



SUSTAINABLE BUSINESS REPORT: 2025

As technology reshapes our world, sustainability and ESG are becoming core to innovation. Our report outlines the next phase of our Sustainable Business Journey, where ethical decisions and climate-conscious outcomes drive a smarter, greener future.

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PURPOSE IN MOTION

Nebula Global Services is a privately-owned, award winning, outcome focused technology channel services organisation with a mission to be the world's leading sustainable technology services organisation through the local unification of people and technology.

Our purpose is simple, an obsession to source-local, source-responsible and source-ethical. Creating a sustainable technology community for the benefit of future generations.

We work as a collaborative partner with our customers, enabling them to achieve their sustainability goals and business outcomes.

At Nebula, our customers are not just central to our strategy, they're integral to the future we're building. Across the value chain, our expert teams blend deep sector knowledge with service innovation to co-create solutions that scale, adapt, and empower our channel partners.

Nebula's strength lies in its interconnected capabilities, from pre-sales and project management to go-to-market agility and customer experience.

This holistic approach enables us to deliver tailored outcomes that drive long-term value across our customers' ecosystems.

Our global teams are united by a 'customer success obsessed' mindset,

ensuring resilience and continuity in a world where technology and human experience must evolve together. We don't just respond to volatility; we help our customers thrive through it.

As we grow, we're embedding ESG principles into every layer of our operations. Our Sustainable Business Journey is a commitment

to transparency, integrity, and progress – captured in our annual Sustainable Business Report.

Together with our partners and customers, we're reimagining how technology is delivered – ethically, responsibly, and sustainably. This is not just about today's impact, but about shaping a regenerative future for our people, our communities, and the planet.

“Together with our partners and customers, we're reimagining how technology is delivered – ethically, responsibly, and sustainably”

A message from our Group CEO, Ross Teague

OUR GOAL IS A MORE SUSTAINABLE VALUE CHAIN



Over the past year, we've seen encouraging momentum across our industry in the pursuit of carbon reduction. Yet, the road to a zero-carbon economy remains long and complex. With regulatory frameworks tightening and expectations rising, the responsibility for achieving Net Zero by 2050 – outlined in the Paris Agreement – rests heavily on business leaders, particularly in developed markets.

For those of us in the technology channel, navigating the intricacies of Scope emissions can feel overwhelming. Many organisations struggle to identify where to begin. At Nebula, our first step was to demystify the different Scope categories. Gaining clarity here enabled us to take meaningful action on our carbon reduction journey.

Scopes 1 and 2 are areas where we can directly influence outcomes. We've engaged our entire team to drive awareness and embed sustainable practices across the business to make a positive impact where possible.

Scope 3, however, presents the greatest challenge. These emissions span our entire value chain and, according to the UN, can represent over 70% of a company's carbon footprint. That's why over the coming 12 months we've prioritised tracking and understanding our supply chain emissions in more detail. By doing so, we're not only reducing our impact but also strengthening our value proposition to customers.

One of our focus areas over the coming year includes a pilot project measuring the carbon footprint of our engineering teams during project installations – an initiative detailed in this report.

Identifying emission hotspots and risk areas helps us cut costs, boost efficiency, and provide transparent evidence of our climate commitment.

Collaboration is key. We work closely with our partners to share emissions data and align on reduction strategies. This transparency is something our customers truly value.

Ultimately, we believe Net Zero can only be achieved through collective action across the technology ecosystem – from Manufacturers to Resellers, GSIs, and MSPs. Together, we can build a more sustainable future.

A YEAR OF IMPACT & INNOVATION



GOVERNANCE

2024 = £0 regulatory fines
 2023 = £0 regulatory fines
 2022 = £0 regulatory fines



HEALTH & SAFETY

0 fatalities
 0 RIDDOR reports

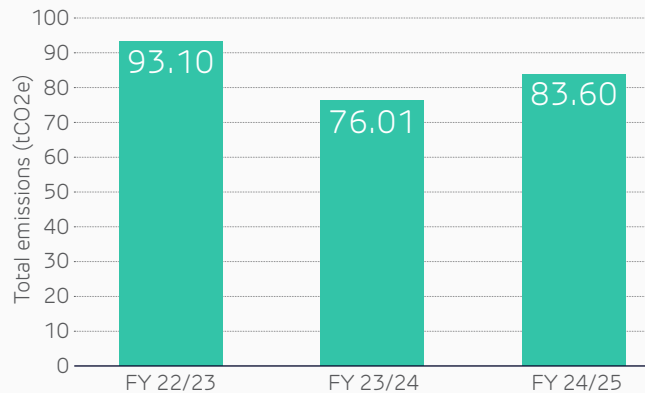


GENDER EQUALITY

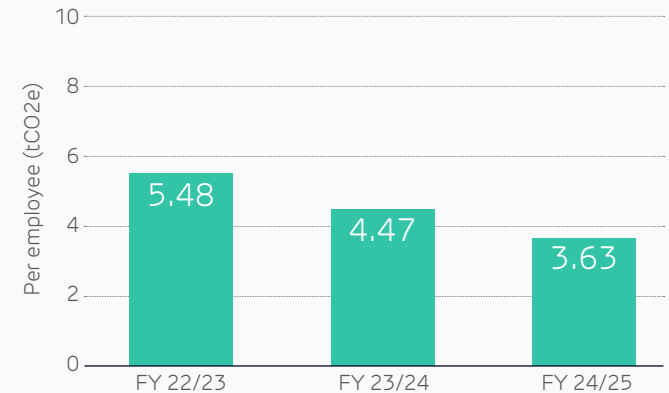
47% female employees
 (5% increase on 2024)



CLIMATE ACTION



CARBON INTENSITY



Scope 1, Scope 2, Scope 3 - Category 6 (Business Travel) & Scope 3 - Category 7 (Employee Commuting) have only been measured

A message from our CMO & ESG Global Advocate, Richard Eglon

CHAMPIONING OPEN-SOURCE SUSTAINABILITY

A year on from our inaugural sustainable business report where I highlighted the rise of the 'tech activist', the disruptive force that once stirred the tech channel is no longer just a ripple, it's becoming a wave. Eco-indifference is being steadily dismantled, replaced by a growing movement of sustainable tech advocates.

These advocates, once scattered across VARs, MSPs, Vendors, ISVs, and Distributors, have coalesced into a vibrant, unofficial community. Their mission remains clear: to guide the tech channel – ideally without resistance – into a new era of sustainability.

Despite early scepticism, and phases of greenwashing and greenhushing, the movement has matured. Today's sustainable tech advocates are driven by a deeper understanding of market dynamics and the commercial imperative behind sustainability.

They know it's not just about planting trees, it's about aligning purpose with



profit. The PwC's research I shared previously still resonates; nearly half of investors rank sustainability among their top concerns. In addition, new entrants to the market such as Gen-Z and younger generations continue to demand accountability from brands, both as consumers and employees.

Customer expectations have only intensified. The Enterprise Strategy Group reports that 93% of IT decision-makers now view ESG commitments as increasingly critical when choosing technology partners.

On reflection, collaboration has proven to be the linchpin. While individual achievements are commendable, collective action across the sector is what drives real impact. In the absence of binding ESG legislation, these advocates have taken it upon themselves to lead the charge.

They've shown that shared goals matter. Even modest changes at the individual level can ignite transformation across companies, communities, and entire industries.

The 'green vortex' described by The Atlantic – where policy, technology, business, and politics converge to accelerate decarbonisation – is no longer theoretical. It's becoming a blueprint.

By championing open-source sustainability, these tech advocates are cultivating a culture of innovation and shared learning. Their efforts are proving that sustainability isn't just a choice – it's the foundation for future success.

CULTURE & VALUES

Our business is our people, and our people are our #NebulaStars. We encourage our people to reach for the stars in everything they do and to be the best they can be.

As a business accelerating the unification of People & Tech, it is essential that we entrust and empower our people to shine bright and deliver a customer success obsessed experience.

Our STAR values

Our 'STAR' values have been chosen by our people for our people. **Success, Trust, Aspire** and **Respect**, are the core values our #NebulaStars have collectively committed to demonstrate across all aspects of their role.



SUCCESS

Cultivate an environment that allows everyone to develop and grow, enabling them to reach their desired goals.



TRUST

Encourage a positive, trusted and inclusive Nebula culture where people feel safe and inspired to be themselves.



ASPIRE

Be the best you can be. Go the extra mile and give 100% in everything you do for yourself and others.



RESPECT

Lead by example and treat the Nebula community how you want to be treated yourself.

OUR STRATEGIC PILLARS

Our marketplace

As a global provider of 'channel-only' IT services, Nebula are the strategic partner of choice with organisations across the entire technology channel, from MSPs, GSIs and VARs, through to Distributors and Vendors.

Sustainable CSX methodology

Our infinite approach to a sustainable customer success experience (CSX) means Nebula are continually improving our processes to remain relevant in a changing market. In an outcome-driven world, the only constant is change, therefore we need to implement agile processes that can easily adapt to demand, whilst adhering to the highest industry standards.

CSX foundation pillars

Nebula CSX is built on years of know-how, service excellence, and a genuine focus on the continual evolution of customer outcomes. Our CSX foundation pillars span the principal areas we have identified are important to the success of our channel partners.



PEOPLE & CULTURE



EASY TO DO BUSINESS



SUSTAINABILITY



GLOBAL MARKETPLACE

Nebula 



MATERIALITY: Focusing Our Sustainability Efforts

Our materiality assessment, completed in November 2023, helped us identify and prioritise the environmental, social, and governance (ESG) issues that matter most to our business and stakeholders. By periodically assessing these issues, we can adapt our strategies to changes in the business and external environment, ensuring we focus on what's most important. This ongoing process ensures our sustainability strategy remains relevant and impactful.

Our approach

Our sustainable business program encompasses our direct operations, critical supply chain, and customers. For this initial assessment, we engaged with **board members**, **customers**, and **employees**, gathering 19 responses through a detailed survey. Future assessments will broaden this engagement to include other vital stakeholder groups like local communities and suppliers.

Our methodology for assessing materiality involves:

- Identify internal and external stakeholders to be included
- Conduct initial stakeholder engagement
- Identify and prioritise relevant ESG topics for inclusion in the assessment – *based on the broad spectrum of ESG topics and considering initial stakeholder insights*
- Prepare and launch the materiality survey
- Analyse and report responses
- Act on identified material issues

DEFINING OUR MATERIAL ISSUES

An issue is identified as material if it meets two conditions:

1. It impacts our business significantly in terms of growth, cost, or risk
2. It is important to our stakeholders

The topics identified as material for Nebula Global Services are:



ENVIRONMENTAL

Environmental protection



SOCIAL

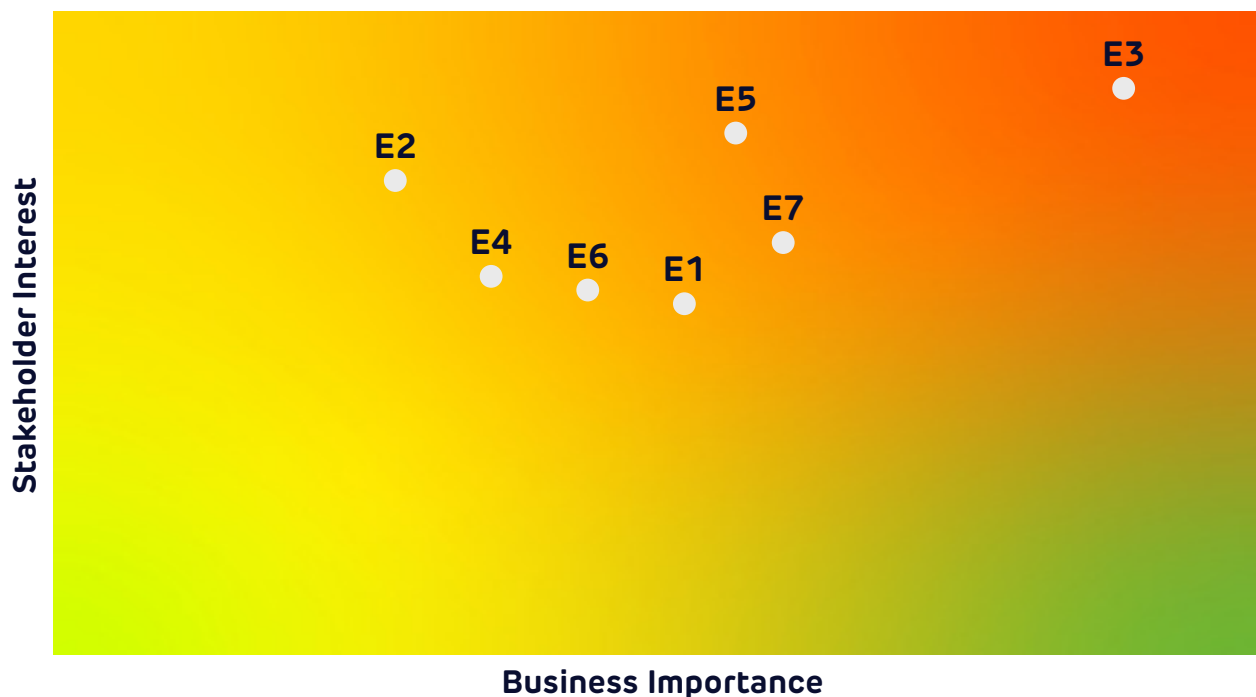
Employee engagement
Work-life balance
Encouraging employees to volunteer



GOVERNANCE

Business Conduct, ethics, and regulatory compliance
Continually developing and prioritising ethical business practices
Customer satisfaction

Environmental Materiality Matrix & Results



Reference	Topic
E1	Impact on Climate change and the Environment
E2	Product and Service innovation
E3	Environmental protection
E4	Clean Energy emissions
E5	Recycling, waste management and waste reduction
E6	Clean water
E7	Energy consumption, monitoring, and efficiency

The environmental materiality heat map demonstrates that **'E3 – ENVIRONMENTAL PROTECTION'** was identified as the key material environmental topic. We have linked this topic to **UN SUSTAINABLE DEVELOPMENT GOALS 12 and 13**.

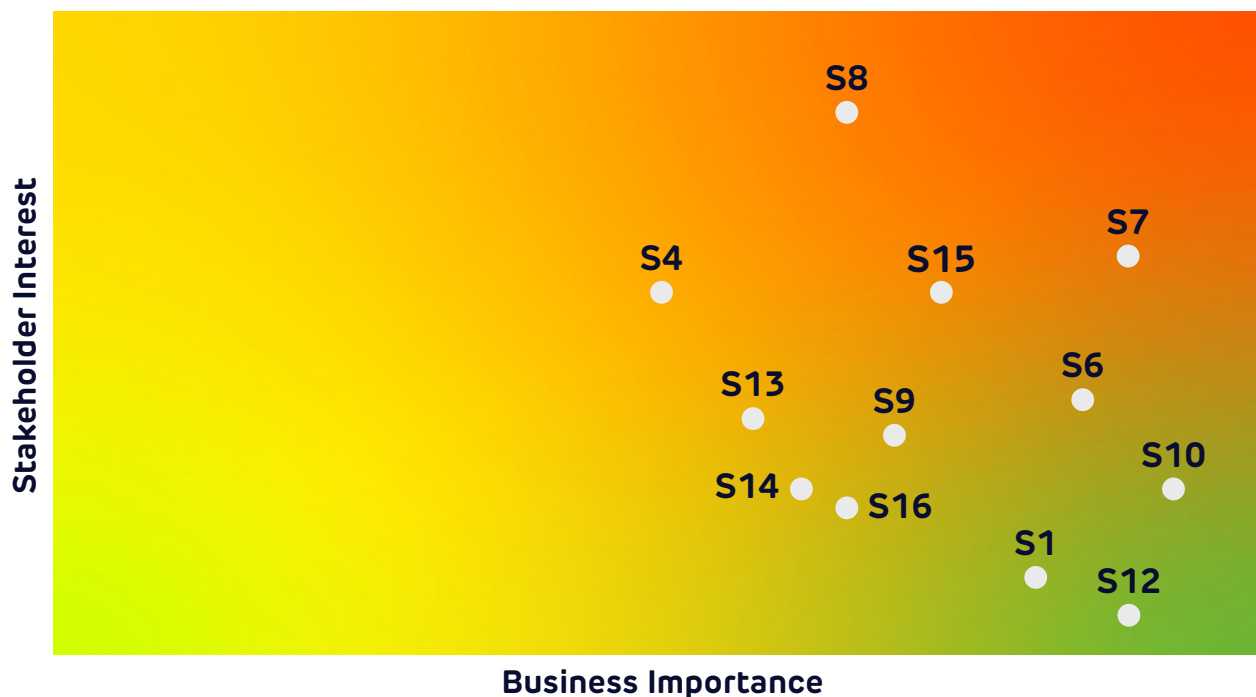
12 RESPONSIBLE CONSUMPTION AND PRODUCTION



13 CLIMATE ACTION

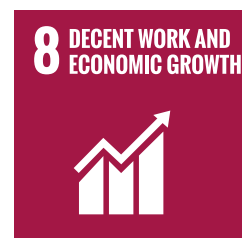


Social Materiality Matrix & Results

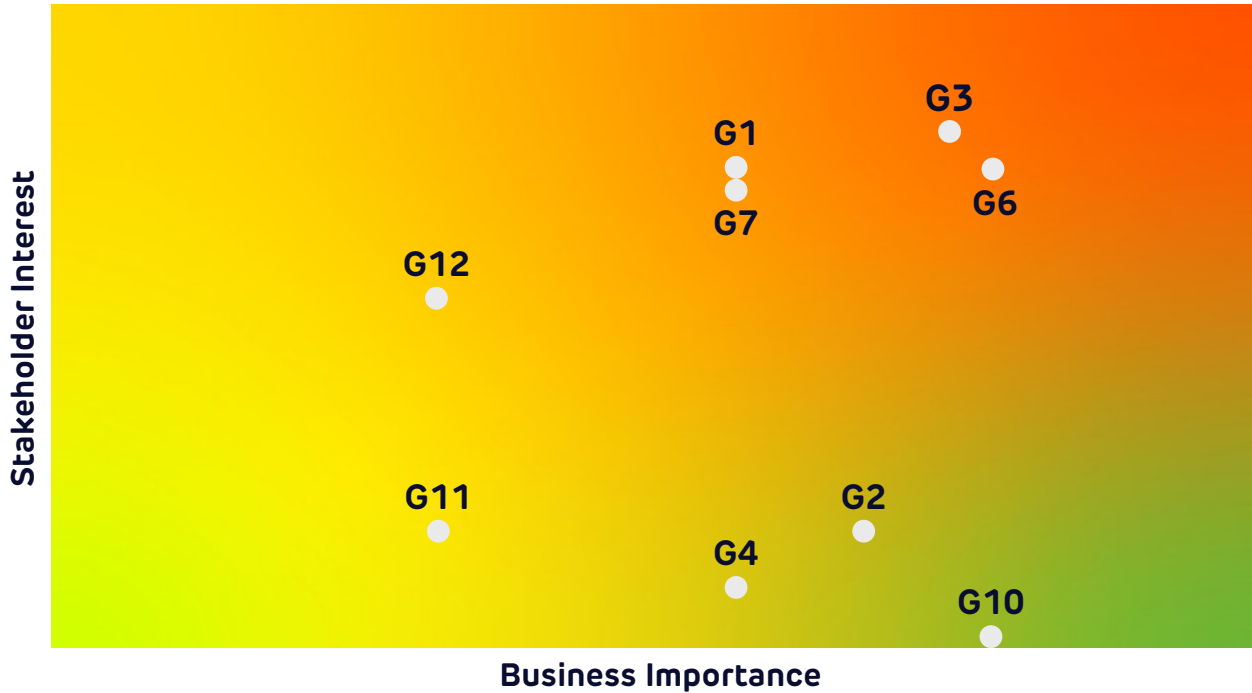


Reference	Topic
S1	Attracting, developing, rewarding, and retaining employees
S2	Our organisations impact on society
S3	Working with vendors and suppliers that value diversity and good working conditions
S4	Privacy and Security
S5	Ensuring we consider people with the widest range of capabilities as team members
S6	Diversity, inclusion and belonging
S7	Employee engagement
S8	Work life balance
S9	Career development and training
S10	Human rights protection
S11	Animal rights protection
S12	Reducing poverty and hunger
S13	Affordable quality education and training for all
S14	Access to technology for all
S15	Encouraging employees to volunteer
S16	Speaking up for those without a voice in wider society

Using the social materiality heat map, **'S7 – EMPLOYEE ENGAGEMENT', S8 – WORK-LIFE BALANCE', and 'S15 – ENCOURAGING EMPLOYEES TO VOLUNTEER'** were identified as material social topics. We have linked these topics to **UN SUSTAINABLE DEVELOPMENT GOAL 8**.

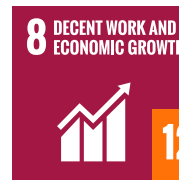


Governance Materiality Matrix & Results



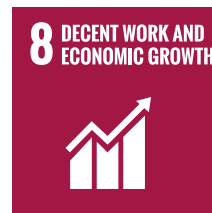
Reference	Topic
G1	Business conduct, ethics and regulatory compliance
G2	Financial performance
G3	Continually developing and prioritising ethical business practices
G4	Creating products and marketing campaigns that contribute to social and environmental sustainability
G5	Trust and transparency both internally and externally
G6	Customer satisfaction
G7	Quality products and services
G8	Business growth and stakeholder value
G9	Delivering long term value to our customers
G10	Gender equality and reducing gender inequalities
G11	Pay equity
G12	Influencing public policy
G13	Donating money
G14	Encouraging employees to donate money

Using the governance materiality heat map, '**G1 – BUSINESS CONDUCT, ETHICS, AND REGULATORY COMPLIANCE**', '**G3 – CONTINUALLY DEVELOPING AND PRIORITISING ETHICAL BUSINESS PRACTICES**', and '**G6 – CUSTOMER SATISFACTION**' were identified as material governance topics. We have linked these topics to **UN SUSTAINABLE DEVELOPMENT GOALS 8** and **12**.



SUSTAINABLE DEVELOPMENT GOALS

The 17 Sustainable Development Goals (SDGs) were adopted by the United Nations in 2015 and are in place to help achieve a better and more sustainable future for all. We have aligned to three SDGs that have been identified as material to our business, each of which contain a range of key performance indicators and targets.



GOAL 8 aims to provide opportunities for full and productive employment and decent work for all while eradicating forced labour, human trafficking, and child labour.



GOAL 12 aims to ensure good use of resources, improving energy efficiency and sustainable infrastructure, providing access to basic services, creating green and decent jobs, and ensuring a better quality of life for all.



GOAL 13 focusses on the urgent action that is needed not only to combat climate change and its impacts but also to build resilience in responding to climate-related risks and natural disasters.

Aiming for positive impact to our aligned SDGs allows us to input to these globally recognised initiatives and while we cannot input to all the SDG targets, we have identified key aspects aligned to our business operations which are within our ability to influence positively.

SDG Target Tracker

Monitoring progress in line with the UN Sustainable Development Goals (SDGs) is critical for assessing impact, identifying areas for improvement, and informing strategic decision-making. This section outlines our approach to tracking relevant SDG targets and maintaining transparency in reporting our progress. As our business evolves and the external landscape shifts, so too do our priorities and targets.

As we review each target, we are proud to highlight our achievements over the past 12 months across each of the SDG pillars:



8 DECENT WORK AND ECONOMIC GROWTH
LAUNCHED EMPLOYEE SURVEY

to understand work commute and home working patterns.



12 RESPONSIBLE CONSUMPTION AND PRODUCTION
TRANSITION TO WEB-BASED SALES COLLATERAL

Transitioned from large PDF sales files to webpage media.



12 RESPONSIBLE CONSUMPTION AND PRODUCTION
100% SOFTCOPY INVOICING BY END OF 2024






13 CLIMATE ACTION
OFFSETTING

Offset Scopes 1-3 emissions at the end of each financial year.*

**Covers emissions accounted for so far. This does not include the entire carbon footprint as some Scope 3 categories are yet to be assessed.*

SDG Target Tracker

The table below highlights the significant progress made on last year's goals and sets out our key areas of focus for the year ahead.

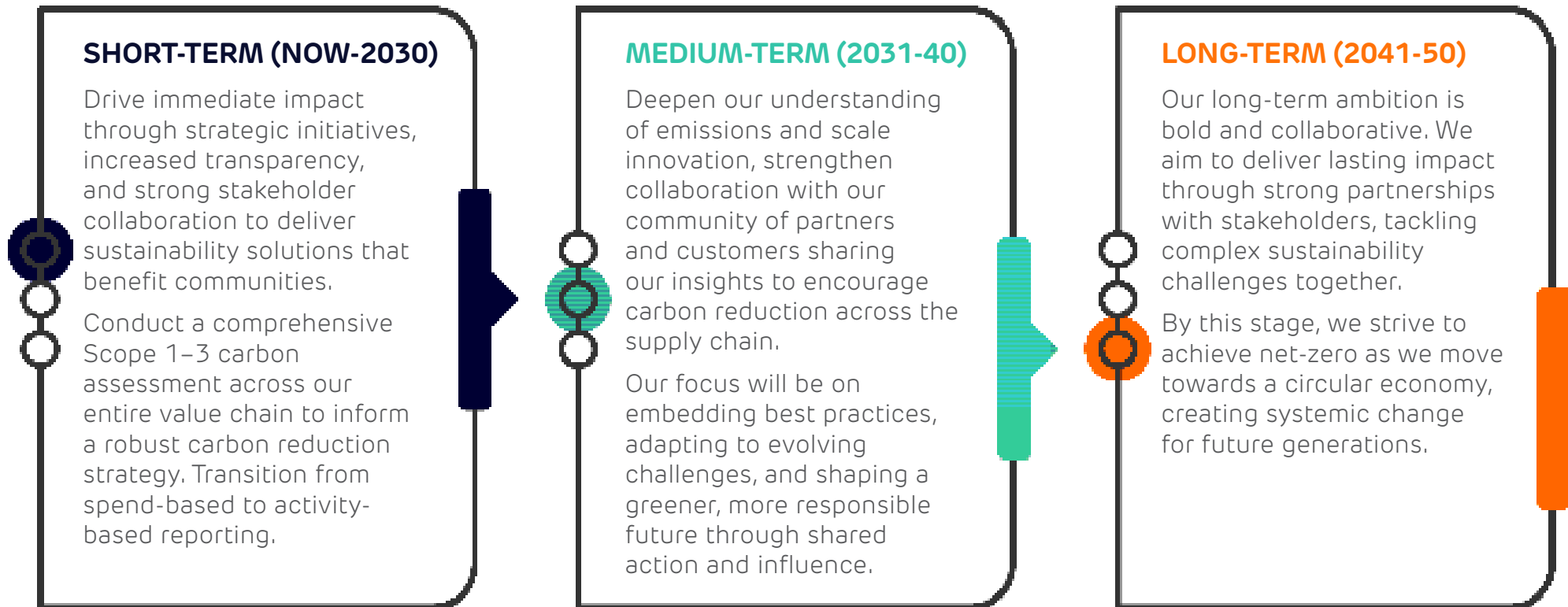
SDG	Target /Action	Target Year	Progress	Term	Status
	Employee Retention Less than 12% annual voluntary attrition	Ongoing	Employee retention remains at 0%	Continuous	On track
	Volunteer Days Ensuring multiple colleagues are engaging in volunteering activities at least on a quarterly basis	Ongoing	We continue to offer team members upto 12 volunteering days a year.	Continuous	On track
	Annual Employee Survey Launch baseline survey	2025	Baseline survey was launched with 100% engagement.	Continuous	★ Achieved
	Net Promoter Score Index Introduce NPS tool	2025	NPS scheme has been launched and regular feedback is collated from customers.	Continuous	In progress
	Delivery Partners 100% alignment with sustainability goals	2025	Delivery partners are kept up-to-date with Nebula's sustainability goals.	Continuous	In progress
	Transition to Web-based sales collateral Reducing data processing and storage use	2025	Transitioned from large PDF sales files to webpage media.	Continuous	★ Achieved
	100% softcopy invoicing by end of 2024	2025	Completed through Xero accountancy platform.	Continuous	★ Achieved
	Implementing Circular Economy Minimising waste and maximise resource efficiency by reusing, recycling, and repurposing materials across operations.	2025	Source sustainable materials for marketing products such as promo gifts and exhibition stands.	Continuous	In progress
	Implement in-country carbon footprint Partnering with data software's to measure PCF of engineers in the UK	2026	Pilot scheme due in FY2026	Short	Not started
	Offset Scopes 1-3 emissions at the end of each financial year	2024	The business continues to offset all Nebula-related partner events with carbon removal or avoidance schemes with Ecologi.	Continuous	★ Achieved
	Publish Carbon Reduction Plan Disclose our annual corporate carbon footprint and provide updates on our implementation progress	2026	Each business year we commit to providing details of our carbon reduction targets within our SBR	Short	In progress
	Set SBTi Carbon Reduction Targets Scope 1-3 to reduce carbon emissions	2026	As we understand more detail on our Scope 3 we will look to transition from spend-based reporting to more activity-based reporting.	Short	Not started
	Create Value Chain Map Reviewing the full value chain of Nebula to understand organisational boundaries within the process flow of our business	2026	Looking to start this process in late 2025.	Short	On track

Our Future Vision

We are committed to ESG-led sustainability with clear short, medium, and long-term goals.

Sustainability is an ongoing journey – we continually adapt, improve, and refine our approach while rigorously tracking and reporting progress. As part of this, we've set new targets, including setting the target to complete a comprehensive review of our full value chain.

This will help us map our process flows, identify emission hotspots, and focus our reduction efforts where they matter most.



STRATEGY IN CONTEXT

Every day our global IT services play a central role in the livelihoods of our channel partners and their customers.

We work to embed our sustainable business strategy across our whole organisation and are committed to engaging in positive relationships with all our stakeholders.



INVESTORS

We are committed to doing the right things and doing them well. From safeguarding private data, strong ESG performance to driving company prosperity.



NebulaSTARS

Our business performance and our customer experience depends on our ability to attract and retain talented individuals at all levels of our organisation.



CUSTOMERS

Our customers' trust is fundamental to what we do. We provide quality products and services and maintain excellent customer relationships.



SUPPLIERS

We work in partnership with our suppliers and approach our relationships with trust and transparency. As together we strive to improve our service offerings and positively impact the environments in which we serve.

ENVIRONMENTAL



SUSTAINABLE TRANSFORMATION

Climate action



There is clear evidence that man-made greenhouse gases (GHGs) are having a direct impact on the climate. Evidence tells us that global temperatures are rising rapidly, with several of the latest recorded years being the hottest on record.

Working with electronic devices requires a significant amount of electricity. Each additional connected device represents a potential increase in energy needs.

We understand that every organisation can carry out activities to help combat the negative impacts of climate change and have targeted ourselves in key areas which focus our activities on reducing the amount of GHG emissions we produce.

We are committed to achieving Neb Zero emissions by 2050.

SCOPE 1 & 2 EMISSIONS FOOTPRINT

Each year, we continue to enhance our data collection processes to better measure the emissions generated by our business. This helps us identify key areas for improvement and focus our reduction efforts. Over the past three financial years, we have consistently measured our Scope 1 and Scope 2 emissions.

Scope 1 emissions refer to direct emissions from sources that are owned or controlled by the company – for example, emissions from combustion in company-owned or controlled boilers, furnaces, and vehicles.

Scope 2 emissions account for indirect greenhouse gas (GHG) emissions from the generation of purchased electricity consumed by the organisation. This includes any electricity purchased or otherwise brought into our operational boundary.

Last Year: 01/06/2023 – 31/05/2024	
EMISSIONS	TOTAL (tCO ₂ e)
Scope 1	0.51
Scope 2 (location-based)	0.24
Total Emissions	0.75

CURRENT EMISSIONS FOOTPRINT

Reporting Year: 01/06/2024 – 31/05/2025	
EMISSIONS	TOTAL (tCO ₂ e)
Scope 1	0.59
Scope 2 (location-based)	0.19
Total Emissions	0.78

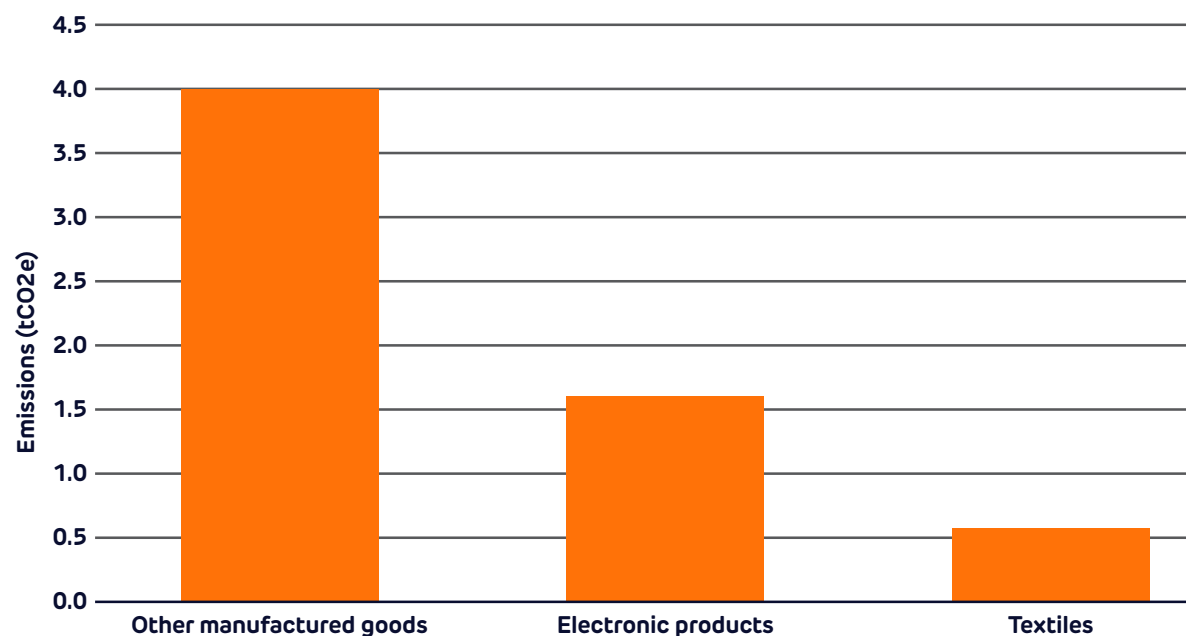
** FY23/24 emissions have been restated with marginal changes from the 2024 Sustainable Business Report, due to the application of a more precise emissions factor. This update ensures greater accuracy in our Scope 1 reporting.*

Scope 3 Insights

- Purchased Goods

We plan to expand our commitment to a comprehensive carbon emissions footprint by undertaking a detailed Scope 3 analysis. Over the past year, we have initiated the evaluation of emissions associated with our purchased goods and services expenses. This preliminary assessment utilises a spend-based calculation method to establish an initial understanding of emissions from our procurement activities, laying the groundwork for a more comprehensive scoping exercise.

FY24 PURCHASED GOODS EMISSIONS



Important Note: The emissions figures presented here are preliminary estimates derived from our initial spend-based analysis of selected categories. They do not yet represent Nebula Global Services' actual total Scope 3 – Category 1 (Purchased Goods and Services) emissions. We are committed to undertaking a full, comprehensive scoping exercise to accurately disclose our complete Scope 3 footprint in future reports.

This initial analysis allows us to identify key emission hotspots within our purchased goods, as illustrated in the chart above. We are now delving deeper into our expense data to understand the emissions associated with specific purchases and suppliers, particularly focusing on the 'other manufactured goods' category. Further detailed analysis of electronic and textile product procurement will also inform our carbon reduction planning.

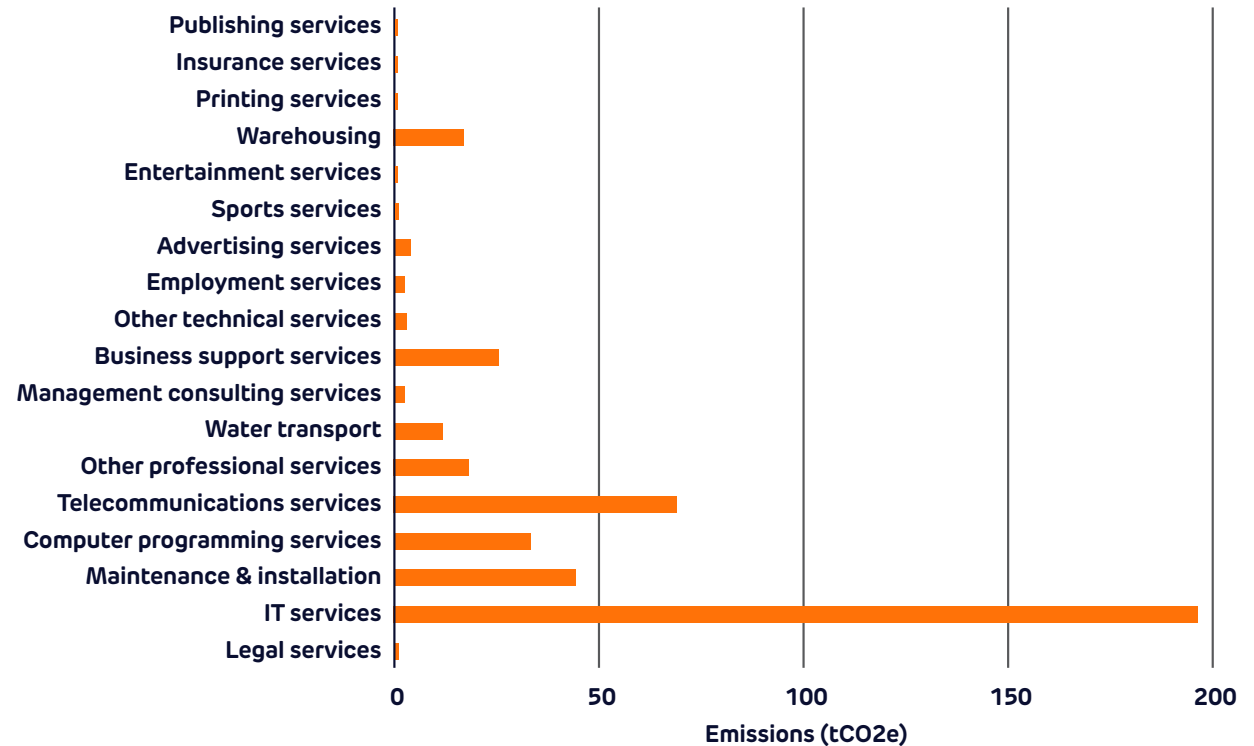
Scope 3 Insights

- Purchased Services



432 tCO₂e
in emissions from
our FY24 purchased
services

FY24 SERVICES PROCURED EMISSIONS



Our initial spend-based analysis for FY24 indicates approximately **432 tCO₂e** in emissions from our purchased services. This preliminary assessment helps us understand the significant areas within our service procurement footprint, laying the foundation for more detailed analysis and targeted action.

Our initial findings highlight IT services and Telecommunications services as the most significant contributors to our total emissions from procured services. In future assessments, we will review our top suppliers to collect more accurate Scope 1 and 2 emissions data directly from them. We will also proactively engage with suppliers across all service categories to understand their impacts and collaborate on decarbonisation plans, aligning our efforts with a more comprehensive Scope 3 strategy.

Scope 3 Insights

- Employee Commuting

As part of our commitment to transparency and continuous improvement in environmental performance, Nebula conducted its first employee commuting survey in 2025.

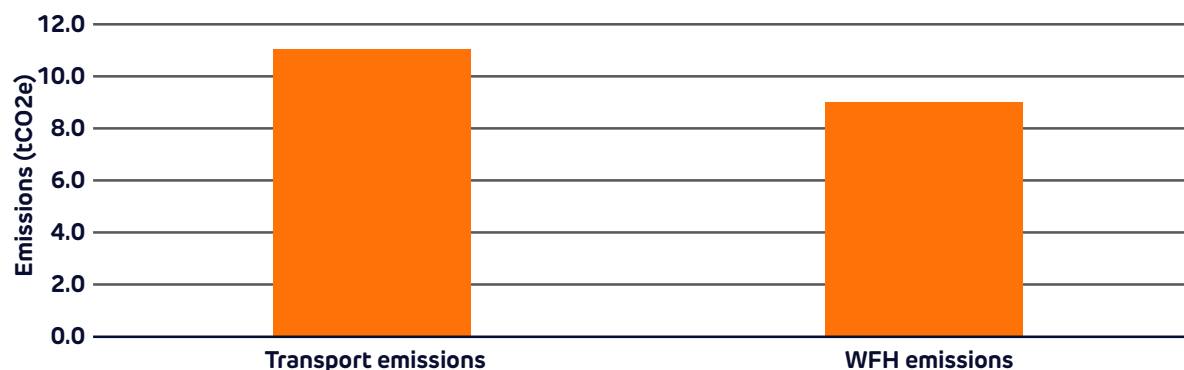
This initiative provides valuable insights into commuting patterns across our workforce, enabling us to quantify emissions associated with employee travel to and from work. These emissions fall under Scope 3, Category 7 of the GHG Protocol, which covers "Employee Commuting." By capturing this data, we are better equipped to measure our indirect carbon footprint and identify opportunities for emission reductions.

With a team of approximately 20 employees, our weekly work pattern shows that employees work from home around 70% of the time. Our analysis found:

- ❑ **Transport-related emissions: ~ 6.72 tonnes of CO₂e**
- ❑ **Work-from-home emissions: ~1.47 tonnes of CO₂e**

These figures demonstrate that our hybrid working model, with more days worked remotely than in-office, contributes to a meaningful reduction in transport-related emissions. We continue to monitor these patterns to better understand our environmental impact and to inform future decisions that align with our sustainability goals.

EMPLOYEE COMMUTING vs REMOTE WORKING



The UK office accounts for all reported transport emissions, reflecting a greater proportion of commuting compared to other regions. In contrast, India, Singapore, and the USA report zero transport emissions, due to our fully remote work arrangements in these locations.

Within the UK, diesel and petrol cars are the primary sources of our commuting emissions. Some employees travel by train or use electric vehicles, which have a significantly lower environmental impact. We recognise the benefits of low-carbon transport options and aim to encourage a shift toward more sustainable travel as we progress toward net-zero.

Scope 3 Insights

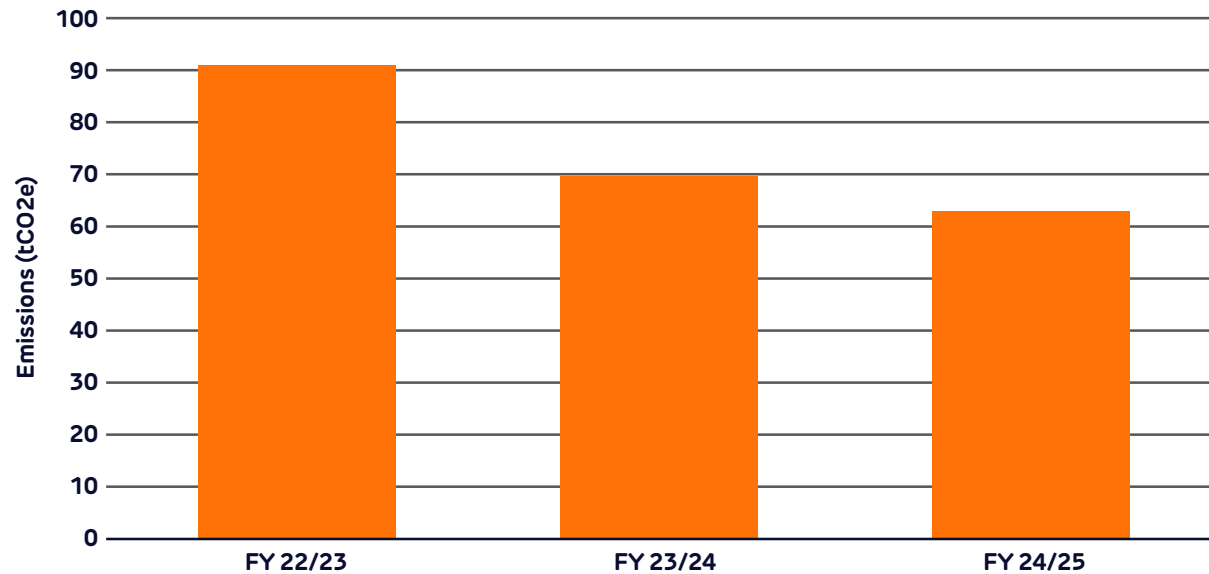
- Business Travel

To support our goal of reducing indirect emissions and enhancing accountability across all operational areas, Nebula has strengthened its monitoring of business travel emissions. This includes emissions from work-related car journeys, air travel, and hotel accommodation.

Categorised under Scope 3, Category 6 of the GHG Protocol, business travel represents a key area where we can make meaningful reductions. By tracking this data annually, we gain greater visibility into our travel-related carbon footprint and can make informed decisions to reduce emissions while supporting efficient and responsible ways of working.

Since FY22/23, we have reduced our business travel-related emissions by over 30%. This reduction reflects our continued efforts to optimise travel practices, including greater reliance on virtual collaboration and more selective travel planning. Reported emissions include car travel, business air travel, and hotel stays. Nebula remains committed to further reducing its travel-related carbon footprint by prioritising lower-carbon alternatives and embedding sustainability considerations into business travel decisions.

YEARLY COMPARISON OF tCO₂e EMISSIONS GENERATED FROM BUSINESS TRAVEL



** FY23/24 and FY 22/23 business travel emissions have been restated in this report. FY23/24 emissions were originally reported as 44.97 tCO₂e, restated as 69.21 tCO₂e; this came after a methodology review identified that several flight journeys were omitted from the original data collection. Additionally, average emissions factors had previously been applied to many flights, these have now been replaced with economy-class factors, which better reflect Nebula's travel practices. Similarly, FY22/23 emissions were originally reported as 98.17 tCO₂e, now restated a 90.22 tCO₂e to correct an overestimation caused by the use of average emissions factors.*

EMISSIONS REDUCTION TARGETS

To progress towards Net Zero, this plan sets carbon reduction targets for the 5-year period to 2030. During this time, targets will be set for the remaining period to ensure Net Zero will be achieved by our target date of 2050.

We are aiming to reduce our absolute carbon emissions by at least 90% from our baseline year or achieve (and maintain) a carbon intensity metric of <1 tonne CO₂e per employee, whichever comes soonest. This is in line with science-based Net Zero targets. To keep ourselves on track with these long-term targets, we have set the following goals:

- ❑ **Measure a full Scope 3 emission inventory and supplier sustainability audit in 2026.**
- ❑ **Formalise a complete Carbon Reduction plan by 2027.**
- ❑ **Reduce our Scope 1 & 2 emissions by 50% from our baseline year by 2031.**

The methodology used to produce emissions reporting is the GHG Reporting Protocol (Corporate Standard).

FUTURE ENVIRONMENTAL AMBITION

As we progress on our environmental journey, we are expanding our reporting to include additional Scope 3 categories. This broader focus allows us to better monitor and address indirect greenhouse gas emissions across our value chain. Recent efforts include analysing employee commuting patterns and reviewing supplier spend data – key steps in identifying new opportunities for emissions reduction.

CARBON OFFSET

At its simplest, a carbon offset refers to balancing out the associated carbon of our organisation by funding an equivalent reduction of carbon emissions elsewhere.

We have chosen to use the Gold Standard as this is one of the most widely respected carbon standards available. Established in 2003 by the WWF and other international NGOs to ensure that projects that reduce carbon emission meet the highest levels of environmental integrity and contribute to sustainable development.

All projects have verified impact on a minimum of three Sustainable Development Goals which includes SDG 13 – Climate Action.

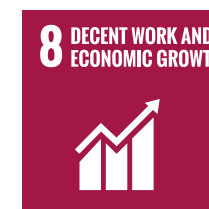
Carbon offsetting



At its core, a carbon offset involves balancing the emissions generated by our organisation by funding an equivalent reduction of carbon emissions elsewhere. It is essential that we support verified and trusted offsetting projects. To ensure this, we have partnered with the carbon marketplace Ecologi, selecting projects that align with Verra's Verified Carbon Standard (VCS) – one of the world's leading standards for certifying carbon emission reductions.

Verra's VCS ensures that carbon offset projects are credible, measurable, and contribute to real climate benefits. All projects we support deliver verified impact across at least three Sustainable Development Goals (SDGs), including SDG 13 – Climate Action.

In total this year we have help avoid **30 tonnes of CO₂e**. One project we are proud to support is the Delta Blue Carbon Project in Pakistan, which has contributed to the removal of 12 tonnes of CO₂e. The Delta Blue Carbon project is an ambitious effort to restore and protect 224,997 hectares of mangroves in the biologically rich Indus eco-region. Spanning 60 years, this initiative is designed to remove 127 million tCO₂e of emissions, while simultaneously supporting local communities with sustainable livelihoods and preserving the region's critical biodiversity in a designated Key Biodiversity Area (KBA).



We also supported the Carbon Removal through Afforestation project in São Paulo, Brazil, which has removed 16 tonnes of CO₂e. This project is restoring 286 hectares of degraded cattle pasture by planting native and productive eucalyptus species (*Eucalyptus uro-grandis*) in a sustainable agroforestry system. Verified under the Verified Carbon Standard (VCS), it not only removes carbon from the atmosphere but also promotes soil regeneration, reduces erosion, enhances water retention, and provides long-term employment opportunities for local workers.



CARBON REDUCTION PROJECTS

The following environmental and cultural measures have been implemented, are in progress, or are being considered for implementation.

Activity	Completion date	Scope	Term	Status
Create a team to lead initiatives			Continuous	★ Achieved
Commit to measuring carbon footprint for business activities to gain an understanding of high carbon areas and regularly make efficient and direct improvements to reduce these emissions	2023	1,2,3	Continuous	★ Achieved
This team to be made up of members of different departments to support the roll out of initiatives and management of data	2023	1,2,3	Continuous	★ Achieved
Alignment to relevant Sustainable Development Goals	2023	1,2,3	Continuous	★ Achieved
ISO 27001 Information certification	2024	1,2,3	Continuous	★ Achieved
Implement sustainable procurement policy	2025	3	Continuous	On track
ISO 14001 Environmental certification	2026	1,2,3	Continuous	On track
Calculate entire Scope 3	2027	3	Continuous	On track



FUTURE CARBON REDUCTION PLANS

In the future we hope to implement measures such as:

Scope 1 and 2 Activity	Target Date	Category	Status
We will implement behaviour change initiatives within the workplace for reduction of emissions, including clear messaging for turning off lights, monitors, computers, and other electrical appliances where appropriate.	2025	Purchased Electricity	★ Achieved
Review and renew inefficient equipment (when at end of life), and actively consider the energy efficiency of equipment when new purchases are required (e.g. laptops, fridges, dishwashers).	2025	Purchased Electricity	★ Achieved
We/landlord to procure a 100% renewable electricity tariff. This change will reduce market-based emissions.	2026	Purchased Electricity	On track
To completely reduce market and location-based energy emissions to zero, install on-site renewable energy generation technologies such as solar PV panels, solar heating, heat pumps (following an energy audit to assess feasibility and payback periods), to generate 100% of heating and energy demand.	2050	Purchased Electricity	On track
We/landlord to implement low-cost options such as reducing the boiler temperature and adding heat & solar control reflective window sheets.	2030	Stationary Combustion	On track

We also aim to implement initiatives below to reduce scope 3 emissions:

Activity	Target Date	Category	Status
Prioritise purchasing from local suppliers to limit delivery mileage wherever appropriate.	2023	Upstream Distribution, Downstream Distribution	★ Achieved
Improve access to recycling stations around all premises and use signage to increase recycling of all waste types.	2024	Waste & Water	★ Achieved
Choose a waste provider with strong waste-to-energy credentials.	2024	Waste & Water	★ Achieved
Consider training and engagement for leadership, and the wider employee base.	2024	Commuting & Homeworking, Purchased Goods & Services, Capital Goods, Business Travel	★ Achieved
Create spaces for environmentally positive / sustainability conversations and share environmental goals and objectives with suppliers, employees, board members and customers through the Sustainable Business Report.	2024	Commuting & Home Working, Purchased Goods & Services, Capital Goods, Business Travel	★ Achieved
Educate employees on the benefits of choosing 100% renewable energy, EVs and other sustainable practices at home.	2024	Commuting & Homeworking	★ Achieved

☒ *continued*

Activity	Target Date	Category	Status
Ensure regular maintenance of all assets to minimise the need for unnecessary / early replacements and extend the lifespan of goods.	2025	Capital Goods	★ Achieved
Develop and implement a Sustainable Travel Policy to support environmental impact of choices when travelling, staying in hotels, and commuting. The priorities within this policy will support active travel and low emission travel options where appropriate utilising the emissions travel hierarchy – Digital communication Walking & wellbeing Cycling Public and shared transport Public and shared EVs and car sharing ICE vehicles and car sharing Air Travel	2025	Business Travel	★ Achieved
Encourage suppliers to adopt sustainable practices and improve their own carbon footprint through supplier engagement, procurement policies and contracts, and monitoring reporting mechanisms and commit to a Sustainability Audit or Survey to request further information regarding credentials.	2026	Purchased Goods & Services, Capital Goods	On track
Review logistics partners/couriers and utilise Sustainable Procurement Policy. Work with providers to gather their emissions data, and/or switch to lower-carbon providers.	2026	Upstream Distribution, Downstream Distribution	On track
Commit to offering support to workforce with options for active travel schemes, such as cycle to work and car sharing opportunities.	2027	Commuting & Homeworking	On track

SOCIAL



OUR PEOPLE



0%

voluntary attrition
from our workforce

Employee retention

Having a supported, loyal, and therefore productive workforce helps to provide stability. We pride ourselves on having an average of 0% voluntary attrition each year.

We aim to maintain voluntary attrition below the industry average of 15%.

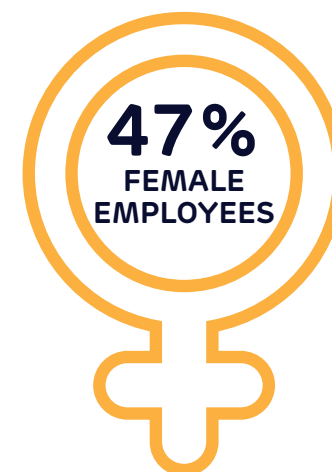
Gender diversity & inclusion

Diversity, equity, and inclusion (DEI) is defined as the representation, promotion, and fostering of a broad range of individual differences, including but not limited to race, ethnicity, gender identity, sexual orientation, age, religion, ability, and socio-economic status.

Being a global service provider, we always strive to ensure that we recruit employees from a range of ages, ethnic/racial groups, religious beliefs, gender, and personal backgrounds. This is to always ensure an inclusive and diverse workplace. This can prove to be a challenge at times since there can be lower levels of representation in some roles. However, we always ensure that we at least try our best to consider and act to positively discriminate where we can.

We monitor gender diversity and inclusion across all levels of our business and promote the inclusion of females into historically male roles, where possible. At present 47% of our workforce is made up of women and 53% are male. This is a 5% increase on the previous year as we look towards attracting the best talent possible.

The company would like to aim to improve these statistics by this time next year. However, it needs to be mindful of the fact that there is a serious level of competition for these types of roles and therefore must balance this with the commercial challenges.



Employee volunteering

SHARE WOKINGHAM COMMUNITY CHARITY

As part of our social strategy to support the communities local to our team members, Nebula identified SHARE Wokingham as the perfect community charity to launch their first alliance in the hometown of our HQ. SHARE started in March 2020 with one site in Wokingham and now collect from over 20 local suppliers and support 15 sites across the Wokingham, Bracknell, Ascot and Sunningdale areas.

12
Up to 12
days per year
for each UK
employee

50+
Nebula
commits to
**50+ volunteer
days a year**

SHARE statistics



40

tonnes of food waste
avoided every week



2,000

people per week provided
with fresh food



500+

households supported
weekly



£90,000+

spent on Christmas presents
for low-income families



11,000+

Christmas presents
distributed



1,500

children receive Christmas
presents



Employee wellbeing

Nebula Natter was introduced back in 2024 by our CEO Ross to provide the opportunity for any of the team at Nebula to ask anything they want related to the business.

This popular forum provides a 1-2-1 with Ross and looks to engage our multi-cultural UK & International teams in a trusted and safe environment.

As we grow as an organisation we want to ensure that all levels of management are available for our employees and communications are open, honest and transparent providing employees with a connection to our leadership team where their voice can be heard.

Over the past 12 months Ross has hosted 6 Nebula Natter sessions in response to the team's requests.



6

**Nebula Natter
sessions have been
hosted in the last
12 months**

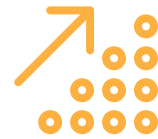
Company Social Value

We made the decision to target and report our organisations Social Value using the National TOMs Framework. Although this is a proxy financial value, it assists us in directing our actions for the good of our local communities.

TOMs stands for **Themes, Outcomes and Measures** and provides a framework to record and report achievements across the key themes, including:



Promoting local skills and employment



Supporting growth of responsible regional business



Healthier, safer, and more resilient communities

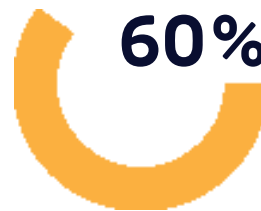


Decarbonising and safeguarding our world



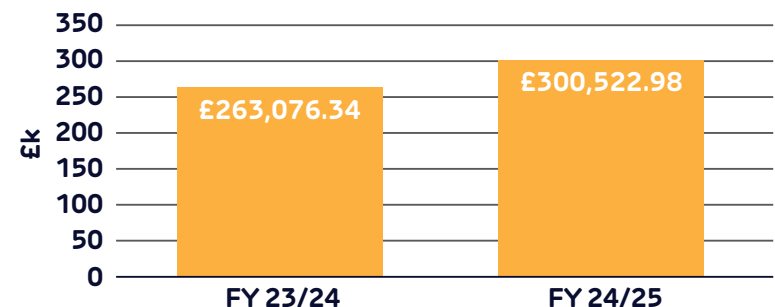
Promoting social innovation

Our target for this financial year was set at **£255k** which was a 2% increase on the previous year. We are pleased to report that we exceeded our target by a proxy value of **£45,523** achieving **118%** of target.



of our achievement fell within **promoting local skills and employment** where we aim to recruit employees from our local communities, particularly within 20 miles of our office and **17%** within **supporting growth of responsible regional business** with regular business advice to VCSEs and MSEs.

Over the past 2 years the proxy financial social value that Nebula and its community has achieved equates to a significant **£563,599.32**.



Understanding our people

Nebula understands that our business is our people. Therefore, we have invested considerable time and resource into ensuring all our team members can be the best version of themselves, by providing a safe and trusted environment for everyone to prosper.

"My proudest moment to date in my role at Nebula was when we won the CRN Channel Services Provider of the Year award. I had the opportunity to support the award submission, helping to showcase the brilliant work delivered by teams across the business. It was a real team effort and seeing how proud everyone was when we won made it an incredibly special moment. It reminded me how powerful it is to share our achievements and the impact we make together.

Since joining Nebula, I've been given the chance to take on more responsibility and grow in confidence. I've developed my skills and played a part in building a strong, consistent voice for the business. It's been particularly rewarding to help communicate our values and the progress we're making, especially in areas like sustainability, which really resonates with me.

The leadership team's support and clear vision have played a big part in my development. Their ongoing communication and encouragement help me stay focused and inspired. Nebula has grown so much since I joined, and being part of that journey has helped shape my own growth too. I'm excited to keep building on that and continue contributing to what comes next."

PAIGE PETERS, MARKETING EXECUTIVE



Health & safety

We have an excellent record in our approach to health and safety (H&S) and take appropriate steps to keep our employees safe. We are committed to managing H&S effectively to protect our employees and other persons with whom we interact because we recognise that we have not only a moral and legal duty but also that our employees are our greatest asset. Our commitment to H&S does not differentiate between our employees, contractors, or suppliers and their on-wards contractors. We want everyone to work in a safe and healthy way, every day.

A fully inclusive and consultative approach to H&S is embedded across our organisation. All employees can input to and discuss safety concerns and decisions.



H&S PERFORMANCE

Continual monitoring of our safety performance is essential to ensure the safety of everyone working with us and for us, it also helps us focus on and address any risks that are identified.

Accident and near-miss data is collected centrally, and all accidents and near-misses must be investigated, mitigated, and reported.

We continued to maintain our low accident rate throughout 2024.



0
RIDDOR
REPORTS



0
FATALITIES



0
LOST TIME
INCIDENTS

Modern slavery

As a responsible and ethical business, we have a zero-tolerance approach to all types of activities that pertain to slavery and human trafficking within our business and supply chain.

We are committed to ensuring that there is not modern slavery or human trafficking in our supply chain and if we become aware of any such practice, we act immediately and decisively to highlight and remedy the issue.

Our anti-slavery position reflects our commitment to acting ethically and with integrity in all our business relationships and this is supported by our policies on bribery and corruption, and whistleblowing.

Our payment practices

Our payment terms consider the size of the supplier, the contractual arrangements and the nature of the service or product provided. We have suppliers ranging from single operators, small and medium-sized enterprises to global organisations.

In general, payment terms are 30 days from receipt of invoice.

GOVERNANCE



OPERATING RESPONSIBLY



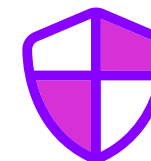
We are committed to ensuring our business operates ethically, lawfully and with integrity and believe doing so is critical to our long-term success.

This area of our report contains sections relating to key risks we face and details the controls in place to ensure our operating procedures meet regulatory requirements, our customer contractual arrangements and our stakeholder expectations.



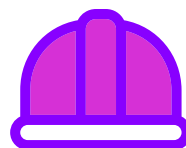
SUPPLY CHAIN INTEGRITY

We work with our supply chain to ensure integrity by managing various legal, social, ethical and environmental risks. We encourage those who work directly with us to adopt sustainable business practices and sign up to our supplier code of conduct.



PRIVACY & INFORMATION SECURITY

Our strict governance and compliance controls aid in the protection of our customers, employees and stakeholder data. We respect privacy and proactively manage security risks to ensure we remain within the regulatory frameworks appropriate to our locations of operation.



HEALTH & SAFETY

Ensuring the people that work for us are healthy and safe is one of our most important priorities. We promote our approach by adhering to regulations in all our areas of operation.



ANTI-BRIBERY & CORRUPTION

We do not tolerate any form of bribery or corruption. We maintain and train our policy throughout our organisation and onwards to our suppliers and contractors.

NET PROMOTER SCORE

At Nebula, customer success drives everything we do. That's why our ongoing Net Promoter Score (NPS) program dives deep into every aspect of customer engagement. At the point of this report being published, we were proudly achieving an outstanding **NPS of 90** – more than double the IT services industry average of 42 – proving our commitment to delivering exceptional service, every time.



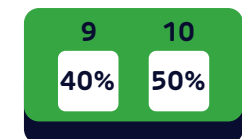
DETRACTORS



PASSIVES



PROMOTERS



SUPPLY CHAIN INTEGRITY

We work with more than 28 direct suppliers that assist us in meeting our business and customer needs. We rely on complex and multilayer supply chains with our direct suppliers often having multiple suppliers of their own, who in turn rely on multiple suppliers. We manage the integrity of our supply chain by analysing and acting upon various legal, social, ethical, and environmental risks and encourage our direct suppliers to adopt sustainable business practices and work to our Supplier Code of Conduct.

Safety in our supply chain is critically important, our comprehensive measures are in place and designed to make sure that everyone who works for us does so in a safe and lawful way. We reinforce this culture across our supply chains through close working relationships and contractual arrangements to meet the standards that we require.

We believe that engaging directly with suppliers through regular review and monitoring is one of the most effective ways of improving performance in our supply chain and work, where evidence of non-conformance is identified, with improvement plans to strengthen our interaction and working practices together.

SUPPLY CHAIN RISKS

Some of the highest-level risks along the supply chain the electronics industry include injury to people working operationally in the field, forced labour, disposal of harmful substances, corruption, and human rights abuse in the mining of metals and minerals.

Our Supplier Code of Conduct and periodic supplier reviews seek to challenge our direct suppliers to demonstrate their adherence to our mandatory ethical, workforce and environmental standards. We expect all suppliers to adhere to our supplier code of conduct and uphold lawful business practices.

Our suppliers are responsible for managing risks within their organisations and understand that we expect them to hold their suppliers accountable to the same, high standards. They are also responsible for maintaining their upstream suppliers to the same standards.

When selecting suppliers or continuing to work with existing suppliers we assess their compliance to our Supplier Code of Conduct, achievement of environmental and social activities and successful management of health and safety in the same way that we assess commercial factors such as cost, quality, and achievement of service level agreements. Each supplier is analysed, and risk assessed.

LEVELS OF INFLUENCE

We manage the provision of new suppliers to support the needs of our business and complete regular supplier reviews.

A supplier cannot be engaged without appropriate due diligence being completed prior to entering contractual arrangements.

We have relationships with international, national, and local suppliers. Our support for local businesses has a positive impact on communities local to our offices through providing employment near to our operating locations.

Monitoring our supplier's compliance against our code of conduct is a complex activity and can be challenging because of the multiple suppliers and their suppliers within our supply chain. The level of influence we have over businesses in our supply chain can vary significantly and we concentrate on the management of our direct suppliers where impact would be felt most by our customers and our business.

MINERALS IN THE SUPPLY CHAIN

Whilst we do not purchase raw materials such as minerals or ores, all electronic products have numerous components that may contain one or more of the 3TG metals. These 3TG metals are referred to as 'conflict minerals' regardless of their country of origin and whether its extraction has helped finance illegal organisations.

The 3TG metals (tin, tantalum, tungsten, and gold) can be used as follows:

- Tin for soldering metal and electronic components,
- Gold and Tantalum are used in components such as connectors or capacitors,
- Cobalt is used within lithium-ion batteries.



The smelters, refiners and miners are many supply chain tiers away from us and we have little, if no, influence on the provision of these minerals. However, we work closely with our suppliers to identify components and products likely to contain these minerals. It is important to us that our suppliers understand and influence the provision of such metals through reviewing their standards and onward ethical process adherence.

MONITORING COMPLIANCE

We expect our suppliers to monitor their compliance to our code of conduct and address any failures immediately. Our approach to monitoring is determined by the nature of the risks and the supplier activities involved, In general, our suppliers are expected to confirm compliance to our code of conduct and be open to regular audit.

Anti-bribery & corruption

Bribery and corruption are, unfortunately, a feature of corporate and public life in many countries across the world. It is widely accepted that corruption inhibits economic growth, damages businesses both financially and reputationally and may result in criminal or civil liabilities and penalties for organisations and individuals.

We do not tolerate any form of bribery and corruption and are committed to operating responsibly and engaging with stakeholders to manage the social, environmental, and ethical impact of its activities in the various markets in which it operates.

We have a clear gifts and entertainment policy which all employees are bound by.

Privacy & information security

PRIVACY

We consider privacy and information security aspects as a top priority for customer confidence, legal and regulatory compliance, and the protection of our brand.

Our commitment to privacy and information security is a vital part of our responsibility to customers and is central to our privacy and information security culture.

Our privacy commandments below aid us in meeting regulatory requirements and building trust with our stakeholders.

Everyone has a right to privacy across our customers, employees, and wider stakeholder groups. That is why we apply a company-wide approach to managing privacy.

Respecting individuals' privacy is essential to maintain trust in our business. Managing privacy risk effectively and ensuring compliance to regulations is at the core of our approach.

Our privacy program governs how we collect, use, and manage personal data to make sure we respect confidentiality and any choices that have been made regarding the use of personal data.



PRIVACY BY DESIGN

Incorporate privacy and security in our products and services.



LIMIT COLLECTION

Minimum information received to achieve requirements.



SECURE DATA

Technical and organisational information security controls in place.



RESPECT RIGHTS AND FREEDOMS

Ease of access to choices and clear privacy notice.



NO UNAUTHORISED DISCLOSURES

It's private information – we keep it that way.



PROTECT CONFIDENTIALITY

Manage information within guidelines.



INFORMATION SECURITY

We have achieved and maintained ISO27001:2022 Information Security, Cybersecurity and privacy protection.

Our approach to information security is based around integration of information security controls at point of design for our internal systems and procedures.

As attacks on systems and information become more advanced and widespread, it is essential that we continue to develop our capability to detect and protect against threats and attacks, we do this through a range of controls:

- **Risk management:** Understanding, reviewing, and reporting the risks and threats associated with information assets.
- **Perimeter controls:** Maintaining devices designed to prevent unauthorised access to and from our network.
- **Secure configuration:** Ensuring systems are configured in the most secure and up-to-date way and standardised to meet our business needs.
- **Access control:** Maintaining role-based access control with the least access as default.
- **Malware protection:** Latest virus and malware protection is installed.
- **Patch management:** Only supported versions of applications are used and all necessary patches applied.

We have a clear gifts and entertainment policy, which all employees are bound by.

SERVICE EXCELLENCE

Nebula understands the importance of setting high standards when it comes to the provision of their services. That is why we align to leading industry best practices and processes to provide our channel partners with peace-of-mind when evaluating their value chain.



PREMIER SERVICES

Nebula is recognised by Verkada for their exceptional design, installation and support services capabilities across the Verkada product range on a global scale.



Nebula is Cyber Essentials certified, a government-backed certification scheme designed to protect our organisation and our customers' data from cyber attacks. The National Cyber Security Centre (NCSC) recommends Cyber Essentials as the minimum standard of cybersecurity for all organisations.



27001:2022

ISO 27001:2022 certifies the implementation, maintenance and continuous improvement of an effective Information Security Management System (ISMS) to securing the confidentiality, integrity and availability of corporate information assets. Adopting ISO 27001 certification enables Nebula to consistently enhance their security effectiveness whilst being guided by this best practice standard.



9001

The ISO 9000 family of quality management systems is a set of standards that helps organisations ensure they meet customer and other stakeholder needs, within statutory and regulatory requirements related to a product or service.

continued



Nebula are proud members of the SIA (Service Industry Association) which is a global organisation of companies that support the high technology Services supply chain. Their membership includes companies from the Americas, Europe and APAC regions.



We have demonstrated our extensive knowledge and mastery of project management concepts, tasks and techniques that are applicable across virtually any industry and methodology.



The Information Technology Infrastructure Library is a set of detailed practices for IT activities such as IT Service Management and IT Asset Management, focusing on aligning IT Services with the needs of business.



Nebula have recently become a Techies Go Green approved signatory alongside 200+ other leading technology businesses. Techies Go Green is a movement of tech-oriented companies, along with support and service providers who are committed to decarbonising their businesses, making them green and verifiably sustainable.

MARKS OF DISTINCTION

Nebula is incredibly proud to be recognised across a number of leading industry awards in the technology sector. These accolades are a testament to the innovation, dedication, and excellence that define our team and our solutions.

Being honoured among our peers not only validates our strategic direction but also reinforces our position as a trusted leader in the field. Each award reflects our commitment to pushing boundaries and delivering real value to our clients. It's a powerful endorsement of our capabilities and a clear signal that we're setting the benchmark for quality and performance in the industry.



SUSTAINABLE BUSINESS REPORT: 2025

PEOPLE & TECH UNIFIED

Nebula 

