance, from the perspective of our key stakeholders, and the impact each issue has on our business. We used the results of this materiality assessment to determine the content for this report.



Sustainability Areas of Focus

Based on our materiality assessment, we have prioritized the sustainability issues that are most significant to Real Matters and our stakeholders at this time and that have the greatest impact on our business.

We have organized our sustainability reporting into four key themes which are aligned to Real Matters vision, mission and values, and that address our material sustainability issues.

These areas of focus will serve as the basis for how we report our sustainability performance, which will continue to evolve over time.



Empowering Economic Growth and Prosperity through Home Ownership



Elevating Our People and Communities



Building Trust and Acting with Integrity



Protecting the Environment

Real Matters and the UN Sustainable Development Goals

In September 2015, all United Nations (UN) member states adopted 17 goals to achieve sustainable global economic, social, and environmental development (“SDGs”) as part of a shared 2030 Agenda for Sustainable Development.

As Real Matters continues to integrate sustainability thinking into our business, we have identified five SDGs of focus, which are aligned to our material sustainability issues.

REAL MATTERS AREA OF FOCUS

GOALS AND RESULTS

Empowering Economic Growth and Prosperity Through Home Ownership

Link to SDGs:



Our goal is to help independent field professionals grow their businesses while making the home ownership experience extraordinary for consumers.

- Paid \$114.2M to field professionals on our network
- Achieved 94% consumer satisfaction rating on the appraisal experience, and 100% on closing in the Solidifi 2023 Consumer Mortgage Experience Survey

Elevating our People and Communities

Link to SDGs:



Our goal is to create an extraordinary employment experience, increase support for diversity, equity and inclusion, and to support causes that address homelessness in our communities.

- Achieved 71% employee engagement in the Real Matters 2023 Employee Engagement survey
- Continued to advocate for increased diversity in the appraisal industry through our commitment to the Appraiser Diversity Initiative and the various initiatives we have undertaken in support thereof, including workshops, panel discussions and training opportunities
- Donated \$100,000 to Covenant House Toronto

Building Trust and Acting with Integrity

Link to SDGs:



Our goal is to maintain a high level of integrity through our policies, training and communication.

- Integrated corporate performance metrics tied to sustainability into executive compensation
- Expanded policies and training programs to address relevant sustainability topics

Protecting the Environment

Link to SDGs:



Our goals are to improve our climate-related disclosures, minimize our environmental impact and foster environmental awareness and responsibility amongst our employees, clients, vendors and business partners.

- Added climate-related risks and opportunities discussion
- Set GHG emissions reduction targets
- Added climate-related KPIs to CEO/executive scorecards



Empowering Economic Growth and Prosperity Through Home Ownership

Home ownership offers an opportunity to build wealth and prosperity. More than two-thirds of Americans own a home today, and over 60% have a mortgage. Primary residences continue to represent one of the largest assets of American households.

In Fiscal 2023, we serviced 145,000 mortgage origination transactions. By historical standards, it was one of the most challenging markets we have faced as a company, and as an industry, with mortgage market volumes at lows we have not experienced in almost three decades.

Home affordability and inventory constraints continue to exert pressure on prospective North American home buyers, hindering the ability for younger generations to access home ownership.

Despite the challenging environment, the Solidifi 2023 Consumer Mortgage Experience Survey revealed borrowers continue to see home ownership as a means of establishing stability and an investment in their future. Younger generations view a home as representing a place for children to grow and thrive. As we look to the future, borrowers are more intent than ever to purchase a home as part of their long-term plans, but are adjusting their expectations or delaying their short-term plans. Our survey results revealed that 1 in 3 consumers intend to buy a home within the next two years, and Millennials and Gen X are driving the future purchase market with 72% of Millennials surveyed and 62% of Gen X surveyed planning to purchase in the next 3 to 5 years. With the population size of the Millennial generation surpassing Boomers, this should create more demand for housing.

Year-after-year, our research shows that borrowers valued the importance of having a trusted professional guide them through this critical transaction.

Solidifi had a 94% consumer satisfaction rating on the appraisal experience, and 100% who closed with Solidifi were very or somewhat satisfied, compared to 84% of borrowers satisfied when closing with anyone else.

– Solidifi 2023 Mortgage Experience Survey

“

Working with Solidifi is a pleasure. There are many title companies and I know that it is a very competitive business. Solidifi signings very rarely get canceled, there are no issues with documents or errors within the documents. The staff at Solidifi is always accessible, helpful and professional. If only all title companies could take notes from Solidifi!



Jennifer Provost - Extraordinary Notary
Pepperell, MA

”

“

I chose to work with Solidifi because of their reputation for excellence and innovation in the real estate appraisal industry. Solidifi's commitment to leveraging user friendly technology and data analytics to streamline the appraisal process aligns with my own dedication to providing efficient and accurate valuations to clients. Additionally, Solidifi's emphasis on transparency, quality control, and compliance ensures that I can uphold the highest standards of professionalism in every appraisal assignment. By partnering with Solidifi, I have access to a robust network of resources and support, enabling me to deliver exceptional service and value to my clients while contributing to the continued advancement of the real estate appraisal profession.



Anthony Atkins – Extraordinary Appraiser
Fishers, IN

”

Real Matters helps provide an essential service in the mortgage origination process while creating economic growth in local communities.

Residential real estate employs more than 1.9 million people in the U.S. – including professionals like the appraisers, notaries, lawyers and abstractors on our network. In Fiscal 2023, we paid \$114.2M to field professionals on our network.



Solidifi is a very reputable company and has a great team. As a signing agent, I appreciate a company that communicates promptly and effectively. The Solidifi team helps in various situations that need immediate attention. Moreover, Solidifi provides a very secure platform to upload and download documents. I really feel content when I handle a closing for Solidifi!



Salah Alabbasi - Extraordinary Notary
Dearborn Heights, MI



Through our network, we engage with tens of thousands of local independent field professionals, helping them grow their businesses by providing access to mortgage origination volumes from the country's largest lenders. We create a marketplace where field professionals set their own fees and are awarded work based on performance. At the same time, we help bring efficiency, professionalism, and transparency to one of the most important personal financial transactions: purchasing or refinancing a home.



I chose to work with Solidifi because, when I received my license in 2021, my lender world opened up with more possibilities/clients. I am part of an all-female appraisal group who recommended I reach out to Solidifi. It was an adjustment at first due to specific lender requirements I wasn't used to, but I can say that after working for Solidifi for some time now, it has made me a better appraiser, paying even closer attention to detail.



Jenna Banaitis - Extraordinary Appraiser
Agawam, MA



Making the home ownership experience extraordinary, one transaction at a time.

Our mission is to make the home ownership experience extraordinary. We know that meaningful interactions, communication, and preparedness make or break the consumer experience. That's why we work with the best field professionals that compete for business based on performance and professionalism, with the goal of delivering first-time quality and proven performance our clients can depend on, every time.

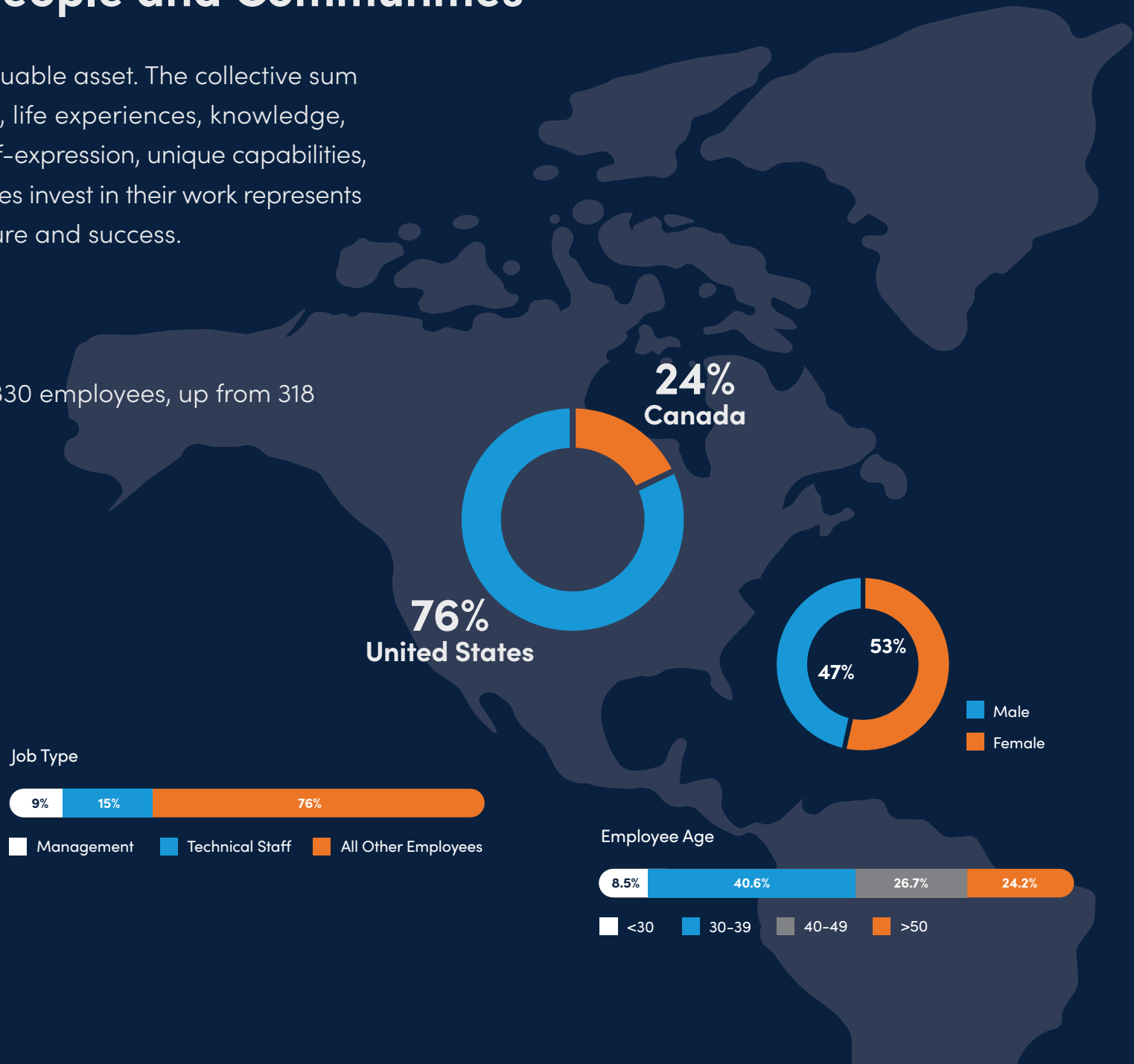
Over the last decade, we have recognized hundreds of appraisers and notaries through our Extraordinary program. The Extraordinary designation is a recognized symbol of excellence throughout the industry and a source of pride for those outstanding appraisers and notaries holding this title.

Elevating our People and Communities

Our people are our most valuable asset. The collective sum of the individual differences, life experiences, knowledge, inventiveness, innovation, self-expression, unique capabilities, and talents that our employees invest in their work represents a significant part of our culture and success.

Our People

As of June 30, 2024 we had 330 employees, up from 318 on June 30, 2023.



Employee Experience

The vast majority of our employees work remotely or enjoy the flexibility of a hybrid work environment. Only a small percentage of our workforce works from our offices on a daily basis due to regulatory requirements or the in-person nature of their roles.

82% Real Matters employees feel their jobs give them the flexibility to meet the needs of their work and personal life.

Because of the virtual nature of our workforce, Real Matters is invested in keeping our employees connected and engaged through regular virtual town halls, team meetings, and by hosting regular Open Doors Days where employees are encouraged to participate in social activities and connect with colleagues in person.

Employee recognition is also a vital part of our culture. In fiscal 2023, we saw an 19% increase in active users on our employee recognition platform – kudos! – and we doubled the number of recognitions received. Kudos! allows employees to recognize and boost the achievements of their peers and celebrate the exemplification of our values.

81% Real Matters employees believe our company will be successful in the future.



In November 2023, we conducted an employee engagement survey. Results of our survey revealed that 71% of our workforce felt engaged. Following our survey results, we conducted employee focus groups on three major areas including: total rewards and wellness, career growth and development, and connected culture and communications. These consultations helped identify areas of opportunity to improve our employee experience which we are incorporating into our long-term strategic planning process.

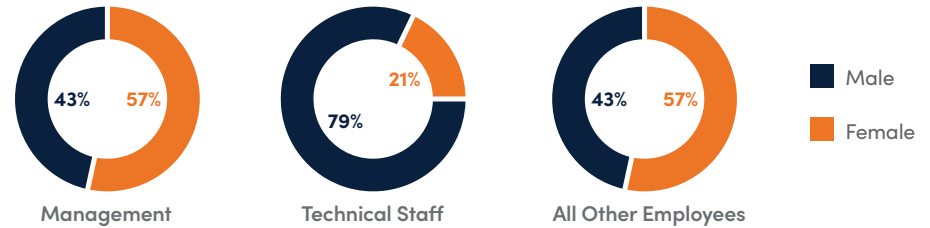
Diversity, Equity and Inclusion

A diverse, respectful and inclusive workplace is critical to Real Matters' culture and our team's success. We value all employees' talents and support an environment that is inclusive and respectful where all employees are valued, heard, engaged and involved and have full opportunities to collaborate, contribute and grow professionally. We uphold the human rights of our team members and strive to ensure our workplace is free from harassment, violence and discrimination. We provide annual mandatory sexual harassment prevention training for all employees. Our employee handbook also contains detailed processes for reporting violations.



In 2023, we established a human rights policy, formalizing our commitment to creating a positive work environment and respecting and promoting human rights throughout our organization and in our business relationships with clients, vendors and other business partners. [Read our human rights policy.](#)

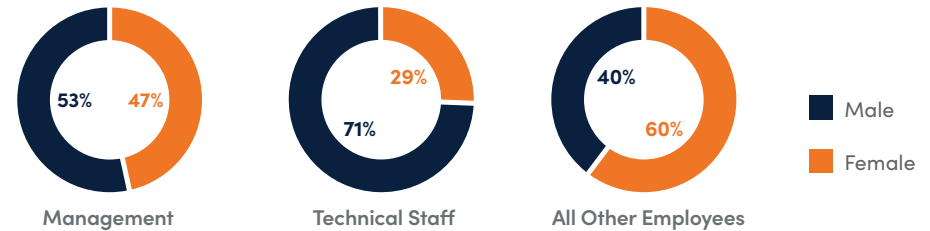
AS OF JUNE 30 2024 – REGION: CANADA



	Management	Technical Staff	All Other Employees
Visible minority	13%	53%	39%
Indigenous	0%	0%	5%
Persons with disabilities	0%	0%	0%

Based on voluntary disclosure from a portion of our Canadian employees.

AS OF JUNE 30 2024 – REGION: UNITED STATES



	Management	Technical Staff	All Other Employees
Asian	0%	19%	2%
Black or African American	0%	5%	4%
Hispanic or Latino	0%	10%	6%
White	100%	66%	85%
Other ¹	0%	0%	3%

¹Other includes the classifications: Native American or Alaska Native, Native Hawaiian or Pacific Islander, and "Two or More Races."

Attracting diverse talent is important to Real Matters' continued leadership in a highly competitive and evolving marketplace. We employ a variety of initiatives to build a diverse talent community, with an emphasis on attracting and hiring candidates who reflect the customers and communities we serve. As part of our efforts to advance our DEI strategy, we formed a Diversity, Equity and Inclusion Committee (the "DEI Committee") in 2024 whose mandate is to assist in communicating, promoting, and fostering a culture of diversity, equity, and inclusion at Real Matters. The DEI Committee represents the voice of our employees and encourages discussions around workplace experiences and promoting inclusion at Real Matters.

Advocating for Appraiser Diversity

Our competitive advantage in the industry continues to be supported by the breadth and strength of the independent field professionals on our network. Over the last three years, our Company has been at the forefront of diversity initiatives in the appraisal industry – supporting the advancement of a more inclusive and accessible profession.

The Company is a proud Advisor Sponsor of the Appraiser Diversity Initiative® ("ADI"). The ADI is a collaboration between the Appraisal Institute, National Urban League, Fannie Mae, and Freddie Mac. The goals of the ADI are to attract diverse new entrants into the residential appraisal field, overcome barriers to entry (such as education, training, and experience requirements), and provide support to position aspiring appraisers for professional success. In the last year alone, the ADI, through its ongoing support from Solidifi and its other business partners, has increased the number of scholarships it awards by more than 40%.



As I have learned the steps to becoming an appraiser and have reached each stage, ADI and the scholarship have helped me get over any of the humps. It is the community and monthly calls that have helped me through the process. It truly takes a village.



Melinda Webb
Raleigh, NC



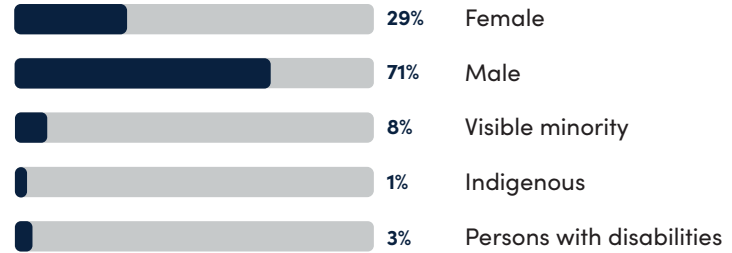


In fiscal 2024, we signed the Office of the Comptroller of the Currency's Project REACH Appraiser Diversity Pledge alongside the largest lenders in the United States. REACH is the Roundtable for Economic Access and Change, an initiative that is bringing together leaders from the banking industry, national civil rights organizations, businesses, and technology to reduce specific barriers that prevent full, equal, and fair participation in the nation's economy.

Throughout fiscal 2023, we hosted a number of workshops and panel discussions with our industry partners about breaking down the barriers to entry to the appraisal profession and attracting new, diverse candidates to the profession.

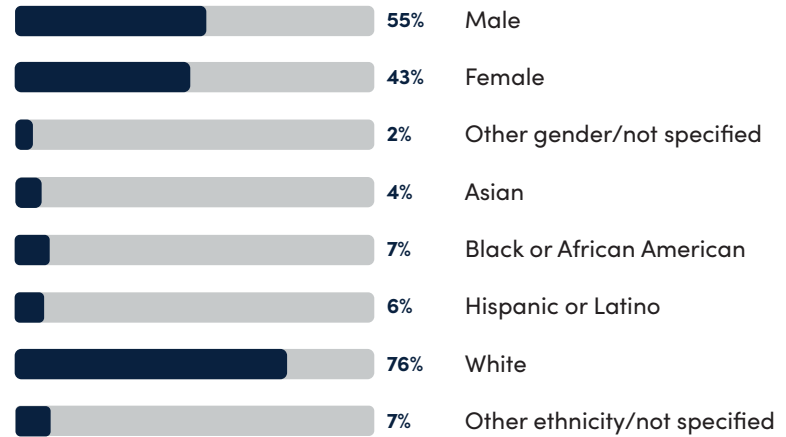
Our Company also continues to lead the way on appraiser training, connecting appraiser trainees with experienced mentors, providing valuable work experience toward their appraisal credential. We have onboarded more than 200 trainees since we started the program in fiscal 2020.

CANADIAN FIELD PROFESSIONAL NETWORK DIVERSITY¹



1. Based on 79 individual survey respondents.

U.S. FIELD PROFESSIONAL NETWORK DIVERSITY¹

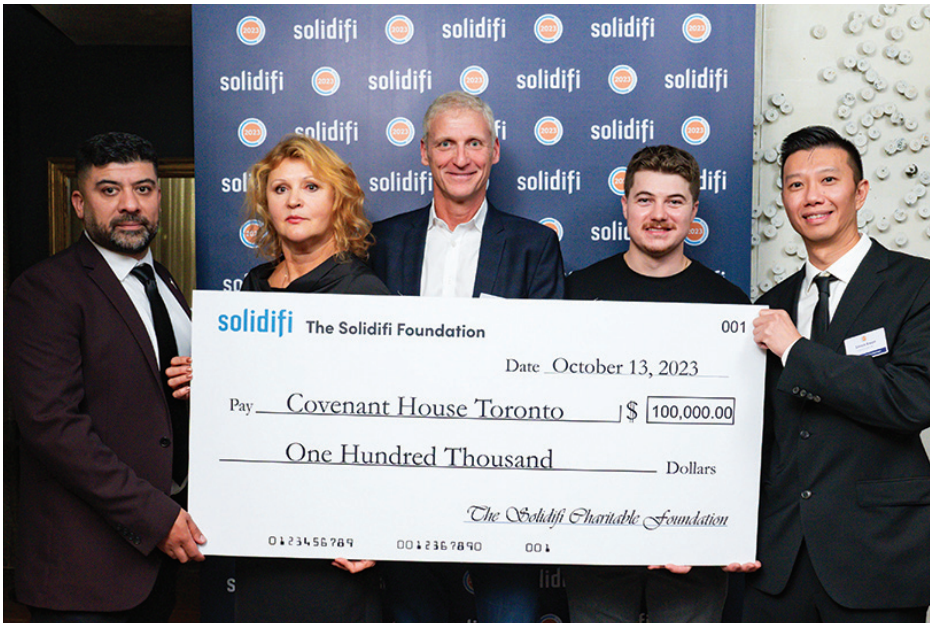


1. Based on 2,365 survey respondents.

Community

As a company, our mission is to make the home ownership experience extraordinary; we believe that everyone should have access to safe, permanent and affordable housing.

The Solidifi Charitable Foundation (the “Foundation”) supports charitable organizations in Canada that are focussed on providing residential housing and stable living environments. The Foundation is funded in part by the generosity of a number of Canadian appraisers on our network who have voluntarily elected to contribute one dollar from each assignment they complete through our Buck at a Time program.



Our practice is to match all donations made to the Foundation by our appraiser network. Since the Company’s formation, the Foundation has made donations through the program to various local organizations throughout Canada. In fiscal 2023, the Foundation donated \$100,000 to Covenant House, the largest agency in Canada serving youth who are homeless, trafficked or at risk.

In addition, each year, Real Matters employees participate in various local initiatives to support their communities. In December 2023, our employees participated in a virtual donation drive for the Shoebox Project, an organization that supports women experiencing or at-risk-of homelessness.



Building Trust and Acting with Integrity

Real Matters services some of the world's largest financial institutions and, as such, we hold ourselves accountable for operating with high standards of governance, integrity and risk management. We align our corporate governance practices with the guidelines contained in National Policy 58-201 – Corporate Governance Guidelines.

We have also implemented a number of corporate governance best practices including:

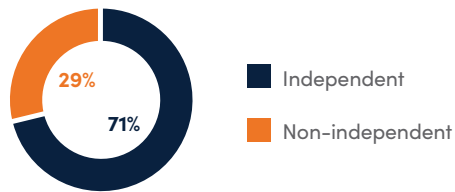
- Improving Board gender diversity; female directors now represent 29% of our Board and 40% of independent directors. The Company is also committed to continuing to actively search for qualified women and minorities for open Board seats
- Minimum share ownership requirements for executives and directors
- "At risk" incentive compensation payments for executives and senior management based on pre-determined performance targets and objectives
- Incentive compensation recoupment policy
- Director term limits
- Formal annual board evaluation process
- Board oversight and approval of management succession planning
- Enhanced disclosures relating to sustainability
- Integration of corporate performance metrics tied to sustainability into executive compensation (Environmental, Social, Governance)

Our Management Proxy Circular in respect of our 2024 Annual Shareholder Meeting provides an overview of Real Matters' corporate governance structure, policies and practices and describes the core principles that guide our approach to governance.

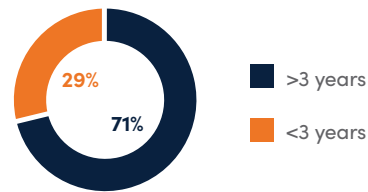
Board of Directors

Our Board of Directors, directly and through its committees, oversees the management of Real Matters and is responsible for the Company's stewardship, ensuring that long-term value is being created for all stakeholders, including shareholders, employees, clients, suppliers and the community.

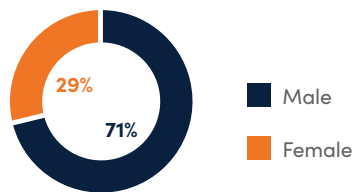
BOARD INDEPENDENCE



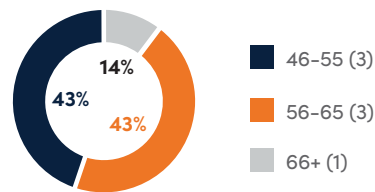
BOARD TENURE



GENDER DIVERSITY



DIRECTOR AGE



BOARD SKILLS, EXPERIENCE AND BACKGROUND



BOARD OVERSIGHT

	Audit Committee	CNGC	Full Board
Climate		●	●
Diversity, Equity and Inclusion		●	●
Sustainability Program		●	●
Executive Compensation, including establishing annual performance objectives		●	●
Ethics and Compliance, including whistleblower hotline	●		●
Privacy and Cybersecurity, including insurance	●		●
Enterprise Risk Management	●		●

Ethical Business Conduct

We have built and maintain an extensive program of policies, processes, and controls to prevent, detect, and respond to conduct that is unlawful, unethical, or violates our policies. The [Real Matters Code of Conduct](#) (the “Code”) applies to all directors, officers, employees and consultants, as well as our direct and indirect subsidiaries, regardless of geographic location or job position. All directors, officers and employees of the Company must certify upon hire, and on an annual basis thereafter, that they have read and complied with the Code during the applicable year. In fiscal 2024, we expanded the sections in the Code addressing ethical operations, fair competition, anti-bribery and corruption, money-laundering and express prohibitions on political contributions by Real Matters and its employees to better align with best practices and client expectations. In addition, independent contractors and vendors who do business with the Company are required to abide by the Supplier Code of Conduct as a condition of their engagement. The [Supplier Code of Conduct](#) largely mirrors the Code.

The Company also has a number of other policies and procedures to appropriately address and manage risk, including:

- [Disclosure Policy](#)
- [Human Rights Policy](#)
- [Sustainability & Environmental Policy](#)
- Related Party Policy

Licensing and Training

We operate in a highly regulated industry that requires many of our employees to be knowledgeable about applicable state requirements and to maintain certain state licences for the appraisal and title insurance industries. We are licensed to provide appraisal management services in all states where such licensing is available. Through our licenses and working with our established partners, we offer title and escrow services nationwide.



To ensure that we maintain a high level of quality and integrity, we have established a comprehensive training program that assigns training to employees based on their roles and responsibilities. Annual training is provided to applicable employees on topics such as information security, sexual harassment, compliance with laws, confidentiality, conflict of interest, fraud, anti-corruption, and anti-discrimination. Certain employees are also required to complete job specific training on an annual basis.

Cybersecurity and Privacy

We view the protection of client and consumer information to be a strategic imperative that is critical to maintaining our client relationships and our long-term success. As such, the Company has an information security program based on the U.S. National Institute of Standards and Technology's ("NIST") Cyber Security Framework ("CSF"). Significant components of our information security program include:

- independent external security assurance via a Service Organization Control 2 ("SOC 2") report conducted in accordance with the American Institute of Certified Public Accountants ("AICPA") attestation standards;
- compliance with the Payment Card Industry's Data Security Standard ("PCI-DSS") for in-scope payment systems;
- operational controls and processes aligned to industry best practices;
- management approved policies and standards, including a Security Incident Response Policy and Ransomware Response Policy;
- integrated risk management practices connecting Information Security, Enterprise Risk, Technology, Operations, Legal, Compliance and Executive Leadership;
- thorough business continuity and disaster recovery plans;
- regular internal and external assessments of the Company's information security posture, including undertaking annual third-party penetration tests and ongoing third-party assessments of the Company's information technology footprint;
- annual Company-wide cyber security and privacy training for all employees, including monthly social engineering testing for awareness;

- undertaking mock incident training exercises (e.g. ransomware) with key personnel;
- risk prioritized diligence of, and information security contractual requirements for, third-party vendors engaged by the Company who have access to sensitive information; and
- full-time, dedicated information security resources, including a Chief Information Security Officer (who reports directly to the Chief Technology Officer) and a dedicated security budget.

The Company regularly reviews its information security program to help ensure that contractual and regulatory information security and privacy requirements are being adhered to and that risks to the confidentiality, integrity and availability of confidential information and systems are at acceptable levels in line with industry standards, client requirements and the Company's risk profile. In addition, the Company is regularly subject to, and passes, extensive information security audits from several of its largest clients in the U.S. and Canada.

Transparency and Communications

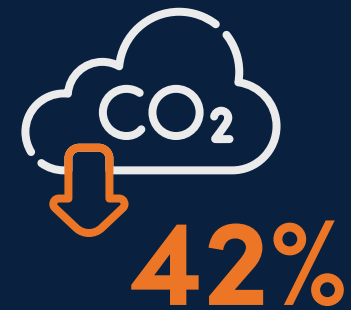
We are committed to proactive, transparent and responsive communications with shareholders and all of our stakeholders. Shareholders may communicate their views to the Board of Directors and the Company's management by sending a message to ir@realmatters.com. Real Matters also has a third-party whistleblower hotline (www.lighthouse-services.com/realmatters or 1-844-420-0055) which allows employees, officers, directors and other stakeholders (including the public) to raise, anonymously or not, questions, complaints or concerns about the Company's business practices.



Protecting the Environment

We recognize that climate change poses potential risks to our business, our clients and to the communities in which we operate, and we acknowledge that we have a part to play in protecting the environment and transitioning to a lower-carbon economy.

Real Matters has set a target to reduce our operational GHG emissions (Scope 1 + 2) by 42% by 2030 from a 2021 baseline. Our targets are aligned with a 1.5° pathway.



Climate-Related Governance

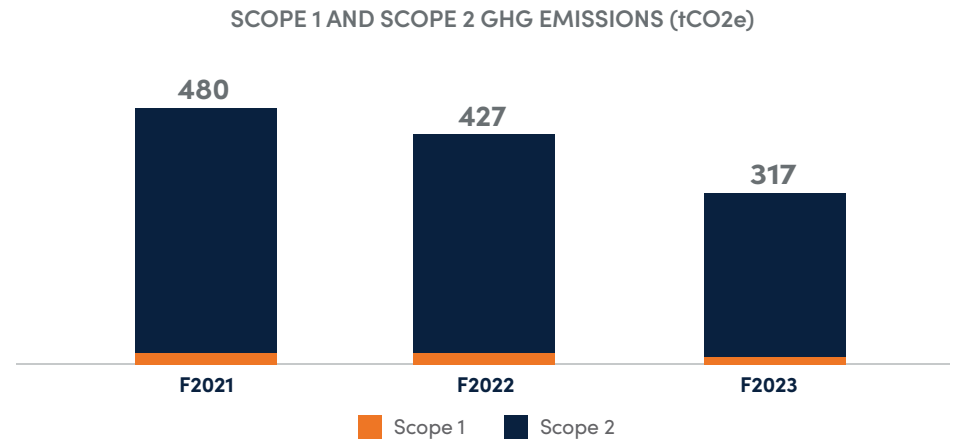
Our CNGC and Board of Directors have responsibility for overseeing the Company’s climate-related practices and programs. As such, the CNGC and Board of Directors periodically receive updates on policy and regulatory trends concerning climate- and emissions-related developments, and, at least annually, receive a detailed update on Real Matters’ climate change efforts, including its short-term and longer-term roadmaps. Real Matters’ Vice President of Investor Relations and Corporate Communications is responsible for our sustainability program, measuring Real Matters’ emissions footprint and assessing options for emissions reduction. She reports directly to the Chief Executive Officer and leads the Company’s Sustainability Committee which includes our General Counsel and Chief Compliance Officer. The Sustainability Committee is responsible for establishing the Company’s sustainability-disclosure framework, regularly assessing the Company’s climate change-related risks and opportunities, developing sustainability-related policies and procedures and working with the senior leadership team to incorporate strategies into the Company’s strategic planning to minimize the Company’s impact on the environment and enable the Company to achieve its emission reduction targets.

Sustainability-related key performance indicators were incorporated into the Chief Executive Officer and executive performance scorecards for fiscal 2024.

GHG Emissions

Real Matters operates in a hybrid work environment which has led to a reduction in our office footprint and employee commuting. In fiscal 2023 we further reduced our office footprint to 57,634 square feet,

representing a 49% overall reduction in our office footprint from our 112,948 square foot office footprint prior to the shift to a hybrid work environment in fiscal 2020.



Our GHG calculations are based on the GHG Protocol Corporate Account and Reporting Standard published by World Resource Institute (WRI) and World Business Council for Sustainable Development (WBCSD). Given certain gaps and limitations in our inventory data at present, strict conformance to these standards and guidelines is not being claimed. These inventory results reflect the raw data, assumptions, emission factors and calculations that were used to generate those results. In fiscal 2023, we recalculated our fiscal 2021 and fiscal 2022 Scope 1 and Scope 2 emissions for our leased office locations to reflect pro-rated facility usage over the fiscal year; we also added GHG emissions for our colocated data centres based on the availability of new information. In 2022, we began decommissioning our data centers

and migrating to cloud platforms. This multi-year initiative is ongoing, and its full impact on GHG reductions has not been fully reflected in our GHG inventory data due to incomplete vendor emissions reporting.

All of our office spaces use only LED lighting. Some of the additional energy efficiency features of our LEED certified office spaces include lighting on motion sensors, smart thermostats, and maximization of light access.

Fiscal 2023	Estimated Scope 1 Emissions (tCO2e)	Estimated Scope 2 Emissions (tCO2e)	Estimated Electricity Usage (kWh)
Colocated Data Centre	0	95	460,862
Middletown, RI	0	90	367,384
Scottsdale, AZ	0	52	146,269
Buffalo, NY	0	44	350,180
Irving, TX	0	19	54,273
Markham, ON	8	8	222,272
Long Beach, CA	0	2	7,688
Total	8	309	1,608,928

Real Matters is making concerted efforts to contribute to a more sustainable, global low-carbon economy. In fiscal 2022, we launched our cloud migration project which will decommission our colocated data centers and migrate to Google and Microsoft cloud platforms. Our migration to the cloud has been an important contributor to reducing the Company's emissions. In fiscal 2023, we decommissioned 16 servers and reduced our colocated data-centre related Scope 2 emissions by 30% as a result of our move to the cloud.

Google has committed to purchasing 100% renewable energy for their global operations, including data centres. While any emission reductions associated with this shift to renewable energy are owned by Google, Real Matters recognizes that supporting a company that purchases renewable energy is a step in the sustainable direction. Azure, as a part of Microsoft, has been 100 per cent carbon neutral since 2012.

Climate-Related Risks and Opportunities

Like all companies, Real Matters faces a range of potential climate-related risks and opportunities. The Task Force on Climate-related Financial Disclosures (TCFD) recommends disclosure only where such information is material. While we discuss the most significant climate-related risks and opportunities that could impact Real Matters below, we do not deem any of them to be material to our business. These climate-related risks and opportunities were developed by our Sustainability Committee with input from various functions across the Company, reviewed by senior management, and incorporated into the Company's Enterprise Risk Committee framework. Many risks and opportunities are interrelated and may overlap.

TRANSITIONS RISKS

POTENTIAL FINANCIAL IMPACT

MITIGATING ACTIONS

Legal & Regulatory

<ul style="list-style-type: none"> • Carbon pricing regulations • Enhanced reporting requirements 	<ul style="list-style-type: none"> • Increased operating costs due to rising price of energy. • Increased operating costs from rising fuel/transportation costs. • Increased operating costs due to disclosure obligations. 	<ul style="list-style-type: none"> • Established a Sustainability Committee that develops and guides our sustainability strategy, reporting and action plan. • Implemented a flexible work environment to reduce employee commuting. • Leased energy efficient facilities and significantly reduced office footprint. • Continue to leverage our logistics capabilities to efficiently route orders to field professionals in a tighter geographic footprint while keeping them close to their home offices.
---	--	--

Technology

<ul style="list-style-type: none"> • Substitution of existing products and services with lower-emission options • Cost to transition to lower-emissions technology 	<ul style="list-style-type: none"> • Lower profitability for alternative lower-emission products. • Increased operating costs for research and development in new and alternative technologies. • Higher operating costs to adopt/deploy new practice and processes. 	<ul style="list-style-type: none"> • Continue to invest in our logistics capabilities on the platform. • Offer alternative digital-first products like desktop appraisals and eClosings. • Migrate to cloud platforms, including Google Cloud Platform and Microsoft Azure, to reduce the Company's emissions. Google has committed to purchasing 100% renewable energy for their global operations, including data centres. Azure, as a part of Microsoft, has been 100 per cent carbon neutral since 2012.
--	---	---

Market

<ul style="list-style-type: none"> • Change in demand for existing products and services to lower-emission options • Change in demand due to sustainability performance 	<ul style="list-style-type: none"> • Change in revenue mix and sources resulting in lower profitability. • Increased operating costs from rising fuel/transportation costs. 	<ul style="list-style-type: none"> • Offer alternative digital-first products like desktop appraisals and eClosings. • Continue to invest in our logistics capabilities on the platform and other platform enhancements. • Regularly communicate with our stakeholders to ensure alignment of our sustainability practices with their needs and expectations.
---	---	--

Reputation

<ul style="list-style-type: none"> • Public perception on accountability and managing climate-related risks • Climate-related disclosures and sustainability rankings 	<ul style="list-style-type: none"> • Decreased demand for our products and services due to not effectively managing or reducing our climate-related impacts. • Increased cost of capital due to unsatisfactory sustainability rankings. 	<ul style="list-style-type: none"> • Established governance structure aligned with TCFD best practices. • Publish sustainability reports annually focused on transparency and disclose GHG emissions. • Set GHG emissions reduction targets. • Continue to respond to sustainability questionnaires (e.g., CDP, EcoVadis) and implement action plans to improve performance. • Regularly communicate with our stakeholders to ensure alignment of our sustainability practices with their needs and expectations.
---	---	--

PHYSICAL RISKS

POTENTIAL FINANCIAL IMPACT

MITIGATING ACTIONS

Acute

- | | | |
|---|---|---|
| <ul style="list-style-type: none"> • Increased severity of extreme weather events such as cyclones, hurricanes, heat or cold waves, or floods. | <ul style="list-style-type: none"> • Reduced revenue from decreased production capacity (e.g., transport difficulties, supply chain interruptions). • Reduced revenue and higher costs from negative impacts on workforce (e.g., health, safety, absenteeism). • Increased operating costs (e.g. business continuity planning and execution due to extreme weather events). • Increased insurance costs due to weather-related claims, premium increases and insurability challenges in high-risk areas. • Reduced revenue from lower order volumes. | <ul style="list-style-type: none"> • The Company has a national network with thousands of independent field professionals who could be deployed across geographies in case of severe weather events. • Real Matters’ workforce is decentralized, with employees across various states and provinces, many of whom are cross-trained in multiple facets of our business. • Real Matters has established extensive business continuity and disaster recovery plans with redundancies in place. |
|---|---|---|

Chronic

- | | | |
|---|---|---|
| <ul style="list-style-type: none"> • Changes in precipitation patterns and extreme variability in weather patterns • Rising mean temperatures | <ul style="list-style-type: none"> • Reduced revenue from decreased production capacity (e.g., transport difficulties, supply chain interruptions). • Reduced revenue and higher costs from negative impacts on workforce (e.g., health, safety, absenteeism). • Increase in operating costs due to increased cost to heat and cool our leased facilities. • Increased insurance costs due to weather-related claims, premium increases and insurability challenges in high-risk areas. | <ul style="list-style-type: none"> • The Company has a national network with thousands of independent field professionals who could be deployed across geographies in case of severe weather events. • Real Matters’ workforce is decentralized, with employees across various states and provinces, many of whom are cross-trained in multiple facets of our business. • Real Matters has established extensive business continuity and disaster recovery plans with redundancies in place. |
|---|---|---|

Climate-Related Opportunities

Climate change can also represent opportunities for our industry and for our Company. The following represent the most salient climate-related opportunities for Real Matters, although we do not currently consider any of these to be material to our business.

Resource efficiency and energy sources:

We have an opportunity to reduce our emissions and operating costs by reducing our office footprint, leasing offices in energy efficient buildings that also purchase clean energy, moving our data centres to the cloud, and reducing workforce commuting by employing a hybrid workforce.

Products and services:

Our independent network of field professionals generates GHG emissions by driving to properties for home inspections or for customer mortgage closing appointments. In addition, mortgage closings in the United States are still paper intensive processes that require the use of courier services, all of which generates GHGs. Our platform mitigates some of these negative impacts through logistics capabilities that efficiently route orders to field professionals in a tighter geographic footprint while keeping them close to their home offices. We also offer eClosing services that take advantage of digital capabilities to reduce paper usage and conduct virtual closings where our clients and regulations permit.

Reputation:

Our clients are increasingly seeking vendors who demonstrate a commitment to sustainability, which includes disclosing Scope 1 and Scope 2 emissions and setting GHG emissions reduction targets. We believe that our commitment to minimizing our impact on the environment represents a competitive advantage for Real Matters. Investors are also increasingly using sustainability ratings and ranking agencies to inform their investment-decision making process. Transparent disclosure of our climate-related performance could enhance our sustainability ratings which could lower our cost of capital.

A strong climate-related performance track record could also improve our ability to recruit and retain high-quality talent looking for a climate-conscious company.



SASB Metrics: Software & IT Services

SUSTAINABILITY DISCLOSURE TOPICS & METRICS	F2023	CODE
Environmental Footprint of Hardware Infrastructure		
Total energy consumed (gigajoules)	5,792	TC-SI-130a.1
Percentage grid electricity	Data not available	TC-SI-130a.1
Percentage renewable	Data not available	TC-SI-130a.1
Total water withdrawn	Omitted due to lack of applicability	TC-SI-130a.2
Total water consumed, percentage of each in regions with High or Extremely High Baseline Water Stress	Omitted due to lack of applicability	TC-SI-130a.2
Discussion of the integration of environmental considerations into strategic planning for data center needs	See page 24	TC-SI-130a.3
Data Privacy & Freedom of Expression		
Description of policies and practices in relation to behavioral advertising and user privacy	See our Privacy Policy on solidifi.com	TC-SI-220a.1
Number of users whose information is used for secondary purposes	0 – See our Privacy Policy on solidifi.com	TC-SI-220a.2
Total amount of monetary losses as a result of legal proceedings associated with use privacy	\$0	TC-SI-220a.3
Number of law enforcement requests for user information	Data not available	TC-SI-220a.4
Number of users whose information was requested	Data not available	TC-SI-220a.4
Percentage resulting in disclosure	Data not available	TC-SI-220a.4
Lists of countries where core products or services are subject to government-required monitoring, blocking, content filtering, or censoring	Not applicable	TC-SI-220a.5
Data Security		
Number of material data breaches	0	TC-SI-230a.1
Percentage involving personally identifiable information (PII)	0%	TC-SI-230a.1
Number of users affected	0	TC-SI-230a.1
Description of approach to identifying and addressing data security risks, including use of third-party cybersecurity standards	See page 21	TC-SI-230a.2

SASB Metrics: Software & IT Services

SUSTAINABILITY DISCLOSURE TOPICS & METRICS	F2023	CODE
Recruiting & Managing a Global, Diverse & Skilled Workforce		
Foreign nationals		
Located in Canada	0	TC-SI-330a.1
Located in the U.S.	0	TC-SI-330a.1
Located offshore	0	TC-SI-330a.1
Employee engagement as a percentage	See page 13	TC-SI-330a.2
Percentage of gender and racial/ethnic group representation		
For management	See page 12	TC-SI-330a.3
For technical staff	See page 12	TC-SI-330a.3
All other employees	See page 12	TC-SI-330a.3
Intellectual Property Protection & Competitive Behaviour		
Total amount of monetary losses as result of legal proceeding associated with anti-competitive behaviour regulations	\$0	TC-SI-520a.1
Managing Systemic Risks from Technology Disruptions		
Number of performance issues	Exceeded or achieved our target uptime with 100% of clients	TC-SI-550a.1
Number of service disruptions	Exceeded or achieved our target uptime with 100% of clients	TC-SI-550a.1
Total customer downtime	Exceeded or achieved our target uptime with 100% of clients	TC-SI-550a.1
Description of business continuity risks related to disruptions of operations	See page 35 of the Company's Annual Information Form available on realmatters.com and SEDAR+.	TC-SI-550a.2
Activity Metrics		
Number of licences or subscriptions ¹ / percentage cloud-based	55 / 100%	TC-SI-000.A
Data processing capacity / percentage outsourced	13,471,200 MIPS / 0%	TC-SI-000.B
Amount of data storage / percentage outsourced	0.787 Petabytes / 0%	TC-SI-000.C

1. As of August 15, 2024. The Company utilizes its own proprietary software platform to service its clients; Real Matters does not licence its platform. The licenses in the table represent ancillary services in the company's title business.

Other Sustainability Disclosure Topics & Metrics

F2023

Workforce Management and Safety

Ratio of highest paid employee to median salary (excluding highest paid employee)	14.8
Proportion of employees covered by a collective bargaining agreement	0%
Voluntary employee turnover rate	11%
Average annual hours of company-initiated training per employee ¹ (applies equally to male and female employees)	4
Total number of work-related fatalities (direct employees)	0
Total number of work-related fatalities (contract employees)	0
Total number of work-related fatalities (independent contractors)	0
Total number of work-related accidents (direct employees)	0
Total number of work-related accidents (contract employees)	0
Total number of work-related injuries (direct employees)	0
Total number of work-related injuries (contract employees)	0
Total recordable incident rate (TRIR) (direct employees and contract employees)	0

Data Security

Total number of material cybersecurity breaches since the Company's formation in 2004 ²	0
--	---

Legal & Compliance Matters

Total amount of monetary losses as a result of legal proceedings associated with environmental regulations	\$0
Total amount of monetary losses as a result of legal proceedings associated with corruption	\$0
Total number of inquiries, complaints or issues received via whistleblower hotline	0
Total monetary value of political contributions made by Company	\$0 (expressly prohibited)
Total monetary value of political contributions made by Company broken down by recipient	N/A (expressly prohibited)

Company payments to government

Canada (taxes)	\$2.1 M
United States (taxes)	\$(2.5) M

1. Average mandated training hours per employee excluding additional job-specific training.

2. A cybersecurity breach is material if it could have an adverse effect on our business, financial condition, operating results or prospects.

Forward-Looking Information

This report contains “forward-looking information” within the meaning of applicable Canadian securities laws. Words such as “aim”, “could”, “forecast”, “target”, “may”, “might”, “will”, “would”, “expect”, “anticipate”, “estimate”, “intend”, “plan”, “seek”, “believe”, “likely” and “predict”, and variations of such words and similar expressions, are intended to identify such forward-looking information, although not all forward-looking information contains these identifying words.

The forward-looking information in this report includes statements which reflect the current expectations of management with respect to our business and the industry in which we operate and is based on management’s experience and perception of historical trends, current conditions and expected future developments, as well as other factors that management believes appropriate and reasonable in the circumstances. The forward-looking information reflects management’s beliefs based on information currently available to management, including information obtained from third-party sources, and should not be read as a guarantee of the occurrence or timing of any future events, performance or results.

The forward-looking information in this report is subject to risks, uncertainties and other factors that are difficult to predict and that could cause actual results to differ materially from historical results or results anticipated by the forward-looking information. A comprehensive discussion of the factors which could cause results or events to differ from current expectations can be found in the “Risk Factors” section of our Annual Information Form for the year ended September 30, 2023, which is available on SEDAR+ at www.sedarplus.ca.

Readers are cautioned not to place undue reliance on the forward-looking information, which reflect our expectations only as of the date of this report. Except as required by law, we do not undertake to update or revise any forward-looking information, whether as a result of new information, future events or otherwise.