2025 ESG highlights report.

CONNECT®

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Welcome.

CONNECT®

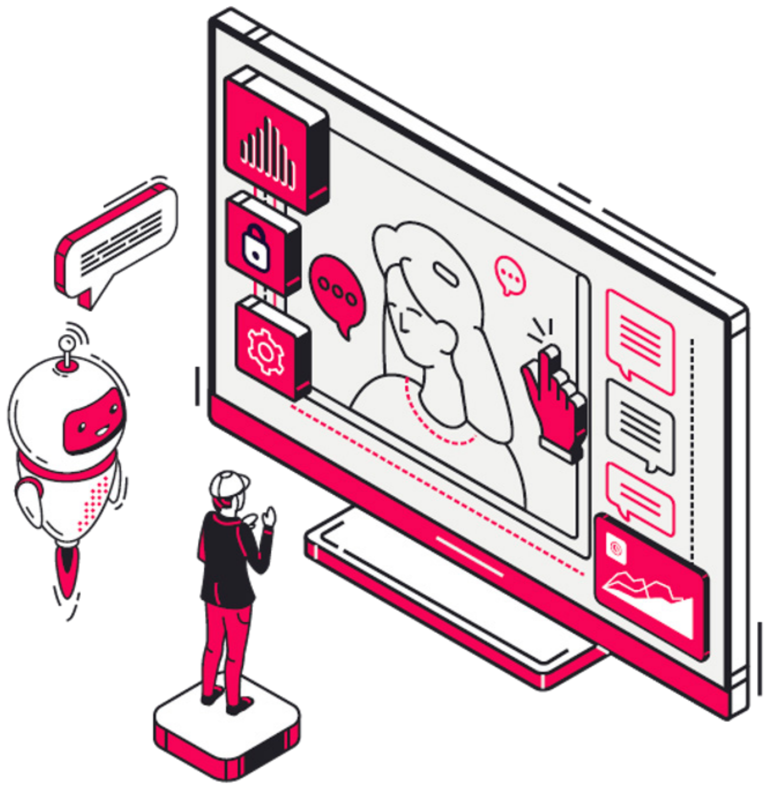
About us

We are a global systems integrator and digital transformation partner, combining expertise in AI, data analytics, and automation to orchestrate personalised customer and employee experiences across all channels. With global reach and local expertise, we support clients across borders, providing solutions adaptable to regional challenges.

With global reach and local expertise, we support clients across borders, providing solutions adaptable to regional challenges. Our vision is to be the world leader in technology-enabled customer experience, powered by a customer-centric and service-led approach.

Our mission and who we are as a company are upheld by our values:

- Thinking big – Why wait to see what the future brings when you can create it?
- Make it simple – Making the complex simple is an art.
- Seamless connections – Isn't it just great when things work?
- Sustainable future – Being focused on the future means we're all about the long term.
- Quality and independence – Our independence is one of our greatest strengths.



CYBER ESSENTIALS CERTIFIED PLUS

LRQA CERTIFIED ISO/IEC 27001 UKAS MANAGEMENT SYSTEMS

LRQA CERTIFIED ISO 9001 UKAS MANAGEMENT SYSTEMS

B-BBEE COMMISSION

Our service offerings span three main areas:

1. Customer engagement and automation

- Contact centre
- Data-driven insights
- AI automation

2. Unified communications

3. Network services

- Wide Area Networks (WAN)
- Local Area Networks (LAN)
- Wireless LAN (Wi-Fi)
- Software-Defined WAN (SD-WAN)
- Cloud Connectivity and Networking
- Network Security
- Voice and Unified Communications

Introduction from our CEO, Adam Young.

We have set a target to achieve Net Zero emissions by 2045

For over 35 years, Connect has been working to make the complex simple. Today's world is becoming increasingly intricate, marked by rapid technological advancements, unprecedented social change, and the growing climate crisis – all of which require urgent action. As such, we remain steadfast in our solution-driven approach, applying targeted actions aimed at minimising our environmental impact, whilst maximising positive outcomes for our stakeholders and the planet.

In 2022, we conducted an initial assessment of our ESG maturity, establishing areas for improvement across the business. Since then, we have developed a focused ESG strategy, identifying our most material impacts and stakeholder priorities, and setting out our roadmap for the next few years.

This centres around six key pillars, under which are further defined areas for improvement:

- Enhancing employee experience
- Living inclusion, diversity, and equity
- Cybersecurity, data handling, and business continuity
- Climate action – reducing emissions
- ESG engagement
- ESG ecosystem – our suppliers and partners

Progress towards these is detailed throughout this report, and in the last year, we're pleased to report positive progress. We've begun to assess our environmental impact, calculating our full scope of emissions for the first time, and set a target to achieve Net Zero emissions by 2045. Additionally, we've continued to enhance our employee experience, expanding our wellbeing programme and training and development opportunities – helping to create a working environment where employees want to stay and grow with us.

All of our activities are spearheaded by our newly formed ESG Committee, who take responsibility for driving engagement across the business and holding the business accountable on our commitments. Whilst this highlights report is a celebration of all our achievements so far, it also acts as a manifesto for where we want to be. We look forward to reporting back on this progress in the coming years, as we work towards becoming a more solution-focused, sustainable business that benefits people, planet, and our wider communities.

Contributing to the UN Sustainable Development Goals.

The United Nations Sustainable Development Goals (SDGs) were adopted by all 193 Member States of the United Nations in September 2015.

The SDGs are 17 goals consisting of 169 targets, with progress against these measured by 232 specific indicators. The goals address the most pressing issues facing humanity and the planet - from climate change to poverty reduction. The SDGs recognise that these challenges are interconnected, and as such, require an integrated approach. Connect shares this commitment to creating a more sustainable, equitable and prosperous world and society. As such, we have chosen to align with, and prioritise, two goals that are most material to our operations and strategy.

SDG 3 – Good Health and Wellbeing

We are committed to maintaining, and even improving, our current low percentage of employee sick days as a way of demonstrating employee wellbeing. Our initiatives are aligned and contributing to the following SDG 3 target:

Target 3.4: By 2030, reduce by one third premature mortality from non-communicable diseases through prevention and treatment and promote mental health and wellbeing.

SDG 8 – Decent Work and Economic Growth

We are committed to a programme of learning and development via continued enrolment of learners, apprentices and interns of the Connect Academy, our talent development programme for young people. Our initiatives are aligned and contributing to the following SDG 8 target:

Target 8.5: By 2030, achieve full and productive employment and decent work for all women and men, including for young people and persons with disabilities, and equal pay for work of equal value.

Key ESG performance highlights.

Changed our **private medical insurance** provider to Vitality in March 2024

£55,000 spent on training and development in FY23

Completed our first Net Zero assessment, and set a target to be Net Zero by **2045**

6 of our Connect Academy interns successfully transitioned into fulltime roles in 2024

Formed our **ESG Forum** to drive initiatives across the group

100% of employees complete regular cybersecurity training

6 employees promoted to a management role in 2024

100% of new high-risk suppliers are requested to adhere to ESG policies

Level 2 B-BBEE in South Africa

Enhancing employee experience.

Our EAP ensures that all employees have access to counselling and support, should they need it.

Employee wellbeing

Here at Connect, the wellbeing of our employees is of the utmost importance. Our employees are the driving force behind our business, and their welfare is directly linked to our success.

- We offer a **comprehensive benefits package** that includes paid time off, mental health support, and financial advice through our Employee Assistance Programme (EAP). We also offer private medical insurance, pension and life insurance.
- One of our key initiatives this year was the introduction of **private medical insurance through Vitality**, a platform which emphasises wellbeing. Vitality incentivises healthy habits, such as regular exercise, proper sleep, and eating a balanced diet, through a rewards system.
- This year, we've placed a strong focus on **mental health awareness and education**. We hosted various webinars for World Mental Health Awareness week, highlighting the importance of mental health both inside and outside of the workplace.

Connect's objectives:

- Train and appoint mental health first aiders to support business needs — In progress
- Introduce a wellbeing component into Connect's employee engagement survey to understand employee frustrations and inform wellbeing initiatives — In progress
- Develop and implement a formalised wellbeing policy and strategy — In progress

Enhancing employee experience continued.

Training and development

We have a dedicated Continuous Improvement Team responsible for internal development transformation projects. This ensures that all employees receive the necessary training and development required to grow and prosper in their careers at Connect.

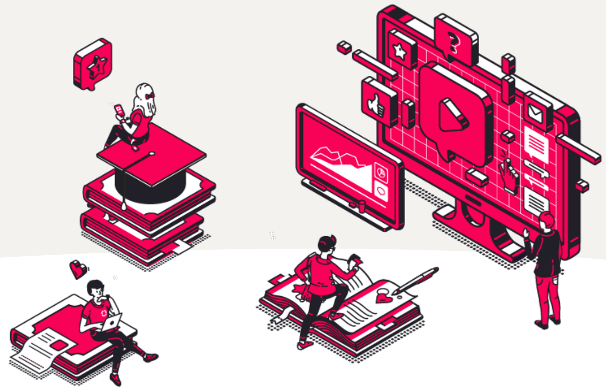
Connect's objectives:

- Set up a function to lead the internal transformation of Connect to be world leaders in service-led customer centric experience — Achieved
- Develop a company-wide talent matrix to identify skills gaps and training needs — Achieved
- Develop a formalised skills development training plan across all levels of the business, ensuring that training plans are segmented by leadership, management and individual contributions — In progress

Employees

To support employee growth, we have a skills matrix in place that covers all employees. This is updated annually, to ensure ongoing alignment with Connect's overall business goals and objectives. Each year, managers and their employees work together to set KPIs that foster personal growth and contribute to the company's overarching business goals. Senior management defines Connect's business goals annually, which are then cascaded down to allow employees to set relevant and impactful KPIs. This structured approach ensures that every team member is focused on growth that benefits their professional development, alongside the success of the business.

Enhancing employee experience continued.



Managers

We are committed to cultivating leaders from within, making leadership and management development a key strategic priority. We ensure that all job vacancies are advertised internally before going live publicly, and in the past year, six positions have been filled through internal applications, demonstrating our commitment to upskilling and promoting from within.

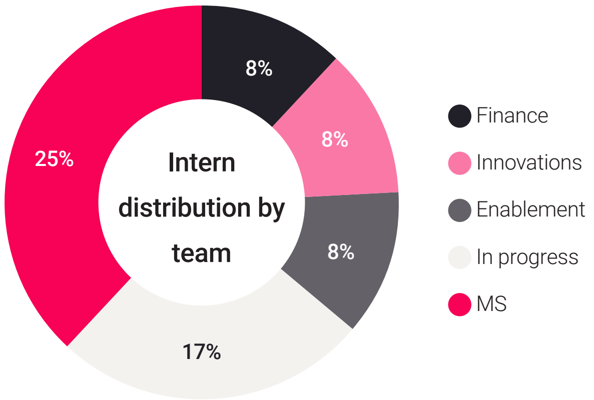
We provide support for both existing managers, as well as those new to the role, offering external coaching for select leaders and managers across the business. Internally, we rolled out a leadership programme that defines our key leadership principles, providing a model of behaviour for how we operate at Connect. All leaders have been assessed against these principles, with personal development plans created to fill any development gaps. Moving forward, this programme will be rolled out to cover a broader range of management levels.

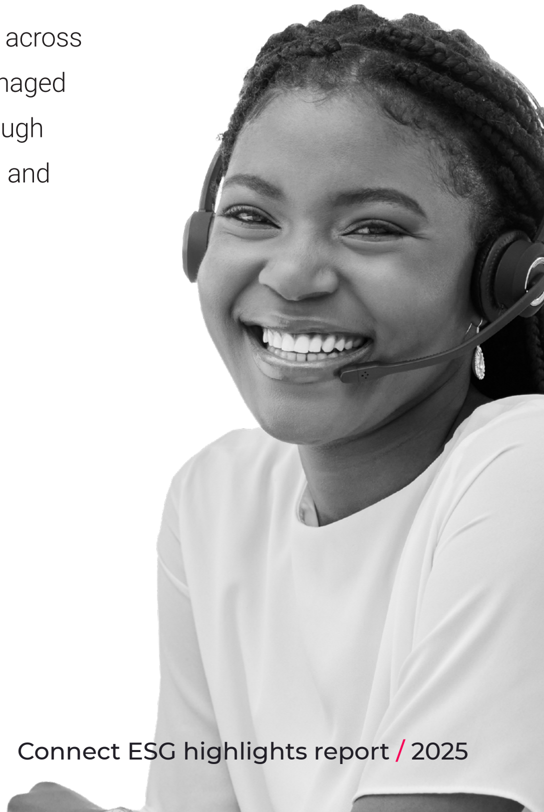
Additionally, we also hope to introduce a skills assessment and development programme specifically for employees with the potential to become future leaders and managers at Connect.

Connect Academy

Connect Academy is our talent development programme dedicated to empowering young people. It provides internships and apprenticeship schemes, with a focus on those who are unemployed, from disadvantaged backgrounds or living with disabilities.

In the past year, six of our interns from Connect Academy have successfully transitioned into fulltime roles, joining various teams across the business, including finance, innovations, enablement, and managed services. We remain passionate about fostering young talent through Connect Academy, providing a space for them to grow, add value, and realise their full potential.





Living Diversity, Equity & Inclusion (DE&I).

We want to ensure that we create a workplace culture where employees from a diverse range of backgrounds, skillsets, and experiences are celebrated. As such, Diversity, Equity, and Inclusion (DE&I), was selected as a key focus area when determining our ESG strategy.

Connect's objectives:

- Undertake a review of employee demographic data to better understand underrepresented groups across the organisation and create an informed, meaningful DE&I strategy and initiatives — In progress
- Roll out a DE&I strategy, with clear, actionable goals on how Connect plan to enhance DE&I within recruitment, hiring, promotion, and business practices — In progress
- Create a programme to platform and encourage women in the workplace — In progress
- Review recruitment and hiring policies and procedures to ensure no unconscious bias practices — In progress
- Increase senior and c-suite leadership diversity -. e.g. 20% of directors are women by 2027 (integrate this into a career pathway framework programme) — In progress

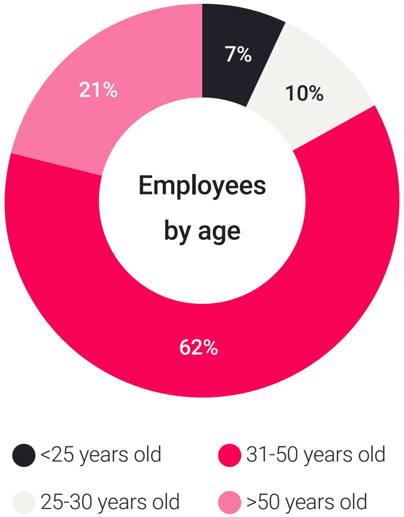
B-BBEE

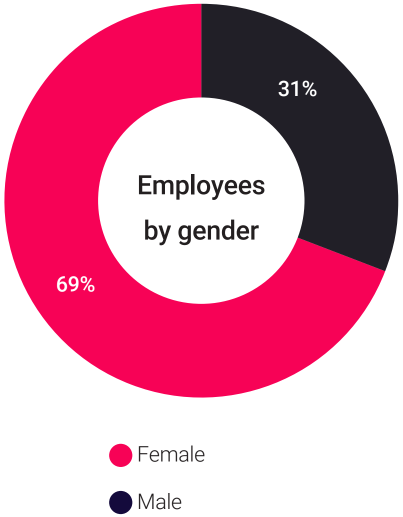
Broad-Based Black Economic Empowerment (B-BBEE) is a policy from the South African government intended to advance economic transformation and enhance the economic participation of Black people in the South African economy. Despite the right to equality within the Constitution of South Africa, there remains an economic and opportunities disparity based on race, with many Black people not having equal access to opportunities. The aim is to close the gap between formal and substantive equality, ensuring equality for all in South Africa.

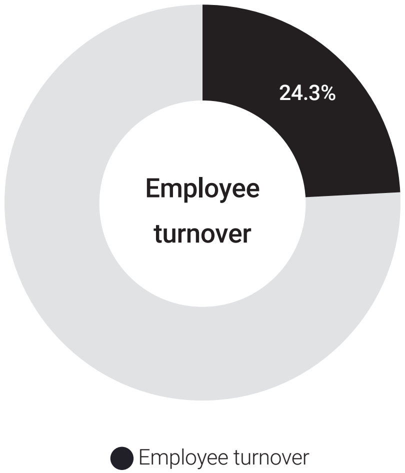
Level 2 B-BBEE means that Connect has reached the second highest level of compliance with Black empowerment in terms of ownership, management control, skills development, enterprise and supplier development, and socio-economic development.

Living Diversity, Equity & Inclusion (DE&I) continued.

Employee demographics







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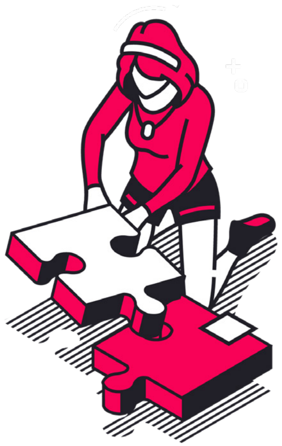
employees



Cyber Security, data handling and business continuity.

As a global systems integrator and digital transformation partner, robust cybersecurity and data protection is paramount to Connect's operations.

Connect's objectives:

Improve our business continuity governance by establishing a formalised business continuity programme, including regular business continuity management reviews.	Ongoing progress
Publish a public statement outlining Connect's stance on digital ethics including cybersecurity, GDPR, AI and data privacy, including actions already undertaken and intended positive impact	In progress
Acquire SOC capabilities	Achieved
Roll out security training across the group	Achieved
Formalise Connect's ERM risk management programme	In progress
Streamline business applications to reduce risk of disruption to services	Achieved
ISO 27001:2022	ISO 27001 achieved

Key systems and processes we have in place are shaped by our:

- Data protection and information security policies
- Information Security Policy
- ISO 27001 Information Security Management Certification
- Cyber Essentials Plus Certification

In addition to this, we have:

- **Defined internal roles for information security**, with two Certified Information Systems Security professionals, and Security Operation Centre capabilities via SecureWorks.
- **Regular risk assessments** are conducted on a product-by-product basis as part of our supplier and product onboarding process.

Cyber Security, data handling and business continuity continued.

Training

We provide comprehensive training to employees. All employees are required to read and acknowledge the data protection and information security policies and complete thorough induction training. The training is tailored according to role, covering physical security, social media, information security, data privacy and incident management.

To reinforce security awareness throughout the year, we run an awareness campaign, which includes refresher training, quizzes, and email communications on cybersecurity best practice. We also run monthly, mandatory phishing simulations for all staff, with additional training provided to those who fail the simulations. To streamline reporting, we have integrated a 'Phishing Alert Button' into Outlook, making it easier for employees to flag suspicious emails.

Employee training is tracked through our online platform, which has has reporting and targeted training features installed. This is supported by an audit schedule, which assesses the system on a regular basis. Findings are logged and reviewed monthly to ensure ongoing compliance and improvement.

We provide comprehensive training to employees.

Climate action – reducing emissions.

Connect's objectives:

2024-2025

- Undertake a Net Zero assessment to calculate Connect's full Scope 1, 2, and 3 emissions — Achieved
- Set a commitment to achieving Net Zero emissions (by at least 2045) — Achieved
- Establish a carbon reduction plan to achieve this — Achieved

2025

- Submit carbon reduction plan for SBTI verification — In progress – future goal

Our Net Zero glide path:

25% reduction in Scope 1, 2 & 3 emissions by 2030

47% reduction in Scope 1, 2 & 3 emissions by 2035

69% reduction in Scope 1, 2 & 3 emissions by 2040

93% reduction in Scope 1, 2 & 3 emissions by 2045

Climate action – reducing emissions continued.

All companies, organisations, and nations have a responsibility to take decisive action to limit global temperatures and protect the planet for future generations. Net Zero has been recognised as the international goal for mitigating climate change throughout the second half of the century. To attain Net Zero status, a company must reduce and remove as much greenhouse gas (GHGs) as it emits, which is achieved through reduction measures- both technological and behavioural- alongside offsetting any residual emissions.

In 2024, Connect formally embarked on its carbon reduction journey, assessing our full scope of emissions across the business- from waste generation in our offices, to the impact of our employees' commute to work. From this analysis, we have established a baseline for improvement, which we can use to measure our progress year on year. Based on these findings, we have set out a roadmap to achieve Net Zero emissions by 2045- five years ahead of the UK Government's target. Additionally, we are preparing to submit our emission reduction targets to the Science Based Targets Initiative (SBTi) for independent verification in late 2025.

Overview of GHG Protocol Scopes and emissions across the value chain

Climate action – reducing emissions continued.

Methodology:

Scope 1 covers the emissions directly under our operational control. This includes gas and refrigerant use in our offices, as well as our company vehicle emissions. While these comprise only 2% of our overall emissions, we are committed to reducing in this area. Our recent ESOS (Energy Savings Opportunity Scheme) assessment found that our gas consumption is already highly efficient. As a result, reductions in this area will focus on exploring the feasibility of transitioning to renewable gas as market availability increases.

Additionally, we have phased out our final company car, eliminating our Scope 1 transport emissions.

Scope 2 emissions are indirectly produced from the electricity purchased to power our offices. We procure renewable electricity at the majority of our sites, helping to reduce our impact in this area. To make further reductions, we will consider measures to both reduce our overall consumption, as well as transition our remaining site (our South Africa office) to a renewable electricity contract.

Scopes	Total tCO_2e
Scope 1	109.07
Scope 2 (location-Based)	56.38
Scope 2 (Market-Based)	26.93
Scope 3	5,775.06

Scope 3 emissions comprise all other indirect emissions that occur within our value chain, which makes them both harder to measure, and influence. The vast majority of our emissions fall within Scope 3. Some of our key emission hotspot areas include:

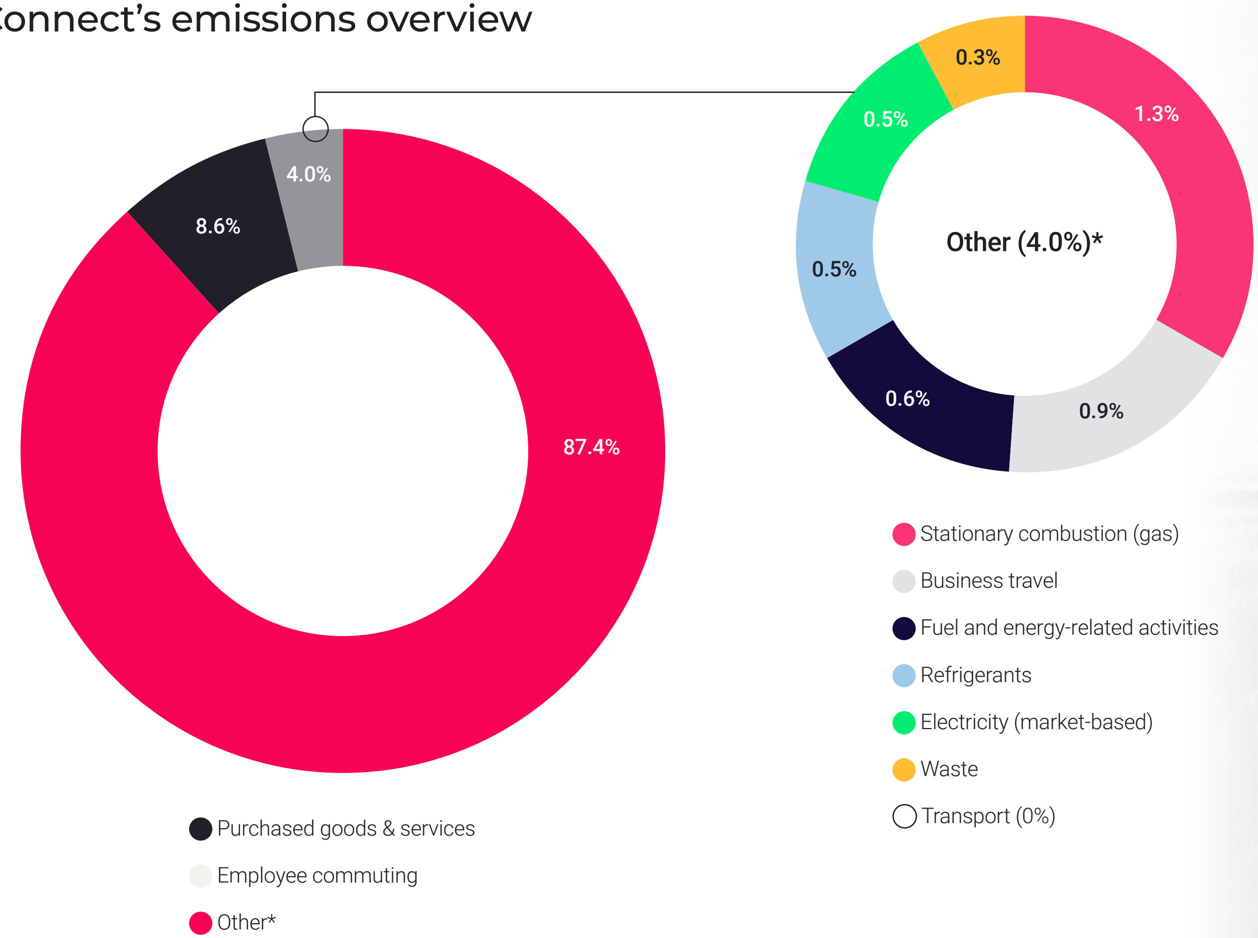
Category One (Purchased Goods and Services): Purchased Goods and Services is by far our largest emission area- representing 88% of our total emissions. Our priority within the coming years will be to enhance the accuracy and quality of our supply chain reporting, reducing dependence on spend estimates. Secondly, we will begin to engage suppliers to better understand their carbon footprint and set reduction targets, in line with SBTi (The Science Based Target initiative) recommendations.

Category Six (Business Travel): Business travel is our third largest contributor. While some level of business travel remains essential, we will explore ways to limit unnecessary journeys by encouraging employees to opt for video conferencing tools where appropriate, as well as prioritise carbon-reducing travel modes, such as choosing rail over flights.

Category Seven (Employee Commuting): Our second largest Scope 3 area is employee commuting, which includes both employee journeys to work, as well as working from home emissions. This was calculated using estimates and national statistics. Going forward, enhancing the accuracy of data reporting is a key focus, providing us with a more accurate overview of our employee commuting practices. To address this, we will consider undertaking an employee survey, as well as exploring initiatives that encourage less-emitting modes of transport, such as electric vehicle salary sacrifice schemes, and encouraging carpool arrangements.

Climate action – reducing emissions continued.

Connect's emissions overview



Climate action – reducing emissions continued.

Below is an itemised breakdown showing the amount of carbon emissions (tCO_2e) produced by each Scope and category.

Scope/Category	Item	Total tCO_2e	%
SCOPE 1			
Stationary combustion (gas)	Gas consumed	76.81	1.3%
Transportation	Owned and leased vehicles	0.92	0.0%
Refrigerants	HVAC's	31.33	0.5%
SCOPE 2			
Electricity (Location-based)[1]	Purchased electricity, for own use (grid average)	56.38	N/A
Electricity (Market-based)[2]	Purchased electricity, for own use (specific contract or onsite generation)	26.93	0.5%
SCOPE 3			
Cat 1: Purchased goods and services	Goods and services	5,164.59	87.4%
Cat 3: Fuel & energy related activities	WTT[3] (Well-To-Tank) & T&D[4] (Transmission & Distribution losses) for S1 and 2	32.74	0.6%
Cat 5: Waste generated in operations	Waste	16.97	0.3%
Cat 6: Business travel	Land and air travel for business purposes (WTW)[5]	51.28	0.9%
Cat 7: Employee commuting	Employees commuting to and back from work. (WTW) & Employees working from home	509.49	8.6%
Total Gross Emissions (Location-based)		**5,940.51**	
Less emissions avoided by procurement of renewable electricity		29.61	
Additional emissions generated from the procurement of non-renewable electricity (residual grid mix)		0.17	
Total Gross Emissions (Market-based)		**5,911.06**	
Less carbon offsets		(0.00)	
Total Net Emissions		**5,911.06**	

[1] Location-based represents emissions from electricity consumption based on grid average emissions

[2] Market-based represents emissions from electricity consumption based on specific energy contracts

[3]WTT - Well-to-tank emissions. Emissions associated with the extraction refinement and transport of fuels before consumption

[4]T&D losses – Transmission and distribution losses. Emissions associated with the energy lost during the transmission of electricity through the network

[5]WTW – Well-to-wheel emissions. Includes emissions associated with the extraction, refinement, transport, and consumption of fuels

ESG engagement and supplier partnerships.

ESG communication

Connect's objectives:

- Create an internal communications plan to increase awareness and understanding of ESG across the business — In progress
- Create an external communications plan to share key ESG information with stakeholders — In progress
- Establish and begin to collate key ESG performance metrics — Achieved
- Publish an ESG statement, including key ESG performance metrics, current progress, and future commitments — In progress
- Conduct an employee ESG materiality assessment in the next six months — In progress

- Our HR and Marketing teams are collaborating to create a **strategic communication calendar** that will highlight aspects of our key ESG initiatives. This will include the observance of significant global events and regular messaging around ESG to promote awareness and understanding of how ESG benefits us as a business. These plans are currently in the development stage, and we look forward to rolling them out in the upcoming year.
- As part of our monthly **ESG Forum meetings**, we track progress against our ESG objectives to ensure continued growth and momentum on our ESG strategy.
- **Our board is actively engaged in our ESG journey** and receives monthly progress updates, including a progress analysis, enabling us to identify areas where we may be at risk of falling behind our objectives and allow for board intervention when necessary.

ESG engagement and supplier partnerships. continued.

ESG management

Connect's objectives:

- Establish an ESG Forum of employee representatives, responsible for driving initiatives and engagement across the business

Achieved

Meet the Committee:

Aneesa Davies, Finance Manager

Fiona Thompson, Governance and Compliance Manager

Amanda Kodisang, HR Manager

Ingrid Green, Group Marketing Director

Claire Nelson, Group HR Director

Tim Whitehead, Sales Operations Director

Our ESG Forum meets monthly to drive momentum on our ESG initiatives and hold the business accountable on our commitments.

ESG ecosystem – suppliers and partners.

Total number of suppliers: 254

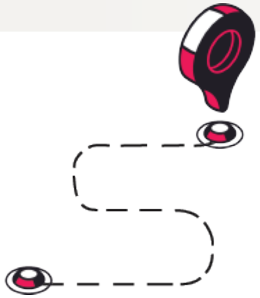
Total number of significant suppliers (top 10% of spend): 3

Incorporating ESG considerations into supply chain management is crucial for decreasing risk, reducing environmental impact, protecting human and labour rights, and increasing transparency.

In line with our commitment to ethical and sustainable practices, we are in the process of drafting a Supplier Code of Conduct, outlining Connect's principles and expectations around key ESG areas. This will help promote greater transparency, and importantly, reduce risk exposure by clearly defining the standards expected of our supply chain.

Connect's objectives:

- Create a supplier pre-qualification questionnaire to ensure that the supplier has key ESG governance policies and processes in place — Achieved
- Embed ESG criteria into Connect's Supplier Code of Conduct and integrate this into supplier contracts — In progress
- Develop and publish a Responsible Sourcing Policy — In progress



Supplier vetting

All critical suppliers must align with key policies and regulatory obligations, including anti-slavery and anti-bribery and corruption. Suppliers are vetted for these essential ESG policies during the onboarding process, assessing key policies and documentation, as well as an annual anti-slavery and trafficking risk assessment.

Non-compliance

If a supplier fails to meet our standards, we implement a **supplier service improvement plan**. This includes an initial workshop to identify the root cause of the issue raised, followed by a corrective action plan. The supplier's progress is then monitored for a defined period and tracked through regular meetings. Persistent non-compliance may result in contract termination.

Traceability

Supply chain traceability is crucial to achieving a sustainable supply chain and minimising our risk exposure. **We maintain full traceability of high-risk suppliers**, and will continue to partner with suppliers to help them integrate ESG within their own operations.

Looking forward – 2025 actions.

Roll out unconscious bias training to all our managers

Create a strategic ESG Communications Calendar

Launch a skills assessment and development programme for future

Introduce a broader health and wellbeing survey

Submit our carbon reduction plan for SBTI verification

Recalculate our Scope 1, 2, and 3 emissions to assess progress against our 2045 Net Zero target

As we continue to drive momentum on our ESG goals, we look forward to applying our learnings to further enhance our ESG practices. We enjoy delivering on our ESG initiatives and feel a strong sense of accomplishment when an ESG goal has been achieved.

Going forward, we will continue to push our ESG agenda, carving a path that supports sustainable growth.

We are eager to share our progress in the coming years in line with our commitment to transparency. As we move forward, we will actively communicate our advancements, challenges, and key milestones, ensuring that our stakeholders remain informed every step of the way. This dedication to openness and accountability will continue to guide our efforts, as we strive for sustained growth and meaningful impact.

CONNECT®

Incollaboration with

SUSTAINABLE ADVANTAGE

An intelligent approach to energy, waste & sustainability

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