



ESG – 2025 Year End Report & 2026 Roadmap

01.01.2026

ESG Overview





Sustainable business strategy

At Cloud we are committed to measuring and reducing our impact across environmental, social and governance metrics. We have assessed ourselves using a third party (EcoVadis) to identify our biggest impact areas and inform our strategic approach.

Environment

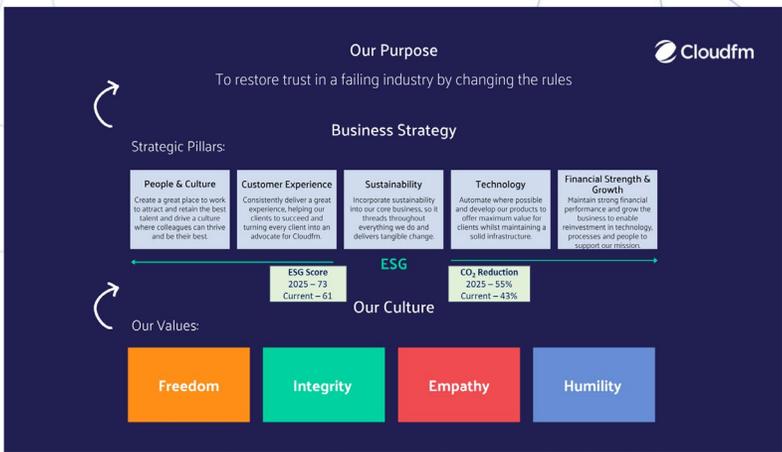
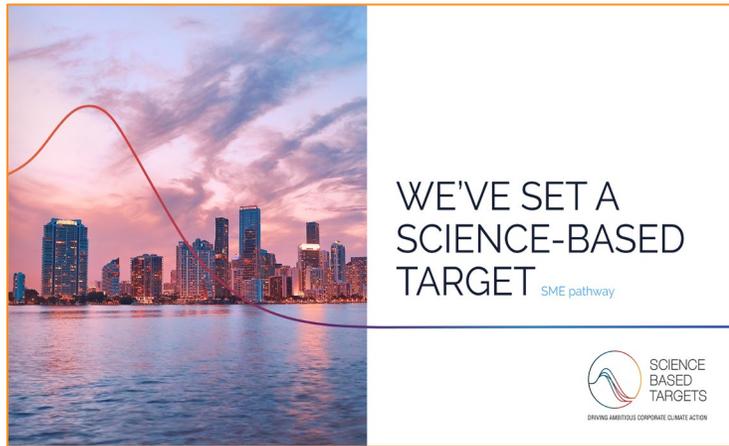
We focus on carbon emissions, our biggest environmental impact

Social

We aim for an engaged workforce that feel part of a team, we listen to our people and adjust accordingly

Governance

We incorporate sustainability into all our business decisions, threading it through everything we do

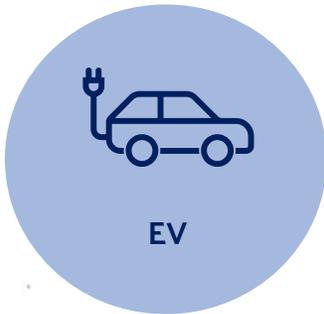


Our goal to reach Net Zero by 2035

We have short and long-term emissions goals, with our 2035 goal including our supply chain emissions.

Scope 1&2

Scope 1 and 2 direct emissions are from the energy we use in our buildings but also includes fuel used in directly managed fleet.



Fleet: we will reduce our mileage, drive as efficiently as possible and where we can, to transition to electric vehicles.

Buildings: we have already reduced consumption and plan to electrify our heating, along with installing onsite renewables and procuring 100% renewable energy.

Scope 3

Scope 3 contains 15 different categories, three of which are relevant to our business.



Supply Chain: we look to work with companies open to collaboration and decarbonisation.

Business Travel and Commuting: we promote remote working and only travel when necessary. We seek to identify the lowest carbon options.

We use our proprietary AI-PropTech **Mindsett** to help our clients to reduce their scope 1 and 2 emissions, while being an engaged supplier that supports customer reporting and reduction of scope 3 supply chain emissions.

Net Zero strategy

We have a detailed Net Zero Strategy roadmap towards delivering our 2035 goals.



Net Zero Strategy & Delivery

2019 to 2035 

Our purpose behind developing this strategy

The Climate Crisis

Climate change is arguably the most urgent threat to society today, as the planet warms due to increased greenhouse gas emissions it not only increases extreme weather events such as flooding, droughts and storms but is also directly linked with biodiversity loss, sea level rise, ocean acidification and habitat loss. As a business it is our responsibility to set climate goals and action that support the protection and regeneration of nature, ultimately by avoiding a greater than 1.5°C temperature rise. Our intention is for our business to play the widest possible role in combatting climate change, and as part of that we must lead by example, managing and reducing our own carbon footprint, while going beyond our own business to support our supply chain, peers, customers and employees to do the same. By taking the strategic approaches set out in this document we are also directly addressing the following UN Sustainable Development Goals (SDGs), while having a secondary impact on the wider SDGs:



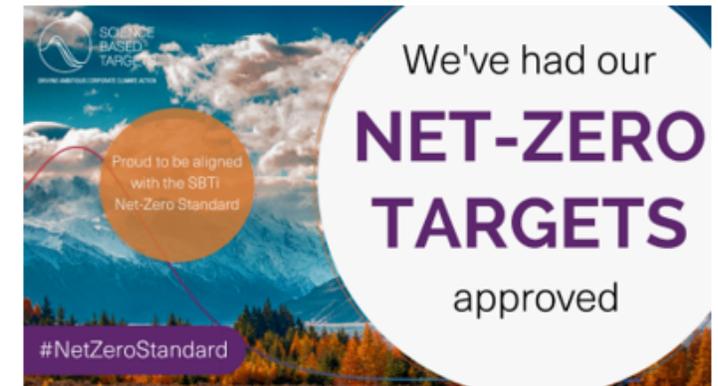
Climate and Business Risk

Climate change has far reaching effects, as a business there is a risk that our supply chain may be impacted by the transition to low carbon transport as fossil based vehicles are phased out. As the climate changes the localities we work in and the customers we work for may be affected by localised climate impacts such as drought and flooding. Customers will themselves face climate business risks, and be looking at much more sustainable ways of doing things, which we want to be in a position to support them with. Corporations will need to adapt their own business models, which in turn may impact us positively or negatively. Assessing the possible outcomes and doing our best to lessen the pace of climate change provides a proactive approach to the challenges ahead. Our own business should be a use case, and as investors are more and more interested in broader Environment Social Governance (ESG) performance, we want to be in a position that positively impacts our

market valuation. Net Zero is a commitment within ESG and the requirement to report on climate based metrics is set to increase, such as those set out by the Task Force for Climate Related Financial Disclosures (TCFD). Although Small Medium Enterprises (SMEs) like ourselves are not currently in scope for mandatory reporting it is likely to be a requirement in the near future. Setting the goals and reporting now puts us ahead of the curve and protects us from potential costs of 'catching up' when we do fall into the scope of mandatory reporting.

The strategic direction

Having identified carbon emissions as our biggest environmental impact area we have a strategic focus on reaching net zero carbon emissions by 2035, which means we have to reduce our direct and value chain emissions (scope 1, 2 and 3) by 90%, this target has been validated by the Science Based Target initiative (SBTi). This is an absolute reduction meaning we still need to reduce even if the business grows. This is the level of commitment that is required and advised by the SBTi to slow the rate of climate change. Any remaining residual greenhouse gas (GHG) emissions must be offset. Offsets must not exceed 10% of baseline emissions, meaning we cannot buy our way to net zero.



Environment, Social and Governance

How we look after people, planet and profit

In 2025, Cloud focused on governance aspects of ESG.

Having assigned a governance lead, we have increased ethical business training and enhanced quality standards.

As a result, our governance strength has significantly deepened.

We externally assess our overall ESG position using Ecovadis. We currently hold a Silver award with the goal to reach **Gold** by the end of 2026.





Social – How we care for people

Objectives and Key Results

- **Supporting Colleagues to reach their full potential**
 - Provide equal opportunities
 - Encourage career progression and growth (New coaching Programs such as the Talent program)
 - Enhanced new colleagues' onboarding experience
 - Introduced Teamflect to improve clarity and the alignment of OKRs with our business strategy
 - Partnered with Essex Working Well to support the delivery of Wellbeing training.
- **Supporting Suppliers to reach their full potential**
 - Regular meetings with a dedicated performance manager
 - Defined outcomes in our Service Level Document
 - Provided guidance to guard against over committing and meeting compliance

Measuring Performance

Key Metrics	2025	Comments
eNPS	53	Well above industry average of 25
Investors in People	Gold	Feeding into continuous improvement
H&S Incidents	3	2025

Social Metrics

Arrows show movement from 2025. Red, amber, green rates performance against target

Create a Diverse Workplace

- ➡ Female statutory directors - **50%**
- ➡ Mean gender pay-gap - **30%** (target of <20%)
- Non-British nationals - 15%

Keep Everyone Safe and Healthy

- ➡ Number of work-related injuries - **3**
- ➡ Number of work-related fatalities - **0**
- ➡ Number of incidents - **0**
- ➡ LTI frequency and LTI Severity - **0**

Engage, Develop and Retain Employees

- ➡ Survey response rate - **80%** (target 70%) (**down 10%**)
- ➡ eNPS - **53** (80 target for 2025) (**down 16%**)
- ➡ Avg. hrs. training/FTE - **27.01 Hours** (tgt. >20)
- ➡ Employee turnover - **9.5%**
- ➡ Permanent employees with access to social benefits - **100%**

Support and Engage the Supply Chain

Qualitative Measures: Supply Chain

- Daily meetings with performance manager
 - Due diligence checks and support
- Guidance to guard against over committing



Governance – Building a resilient and ethical business

We aim to thread sustainability throughout everything we do at Cloud, maintaining an ethical and resilient business

We keep focused on strengthening governance in 2025 and made some great progress:

- Audit and update of quality and environment management systems
- Non-conformities process launched with the SLT
- New tool to enhance document management system. Hicomply.
- Carried out corruption risk assessments
- Trained all employees on anti-corruption topics
- ISO 27001 audited by a third party

Keys Metrics	2025	Comments
Employees trained in anti-corruption, target 100% within 3 months of employment	100%	100% increase
Number of cases of corruption, target zero.	0	
Percentage of business functions covered by the Cloud anti-corruption risk assessment, target all key departments	100%	
Third party review of information security carried out annually .	Achieved	Carried out in August 2025
Number of customer complaints related to data privacy	0	



Bringing our Supply Chain on the journey



- ISO Audit to achieve the highest score
- Following our ESG assessment we have strengthened our policies among other initiatives

My Performance

Share my scorecard

Scorecard Publication date: 2 Oct 2025

View scorecard

Congratulations!
Your company has been awarded a Silver Medal in recognition of your sustainability achievement.
[Learn about the EcoVadis Medals & Badges Program](#)

Overall score

Percentile
89th

→ **73**/100



Corrective Action Plan

Improve now

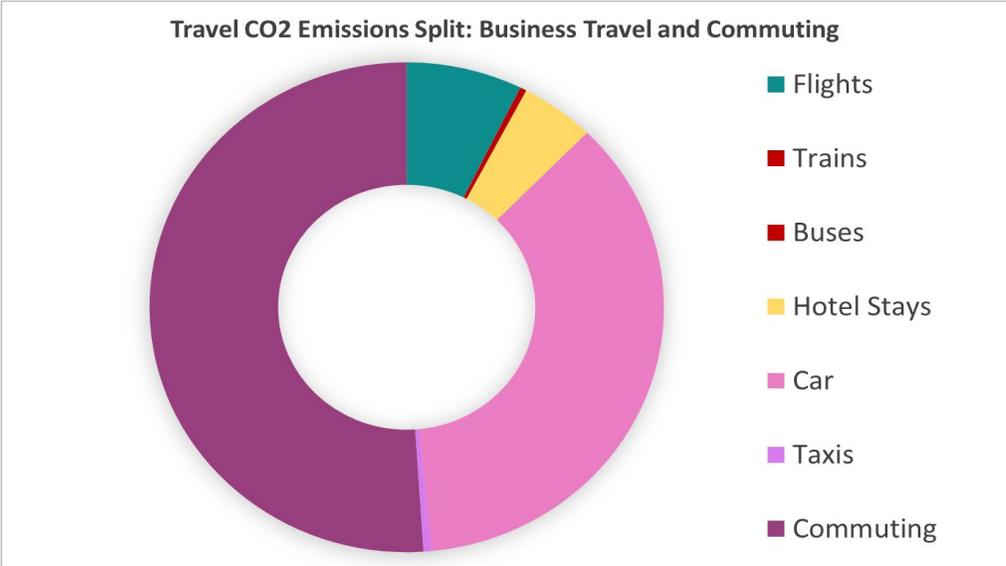
Identified improvement areas 25	In progress 0	New requests 25
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How we are tackling our Scope 3 emissions

Enhanced carbon reporting now in place to track monthly scope 1, 2 and 3 position.

Strengthening our sustainable procurement policy and requiring carbon data from our key suppliers by writing it into our service level delivery agreements.



We funded three of our key suppliers to assess their own ESG score through Ecovadis and continue to support them with their improvement planning.



Since 2023, we have updated our expense system to collect more detailed business travel data, allowing us, to determine type of transport and distance travelled.



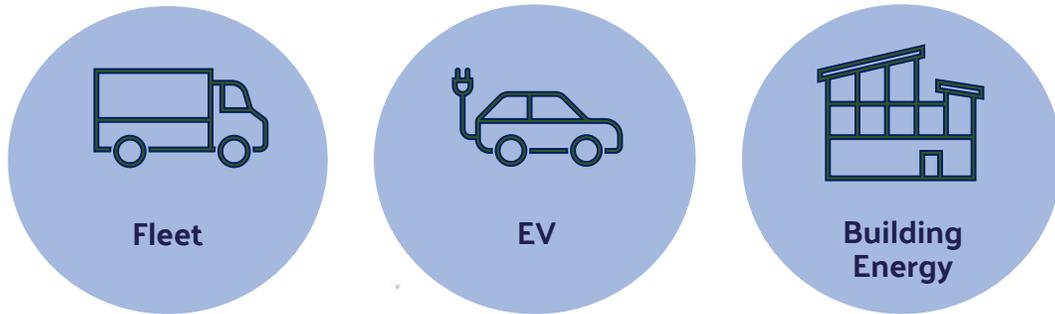
Mindsett and Net Zero strategy



Supporting customers to meet Net Zero

Highlighted below is how our services support customers in reaching net zero across the three scopes of carbon accounting.

Scope 1&2



Scope 1 and 2 direct emissions are mainly concerned with the energy use in clients' buildings but also includes fuel used in fleet.

We support with **Mindset PRISM®** to reduce consumption and promote more efficient operations.

Scope 3

Scope 3 contains 15 different categories, and we fall within our customers purchased goods and services.

Having set our own science-based emissions target and net zero commitment we **engaged suppliers** to support clients with their scope 3 reductions.



How Mindsett helps the Planet



WASTE

Predicts equipment failure and avoids unnecessary replacement



ENERGY AND CARBON

Cuts energy consumption and transport miles by identifying areas of waste, reducing site visits and extending equipment life

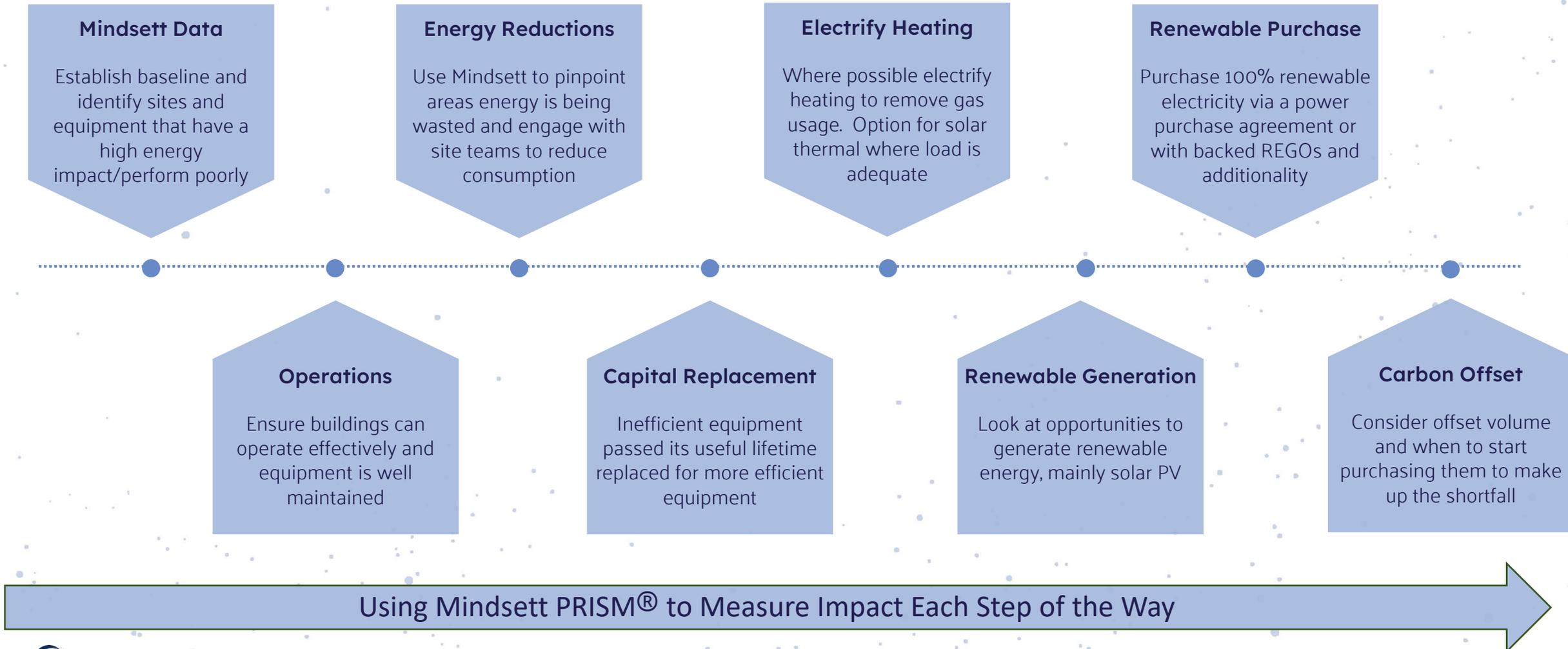


AIR QUALITY

Reduces transport to site and associated emissions



Decarbonising buildings with Mindsett PRISM®



ESG RoadMap 2026



To maintain our external ESG accreditations



**INVESTORS
IN PEOPLE**

Improving employee engagement, wellbeing and organisational culture.



**SCIENCE
BASED
TARGETS**

We are committed to a science-based emissions target and to reach Net Zero by 2035

DRIVING AMBITIOUS CORPORATE CLIMATE ACTION



Taking our commitment to health and safety seriously - we are an approved Safe Contractor.



We have externally assessed ourselves using Ecovadis and have set a target to hold the Gold award by 2027



We hold multiple ISO standards and are dedicated to continuous improvement.



Our key ESG improvement targets for 2026

Targets	2025 Status	2026 Target	How will we achieve it?
90 % Scope 1, 2 and 3 carbon reduction by 2035 (2019 baseline)	55%	60%	<ul style="list-style-type: none"> Scope 1 reductions through fleet management and transitioning to EV vans. Scope 3 reductions as suppliers provide information of reduce mileage and switch to electric vehicles. Baseline 2019: 5.908.518 2035 10% of the baseline: 590.852
ESG Score > 73 (Gold) by 2026	Silver	Gold	<ul style="list-style-type: none"> Review Ecovadis feedback and strengthen gaps.
60% of suppliers reporting carbon data	0	10%	<ul style="list-style-type: none"> Determine a method to easily collect supplier fuel and carbon data. Update supplier requirements to ensure decarbonization plans.
Mean gender pay gap <20%	30%	20%	<ul style="list-style-type: none"> Review at department level how to encourage internal career progression from entry level roles.
eNPS	53	80	<ul style="list-style-type: none"> Use insights from the <i>Investors in People</i> surveys and interviews to identify improvement areas.
Avg. Training Hours per Employee >20	7.01	20	<ul style="list-style-type: none"> Identify ways to capture current training to ensure accurate reporting in this area.
Employees trained in anti-corruption	100%	100%	<ul style="list-style-type: none"> Provide additional training modules for new and existing employees.
Business functions covered by anti-corruption risk assessment	100%	100%	<ul style="list-style-type: none"> Add anti-corruption to the risk register and review with each department.





Thank you

