mti
A RICOH Company

ENVIRONMENTAL, SOCIAL & GOVERNANCE REPORT

FY25 APRIL 2025 - MARCH 2026



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WHO MTI ARE

Founded in 1988
Headquarters in London, UK

120+
employees worldwide

1,000+
longstanding customers

100+
UK employees

450+
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 Retained

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

Treedom Forest Growth

Our MTI Forest grew to 1,800 trees across nine countries, with a reported 446.28 tonnes of CO_2 absorbed, supporting biodiversity, reforestation and local communities.

Supporting Cystic Fibrosis Trust

MTI raised approximately £3,300 for Cystic Fibrosis Trust through employee-led fundraising, including cycling challenges, sporting events and other charitable activities.

Launch of Mental Health Champions

We introduced our first Mental Health Champions, providing employees with additional points of support and encouraging open conversations around mental health and wellbeing.

First Gender Pay Gap Report

MTI voluntarily published its first Gender Pay Gap Report, despite being below the mandatory reporting threshold, strengthening our commitment to transparency, equality and accountability.

Disability Confident Employer

MTI progressed to Disability Confident Employer Level 2, recognising our continued efforts to improve inclusive recruitment, accessibility and support for employees with disabilities.

OUR COMMITMENT TO RESPONSIBLE BUSINESS

As we reflect on FY25, I'm pleased to share the progress MTI has made in strengthening our approach to environmental, social and governance responsibilities.

Being a responsible business is about more than setting targets. It's about the decisions we make, how we support our people, the impact we have on our communities and the standards we uphold for our customers and partners.

This year, we've continued to build on the foundations established in previous years. Retaining our EcoVadis Gold status, expanding our environmental initiatives and strengthening our approach to employee wellbeing, inclusion and charitable giving are all important steps forward.

I'm particularly encouraged by the progress we've made in turning our commitments into practical action. From introducing Mental Health Champions and publishing our first Gender Pay Gap Report to supporting charitable causes and growing our MTI Forest, these initiatives reflect the commitment of colleagues across the business.

As a technology organisation, we also recognise the importance of operating responsibly and maintaining the trust of those who rely on us. Strong governance, transparency and accountability remain fundamental to how we work and how we continue to develop our business.

There is always more to do. Our focus is on building on this progress, improving how we measure our impact and ensuring our ESG commitments remain relevant to our people, customers and wider communities.

I'd like to thank everyone across MTI who has contributed to these achievements. The progress outlined in this report reflects their efforts and provides a strong foundation for the years ahead.



John Chambers
Managing Director, MTI

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 wellbeing.

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.

bsi 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.

Assured Service Provider in association with 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. VA PEN TEST

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.

GOLD | Top 5% ecovadis Sustainability Rating DEC 2025

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

CRN CHANNEL AWARDS 2025 HIGHLY COMMENDED
PUBLIC SECTOR PARTNER OF THE YEAR

CRN CHANNEL AWARDS 2025 HIGHLY COMMENDED
CYBERSECURITY/DATA PROTECTION PARTNER OF THE YEAR

CRN WOMEN AND DIVERSITY IN CHANNEL AWARDS 2025 HIGHLY COMMENDED
SALES PERSON OF THE YEAR

FIND OUT MORE

OUR APPROACH TO ESG

AT MTI, ENVIRONMENTAL, SOCIAL AND GOVERNANCE RESPONSIBILITIES ARE AN IMPORTANT PART OF HOW WE OPERATE, MAKE DECISIONS AND PLAN FOR THE FUTURE.

Building on the foundations established in previous years, FY25 saw continued progress in strengthening our ESG initiatives, improving transparency and creating meaningful opportunities for employees to contribute.

Through our ESG Committee, we have developed a more structured approach to environmental initiatives, employee wellbeing, diversity and inclusion, charitable giving and corporate governance.

Our focus remains on translating commitments into practical action, measuring our progress and ensuring that responsible business practices support our people, customers and wider communities.

OUR SUSTAINABILITY GOVERNANCE STRUCTURE

Board

Provides strategic oversight, ensuring ESG priorities are considered within MTI's business objectives and long-term direction.

Sustainability Leadership Team

Oversees the implementation of MTI's sustainability strategy, including ESG policies, risks, opportunities, performance and reporting.

ESG Committee

Our cross-functional committee brings together representatives from across the business to coordinate ESG initiatives, monitor progress and encourage employee engagement. Its work covers environmental action, employee wellbeing, diversity and inclusion, charitable giving and ESG reporting.

Health & Safety Committee

Oversees workplace health, safety and wellbeing, supported by trained first aiders and fire marshals to help maintain a safe and supportive working environment.

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 Wellbeing), 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

Throughout FY25, we continued to support our priority SDGs through initiatives that deliver meaningful environmental and social impact. From retaining our EcoVadis Gold status and expanding our MTI Forest to introducing Mental Health Champions, publishing our first Gender Pay Gap Report and strengthening our charitable fundraising programme, we have made progress across several areas of our ESG strategy.

Our focus is on building on these achievements, increasing employee participation and improving how we measure and report our impact, ensuring our commitments translate into meaningful action.



OUR SUSTAINABILITY STRATEGY

OUR SUSTAINABILITY COMMITMENTS

Our sustainability strategy is built around measurable commitments across environmental, social and governance performance. We continue to work towards our long-term climate objectives, aligned with the ambitions of the Paris Agreement to limit global warming to 1.5°C.

Our environmental commitments include:

- **Carbon Neutral Operations by 2030:** Covering Scope 1, 2 and 3 greenhouse gas emissions.
- **Net Zero Emissions by 2045:** Our long-term commitment to reducing emissions and supporting a lower-carbon future.

Alongside these commitments, we focus on employee wellbeing, diversity and inclusion, responsible sourcing, ethical business practices and transparent reporting.



ENVIRONMENT

We are working to reduce our operational carbon footprint through our Carbon Reduction Plan, alongside supporting biodiversity, reforestation and community-led environmental initiatives through partnerships with Treedom and OnHand.



SOCIAL

We promote a safe, inclusive and supportive workplace, investing in employee wellbeing, equality, professional development and initiatives that benefit our communities.



GOVERNANCE

We maintain strong governance standards through responsible business practices, ethical conduct, risk management, regulatory compliance and transparent reporting.

OUR 4 IN 4 PLAN

FOUR FOCUSES
FOUR YEARS

FOCUS ONE

ECOVADIS – MAINTING OUR GOLD RATING

Supporting SDGs: 5, 8, 10, 12, 13, 17

Goal (FY23–FY26)
Achieve and maintain an EcoVadis Gold Award annually by demonstrating continuous improvement in Labour & Human Rights, Ethics, Sustainable Procurement and Environmental Impact.

FY25 Performance
- Successfully retained our EcoVadis Gold rating, achieving an overall score of 83/100 and ranking in the 98th percentile.
- Achieved a 6.4% increase in our overall EcoVadis score, with improvements across all four sustainability assessment areas.
- The most significant improvements were in Environment (14.1%) and Sustainable Procurement (8.45%), followed by Labour & Human Rights (3.8%) and Ethics (2.56%).

FY26 Commitment: Maintain EcoVadis Gold status and continue improving performance across the four assessment areas.

FOCUS TWO

TREEDOM – PLANTING FOR A BETTER FUTURE

Supporting SDGs: 12, 13, 17

Goal (FY23–FY26)
- 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.

FY25 Performance
- Achieved our annual target by planting an additional 600 trees, bringing the MTI Forest to 1,800 trees across nine countries.
- The forest comprises 17 tree species, with an estimated 41,729 m^2 of tree cover gain and 446 tonnes of CO_2 absorption over the trees' growth, according to Treedom's Impact Report.
- Treedom's projects support biodiversity, sustainable agriculture, food security and local communities.

FY26 Commitment: Plant a further 600 trees, increasing the MTI Forest to 2,400 trees.

OUR 4 IN 4 PLAN

FOUR FOCUSES
FOUR YEARS

FOCUS THREE

ONHAND – EMPOWERING EMPLOYEES TO MAKE A DIFFERENCE

Supporting SDGs: 3, 13, 17

Goal (FY23–FY26)

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

FY25 Performance

- Completed 195 volunteering actions, contributing 98 hours of volunteering through OnHand.
- Planted 1,820 additional trees through OnHand initiatives.
- Recorded 577.72 kg CO_2e reduced through OnHand actions.
- Continued offering employees two fully paid volunteering days annually.

FY26 Commitment: Increase employee participation in volunteering, encouraging greater use of the two paid volunteering days and supporting more community and environmental initiatives.

FOCUS FOUR

CARBON REDUCTION PLAN – PATH TO NET ZERO

Supporting SDGs: 12, 13, 17

Goal (FY23–FY26)

- Reduce operational emissions by 40% against our 2019 baseline by 2030, working towards carbon neutrality across Scope 1, 2 and operational Scope 3 emissions.
- Increase tree planting through OnHand and Treedom activities by at least 20% annually.
- Achieve Net Zero emissions by 2045.

FY25 Performance

- Planted 600 additional trees through Treedom and 1,820 through OnHand, bringing the combined FY25 total to 2,420 trees.
- OnHand reported 577.72 kg CO_2e reduced through employee actions.
- Accelerated our Net Zero target from 2050 to 2045 across all emission scopes.

FY26 Commitment: Continue progressing towards our 2030 carbon reduction targets and accelerated 2045 Net Zero commitment, while increasing tree planting by at least 20%.

TURNING STRATEGY INTO ACTION

HEAR FROM OUR ESG COMMITTEE CHAIR

Throughout FY25, our focus has been on turning MTI's ESG commitments into measurable progress. I'm incredibly proud of what we've achieved, particularly the improvements we've made across our sustainability performance and the continued involvement of our people.

One of our key achievements was retaining our EcoVadis Gold rating, increasing our overall score by 6.4% to 83/100 and placing MTI in the 98th percentile. We also met our annual Treedom commitment, planting another 600 trees and bringing the MTI Forest to 1,800 trees across nine countries. Alongside the 1,820 trees planted through OnHand, this brings our combined total to 6,919 trees planted across both initiatives since their launch.

Our social commitments have remained equally important. We raised £3,299 for our Charity of the Year, Cystic Fibrosis Trust, continued supporting employee wellbeing through our Mental Health Champions and took further steps towards a more inclusive workplace, including publishing our first voluntary Gender Pay Gap Report.

What matters to me is that ESG isn't treated as a separate initiative. It should be reflected in how we support our colleagues, work with our partners and make decisions across the business.

There is still more to do, particularly as we work towards our carbon reduction targets. As we enter FY26, my priority is to build on the progress we've made, strengthen employee engagement and ensure we're measuring the impact of our initiatives, not simply the activities we deliver.



Emily Keen
ESG Committee Chair and Head of Marketing



DRIVING CHANGE TOGETHER

A LOOK BACK AND AHEAD

ENVIRONMENT



FY25 RESULTS & IMPACTS

In FY25, 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 12, 13, 17): Planted an additional 600 trees, bringing the MTI Forest to 1,800 trees across nine countries. Treedom's Impact Report estimates 41,729 m^2 of tree cover gain and 446 tonnes of CO_2 absorption over the trees' growth.

Net Zero Commitment (SDG 13, 17): Accelerated our Net Zero target across all emission scopes from 2050 to 2045, while maintaining our commitment to achieving carbon neutrality across Scope 1, Scope 2 and operational Scope 3 emissions by 2030.

OnHand Initiative (SDG 13, 17): Employees completed 195 volunteering actions, contributing 98 hours and supporting the planting of 1,820 trees. OnHand reported a further 577.72 kg CO_2e reduction through employee actions.

EcoVadis Gold Rating (SDG 12, 13, 17): Retained our EcoVadis Gold rating, achieving an overall score of 83/100, placing MTI in the 98th percentile. Our Environment score increased by 14.1% to 89/100, reflecting measurable improvement in our environmental assessment performance.

Total Trees Planted (SDG 13, 17): Planted 2,420 trees during FY25 across Treedom and OnHand, bringing the combined total to 6,919 trees since the launch of both initiatives.

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.

All-Electric Company Fleet (SDG 12, 13): MTI reported a 100% electric company fleet in FY25, supporting the transition towards lower-emission business travel.

Environmental Reporting (SDG 12, 13): Continued monitoring operational emissions through our Carbon Reduction Plan, covering UK Scope 1 and Scope 2 emissions and relevant Scope 3 categories.

World Cleanup Day Initiative (SDG 12): Participated in the 2025 World Cleanup Day initiative, focusing on tackling textile and fashion waste through circular fashion, promoting responsible consumption, reuse and waste reduction.

CARBON REDUCTION PLAN

ENVIRONMENT

AIMS FOR FY26

MTI remains committed to reducing our environmental impact. Our FY26 priorities focus on cutting carbon emissions, progressing towards Net Zero by 2045, promoting responsible resource use and increasing employee engagement in sustainability initiatives.

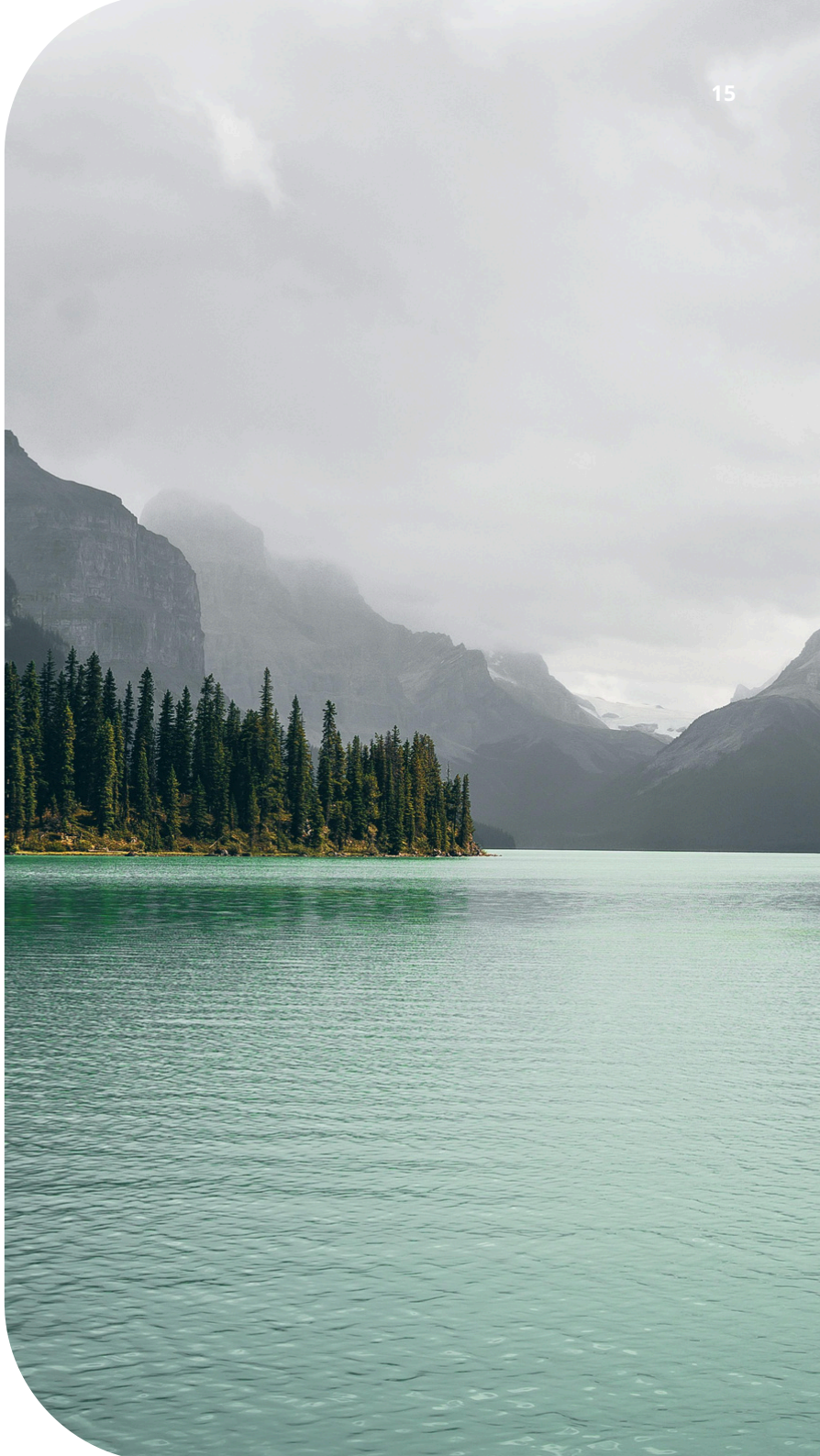
Treedom Partnership (SDG 13): Plant an additional 600 trees by Q1 FY26, increasing the MTI forest to 2,400 trees, contributing to reforestation and absorbing even more CO2, bringing the absorption to 518,275 tCO2e.

Carbon Accounting (SDG 12, 13): Expand global carbon accounting to full Scope 3 reporting, with targets aligned to Net Zero 2045. Align FY25 and future Carbon Reduction Plans with the GHG Protocol and NHS Net Zero Supplier Roadmap, introducing quantified product-level footprints from FY26 to improve transparency and support customer climate strategies.

Electric Vehicle Charging (SDG 13): Support the transition to electric vehicles by providing designated charging points at our head office for company vehicles and employees' personal use, encouraging more sustainable travel.

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.

Cycle-to-Work Scheme (SDG 3, 13): Increase employee awareness of MTI's Cycle-to-Work Scheme, encouraging more sustainable commuting choices while promoting physical wellbeing and reducing travel-related carbon emissions.



SOCIAL

FY25 RESULTS & IMPACTS



In FY25, MTI made meaningful strides in fostering a socially responsible workplace, prioritising diversity, wellbeing, and community impact.

International Women's Day (SDG 5, 17): Continued our annual International Women's Day event, bringing together colleagues, customers and partners to recognise women in technology and encourage conversations around gender equality and inclusion.

Family-Friendly Policies (SDG 3, 5, 8): Continued offering enhanced maternity and paternity leave provisions to support employees and their families.

Giving Tree Initiative (SDG 3, 17): Continued supporting the KidsOut Giving Tree initiative, providing Christmas gifts for disadvantaged children and families.

Employee Wellbeing & Support (SDG 3, 8): Continued providing employees with access to wellbeing support and resources through our employee benefits and People Hub.

Health & Safety (SDG 3, 8): Maintained employee health and safety policies and awareness training, achieving a 97% training completion rate to support a safe and healthy working environment.

ESG Awareness Training (SDG 8, 12, 13, 17): Introduced Ricoh EMEA ESG training, achieving a 96.6% completion rate. The training covered ESG principles, environmental and social responsibility, human rights, governance and whistleblowing procedures.

World Menopause Awareness Day: Raised awareness of menopause and the support available through occupational healthcare and our EAP, encouraging employee wellbeing and self-care.

Mental Health Champions (SDG 3): Introduced Mental Health Champions within MTI, providing colleagues with additional points of contact for mental health support and helping promote awareness of available wellbeing resources.

ESG Committee, Hub, and Newsletters: Maintained our cross-functional ESG Committee, dedicated ESG Hub and regular employee newsletters, sharing sustainability updates, awareness campaigns and opportunities for colleagues to get involved.

Mental Awareness Days (SDG 3): Recognised mental health awareness campaigns, including Movember through internal communications and wellbeing initiatives, encouraging employees to prioritise their mental health and access available support.

Diversity, Equality & Inclusion (DE&I) Awareness Training (SDG 5, 8, 10): Achieved a 90.8% completion rate for our DE&I in the Workplace, helping employees recognise unconscious bias, understand inclusive behaviours and foster a respectful working environment.

Charity of the Year - Cystic Fibrosis Trust (SDG 3, 17): Raised £3,299 for Cystic Fibrosis Trust through employee fundraising activities, supporting the charity's work with people and families affected by cystic fibrosis.

Employee Volunteering – OnHand (SDG 3, 17): Employees completed 195 volunteering actions, contributing 98 hours through OnHand. MTI continued offering two fully paid volunteering days annually to encourage participation in community and environmental initiatives.

SUPPORTING THE CYSTIC FIBROSIS TRUST

Throughout FY25, MTI supported the Cystic Fibrosis Trust as our Charity of the Year, bringing colleagues together through fundraising challenges, team events and awareness campaigns.

WEAR YELLOW DAY | JUNE 2025



MTI supported Wear Yellow Day to raise awareness of cystic fibrosis, a cause close to our hearts. With a personal connection to the condition through one of our colleagues and their family, this was one of the reasons we chose the Cystic Fibrosis Trust as our FY25 Charity of the Year. Our colleague and her son took part to help raise awareness and show their support.

£3,299 RAISED FOR THE CYSTIC FIBROSIS TRUST

LONDON TO BRIGHTON CYCLE RIDE | SEPTEMBER 2025



On 14 September, six MTI colleagues took on the 55-mile London to Brighton cycle challenge in support of the Cystic Fibrosis Trust.

They committed their time and energy to the challenge, encouraging donations from colleagues, friends and supporters. The event was one of our biggest fundraising activities of the year, bringing the team together outside the workplace for an important cause.

NORTH VS SOUTH CHARITY FOOTBALL MATCH | OCTOBER 2025



Our colleagues brought some friendly competition to fundraising with a North vs South charity football match in York. Employees from across the business came together for the event, with the Northern team securing a 12–5 victory.

The match was a great opportunity to bring colleagues together while raising money for the Cystic Fibrosis Trust. A special thank you to Trend Micro for supporting the event.

SOCIAL

AIMS FOR FY26

MTI is committed to enhancing employee wellbeing, fostering inclusivity, and making a positive social impact. For FY26, 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, wellness activities, and learning initiatives to promote employee engagement and support important causes.

DE&I and ESG Awareness Training (SDG 5, 8, 10, 12, 13): Continue delivering DE&I and ESG awareness training, targeting over 95% employee completion for both to promote inclusion, sustainability and responsible business practices.

Line Manager Mental Health Guidance (SDG 3): Deliver comprehensive mental health guidance for all line managers by end of Q4 2026, equipping them with resources to support employee wellbeing and foster a psychologically safe workplace.

Mental Health Champions (SDG 3): Continue with MTI Mental Health Champions - a dedicated colleagues trained to provide support and guidance on mental health and wellbeing throughout the organisation.

Apprenticeships & Work Placements (SDG 8): Establish apprenticeship and work placement opportunities by FY27, supporting early career development and helping young people gain practical experience in the technology industry.

Charity Fundraising & Initiatives (SDG 17): Organise at least six charitable activities annually, supporting MTI's Charity of the Year alongside other causes, including KidsOut, to raise funds, increase awareness and support communities.

Employee Engagement (SDG 8): Evaluate FY25 Employee Engagement Survey feedback to identify improvement opportunities and implement at least three actions by Q4 2026 to strengthen purpose, recognition, development, and workplace relationships.



GOVERNANCE



FY25 RESULTS & IMPACTS

Throughout FY25, MTI continued strengthening its governance practices, focusing on transparency, ethical business conduct, employee inclusion and responsible operations.

Modern Slavery & Human Rights (SDG 8, 10, 12): Continued our commitment to preventing modern slavery and protecting human rights across our business and supply chain, achieving a 94.4% completion rate for Modern Slavery Awareness training. Further details are available in our 2025 Modern Slavery Statement.

Disability Confident Employer (SDG 8, 10): Achieved Disability Confident Employer Level 2 status, demonstrating progress in our commitment to inclusive recruitment and supporting people with disabilities in the workplace.

Responsible Supply Chain Management (SDG 8, 12, 13): Continued developing our supplier sustainability and due diligence processes, with a focus on identifying environmental, social and ethical risks.

ESG Governance & Accountability (SDG 8, 17): Maintained oversight of MTI's ESG commitments through our established governance structure, including the Board, Sustainability Leadership Team and ESG Committee.

Ricoh Compliance Training (SDG 8, 10): Achieved a 98.9% training completion rate, covering business ethics, employee conduct, data protection, information security, AI, diversity and inclusion, and whistleblowing procedures.

Gender Pay Gap Reporting (SDG 5, 8, 10): Published our first voluntary Gender Pay Gap Report in January 2026, increasing transparency around gender representation and pay equality within MTI.

Anti-Bribery & Corruption (SDG 8, 10): Maintained our Anti-Bribery and Corruption Policy, achieving a 98.2% training completion rate to promote ethical decision-making and responsible business conduct.

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 **and extended to include our York office.**
- **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.

Employee Engagement & Accountability (SDG 8): Conducted our annual employee engagement survey, achieving a score of 3.71 against a target of 3.95. Identified three priority areas for improvement, with FY26 action plans focused on employee recognition, career development and strengthening employee feedback and communication.

Cost-of-living increase (SDG 8): In FY25 we implemented a standard cost of living increase for eligible employees, ensuring fair compensation and sustaining decent work standards.

GOVERNANCE

AIMS FOR FY26

MTI remains committed to strong governance, integrity and accountability, with FY26 initiatives focused on strengthening ethical standards, diversity and responsible business practices.

Employee Engagement (SDG 8): Implement the three FY26 action plans identified through our employee engagement survey, focusing on employee recognition, career development and strengthening employee feedback and communication.

Third-Party Sustainability (SDG 8, 12, 13): Contine to enhance third-party risk assessment and due-diligence procedures to evaluate suppliers against environmental, social, and ethical criteria, improving transparency and reducing sustainability risks.

Launch ESG FY26 Report: Publish and share the ESG FY26 Report, demonstrating MTI's progress against sustainability targets, key achievements and ongoing commitments to environmental responsibility, social impact and ethical governance.

Annual Global Employee Engagement Survey (SDG 8): Deliver the FY26 survey to 100% of employees by Q4 FY26, measuring engagement, tracking progress and identifying opportunities to improve workplace culture.

Anti-Bribery & Corruption (SDG 8, 10): Complete comprehensive Anti-Corruption Risk Assessments across all operations by FY26 to identify and mitigate risks, strengthening governance and ethical practices.

Disability Confident Employer Scheme (SDG 8, 10): Continue progressing against identified improvement actions to strengthen inclusive recruitment practices, workplace accessibility and support for employees with disabilities, building on our Level 2 accreditation.

Modern Slavery Awareness & Training (SDG 8, 10, 12): Publish our 2026 commitment statement and ensure 100% of employees complete Modern Slavery Awareness training by Q4 FY26.





DIVERSITY, EQUALITY & INCLUSION AT MTI

Creating an Inclusive and Respectful Workplace

DE&I

At MTI, we are committed to creating a workplace where everyone feels respected, supported and able to succeed. Our approach focuses on removing barriers, promoting equal opportunities and ensuring inclusion is reflected in how we recruit, develop and support our people.

INCLUSIVE RECRUITMENT & EMPLOYMENT

In March 2026, MTI achieved Disability Confident Level 2 status, marking an important step in our commitment to inclusive recruitment and employment. Through the scheme, we aim to improve accessibility, remove barriers and better support employees with disabilities.

EMPLOYEE AWARENESS & EDUCATION

During FY25, we delivered workplace DE&I awareness training, achieving a 90.8% completion rate, below our 95% target. In FY26, we will work more closely with line managers to increase participation and strengthen employee understanding of diversity, equity and inclusion.

GENDER EQUALITY & PAY TRANSPARENCY

In January 2026, MTI published its first voluntary Gender Pay Gap Report, strengthening transparency around gender representation and pay differences. The report provides a basis for identifying improvements and measuring progress towards our target of more than 35% female representation by FY30.

SUPPORTING EMPLOYEES THROUGHOUT THEIR CAREERS

We continue to support employees through flexible working arrangements, enhanced maternity and paternity leave, and policies promoting fair treatment and equal opportunities. Our commitment extends from recruitment through to career development and progression.

OUR CONTINUED COMMITMENT

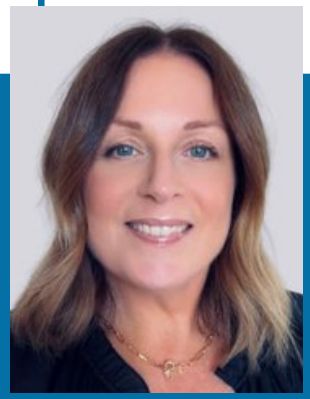
While FY25 saw progress, our DE&I work remains ongoing. We will continue reviewing our practices, strengthening awareness and using data to identify improvements, ensuring inclusion is embedded in everyday working life at MTI.

RECOGNISING WOMEN IN TECHNOLOGY

At the 2025 CRN Women & Diversity Awards, nine MTI employees were longlisted, two were shortlisted and one received Highly Commended recognition for Salesperson of the Year. These achievements highlight the talent and contributions of women across our business and our commitment to recognising their success in the technology industry.

"We've made important progress in FY25, particularly through our Disability Confident accreditation, DE&I training and voluntary Gender Pay Gap Report. These initiatives help us better understand where we are today and where we need to improve.

Our priority is to continue building a workplace where people feel supported, respected and able to develop their careers, regardless of their background or circumstances."



Krista Middleton
UK HR Manager & ESG Committee Member

DE&I

KEY DIVERSITY, INCLUSION & EQUALITY PRINCIPLES

Inclusive Work Environment: We promote inclusive behaviours through employee awareness training, clear workplace policies and ongoing support for colleagues.

Equal Opportunity in Employment: We are committed to fair recruitment, career development and progression, ensuring opportunities are accessible regardless of gender, disability or background.

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

Zero Tolerance Policy: We maintain a zero-tolerance approach to discrimination, harassment and bullying, supported by our Equal Opportunities, Equality & Diversity and Anti-Harassment policies.

Gender Pay Transparency: We monitor gender pay differences and published our first voluntary Gender Pay Gap Report in January 2026, strengthening transparency and accountability.

Our Diversity, Inclusion & Equality Targets (FY26 and Beyond)

More Than 35% Female Representation by FY30: Increase female representation across MTI to more than 35% by FY30.

100% of Employees Trained on DEI: Maintain our target of 100% employee completion of DE&I awareness training annually. Workplace training was delivered during FY25.

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

Disability Confident Employer Status (by 2026): Achieved Level 2 status ahead of our FY26 target, with ongoing improvements to inclusive recruitment, accessibility and employee support.

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.

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.



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 RESOURCES

- 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

Through our partnership with Treedom, MTI supports global reforestation, biodiversity and sustainable livelihoods. Our annual tree-planting commitment forms part of our wider environmental strategy, helping deliver long-term benefits for ecosystems and local communities.

OUR TREEDOM JOURNEY

In FY25, MTI planted a further 600 trees, meeting our annual commitment and bringing the MTI Forest to 1,800 trees across nine countries and 17 species. Since launching the partnership in FY23, we have continued to expand our forest, supporting sustainable agroforestry projects and the communities responsible for caring for the trees.

ENVIRONMENTAL IMPACT

According to Treedom's 2025 Impact Report, the MTI Forest is projected to deliver:

- **41,729 m²** of additional tree cover.
- **518,275 kg** of CO_2 absorbed over the trees' growth.
- **17 tree species** supporting biodiversity and ecosystem resilience.

These estimates reflect the long-term environmental benefits of the trees and are reported separately from MTI's operational carbon emissions.

SUPPORTING COMMUNITIES & BIODIVERSITY

Treedom works with local farming communities to establish sustainable agroforestry systems that combine forest and fruit-bearing species.

Alongside improving soil health, biodiversity and local ecosystems, MTI's forest has an estimated annual fruit production potential of 7,915 kg, supporting food security and opportunities for local livelihoods.

CONTRIBUTING TO SDG GOALS

Our Treedom partnership contributes to climate action (SDG 13) and responsible partnerships (SDG 17), while supporting wider environmental and social outcomes through biodiversity conservation, sustainable agriculture and community development.

LOOKING AHEAD

In FY26, MTI aims to plant a further 600 trees, increasing the MTI Forest to 2,400 trees by March 2027 and continuing our investment in long-term environmental and community benefits.

treedom® let's green the planet

MTI TREEDOM IMPACT REPORT FY25

MTI TREEDOM FOREST PAGE

DISABILITY CONFIDENT EMPLOYER SCHEME

In March 2026, MTI achieved Disability Confident Employer (Level 2) status, successfully completing the scheme's self-assessment and strengthening our commitment to inclusive recruitment, accessibility and career development for disabled people.

As a Disability Confident Employer, we are committed to the following actions:

1. Inclusive Recruitment & Opportunities
Actively attracting disabled candidates, providing accessible recruitment processes and offering interviews to applicants who meet the minimum criteria.

2. Accessibility & Reasonable Adjustments
Providing an inclusive and accessible environment, offering flexible assessments and proactively making reasonable adjustments for applicants and employees.

3. Disability Awareness & Inclusive Culture
Promoting disability equality awareness through employee training, encouraging suppliers and partners to be Disability Confident and fostering an inclusive workplace culture.

4. Employee Support & Career Development
Supporting employees with disabilities or health conditions, removing barriers to career progression and providing access to appropriate occupational health and wellbeing support.

5. Listening, Learning & Continuous Improvement
Valuing feedback from disabled employees, equipping managers to support their teams and reviewing our Disability Confident self-assessment at least annually.



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