

Environmental & Social Governance Policy



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1.0 Introduction

*Ultima*¹ will meet its lawful and regulatory obligations prudent to the Sustainability and Corporate Social Responsibilities.

Ultima is engaged in the supply of IT infrastructure solutions comprising the resale of hardware products and software licences from leading market vendors; the provision of professional services including consultancy, project management and engineering; the provision of helpdesks (on or off site), managed services, hosted services, cloud services, telephone support and hardware maintenance services.

Ultima is not a manufacturer in its own right but provides warehouse services and configuration of hardware products, before shipment to customers. Ultima also acts as a conduit for the disposal of electrical and electronic equipment. In all other respects, it operates a normal office environment based at its own headquarters in Reading and from a leased satellite office in Cape Town South Africa.

Company policy and sustainability controls enable Ultima to pursue economic growth in a way that maintains a strong sense of corporate responsibility. Our approach also provides a direct benefit to our customers that outsource elements of their IT service requirements to us.

2.0 About This Policy

- 2.1 Environmental, social and governance ('ESG') issues do not exist in isolation. ESG is about bringing them together under one banner to demonstrate the positive impact that our business is having on the world. ESG is similar to Corporate Social Responsibility ('CSR'), but on a vastly larger and more measurable scale.
- 2.2 This policy will inform our ESG efforts moving forward. This includes, but is not limited to, reporting, disclosures (both material and non-material), business practices, policies, procedures, investments, board activities, stakeholder engagement, and investor relations.
- 2.3 Nothing in this policy shall be taken or understood to limit or reduce our current committees, both legally and ethically.

3.0 Purpose of This Policy

- 3.1 The purpose of this policy is to provide information about ESG (Environmental, Social and Governance factors) and to encourage the business to better understand ESG.
- 3.2 This policy does not form part of any contract of employment or other contract to provide services, and we may amend it at any time.

4.0 Roles and Responsibilities

- 4.1 Ultima's Chief Finance Officer has overall responsibility for the effective operation of this policy. They have delegated responsibility for overseeing its implementation to the Head of Legal & Compliance, who shall create reports to update the Board.

¹ "Ultima" shall be defined as Ultima Business Solutions Limited and Ultima Business Solutions South Africa (Pty) Ltd.

- 4.2** Line managers have day-to-day responsibility for this policy and all Ultima staff should refer any questions about this policy to them in the first instance.
- 4.3** This policy shall be reviewed annually by the Head of Legal & Compliance and all changes shall be approved by the CFO. Changes could be made at any time, as government guidance develops.
- 4.4** Furthermore, the Board will make the necessary resources available to realise Ultima's corporate and social responsibilities.
- The Compliance Manager shall be responsible for implementing and communicating this Policy to interested parties.
 - All staff shall report unethical or suspected unethical behaviour in accordance with Ultima's Whistleblowing Policy.

5.0 Our Statement on Climate Change and the Environment

- 5.1** We are committed to driving down our energy and carbon impacts, as we believe that climate change is one of the greatest risks to our world. Our sustainability program is committed to environmentally sustainable initiatives that deliver near-term efficiency, value, and health for our business, our people, and the wider community.
- 5.2** We actively promote a paper-free office. We regularly support our clients to avoid printing and we will make all endeavours to be a digital-first business.
- 5.3** We seek to comply with the ISO 14001 Environmental Management Systems standard, current environmental legislation and work to minimise the impact of our activities on the environment.
- 5.4** We support the recommendations of the Taskforce on Climate-related Disclosure (TCFD) and engage with our stakeholders and encourage enhanced disclosure on climate change, biodiversity and the SDGs, including efforts to advance the underlying goals, such as those of the Paris Agreement.

6.0 Our Statement on Social Responsibility

- 6.1** Our focus is to deepen relationships with our key stakeholders by investing in our employees and partnering with our customers, communities, investors and suppliers.
- 6.2** We are committed to engage with our employees to provide a challenging, dynamic, inclusive and diverse work environment that supports their professional development, as well as promoting a good work-life balance that prioritises their overall health and wellness.
- 6.3** We will support initiatives that benefit the environment, human welfare and education. This includes skills training that advance workforce talent pipelines for our customers and economic development in the communities in which we operate.
- 6.4** We will preserve and promote the protection of human rights and welfare within our own business activities, as well as those of our supply chain, in accordance with our Employee Code of Conduct, Supplier Code of Conduct and Modern Slavery Statement.

7.0 Our Statement on Ethical Governance

- 7.1 Our focus is to promote strong oversight, transparency and risk management at all levels of our organisation, ensuring the resilience and long-term preservation of value for our business.
- 7.2 We will maintain strong corporate governance practices through exemplary board stewardship, management accountability, and proactive risk management.
- 7.3 We are committed to high ethical standards through our Employee Code of Conduct and Supplier Code of Conduct and executive leadership, that promotes a culture of integrity.
- 7.4 We cultivate strong stakeholder relationships through transparency, open communications, and responding to stakeholder input.

8.0 Our Duty to the Wider World

- 8.1 As a business, we also have a duty to our people, our customers, and the wider world. ESG gives us an opportunity to bring those impacts together. We value investing in our people just as we value protecting our environment and being a good corporate citizen.
- 8.2 Fostering openness, sustainability, and respect are our key objectives. We value everyone and strive to work as one team. Our view on ESG is that it is a continuous process of aligning our operations and controls with our values as a company.
- 8.3 Our commitment to improve our social and environmental performance demonstrates a strong, well-informed management attitude and a values-led culture that is both alert and responsive to the challenges and opportunities of doing business responsibly and sustainably.

9.0 ESG and Our Reputation

- 9.1 ESG is fundamental to our reputation as a business. Reputation is built through frequent and repeated interactions with stakeholders. When those interactions are positive, our business and our reputation can thrive. In an uncertain economic climate, positive reputation is one of the key drivers to long term success.
- 9.2 We want all our stakeholders, from customers to investors to our people, to be proud to be a part of our business. Part of that pride is understanding how our business makes a positive contribution to the world.
- 9.3 Environmental sustainability is an ethical and commercial imperative. Managing our carbon footprint goes hand in hand with the strategic necessity to operate efficiently. Our commitment to tackling climate change at a corporate level is fundamental to our strategic objectives.
- 9.4 Social: our people make up our business. Intellectual capital is core to our clients, our business model and our long-term sustainability as a business. We aim to foster an environment that values and nurtures unique talents and contributions from every individual within a culture of inclusivity. While we have progress to make, we are committed to cultivating and empowering change by building an inclusive workplace where all talents can thrive.
- 9.5 Good governance is foundational to our business, as well as all aspects of ESG. We cannot thrive without focus on our compliance obligations. Our business seeks to go beyond the concept of 'box-ticking' and embed compliance into the heart of our business.

10.0 Our Responsibility to Our Customers

- 10.1** We have an obligation to our customers to offer them the best service. Customers are at the heart of our business and without these partnerships our business wouldn't exist. Part of that commitment to customers is about responding to their needs, hearing their concerns and committing ourselves to customer satisfaction.
- 10.2** The best customers are those who see us as partners in their own enterprise. In turn, those customers reward us with their continued business enabling Ultima to build and maintain our reputation.
- 10.3** It is important for all Ultima staff and managers to understand ESG, its impact and what it means for our company. We want you to feel proud of being part of our business and the positive impact we have on the world, so that our customers will feel the same.

11.0 ESG and Our Value Chain

- 11.1** Ultima is a responsible supplier of IT goods and services and chooses its supply chain in a responsible manner. All of Ultima's suppliers are properly licenced/registered and conform with relevant legislation where applicable. Relevant legislation includes, but is not limited to:
- Control of Substances Hazardous to Health (CoSHH)
 - Waste Electrical and Electronic Equipment (WEEE)

12.0 Monitoring and Enforcement

- 12.1** We seek to proactively prevent and mitigate instances of non-compliance with this ESG policy.
- 12.2** Any breaches or concerns, including ethical concerns or potential breaches in our commitment to high ethical standards should be reported as soon as possible through our whistleblowing channels.
- 12.3** Active participation and engagement at all levels of the business is of great importance to ensure ownership of ESG by all staff. At minimum, we endeavour to maintain compliance with legislative requirements.

13.0 Document Control

13.1 Authority

Signatory	Name	Role	Organisation
Author	Gigi Cloete	Environment & Sustainability Lead	Ultima
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13.2 Identity

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13.3 Revision History

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1.00	20/07/2022	Released	First Issue and Publication
1.1	13/08/2024	Released	Author changed to the new E&S Lead. No other changes.
2.0	12/08/2025	Released	<i>Major document revision:</i> Removal of Section 'Our ESG HIT Team'. Amend to section 6, removal of references to historic DE&I / Ethical Statements. Removal of Sections 8, 10, 11 and 13 (except the reference to relevant regulation.



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