![mti - A RICOH Company]

ENVIRONMENTAL, SOCIAL & GOVERNANCE REPORT

FY24 APRIL 2024 - MARCH 2025

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WHO MTI ARE

**Founded in 1988
Headquarters in London, UK**

210+
**employees
worldwide**

1,000+
**longstanding
customers**

100+
UK employees

600+
**longstanding UK
customers**

MTI is a trusted leader in IT solutions and services, offering comprehensive expertise in data centre and cyber security. With 35 years of deep technical knowledge, an extensive range of services, and a commitment to customer satisfaction, we have earned a reputation for reliability, with customers frequently recommending us. At MTI, we're more than just a company; we're a diverse team of passionate professionals dedicated to innovation and excellence. By leveraging proven methodologies, best practices, and a consultative approach, we ensure the secure and compliant management of applications, data, infrastructure, and systems. Backed by thousands of successful customer engagements, we excel in solving complex business challenges.

98.6%
**customer
satisfaction**

At MTI, we take immense pride in delivering exceptional service to our customers. This dedication is reflected in our impressive 98.6% customer satisfaction score, showcasing that nearly all our customers are highly satisfied with the service they receive.

WHAT MTI DO

OUR VISION

To be the leading data centre and cyber security solution provider in the market.

OUR MISSION

To build a secure digital future for our customers.

At MTI, we are driven by a singular mission: to build a secure digital future for our customers. With a focus on innovation and excellence, we leverage our expertise in IT solutions and cyber security to provide cutting-edge end-to-end services and solutions that safeguard our customers assets and empower them to thrive in today's digital landscape.

Investment: On our mission to be a specialist provider of cyber security and data centre solutions and services, we've invested heavily in our people, processes, and technology.

Accreditations: We are proud to have some of the most technically competent presales and professional services teams in the UK Channel.

Strategy: At the core of our strategy are our customers and our commitment to providing outstanding customer experiences.

Vision: Our vision underpins everything we do, we want to be the leading hybrid infrastructure and cyber security solution and services provider in the markets we serve.

HIGHLIGHTS OF THE YEAR

EcoVadis Gold Status
MTI achieved EcoVadis Gold Status, placing us in the top 5% of assessed companies, meaning our sustainability performance places us in the 95th percentile or higher.

OnHand Partnership
Since launching OnHand, MTI employees have completed 1,088 hours of volunteering and planted 3,299 trees, resulting in a 6.17mt CO2e reduction, driving positive social and environmental impact.

Treedom Forest Growth
Our forest now includes 1,200 trees, covering 2,589m2 across 7 countries, absorbing 350,750kg of CO2e, further supporting global reforestation efforts.

Expansion of ESG Committee
Our ESG Committee grew from 4 to 7 members in FY24, strengthening MTI's commitment to sustainable and responsible corporate practices.

Supporting Cystic Fibrosis Trust
MTI named Cystic Fibrosis Trust as our dedicated Charity of the Year, supporting vital research and initiatives to improve the lives of those affected by cystic fibrosis.

Launch of People Hub
MTI launched a new People Hub, giving employees easy access to policies, training, wellbeing resources, performance management tools, and the latest HR news.

A WORD FROM
OUR LEADER

As we reflect on FY24, I'm incredibly proud of the progress we've made together in advancing MTI's sustainability and ESG journey. Our people continue to be the driving force behind our success, evidenced by a remarkable 94% participation rate in our global employee survey and an impressive engagement score of 3.95. These results show not only the strength of our culture but also the shared belief that every one of us has a role to play in shaping a more responsible and inclusive organisation.

Over the past year, we've deepened our commitment to the environment and our communities. We've planted more trees than ever before through our partnerships with OnHand and Treedom, expanded our ESG Committee to bring more voices and ideas to the table, and continued to integrate sustainable thinking into every aspect of our operations.

Sustainability at MTI isn't a standalone initiative, it's a mindset that drives how we innovate, collaborate, and plan for the future. The progress we've made this year reflects the dedication of our people and partners, whose passion and purpose continue to inspire me every day.

Together, we're building momentum, creating a business that not only delivers for today but helps shape a more sustainable and equitable future for generations to come.

To everyone who has been part of this journey - thank you. I invite you to explore this report to see what we've accomplished and where we're heading next.

Chris Long
Interim Managing Director &
Group Director of Operations

CELEBRATING SUCCESS

ISO 14001 — ENVIRONMENTAL MANAGEMENT
Ensures effective environmental management systems, focusing on reducing environmental impact and promoting sustainability.

ISO 27001 — INFORMATION SECURITY MANAGEMENT
Demonstrates robust practices to safeguard sensitive data and manage risks related to information security.

ISO 45001 — HEALTH & SAFETY MANAGEMENT
Sets a framework to improve workplace safety, prevent injuries, and ensure employee well-being.

ISO 9001 — QUALITY MANAGEMENT
Ensures consistent delivery of high-quality products and services, emphasising customer satisfaction and continuous improvement.

ISO 22301 — BUSINESS CONTINUITY MANAGEMENT
Establishes systems to mitigate risks, ensuring organisational resilience and operational continuity during disruptions.

ISO/IEC 20000-1 IT Service Management CERTIFIED
Provides a framework for delivering efficient, reliable IT services aligned with business needs.

CYBER ESSENTIALS CERTIFIED
A UK government-backed certification ensuring basic protections against cyber threats, demonstrating commitment to safeguarding sensitive data.

CYBER ESSENTIALS CERTIFIED PLUS
An advanced version of Cyber Essentials, including independent verification through technical testing to ensure enhanced cyber security measures.

National Cyber Security Centre — CHECK Penetration Testing
A UK standard for government-approved penetration testing, verifying the robustness of IT systems against cyber-attacks.

CREST
Recognises high standards in cybersecurity services, ensuring expertise and professionalism in penetration testing, threat intelligence, and incident response.

ITIL 4 FOUNDATION CPD
A globally recognised framework for IT service management, promoting efficiency, customer satisfaction, and continuous improvement.

GUARDIAN
A certification validating expertise in managing privileged access security, protecting critical assets from advanced cyber threats.

ecovadis GOLD | Top 5% — Sustainability Rating OCT 2024
Awarded for sustainability excellence, placing organisations in the top 5% of assessed companies globally for environmental, ethical, and social practices. This means our sustainability performance places us in the 95th percentile or higher.

OUR AWARDS

DELL Technologies — EXCEPTIONAL SERVICES DELIVERY PERFORMANCE 2024

DELL Technologies — SPECIALIST PARTNER OF THE YEAR 2024

DELL Technologies — ADVANCED SERVICES DELIVERY PARTNER 2024

COMPUTING SECURITY AWARDS — CYBER SECURITY CUSTOMER SERVICE MTI 2024

FINALIST 2024 COMPUTING SECURITY AWARDS — INDIVIDUAL CONTRIBUTION TO CYBER SECURITY - TECHNICAL

FINALIST 2024 COMPUTING SECURITY AWARDS — INDIVIDUAL CONTRIBUTION TO CYBER SECURITY - TECHNICAL

CRN CHANNEL AWARDS 2024 WINNER — CYBERSECURITY/DATA PROTECTION PARTNER OF THE YEAR

FIND OUT MORE

CHARTING OUR COURSE

AT MTI, WE DON'T JUST ACKNOWLEDGE THE IMPORTANCE OF ESG PRINCIPLES – WE INTEGRATE THEM INTO EVERY ASPECT OF OUR BUSINESS.

Innovation is at the heart of everything we do, and this includes our commitment to sustainability and responsible practices. With over 35 years of successful operation, we've built our reputation as a trusted partner for Operators of Essential Services and Critical National Infrastructure. This longevity is driven by our forward-thinking approach to sustainable, secure, and transformative solutions.

Sustainability is not just a function at MTI; it is a core part of our strategy. To ensure we lead with purpose and accountability, we have established a robust governance structure.

OUR SUSTAINABILITY GOVERNANCE STRUCTURE

Board

Sets the overall strategic direction of the company, ensuring that ESG considerations are embedded in our long-term objectives.

Sustainability Leadership Team

Comprising the CEO and Group Director of Operations (both Board members), this team oversees the execution of our sustainability strategy and policies, as well as the management of risks, opportunities, and targets.

ESG Committee

This cross-functional team, made up of senior leadership and operational representatives, is responsible for driving MTI's ESG initiatives. They guide the integration of ESG into business operations, lead local environmental efforts, and promote a culture of continuous improvement in our ESG performance.

Health & Safety Committee

Oversees employee health, safety, and wellbeing, with support from trained first aiders and fire marshals.

THE UN SUSTAINABLE DEVELOPMENT GOALS

OUR COMMITMENT

MTI proudly supports the United Nations Sustainable Development Goals (SDGs) and is committed to aligning our operations and sustainability strategy with these global priorities to create lasting positive impact. We recognise that achieving a sustainable future requires collaboration, and the SDGs provide a powerful framework to guide our actions and measure our progress.

We actively contribute to the UN SDGs, with progress against **Goals 3 (Good Health and Well-being), 5 (Gender Equality), 8 (Decent Work and Economic Growth), 10 (Reduced Inequalities), 12 (Responsible Consumption and Production), 13 (Climate Action),** and **17 (Partnerships for the Goals)** tracked annually through measurable KPIs and transparent targets toward 2030.

OUR FOCUS

At MTI, we focus on the SDGs where we can make the greatest difference. By embedding these goals into our operations, partnerships, and community initiatives, we ensure sustainability is not a standalone effort but part of how we work every day.

From reducing our carbon footprint and expanding the MTI Forest through OnHand and Treedom, to promoting well-being, inclusion, and fair employment practices, our initiatives are designed to create meaningful impact. Through collaboration with our people, partners, and customers, we continue to build a responsible and resilient business that contributes to a more sustainable and equitable future.

OUR SUSTAINABILITY STRATEGY

OUR COMMITMENT

At MTI, sustainability isn't just an initiative - it's a guiding principle that shapes how we operate, innovate, and grow. We take responsibility for the environmental, social, and governance impacts of our business, ensuring that every decision reflects our commitment to a more sustainable future. Our approach embeds sustainability into our culture, operations, and long-term planning, so that doing good for people and the planet is part of how we do business.

DRIVING POSITIVE CHANGE

Our sustainability strategy focuses on embedding ESG principles across all facets of MTI, ensuring our actions create positive impact both inside and outside the company. From operational excellence aligned with international standards to contributing to global climate goals, we are focused on tangible progress:

- **Carbon Neutral Operations by 2030:** Targeting Scope 1, 2, and 3 operational emissions. Our pathway includes a 40% reduction in emissions from our 2019 baseline, and offsetting residual emissions.
- **Net Zero Emissions by 2050:** Driving long-term climate action.
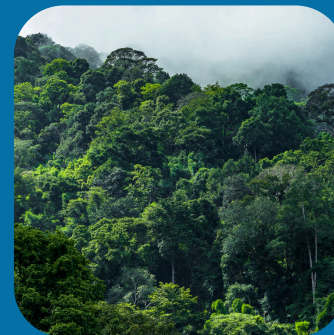
ENVIRONMENT

We develop innovative solutions to minimise our environmental footprint and actively support a healthier planet.

SOCIAL

We cultivate an inclusive, supportive workplace and invest in programs that strengthen communities and well-being.

GOVERNANCE

We maintain rigorous governance standards to ensure transparency, accountability, and trust with all stakeholders.

OUR
AIM

MTI will conduct regular comprehensive 'ESG Materiality Assessment Program,' extending it to MTI's key internal and external stakeholders to ensure our ESG priorities align with stakeholder expectations. This initiative will also provide a greater understanding of current ESG material concerns and priorities for our organisation.

With ESG concerns evolving rapidly, we aim to repeat our assessment at least every two years to ensure an accurate representation of stakeholder expectations. Through this process, we will identify the environmental, social, and governance issues that matter most - these are referred to as our ESG 'material' issues.

Our analysis will consider our business strategy, organisational developments, current industry trends, and significant impacts resulting from our core business operations, as well as key stakeholder requirements.

By consulting with our stakeholders to prioritise the themes, issues, and topics of greatest importance to our organisation, we gain greater clarity and confidence that our ESG strategy, measurements, reporting, and communication will be credible and effective.

Results from our ESG Materiality Assessment will be presented in a Materiality Matrix and reported in our FY25 ESG Report.

OUR
4 IN 4
PLAN

FOUR FOCUSES
FOUR YEARS

FOCUS ONE

ECOVADIS – UNDERPINNING OUR SUSTAINABILITY STRATEGY

Driving continual improvement and supporting our success, MTI's sustainability maturity is externally evaluated and validated through strategic partnerships.

Goal:
Achieve and maintain an EcoVadis Gold Award annually by demonstrating continuous improvement in labor and human rights, ethics, sustainable procurement, and environmental impact.

Impact (FY24):
- Achieved EcoVadis Gold Award status.
- Achieved a 10% increase in the overall EcoVadis score, with significant improvements in Environment, Labour, and Human Rights.

FOCUS TWO

TREEDOM – PLANTING FOR A BETTER FUTURE

Aligned with our ESG commitments and environmental strategy, MTI enhances its global positive impact by partnering with Treedom, the world's first platform enabling tree planting and project tracking remotely.

Goal (FY23–26):
- Plant a minimum of 600 trees annually, contributing to carbon sequestration and biodiversity preservation.
- Support 10 of the 17 Sustainable Development Goals (SDGs) through targeted projects.

Impact (FY24):
- 1,200 total trees planted, offsetting 350,750 tCO2e across 7 countries, covering 25,829 meters squared.
- Projects supported: SDG goals related to climate action, biodiversity, and sustainable communities.

OUR
4 IN 4
PLAN

FOUR FOCUSES
FOUR YEARS

FOCUS THREE

ONHAND – EMPOWERING EMPLOYEES TO MAKE A DIFFERENCE

In partnership with OnHand, MTI is enabling employees to engage in social and environmental initiatives, strengthening our community commitments and supporting climate action through tree planting.

Goal:
- Enable employees to volunteer two days annually (16 hours), fully funded by MTI, during work hours.
- Plant one tree for every volunteering activity completed by employees.

Impact (FY24):
- All employees were enabled to volunteer for two days annually, fully funded by MTI, during work hours.
- 872 volunteer hours were logged by employees, an increase of 404% from the previous year, bringing our total since the programme's launch to 1,088 hours volunteered.
- 1,905 trees planted, offsetting 4.29 mt CO_2e - a 37% increase on last year, bringing our total since the launch to 3,299.

FOCUS FOUR

CARBON REDUCTION PLAN – PATH TO NET ZERO

Near-term goal: Achieve carbon neutrality across our operations (Scope 1, Scope 2, and operational Scope 3) by 2030 through a 40% emissions reduction from our 2019 baseline and offsetting the remainder.
Long-term goal: Reach Net Zero by 2050.

Goal (FY23–FY26):
- Offset carbon emissions by planting 600 trees annually through Treedom.
- Increase the number of trees planted through our OnHand actions by at least 20% each year.

Impact (FY24):
- 2,505 trees were planted this year, offsetting approximately 5.63 mt CO_2e, bringing the total to 4,499 trees since the launch of the two programmes, with a cumulative carbon offset of approximately 10.12 mt CO_2e.
- We surpassed our FY24 carbon emissions target, achieving 184.39 tCO_2 against a goal of 201.27 tCO_2, reaffirming our commitment to carbon reduction and showing we're well positioned to meet our 2030 targets.

TURNING STRATEGY INTO ACTION

HEAR FROM OUR ESG COMMITTEE CHAIR

As ESG Committee Chair at MTI, I am proud to reflect on another year of progress in embedding sustainability, responsibility, and positive social impact across our business. In FY24, we have once again achieved EcoVadis Gold status, reaffirming our commitment to environmental, social, and governance excellence, while expanding our ESG Committee to bring in new perspectives, and strengthen our initiatives.

For the first time, we have a dedicated Charity of the Year, Cystic Fibrosis Trust. All of our awareness days and fundraising events now support this cause, helping to fund life-changing research into cystic fibrosis and providing vital support for people living with the condition and their families. Alongside this, we have introduced two company-wide volunteering days, encouraging all employees to engage with and contribute to the wider community.

On the environmental front, we continue to implement initiatives that reduce our impact, including maintaining a fully electric company fleet and enhancing carbon reduction efforts. Within social and governance areas, we focus on fostering an inclusive workplace, promoting employee wellbeing, and strengthening sustainable business practices throughout the organisation.

These achievements reflect the dedication of our entire team and our belief that sustainability is a shared journey. The steps we are taking today are part of a broader path toward long-term, sustainable progress. By reducing our carbon footprint, supporting groundbreaking research, empowering our people, and giving back to society, we are creating change that is both measurable and meaningful. ESG is not just a responsibility but an opportunity to shape a better future - for MTI, our stakeholders, and the wider world.

Emily Keen
ESG Committee Chair and Head of Marketing

DRIVING CHANGE TOGETHER

A LOOK BACK AND AHEAD

ENVIRONMENT

FY24 RESULTS & IMPACTS

In FY24, MTI made significant strides in advancing sustainability and reducing our environmental footprint. Our initiatives demonstrate how we are integrating sustainability into every aspect of our operations.

Treedom Partnership (SDG 13, 17):
Planted 600 more trees, expanding the MTI Forest to 1,200 trees, which are absorbing 350,750 kg of CO_2e across seven countries, covering 25,829 square meters, contributing to global reforestation and biodiversity preservation.

Volunteering Days (SDG 13, 17):
MTI continues to provide two fully paid volunteering days per year, enabling employees to support causes that make a positive impact in their communities.

OnHand Initiative (SDG 12, 13, 17):
Achieved 872 hours of OnHand actions and planted 1,905 MTI trees, reinforcing our commitment to community and environmental impact.

All-Electric Fleet (SDG 12, 13):
MTI continues to have a 100% electric company vehicles, demonstrating our commitment to low-carbon operations.

EcoVadis Gold Award (SDG 13, 17):
Attained Gold EcoVadis status, highlighting MTI's leadership in environmental and social responsibility.

Carbon Reduction Plan (SDG 12, 13):
We continue to work on our target to mitigate 368,250 kg of CO2e emissions across 2023–2026, with a clear roadmap for reduction.

Net Zero Commitment (SDG 12, 13, 17):
Published the MTI FY24/25 Carbon Reduction Plan, reaffirming our goal to achieve Net Zero by 2050.

Cycle to Work Scheme (SDG 3, 13):
Made the program accessible to 100% of MTI employees, supporting healthier lifestyles and sustainable commuting.

Total FY24 Trees Planted (SDG 13):
A total of 2,505 trees were successfully planted in FY24. This achievement reflects our ongoing efforts to enhance green spaces, support biodiversity, and contribute to a healthier planet.

Expanded CRP Scope (SDG 13):
Extended coverage to include all UK Scope 1 and Scope 2 emissions, plus key Scope 3 categories (4, 5, 6, 7, and 9) in line with the GHG Protocol.

CARBON REDUCTION PLAN

ENVIRONMENT

FY24 EMPLOYEE CARBON COMMUTING SURVEY RESULTS

During FY24, MTI conducted a comprehensive Employee Carbon Commuting Survey to measure commuting-related carbon emissions and identify opportunities to reduce our footprint through sustainable mobility options such as public transport, car sharing, cycling, and walking.

The survey achieved a 72% participation rate, showing that commuting contributes approximately 49.25t CO_2e per year, roughly 28% of our FY24 operational Scope 3 emissions.

We identified the potential to reduce emissions by ~10.25 tCO_2e annually if 30% of employees shift from car commuting to public transport. Active travel, such as cycling or walking, could reduce commuting emissions by up to 90% per employee while promoting health and well-being.

These insights support MTI's commitment to SDG 13 (Climate Action) and our goal of achieving carbon-neutral operations by FY30, informing targeted initiatives to encourage low-carbon commuting.

PRIMARY MODE OF TRANSPORT:

- Public transport: 47%
- Private car: 42% (4% occasionally carpool)
- Walk: 5%
- Other (ride-sharing): 1%
- Cycle: 0%

COMMUTING CO_2 EMISSIONS PER YEAR:

- Car: ~156,338 miles → ~41.7 tCO_2e
- Public transport: ~132,314 miles → ~7.55 tCO_2e

ADDITIONAL FY24 DATA

- Survey Coverage: 72% of employees responded
- Estimated Commuting Distance: 288,652 miles/year
- Average Round-trip per Employee: 3,700 miles/year (~14.7 miles/day)

FY25 Goals

- **Cycle To Work Scheme:** Provide access and encourage participation, targeting 10% of eligible employees by FY30.

- **Electric Car Scheme:** Expand access to electric vehicles, targeting 10% of eligible employees by FY30, supporting emissions reduction and sustainable mobility awareness.

ENVIRONMENT

AIMS FOR FY25

MTI is committed to advancing sustainability through innovative programs and employee-focused initiatives. In FY24, we aim to make significant progress with the initiatives, contributing to SDGs 13 (Climate Change), SDG 12 (Responsible Consumption), and SDG 17 (Partnerships for the goals).

Treedom Partnership (SDG 13): plant an additional 600 trees by Q1 FY25, tripling the MTI forest to 1,800 trees, contributing to reforestation and absorbing even more CO2, bringing the absorption to 446,275 tCO2e.

Carbon Accounting (SDG 12, 13): extend the scope of carbon accounting to include quantified product and service-level emissions, aligned with GHG Protocol, supporting transparency and strengthening responsible consumption and informed climate strategies for our customers. 80% of Tier 1 Suppliers included by FY26.

World Cleanup Day Initiative (SDG 12): encourage employees to participate in one annual cleanup day activity, aiming to achieve 20% employee participation in FY25, while supporting environmental sustainability and reducing local waste.

Electric Car Scheme: expand access to an electric car benefit program, aiming to enrol at least 10% of eligible employees by FY30, further promoting sustainable transportation options.

Low-Carbon Commuting (SDG 13): assess all commuter travel by Q4 FY25 to promote active and low-carbon travel and increasing participation in MTI's Cycle-to-Work Scheme, aiming for 25% of employees to switch to lower-carbon alternatives by Q4 FY26.

SOCIAL

FY24 RESULTS & IMPACTS

In FY24, MTI made meaningful strides in fostering a socially responsible workplace, prioritising diversity, well-being, and community impact.

International Women's Day (SDG 5, 17): celebrated women in technology for the second year in a row with an engaging afternoon tea event, bringing together colleagues, customers, and vendors to highlight gender equity in the industry.

World Mental Health Day & Mental Health Awareness Week (SDG 3): observed the day and week by offering employees wellbeing resources and an early finish, encouraging them to prioritise their mental well-being.

Giving Tree Initiative (SDG 17): participated in the KidsOut Giving Tree, donating 12 toy boxes to refugee and disadvantaged children during the holiday season.

ESG Committee, Hub, and Newsletters: expanded the ESG Committee to seven members and continued sharing quarterly newsletters, strengthening our platform for driving sustainability and corporate responsibility initiatives, aligned with SDGs.

Diversity, Equity, and Inclusion (SDG 3, 5, 17): continued working with the Publicis Working With Cancer Initiative, extending support to employees affected by cancer.

Launch of People Hub (SDG 3): MTI launched a new People Hub, giving employees easy access to policies, training, wellbeing resources, performance management tools, and the latest HR news.

Disability Confident Employer (SDG 5, 8, 10): continued commitment to the Disability Confident Employer Scheme, ensuring inclusive practices that leverage the talents of people with disabilities in the workplace.

Employee Assistance Program (SDG 3): relaunched our new and improved EAP health and wellbeing benefit from AIG called 'Smart Health', offering more health resources than ever before, with 100% MTI employees eligible for the scheme.

Health & Safety (SDG 3): launched MTI's annual Health & Safety Policy and awareness training to ensure a safe and supportive work environment for all, with >96% training compliance and policy acceptance

Enhanced Parental and Maternal Leave (SDG 3, 5): increased paternity leave from two to four weeks and maternity leave to six months full pay (in addition to statutory leave), with eligibility requiring a minimum of one year's service.

Charity of the Year - Cystic Fibrosis Trust (SDG 3, 17): selected the Cystic Fibrosis Trust as MTI's dedicated charity of the year, focusing employee engagement and fundraising efforts to make a meaningful impact for those living with cystic fibrosis.

Charity Fundraising Events (SDG 3, 17): organised several charity events, including a charity Christmas auction and a charity football game supporting the Cystic Fibrosis Trust, raising over £1,000 for this important cause.

SOCIAL

AIMS FOR FY25

MTI is committed to enhancing employee well-being, fostering inclusivity, and making a positive social impact. For FY25, we are focused on the following key initiatives:

Awareness Days (SDG 3, 5, 13, 17): continue to recognise a minimum of eight key awareness days per year, offering fundraising opportunities, early finishes, and learning initiatives to promote employee engagement and support important causes.

DEI Awareness Training (SDG 5): introduce workplace-focused awareness training to promote inclusive behaviours, raise understanding of diversity and equity, and foster a culture where all employees feel valued and supported.

Line Manager Mental Health Training (SDG 3): deliver comprehensive mental health training for all line managers by end of Q4 2025, equipping them to support employee well-being and foster a psychologically safe workplace.

Mental Health Champions (SDG 3): introduce MTI Mental Health Champions by Q2 2025 – dedicated colleagues trained to provide support and guidance on mental health and well-being throughout the organisation.

KidsOut Giving Tree (SDG 17): continue our participation in the KidsOut Giving Tree initiative, providing gifts and support for disadvantaged children during the festive season.

Charity of the Year (SDG 17): continue fundraising for MTIs Charity of the Year, organising at least six charity events by Q4 FY25 to raise funds and awareness for the Cystic Fibrosis Trust.

Employee Engagement (SDG 8): evaluate FY24 Employee Engagement Survey feedback to identify improvement opportunities and implement at least three actions by Q4 2025 to strengthen purpose, recognition, development, and workplace relationships.

GOVERNANCE

FY24 RESULTS & IMPACTS

At MTI, we are dedicated to upholding the highest standards of integrity, transparency, and ethical conduct across our operations. Effective governance is central to our corporate strategy, driving trust and enhancing our corporate value.

Modern Slavery Statement (SDG 8, 10, 12): published our 2024 statement. You can access our most recent Modern Slavery Statement here.

MTI's ESG FY23 Report: published our first annual ESG Report, showcasing MTI's progress and commitments in sustainability, ethics, and corporate responsibility.

Supply Chain Management (SDG 12): developed a 2-year plan to enhance and optimise MTIs supply chain management practices for greater sustainability and compliance.

ESG Inductions: integrated ESG training into every new starter's onboarding process, ensuring ESG principles are embedded across the MTI Group from day one.

Employee Training & Compliance
- **Code of Conduct Training (SDG 8):** 100% of employees completed mandatory training, reinforcing MTI's commitment to ethical business practices.
- **Diversity & Inclusion Training (SDG 5, 8):** 100% of employees completed training, promoting a culture of inclusivity and respect across the organisation.

Certifications and Standards: successfully renewed MTI's core compliance certifications:
- **ISO 27001:2022**, achieving certification to the updated 2022 standard, strengthening our data security and governance practices and maintaining stakeholder trust.
- **ISO 45001:2015**, maintaining good occupational health and working conditions.
- **ISO 14001:2015**, delivering continuous environmental considerations and improvements.
- **ISO 22301:2019**, maintaining business continuity and organisational resilience.
- **ISO 20000-1**, delivering excellence in IT service management practices.
- **ISO 9001:2015**, maintaining robust and continually improving quality management practices.
- **Cyber Essentials Plus**, ensuring robust security practices.

Diversity & Inclusion Training (SDG 5, 10): delivered mandatory Diversity & Inclusion training to foster a culture of inclusivity and respect within the organisation.

Annual Global Employee Engagement Survey (SDG 8): conducted an Annual Global Employee Engagement Survey, to gather insights on employee engagement and organisational culture.

GOVERNANCE

AIMS FOR FY25

MTI is committed to enhancing our governance practices and continuing to lead with integrity and accountability. Our initiatives for FY24 focus on strengthening our corporate governance, diversity, and ethical standards.

Gender Pay Gap Report (SDG 5, 10): launch our first Gender Pay Gap Report by Q4 FY25, demonstrating MTI's commitment to ongoing efforts in diversity, equity, and inclusion (DE&I).

Annual Global Employee Engagement Survey: publish the Annual Global Employee Engagement Survey to 100% of employees by Q4 FY25, to gather insights on employee engagement and organisational culture.

Disability Confident Employer Scheme (SDG 8, 10): achieve the Disability Confident Employer status by Q1 FY26, promoting inclusion and ensuring that people with disabilities can thrive in the workplace.

Modern Slavery Awareness & Training (SDG 8, 10, 12): publish our 2025 commitment statement and ensure 100% of employees complete Modern Slavery Awareness training by Q4 FY25.

Diversity & Inclusion Training (SDG 8): deliver mandatory Diversity & Inclusion training to foster a culture of inclusivity and respect within the organisation. 100% of employees trained by Q4 FY25.

Launch ESG FY25 Report: publish and share the ESG FY25 Report, showcasing MTI's progress and commitments in sustainability, ethics, and corporate responsibility.

Anti-Bribery & Corruption (SDG 8, 10): complete comprehensive Anti-Corruption Risk Assessments across all operations by FY25 to identify and mitigate risks, strengthening governance and ethical practices.

Third-Party Sustainability (SDG 8, 12, 13): enhance third-party risk assessment and due-diligence procedures to evaluate suppliers against environmental, social, and ethical criteria, improving transparency and reducing sustainability risks across the supply chain. 100% of Tier 1 suppliers scored against sustainability risks by Q4 FY25.

Employee Engagement (SDG 8): evaluate feedback from the FY24 Employee Engagement Survey to identify improvement opportunities and implement at least three actions by Q4 FY25 to strengthen purpose, recognition, development, and workplace relationships.

DIVERSITY, EQUALITY & INCLUSION AT MTI

Fostering an Inclusive and Respectful Workplace

DE&I

At MTI, we are committed to promoting diversity, equality, and inclusion (DEI) in all aspects of our business. We believe that fostering a diverse workforce and creating an inclusive environment where everyone can thrive is essential to our success. This is reflected in our continuous efforts to break down barriers, promote equal opportunities, and celebrate the unique contributions that each individual brings to the table. By embracing diversity and ensuring equality, we empower our employees to reach their full potential, while strengthening the fabric of our company and society at large.

MODERN SLAVERY STATEMENT

MTI is committed to fighting modern slavery and human trafficking. Our Modern Slavery Statement, available to stakeholders at MTI Modern Slavery Statement, outlines our ongoing commitment to preventing exploitation and upholding ethical business practices in line with the Modern Slavery Act.

DIVERSITY & INCLUSION

We believe in treating everyone as an individual and recognising the unique value they bring to the workplace. At MTI, diversity is not just about meeting quotas - it's about creating an environment where differences are celebrated and where all employees have the opportunity to contribute meaningfully.

Inclusion ensures that everyone feels valued and able to participate fully in their roles. Equality goes one step further by offering support tailored to the unique needs of each individual, allowing everyone to reach their full potential, regardless of personal challenges or barriers.

Our DEI Philosophy:
- Inclusion: Everyone belongs and is valued for who they are.
- Diversity: We celebrate differences and recognise the benefits of a diverse workforce.
- Equality: We provide tailored support to ensure all employees can achieve outcomes on par with others.

"At MTI, diversity, equality, and inclusion remain a core focus as we continue to grow and evolve. We are committed to creating an environment where people from all backgrounds feel valued, respected, and empowered to contribute their unique perspectives.

While our DE&I journey is ongoing, we are actively taking steps to foster awareness, opportunity, and inclusivity across our workplace. By embedding these principles into our culture, we aim to strengthen collaboration, drive innovation, and contribute to a fairer, more equitable future for our employees, customers, and communities."

Krista Middleton
UK HR Manager & ESG
Committee Member

DE&I

KEY DIVERSITY, INCLUSION & EQUALITY PRINCIPLES

Zero Tolerance Policy: We have a strict policy against discrimination, harassment, and bullying. This is enforced through our Equal Opportunity, Anti-Harassment, and Anti-Bullying policies.

Equal Opportunity in Employment: We ensure fairness in recruitment, role promotion, and career development opportunities for all individuals, regardless of gender, race, or background.

Flexible Working Conditions: We offer flexible and part-time working arrangements to ensure employees can balance work and personal commitments.

Inclusive Work Environment: We are committed to creating a culture of inclusivity through ongoing training and development in Diversity, Equality, and Inclusion (DEI) for all employees.

Equal Pay Monitoring: We actively monitor pay equality, ensuring that men and women performing the same or equivalent roles are paid fairly and equally.

POLICIES SUPPORTING DIVERSITY & INCLUSION

Equal Opportunities Policy: Since 2013, MTI has upheld an Equal Opportunities Policy to prevent discrimination on any grounds, including race, sex, disability, and more. This policy promotes fairness and ensures a safe, respectful work environment free from harassment.

Equality and Diversity Policy: Since 2022, MTI's Equality and Diversity Policy aims to create a workplace where all individuals are respected and valued. This policy focuses on ensuring access to equal opportunities and removing barriers for underrepresented groups.

Anti-Harassment & Bullying Policy: Since 2019, our Anti-Harassment and Bullying Policy ensures that all employees understand the importance of a harassment-free workplace. We take proactive steps to prevent harassment and bullying in the workplace and at work-related events.

Anti-Bribery & Corruption Policy: Since 2017, MTI has adhered to a robust Anti-Bribery and Corruption Policy in line with the Bribery Act 2010. We provide employees with the training and resources to recognise and prevent bribery.

Our Diversity, Inclusion & Equality Targets (FY25 and Beyond)

>40% Increased Representation of Female Workers: MTI is committed to increasing female representation across all levels of the company by FY30.

100% of Employees Trained on DEI: We aim for 100% of our workforce to receive training on Diversity, Equality, and Inclusion annually.

100% of Employees Trained on Business Ethics: This includes anti-harassment, anti-bribery, and anti-corruption training annually.

Disability Confident Employer Status (by 2026): We are committed to becoming a Disability Confident Employer by Q2 FY26.

Zero Violations of Discrimination and Equal Opportunity Laws: Our goal is to maintain a zero-tolerance policy for any violations.

Zero Violations of Anti-Corruption and Anti-Bribery Laws: We maintain a strict adherence to ethical business practices.

BUILDING A SUSTAINABLE & RESPONSIBLE SUPPLY CHAIN

SUSTAINABILITY IN OUR SUPPLY CHAIN

At MTI, we recognise the vital role our supply chain plays in upholding our ESG standards. We partner with responsible, high-quality suppliers to deliver exceptional service, ensuring sustainability and ethical practices are embedded in our supply chain.

OUR APPROACH TO RESPONSIBLE SOURCING

We prioritise working with suppliers who share our values and commitment to sustainability. Our supply chain management protocols are designed to ensure effective governance, risk mitigation, and alignment with industry best practices.

ONGOING MONITORING AND PERFORMANCE REVIEWS

We monitor supplier performance through quarterly reviews, assessing compliance, sustainability, and service quality. Annual renewals reaffirm commitments to our Supplier Code of Conduct and certifications. We address concerns through a robust resolution process and reserve the right to terminate relationships that don't meet our standards.

KEY RESOUCRES

- Modern Slavery Statement
- Supplier Code of Conduct

THIRD-PARTY SELECTION & ONBOARDING

We maintain rigorous standards when selecting and onboarding suppliers, focusing on:

Formal Contractual Agreements:
Ensuring clear expectations and accountability.

⬇

Adherence to Our Supplier Code of Conduct:
Suppliers commit to our standards on corporate social responsibility (CSR), ethical practices, and sustainability.

⬇

Pre-Qualification Assessment:
Evaluating third-party sustainability risks and maturity levels.

⬇

Industry Compliance:
Requiring alignment with recognised certifications, such as ISO management systems or equivalent controls.

⬇

Risk Management:
Maintaining a "Low Risk" rating throughout the contractual relationship.

APPENDIX

PARTNERING WITH TREEDOM

As part of our ongoing ESG commitments and environmental strategy, MTI is dedicated to enhancing our positive impact on the environment and the global community. Our partnership with Treedom supports our goal of reducing our carbon emissions and promoting biodiversity worldwide.

OUR TREEDOM JOURNEY

In FY23, MTI committed to planting a minimum of 600 trees annually, with an additional 600 trees planned for FY24 and FY25. To date, MTI has planted a total of 1,200 trees, across 7 countries and spanning 13 different species, including two species classified as 'at risk'. These trees have been planted across seven countries, contributing to a tree cover gain of 25,829 m².

ENVIRONMENTAL IMPACT

Our efforts are already making a measurable difference in combating climate change. These 1,200 trees are actively contributing to the absorption of 350,750 tCO2e emissions. Through a carefully selected mix of forest and fruit species, MTI's forest is designed to foster an integrated agroforestry system that offers both biodiversity and the potential for local communities to benefit from seasonal crops.

Planted within small-scale agroforestry systems and following the principles of permaculture, our trees help mimic natural processes. This creates mutually beneficial partnerships between different species, protects the soil, diversifies food production, and strengthens biodiversity.

SUPPORTING COMMUNITIES & BIODIVERSITY

The trees planted as part of our Treedom partnership create vital habitats for a range of species, enhance soil fertility, and improve both air and water quality. The variety of species planted in our forest promotes ecological balance by providing shelter and food for insects and animals, while also supporting local communities with sustainable agroforestry practices.

CONTRIBUTING TO SDG GOALS

MTI's partnership with Treedom aligns with the United Nations Sustainable Development Goals (SDGs). Through our tree planting efforts, we are supporting a number of SDGs, including the critical goal of Life on Land (SDG 15).

The impact measurement of Treedom's projects is validated by B Corp certifications and independent studies, demonstrating the tangible benefits these initiatives bring to both the environment and the communities they serve. These efforts enhance sustainability, boost local incomes, and support biodiversity, furthering our mission to make a positive environmental impact.

treedom®
let's green the planet

[MTI TREEDOM FOREST PAGE]

DISABILITY CONFIDENT EMPLOYER SCHEME

MTI is a registered member of the UK's Disability Confident Employer Scheme. We are committed to supporting disabled employees and applicants by providing reasonable adjustments during the recruitment process and in the workplace. This commitment includes:

Inclusive Recruitment Practices: We ensure that our recruitment practices are inclusive by designing job advertisements that are accessible to all individuals, including those with disabilities. We make sure that all potential applicants have an equal opportunity to apply for roles.

Communicating Vacancies Accessibly: We communicate job vacancies in a way that is accessible to everyone, including people with disabilities, ensuring that all potential candidates can understand the roles and apply easily.

Offering an Appropriate Interview to Disabled People: We ensure that individuals with disabilities are offered the necessary adjustments to participate in interviews, allowing them to demonstrate their skills and abilities in an environment that accommodates their needs.

Providing Reasonable Adjustments: We make reasonable adjustments to ensure that disabled employees are not disadvantaged in their roles. This includes providing equipment, support, or other modifications to help them perform effectively in the workplace.

Supporting Existing Disabled Employees: We offer ongoing support to employees who acquire a disability during their employment. This ensures they can continue in their roles, with the necessary accommodations and support to thrive in their position.

A RICOH Company