

Stakeholder Engagement

Ongoing engagement with our stakeholders helps to foster trust, transparency and collaboration. Through ongoing dialogue, we can work together to evolve our organisation to meet the needs of stakeholders and ensure our long-term sustainability.

Below, we identify our key stakeholders, how we engage with each of them, and why it matters.

Our clients

Why we engage

We aim to provide a holistic experience combining high-quality products, robust customer service and dynamic content with a client-centric approach.

Our customer loyalty exceeds many others' – but we don't take this for granted. We work to offer our clients an exceptional experience every day.

How we engage

Our multilingual, highly trained customer support teams are available 6.5 days a week, 363 days a year (with closures on Christmas day and New Year's Day). Ongoing investment in communications and customer relationship management help nurture client engagement and loyalty.

Our platform offers a range of tools and features to help clients, including educational resources, breaking financial news and live analysis of the markets.

Our clients use our trading platforms on a daily basis, making them our most valuable source of feedback. We use their feedback to help us continually improve our service.

What matters most

Products: We are a market leader in the breadth and depth of our product offering, diversifying in response to clients' needs.

Knowledge: We create content and market analysis to give our clients the confidence to understand and use our products to meet their financial goals. We also offer demo accounts, where clients can experience our products in a low-risk environment.

Technology reliability: We strive to provide a stable, secure, reliable platform, so that trade execution is seamless.

Support: 24-hour trading coverage enables our clients to trade 'around the clock'. Clients can rely on us whenever they need assistance.

Our people

Why we engage

Our people are at the centre of all we do. We focus on cultivating talented and dedicated individuals for our growing, global team, so we can continue to deliver high-quality, innovative products, robust customer service support, and informative content that differentiate us from competitors.

How we engage

Employee engagement takes many forms at IG, including surveys, internal social channels, townhalls, smaller group meetings and through feedback obtained via our employee communication portal. We have also developed employee network groups as a crucial channel to better understand the experience of our employees who are currently underrepresented.

Our People Forum, a body that acts as a conduit for more formal feedback and interactions with the Board, brings employee voices into Board decision making. The People Forum is chaired by our Chief People Officer and attended by Non-Executive Director Sally-Ann Hibberd. Employee representatives are democratically elected by our people and serve two-year terms.

What matters most

Employee engagement is vital in two main ways: 1) how we share information about our business strategy and industry updates, and 2) how we gather feedback from our employees to continually enhance our employee experience, which we believe will also strengthen the quality of service to our clients and the communities in which we operate.

This two-way dialogue enables us to get the best from our talented, experienced people and helps us achieve our ambition to be a top workplace and employer.

Our investors

Why we engage

Creating value for our investors is critical. Staying informed of their views gives us insight into their priorities when assessing us as an organisation. By delivering for both our shareholders and bondholders, we help to ensure that our business continues to be successful in the long term.

How we engage

Throughout this financial year we have adopted a hybrid model, hosting in-person investor meetings as well as continuing virtual meetings where appropriate. This flexible approach allows us to build relationships with our investors, while providing greater flexibility to accommodate health restrictions as well as time or location constraints.

We have maintained open dialogue with our shareholders and bondholders through a variety of channels including one-to-one and group meetings, results webcasts and roadshows, conferences, and via questions submitted by investors on an ad hoc basis. Investor feedback, along with details of major movements in our investor base, is reported to and discussed by the Board regularly and incorporated into the decision-making process.

What matters most

Key to our engagement with investors is that management and our Investor Relations team are accessible, open and well-informed about the business. This allows for high-quality discussions, which provide investors with the information they need to make informed decisions.

Investor discussions cover a wide range of topics, including financial performance, strategy, capital allocation, client characteristics, cost control, regulation and competitive position. The receptiveness of management and the Board to the views of investors is integral to the development of investor trust.



Our communities

Why we engage

Our long-term success relies on an unwavering commitment to sustainability and social responsibility. This commitment is a driving force for our business purpose, our ESG strategy, our corporate social responsibility programmes and our culture.

How we engage

Our Brighter Future framework shapes how we reach our ESG goals, centring around four main pillars: Products, People, Partnerships and Best Practice. At the heart of this strategy is our Brighter Future Fund, which was established in 2020 with an initial £5 million commitment. Through the Brighter Future Fund, we build partnerships with local, national and global charities, with the aim to have a positive impact on the communities in which we operate. We make substantial cash donations to these partners and offer employee time through corporate volunteering. These activities are managed by our dedicated ESG team and our Executive Committee and are overseen by our ESG Board Committee.

In December 2021, we pledged the equivalent of 1% of the prior financial year's post-tax profits to charitable causes each year from 2022 to 2025, subject to Board approval. These contributions aim to tackle educational inequality and to create long-term, sustainable societal impact.

What matters most

We aim to provide sustained and long-term support to the communities in which we operate. This support takes many forms – through ongoing dialogue, sustained contributions and through meaningful employee engagement.

As part of our considerations, we also focus on the environment, and address this through partnerships and charitable programmes among other initiatives.

See page 26 for more details.

Our regulators

Why we engage

Regulations influence how we are able to operate in the marketplace. We recognise how vital it is to maintain constructive, ongoing dialogue with regulators to ensure they understand our products and our business model, so we can continue to be active in countries we currently serve and keep growing into new markets.

Engaging with local regulators helps foster our relationships with them and gives us a better view of upcoming regulatory changes, which in turn informs how we can best respond to those changes to meet the needs of our key stakeholders.

How we engage

Constructive dialogue and transparency are at the foundation of our relationships with regulators, helping to demonstrate that our actions and business model are consistent with regulatory expectations. Working with regulators takes shape in several ways, ranging from proactive engagement on new business proposals to assisting with their regulatory requests and investigations.

What matters most

Regulators aim to safeguard individuals' best interests and ensure that all clients are treated fairly. They also focus on protecting the integrity of financial markets, as well as capital and liquidity issues. We work to respect and follow both the letter and spirit of the regulations set out by local regulators to demonstrate that we share their vision.

Our suppliers

Why we engage

Suppliers are crucial to the quality of service we provide to our clients, and as such, we aim to develop mutually beneficial and lasting relationships with our vendors. We recognise the importance our supply chain plays in delivering our ESG strategy and expect our suppliers to embody our commitments to responsible business, education and the communities in which we operate.

How we engage

We understand the importance of selecting partners with effective controls and high-quality standards as we look for longer-term relationships. As a result, we have implemented a robust diligence process to screen our suppliers to ensure that together we continue to meet the high quality of service our clients expect. Frequent dialogue with our suppliers is a core way that we ensure that all parties are getting the desired value from our relationship. Generally, our engagement ranges from informal conversations for exchanging information and discussing priorities to more formal interactions.

What matters most

Long-term partnerships: our suppliers value clarity on our expectations of the relationship and the services they provide, along with timely and reliable payment. Our suppliers also appreciate fair, open and honest two-way communication and value the feedback we can give them.