

2025-2026

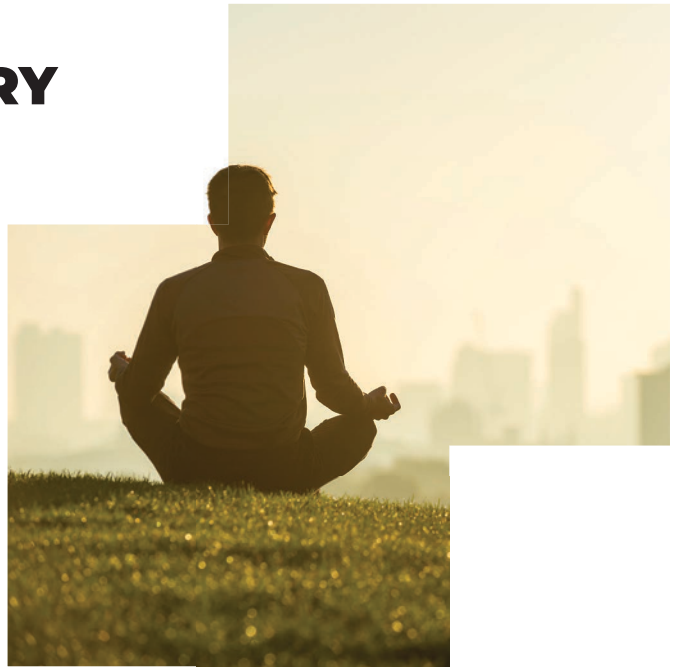
ESG REPORT

COMPANY OVERVIEW AND EXECUTIVE SUMMARY

Acora is a progressive, full-stack technology services partner built for the AI era, helping organisations harness the power of technology to drive innovation, improve efficiency and achieve their strategic objectives. We work closely with customers to understand their unique challenges and opportunities, delivering tailored solutions that create measurable business value and support long-term growth.

By combining the capabilities of a Managed Service Provider, Managed Security Service Provider, IT Consulting, Professional Services and Software Development organisation, Acora provides end-to-end expertise across the technology lifecycle. This integrated approach enables us to simplify complexity, accelerate transformation programmes and help customers achieve breakthrough results, often more quickly than they believed possible.

Our joined-up technical and operational capabilities span Data and AI, Cyber Security, Applications, Cloud Infrastructure and follow-the-sun IT support, ensuring organisations have access to the skills and resources they need whenever and wherever they are required. By bringing these disciplines together under one roof, we help customers build secure, resilient and future-ready technology environments that empower their people, enhance customer experiences and unlock new opportunities for innovation.



As technology continues to evolve at pace, Acora remains focused on delivering practical, outcome-driven solutions that enable organisations to embrace change with confidence. Through a combination of deep technical expertise, industry knowledge and a customer-centric approach, we help businesses navigate complexity, mitigate risk and realise the full potential of their technology investments.

ACORA EXECUTIVE BOARD

Our board plays a vital role in driving the business forward by setting the high standards that underpin our operations, decision-making and culture. Through strong leadership and governance, the board ensures that we remain accountable to our stakeholders while maintaining a clear focus on sustainable growth, operational excellence and responsible business practices.



RICHARD ATKINS
Chairman



DAVID RABSON
Acora CEO



GARY PAGE
Chief Operating Officer

ISO ACCREDITATIONS

We hold ISO accreditations for Security, Service Management, Business Continuity and Quality, ensuring our processes and procedures are independently assessed against internationally recognised standards.

These certifications reflect our commitment to continuous improvement, operational resilience, service excellence and strong governance.

LRQA CERTIFIED ISO/IEC 27001 — UKAS MANAGEMENT SYSTEMS 0001

LRQA CERTIFIED ISO/IEC 20000-1 — UKAS MANAGEMENT SYSTEMS 0001

LRQA CERTIFIED ISO 22301 — UKAS MANAGEMENT SYSTEMS 0001

LRQA CERTIFIED ISO 9001 — UKAS MANAGEMENT SYSTEMS 0001

ESG COMMITMENT

Customers, partners, suppliers, and employees expect businesses to act in a way that protects the environment and treats people fairly, with robust governance in place.

Here at Acora, we act with integrity and live by our values. Through the way we conduct our business, we positively influence the environmental, social and governance contribution of the Acora group.

We strive to build sustainable, equitable, healthy, and diverse communities through a combination of environmental, social and governance (ESG) performance.

Our dedication to incorporating environmental, social, and governance performance criteria across our business reflects our longstanding commitment to all of our stakeholders, customers, partners, shareholders, employees and the communities in which we operate.

As a business, we are committed to our ESG responsibilities, and we are working hard to continually integrate ESG considerations into our processes, policies, and practices; it is not only the right thing to do but makes sense commercially.

This commitment informs every aspect of our business and is an essential part of our operation, creating better outcomes for all our stakeholders.



ACORA ESG ACHIEVEMENTS 2025-2026

Initiatives and improvements

ENVIRONMENTAL	SOCIAL	GOVERNANCE
Promote remote working and digital collaboration to reduce travel and emissions	Monthly live CEO broadcasts so that the entire Organisation has access to company initiatives and an opportunity to raise questions to senior management	Successful transition to ISO 27001:2022
Recycling and waste reduction programs in all offices.	Together days with lunches and group activities	Successful external UKAS Audits for ISO: › 9001:2015 › 27001:2022 › 22301:2019 › 20000-1:2018
Consolidating data centres	Volunteering days encouraging and enabling individuals to give back to the local community and for a cause personal to them.	Cyber Essentials Plus maintained and successfully audited
All office locations moving to 100% renewable energy contracts		

OUR VALUES

Our core values get to the heart of what we're about as a business

TOGETHER, WE WIN

Your success comes from clear communication and strong partnerships. By fostering open dialogue and building solid relationships, we ensure your needs are met and promises are delivered. You're set to achieve your goals with a committed team by your side.

WE DO WHAT WE SAY

You can trust that we'll never walk away from a challenge, make excuses, or avoid responsibility. Your needs are our priority, and we always keep our promises. This strong sense of personal responsibility ensures that you can rely on us to deliver, giving you confidence in every step we take together.

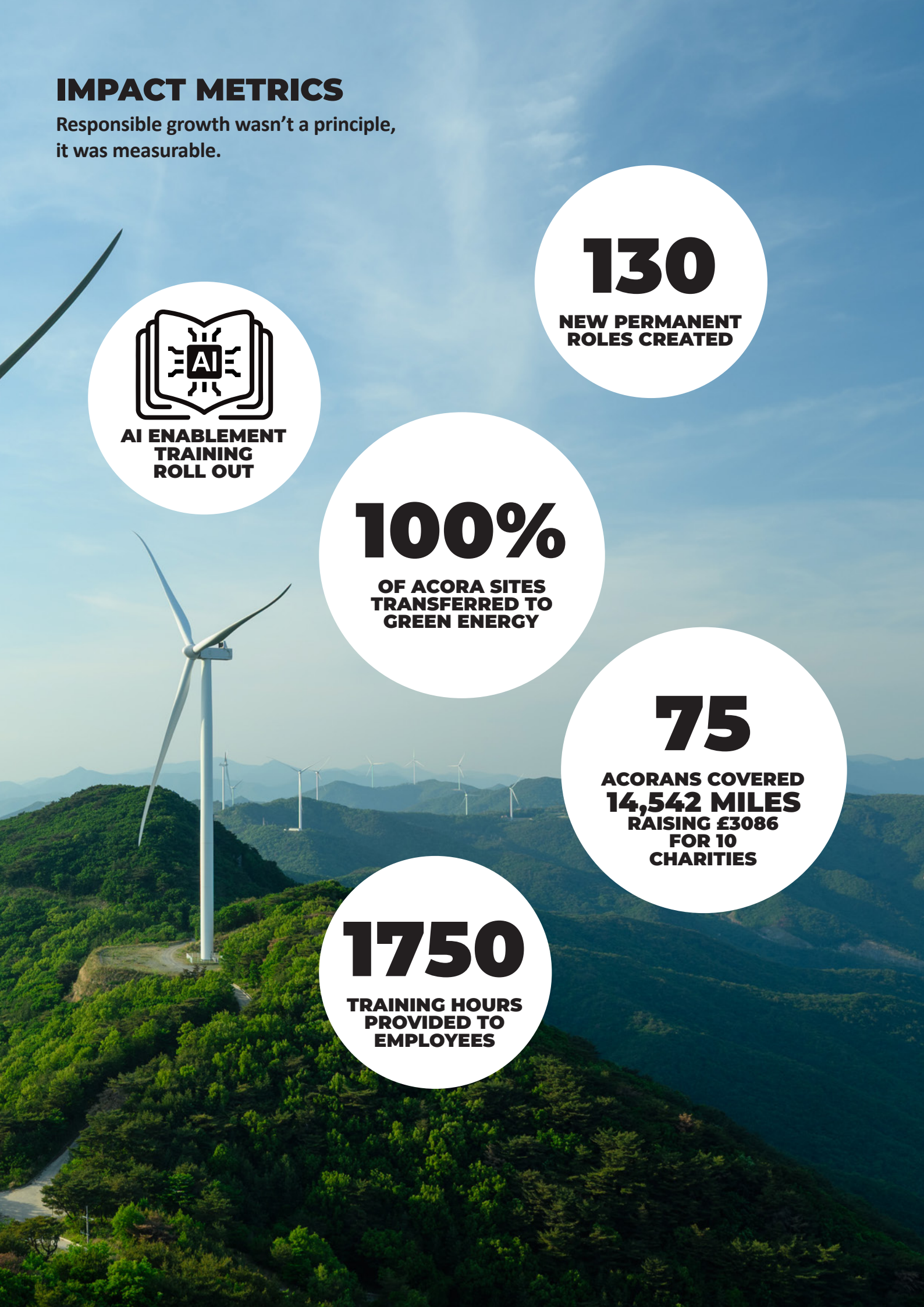
BE THE BEST YOU CAN BE

You deserve the best, and we're committed to delivering it. Every day, we challenge ourselves to raise the bar and find even better ways to meet your needs. By constantly striving for improvement, we ensure that the service you receive is always evolving to exceed your expectations.



IMPACT METRICS

Responsible growth wasn't a principle, it was measurable.



130

NEW PERMANENT ROLES CREATED

AI ENABLEMENT TRAINING ROLL OUT

100%

OF ACORA SITES TRANSFERRED TO GREEN ENERGY

75

ACORANS COVERED
14,542 MILES
RAISING £3086 FOR 10 CHARITIES

1750

TRAINING HOURS PROVIDED TO EMPLOYEES

ROADMAP

2026 Objectives

- Positively influence the environmental, social and governance contribution of the Acora group
- Integrate ESG considerations into our processes, policies and practices
- Create better outcomes for all of our stakeholders
- Acora aims to reduce its emissions by 50% by 2030 on the path to net zero
- Continue to provide a healthy and engaging working environment and contribute positively to local communities and charities
- Carbon reduction plan is in progress

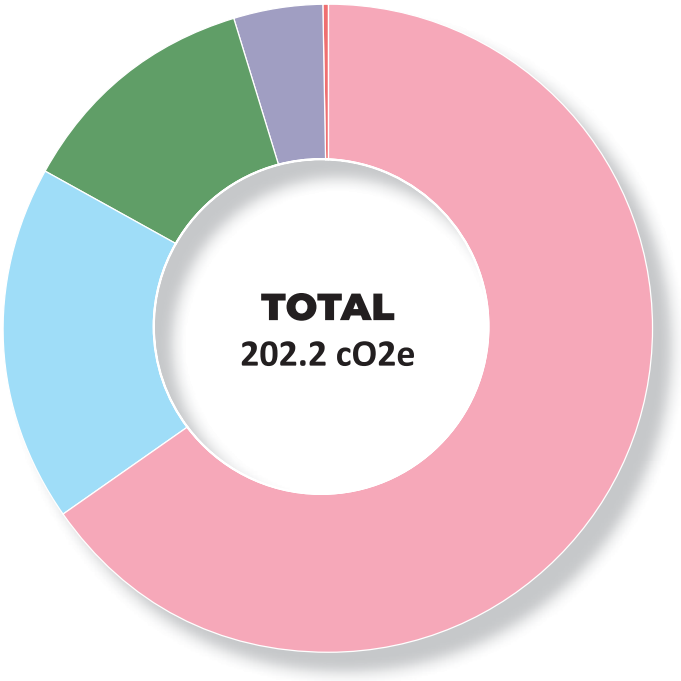


SECR 2025

UK GREENHOUSE GAS EMISSIONS

EMISSION SOURCES

- **Purchased electricity:** 130.9 tCO2e (65.4%)
- **Business travel:** 35.7 tCO2e (17.89)
- **Natural gas:** 24.5 tCO2e (12.2%)
- **Mobile combustion:** 8.7 tCO2e (4.3%)
- **EV charging:** 0.5 tCO2e (0.2%)



Microsoft Solutions Partner
Microsoft Cloud

Google Cloud Partner

FORTINET
EXPERT PARTNER
Integrator, MSSP, Cloud



PILLAR 1: ENVIRONMENTAL

2026 Objectives

Acora is committed to reducing its environmental footprint and operating sustainably. All of our UK office locations have transitioned to 100% renewable energy contracts, and we are actively consolidating our data centres to reduce hardware and energy consumption. We promote remote working and digital collaboration tools to minimise business travel emissions.

Our total UK greenhouse gas emissions for 2025 were 202.2 tCO2e, with purchased electricity representing the largest single source at 65.4%. Acora aims to reduce emissions by 50% by 2030 on the path to net zero, and a formal Carbon Reduction Plan is currently in progress.

Key Environmental Metrics

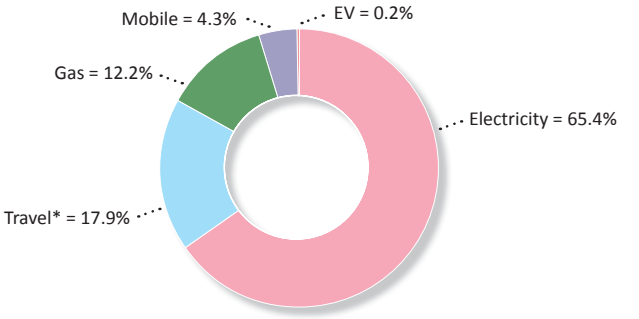
100%
Of Acora sites using renewable energy
Achieved 2025

202.2
t20Ce total UK GHG emissions
SECR 2025

50%
Acora has achieved its emissions reduction target in 2025
Path to Net Zero

Data centre consolidation
Currently in progress

Emission sources breakdown



*Remote working and digital collaboration are promoted to reduce travel emissions

INITIATIVE	STATUS 2025	2026 OBJECTIVE
100% renewable energy across all sites	✓ Achieved	Maintain & evidence savings
Data Centre consolidation programme	In progress	Upgrade to newer and more efficient hardware
Remote working & digital collaboration	✓ Policy in place	Expand digital tooling
Carbon Reduction Plan	In development	Publish formal plan
GHG Reporting (Scope 1, Scope 2 and Scope 3 Business Travel)	✓ 202.2 tCO2e reported	Reduce vs 2025 baseline
Recycling & waste reduction programmes	✓ All offices	Extend to supply chain



PILLAR 2: SOCIAL

Acora's social impact is underpinned by our commitment to responsible employment, employee wellbeing, inclusion and community contribution. We aim to create a workplace where colleagues can develop, stay well, feel valued and contribute to positive outcomes beyond the business. In 2025, Acora created 130 new permanent roles and delivered 1,750 hours of employee training, supported by structured learning resources, certification pathways and development initiatives. We continued to invest in employee wellbeing through our Employee Assistance Programme, Mental Health First Aiders and wellbeing activity, while strengthening recognition, inclusion and engagement through employee recognition, long-service awards and Viva Engage communities. Beyond the workplace, our Giving Something Back programme, matched fundraising, volunteering policies and outreach initiatives helped support wider community impact and social value.

Key Social Metrics

130
New permanent roles created
In 2025

1750
Training hours provided
Employee Development

96
Employees trained in AI enablement
AI Capability

75
Employees covered 14,542 miles and raised £3,086
Charitable donations

Recognition

TECHNOLOGY'S 30 BEST COMPANIES TO WORK FOR 2024 cert.b.co.uk

cloudtango MSPuk SELECT 2025

People Initiatives

CULTURE & ENGAGEMENT

- Leadership broadcasts & employee voice
- Employee recognition & People Awards
- Viva Engage communities

LEARNING & DEVELOPMENT

- Technical certifications & AI Enablement
- Learning at Work Week
- 1,750 hours delivered

WELLBEING & COMMUNITY

- EAP & Mental Health First Aiders
- Giving Something Back programme
- 10 charities supported in 2025





INITIATIVE	STATUS 2024-2025	2026 OBJECTIVE
Employee Growth & Development	1,750 training hours delivered; Learning & Development Knowledge Hub launched and expanded	Increase learning participation, training hours and career pathway adoption
Learning at Work Week	Established annual development campaign with 603% uplift in engagement during Learning at Work Week 2026	Expand participation and increase awareness of learning opportunities across all locations
AI Skills Development	96 employees trained through the AI Enablement Programme with 13 active builds in progress	Expand AI capability programmes and increase practical adoption across the business
Employee Wellbeing	Telus Health EAP, Mental Health First Aiders and Wellbeing initiatives available to employees	Increase wellbeing engagement and strengthen mental health support awareness
Employee Recognition	Acknowledge recognition programme relaunched alongside annual People Awards programme	Increase recognition participation and encourage more peer-to-peer recognition
People Awards	460 nominations recognising 361 colleagues across Acora	Continue celebrating achievement and increasing participation across all regions
Employee Communities & Inclusion	Viva Engage launched with professional, departmental and interest-based communities supporting employee connection and knowledge sharing	Increase active participation and community-led engagement across global teams
Leadership Communication & Employee Voice	Leadership broadcasts, manager forums and digital community channels established	Strengthen two-way communication and increase employee participation in dialogue
Giving Something Back	Charity Match Giving, volunteering leave and fundraising initiatives active across all locations	Increase volunteering participation and charitable fundraising impact
Community Fundraising	75 employees covered 14,542 miles and raised £3,086 for 10 charities	Increase employee participation and funds raised for local causes
Professional & Industry Communities	Ongoing support for Accomplish More, Data Science London, UK Azure User Group and AI Innovators UK	Expand community reach and continue supporting knowledge-sharing networks
Education & Outreach	Student engagement activities including Digital Camp introducing young people to technology and AI careers	Increase outreach opportunities that support future digital talent



PILLAR 3: GOVERNANCE

Strong governance underpins every aspect of how Acora operates. Our ESG Committee— comprising representatives from our Legal, Compliance, HR and Facilities Teams, Oversee Acora's Environmental, Social and Governance Practices. Acora holds four UKAS-accredited ISO certifications covering information security (ISO 27001:2022), IT service management (ISO 20000-1), business continuity (ISO 22301) and quality management (ISO 9001), each independently audited. Cyber Essentials Plus has been maintained and successfully audited.

Key Governance Metrics

ISO/IEC 27001
Information Security Mgmt - 2022
UKAS Certified

ISO/IEC 20000-1
IT Service Management - 2018
UKAS Certified

ISO 22301
Business Continuity Mgmt -2019
UKAS Certified

ISO 9001
Quality Management - 2015
UKAS Certified



Governance Framework

BOARD OVERSIGHT

- Chairman + 3 Executive Directors accountable to all stakeholders

RISK MANAGEMENT

- Security, operational continuity & quality risks managed

POLICIES & COMPLIANCE

- ISMS • Acceptable Use
- Data Protection (GDPR)
- Supplier Code of Conduct



GOVERNANCE AREA	STATUS 2024-2025	2026 OBJECTIVE
Information Security Management	ISO/IEC 27001:2022	✓ UKAS Certified
IT Service Management	ISO/IEC 20000-1:2018	✓ UKAS Certified
Business Continuity Management	ISO 22301:2019	✓ UKAS Certified
Quality Management	ISO 9001:2015	✓ UKAS Certified
Cyber Security Assurance	Cyber Essentials Plus	✓ Audited 2025
Responsible and Ethical use of AI	AI Governance Forum	Implement AI use policies, TORs and training throughout programme 2026.

ACORA AI USE

Acora uses AI in its own operations and in the services it delivers to customers. Our AI policies aligned with our ISMS set the principles for that use: a person remains accountable for any work AI contributes to, and customer and personal data are protected in line with the law and our contracts.

Our AI Governance Forum, chaired by the Chief Information Security Officer, meets monthly to oversee how AI is adopted across the business and to review new uses and the risks they bring.





acora

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