accelya

Environmental, Social & Governance Report

2023

CONTENTS

BUILDING TRUST AND TRANSPARENCY

INTRODUCTION

LETTER FROM OUR CEO

Welcome to Accelya's Environment, Social and Governance (ESG) report. As a leading global software provider to the airline industry, we exist to empower airlines to delight their customers by providing freedom through the most trusted and open platform. We are proudly 'airline first' and have a key part to play in supporting our customers as they respond to the social and environmental challenges of our day and seek to transform their businesses.

Global challenges abound. From geo-political tensions to the climate and biodiversity crises, social inequality and rising living costs, these are complex times that require every organization to have a robust, resilient strategy that helps build a more inclusive, equitable, and sustainable future.

Accelya has always been committed to doing business ethically and responsibly and in the last several years we have further enhanced our approach to ESG. This year, we have aligned three roles around our approach: Head of Environment and Sustainability, Head of Ethics and Compliance, and Head of Diversity, Equity, and Inclusion (DE&I).

In FY23, we continued to build the foundations for our ESG success. We measured our greenhouse gas (GHG) emissions and set near-term carbon reduction targets in line with the Science Based Targets initiative (SBTi). We continued transitioning our data storage and processing operations to the Amazon Web Services (AWS) cloud – a move that has helped fortify our service against potential disruptors, lowered our carbon footprint, and increased our business resilience.

Creating a culture that empowers our employees and helps them to feel valued, respected, and supported is a company-wide goal. We took an important step forward this year by formalizing our approach and creating a DE&I strategy that is fully supported and encouraged by the Senior Leadership team.

In next year's report, we will share our ESG strategy along with our KPIs and targets for our material ESG issues. My commitment to you is that we will share our progress transparently – celebrating the wins and reflecting on those areas where we may need to improve. If you have any comments or thoughts on this report, please share your feedback via life@accelya.com.

SAM GILLILAND
CEO

WELCOME

As outlined in our CEO's letter, this past year we have taken important foundational steps to formalize and strengthen our approach to critical environmental, social, and governance (ESG) issues.

I joined Accelya in November 2022 to serve as the newly created Head of Environment and Sustainability. Along with new roles of Head of Ethics and Compliance and Head of Diversity, Equity & Inclusion, my hiring, and that of my colleagues, signifies Accelya's commitment to driving ESG excellence.

With rising expectations of our colleagues, customers, and society, Accelya must play a role in proactively managing our ESG impacts. My ambition in this role is to steer the company through the complex world of ESG with the long-term goal of becoming a leader in our sector.

In the last six months we have completed a carbon footprint assessment to benchmark Accelya's emissions, set near-term science-based emissions reduction targets and begun purchasing certified carbon offsets. We also completed a first phase of a materiality assessment and began developing a multi-year ESG strategy and roadmap.

This ESG report cements our focus on transparency and building trust with all our stakeholders. I want to thank my colleagues across the business for their engagement and support through this reporting process - it has been very encouraging and speaks to the culture we aim to foster around ESG issues in the years ahead.

As we formalize our programs, we will provide progress updates via an annual ESG report. If you have any questions or comments, please email me at ross.houghton@accelya.com.

ROSS HOUGHTON

HEAD OF ENVIRONMENT AND SUSTAINABILITY

COMPANY OVERVIEW

COMPANY OVERVIEW

Accelya is a leading global software provider to the airline industry, powering 200+ airlines with an open, modular software platform that enables innovative airlines to drive growth, delight their customers and take control of their retailing.

Owned by Vista Equity Partners' long-term perennial fund and, with 2,000+ employees based around 10 global offices, Accelya is trusted by airline industry leaders to deliver now and deliver for the future.

The company's passenger, cargo, and industry platforms support airline retailing from offer to settlement, both above and below the wing. Accelya is proud to deliver leading-edge technologies to our customers including through our partnership with Amazon Web Services (AWS) and through the pioneering New Distribution Capacity (NDC) expertise of our Product team.

We are proud to enable innovation-led growth for the airline industry and put control back in the hands of airlines.

>2,000
Employees worldwide

>450
Developers globally

50 Years
of industry knowledge

10
Global offices

OUR CUSTOMERS

AEROMEXICO
Mexico's Global Airline

AIR CANADA FOUNDATION

Alaska AIRLINES

American Airlines

AEGEAN

Austrian

Avianca

BRITISH AIRWAYS

brussels airlines

CATHAY PACIFIC

CopaAirlines

DELTA

Emirates

ETIHAD AIRWAYS

Eurowings

FINNAIR

flydubai

Garuda Indonesia

HAWAIIAN AIRLINES.

jetBlue

LATAM

Lufthansa

OLYMPIC AIR

OMAN AIR

QANTAS

QATAR AIRWAYS

RYANAIR

山东航空公司 SHANDONG AIRLINES

SWISS WorldCargo

TAP PORTUGAL

TURKISH AIRLINES

UNITED
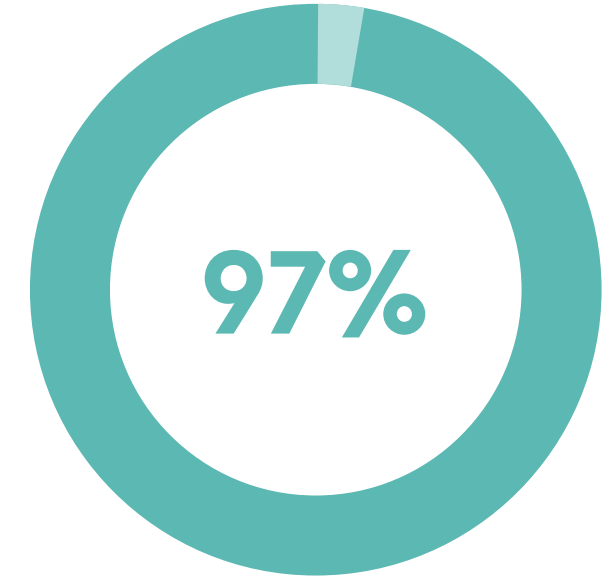
WESTJET

virgin atlantic

vueling

2023 Highlights

Near-term carbon reduction targets set

16% reduction in emissions intensity (tCO2e per $1m revenue)

97% of employees completed ethics, anti-bribery & corruption, and discrimination training FY23

ESG TEAM APPOINTED

Head of Environment and Sustainability

Head of Diversity, Equity & Inclusion

Head of Ethics and Compliance

168 **colleagues joined the Women's Excellence in Accelya Group**

We invested in a verified carbon offsetting program to offset 100% of our FY21 emissions (3,434 tCO2e)

↓17% absolute reduction in combined FY23 data center Scope 2 and Scope 3 GHG emissions compared to FY22

DE&I Strategy approved

ACCELYA VALUES

The Accelya values were formally defined in February 2023 along with our vision and mission as part of a day-long strategy workshop with the Senior Leadership Team and key members of the global team.

Trust

we trust each other and lead with integrity and respect.

Customer First

we put customers first in everything we do, their challenges are ours.

Innovation

we think out of the box and challenge the status quo to continuously improve everything we do.

Collaboration

we work across boundaries with a common purpose to deliver results.

BUSINESS STRATEGY

Our business strategy is centered on providing the first modular, truly end-to-end solution for modern airline retailing: the Accelya Platform. This includes becoming the first company to implement the ONE Order standard, an industry-led initiative focused on the use of a single integrated customer record to streamline the passenger offer, order, and revenue settlement processes. Along with continued innovation in our Industry Analytics and Cargo products, the Accelya Platform will revolutionize the sector, enabling airlines to delight their customers.

We'll achieve this by focusing on robust system security, operational excellence, and exceptional customer service, all while working with the best talent drawn from our own teams and those of our partners.

About Vista Equity Partners

In 2019, Accelya was acquired by Vista Equity Partners, a leading global investment firm focused exclusively on enterprise software, data, and technology-enabled businesses. Vista has more than $100 billion in assets under management.

In July 2021, Vista became one of the first North American private equity firms to join the Net Zero Asset Managers Initiative (NZAM). As part of the initiative, Vista is committed to emitting net zero greenhouse gas emissions across its private equity and permanent capital portfolio by 2050 and to reduce the emissions of this portfolio by 50% by 2030.

GLOBAL PRESENCE

3 hubs

1 centre of excellence

10 locations across 5 continents

ESG STRATEGY

MATERIALITY AND ESG STRATEGY

Our ESG work to date has been guided by Vista's ESG framework, which identifies the three priority topics for Accelya to address. In May 2023, we completed the desk-based research phase of a materiality assessment, reviewing the material ESG issues of industry bodies, investors, peers and competitors, customers, and ratings agencies.

The research identified 14 ESG topics to be tested and prioritized with our stakeholders. Once that work has been completed in early FY24, we will then carry out a risk and opportunities assessment to identify the risk profile of each ESG topic and the potential impact to the business if no action is taken. We will ask our ESG Oversight Committee to approve the materiality assessment. We will publish our list of material topics, along with our full ESG strategy and roadmap in our 2024 ESG report.

Environment
Reducing Carbon Emissions

ESG

Social
Diversity, Equity & Inclusion

Governance
Ethics and Compliance

STAKEHOLDER ENGAGEMENT

The table below outlines Accelya's key stakeholder groups and the ways we communicate with them.

In FY24, we will launch a new Sustainability Employee Resource Group (ERG) that will provide feedback on Accelya's ESG performance to date, help drive awareness, and contribute to key initiatives, including reporting.

STAKEHOLDERS	COMMUNICATION CHANNEL
Employees	Weekly emails Monthly updates on business progress Quarterly all-company briefings Monthly top 40 leaders' meetings Coffee Connect live stream events hosted by the senior team Team meetings and one-to-ones Website LinkedIn company page Whistleblowing hotline
Future talent	Website LinkedIn company page
Shareholders	Quarterly Board meetings Best practice programs (Vista) Annual shareholder meeting (Accelya Solutions India Ltd.) Shareholder report for Accelya Solutions India Ltd.
Customers	eBooks on key issues in modern retailing for airlines Thought leadership at large scale industry events Case studies Webinars
Society and the environment	Website Social media

INDUSTRY MEMBERSHIPS

Accelya is an active member of three industry associations:

Latin American and Caribbean Air Transport Association (ALTA)

African Airlines Association (AFRA)

Arab Air Carriers Association (AACO)

Membership allows us to collaborate with our peers, customers, and business partners on the key challenges facing our industry. Our participation in the membership programs run by the industry associations also gives us a platform from which to share our thinking via events, speaking opportunities and thought leadership articles. We are also a strategic partner of the International Air Transport Association (IATA).

ENVIRONMENT

ENVIRONMENT

In an era defined by accelerated momentum for environmental change, we recognize the role that we, and all businesses, must play in reducing our negative impacts on the planet's ecosystems. We are proudly airline-first, but we also recognize that aviation is a significant contributor to climate change, accounting for 2.5% of global CO2* emissions[1] and flying is one of the biggest discretionary contributions to individual carbon footprints.

The aviation sector has an important role to play in the decarbonization of our economy and, as pressure continues to mount on airlines to reduce their environmental impacts, this will be a key issue for our customers. As a supplier in our customers' value chains, we have a responsibility to decarbonize our own operations and to support them as they seek to transform their own operations.

*Throughout our report, 'GHG' and 'emissions' refer to the measurement of greenhouse gas emissions as measured in CO2e – carbon dioxide equivalent.

[1] ourworldindata.org/co2-emissions-from-aviation

The Vista Climate Pledge

In May 2022, Accelya became a signatory of the Vista Climate Pledge. In doing so, we have agreed to:

Measure 2020 and 2021 carbon emissions by July 1, 2022

Reduce GHG emissions annually

Set a carbon reduction target by December 31, 2022

Offset 2021 carbon emissions

MEASURING OUR CARBON FOOTPRINT

In FY23, we commissioned our first GHG report. We used the operational control approach to set the organizational boundary and consolidate carbon emissions. This means we account for emissions from operations over which we have full authority to introduce and implement operating policies. Emissions from activities within our value chain, but outside of our direct control, are included under our Scope 3 emissions.

Calculating our emissions

To calculate our GHG emissions from July 1st 2022 to June 30th 2023, we used a bottom-up, consumption-based approach to calculating emissions from our activities and operations. To ensure that our disclosures are robust and use the GHG Protocol methodology for calculating global office and data center emissions, we used the carbon calculation software tool, Greenstone.

Organizational Boundary

Scope 1

Direct GHG emissions from sources that are owned or controlled by Accelya

Office natural gas and diesel consumptio n

Fugitive emissions
(not included in FY22 boundary)

Scope 2

Indirect GHG emissions from electricity consumption by assets/sites that are owned or controlled by Accelya

Office electricity consumption

Data centres
(Co-location/leased with direct use/maintenance of our equipment)

Scope 3

GHG emissions that are a consequence of Accelya's activities but derive from sources that are neither owned nor controlled by the company

Data centres
(Co-location/leased but without direct use/maintenance of our equipment, including cloud)

Homeworking

Business travel
(air, rail, road, hotels)

Waste management and disposal (not included in FY22 boundary)

Water supply and treatment (not included in FY22 boundary)

Electricity transmission and distribution losses

Omissions

Relevant emissions but not currently reported

Staff commuting

Purchased goods and services

OUR CARBON FOOTPRINT

In FY23, Accelya's absolute GHG emissions were reduced to 5,849 tCO2e (from 5,962 tCO2e in FY22). This was due to a significant decrease in Accelya's air travel related emissions. Scope 2 and 3 data center emissions also represented a significant reduction of 135 tCO2e. Scope 3 emissions remained the highest proportion of the total footprint. However, Scope 2 electricity (offices) emissions increased by 17%, driven by a return to office-based working following the COVID-19 pandemic.

FY22

TOTAL
5,962
tCO2e

32%
67%

FY23

TOTAL
5,849
tCO2e

34%
65%

SCOPE 1
SCOPE 2
SCOPE 3
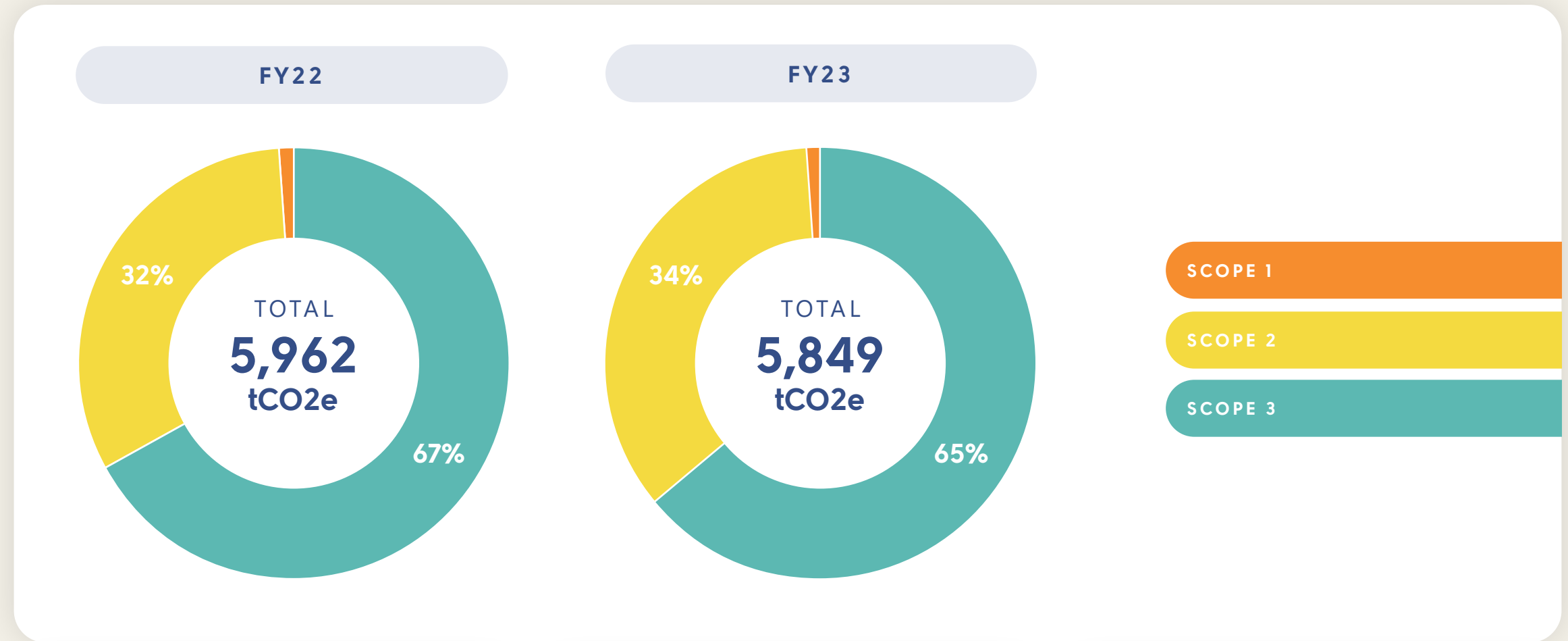
Scope 1 emissions total 18 tCO2e for the financial year.

This remains less than 0.5% of total emissions from the defined emissions boundary for Accelya.

These emissions are from natural gas and the diesel we use for our back-up generators in the Goa and Pune offices.

Scope 2 emissions total 2,078 tCO2e for the financial year.

This is 34% of total emissions from the defined emissions boundary for Accelya.

Scope 2 emissions are from purchased grid electricity consumption. This is location based reporting.

Scope 3 emissions total 3,753 tCO2e for the financial year.

This is just under 65% of total emissions from the defined emissions boundary for Accelya.

42% of Scope 3 emissions are from business travel, primarily air travel. 7% are from indirect electricity use with an increase in home working consumption aligned with an increase in workforce. Less than 10% of Scope 3 emissions are from other emissions sources.

GHG EMISSIONS BY SOURCE (FY22 and FY23)

Between FY22 and FY23 there was a 2% decrease in total emissions. This is primarily due to the significant, 16% decrease in employee air travel emissions, accounting for a reduction of 462 tCO2e. The reduction in air travel is the result of new flight class restrictions within Accelya's Group Travel Policy that limit the number of first class and business class flights.
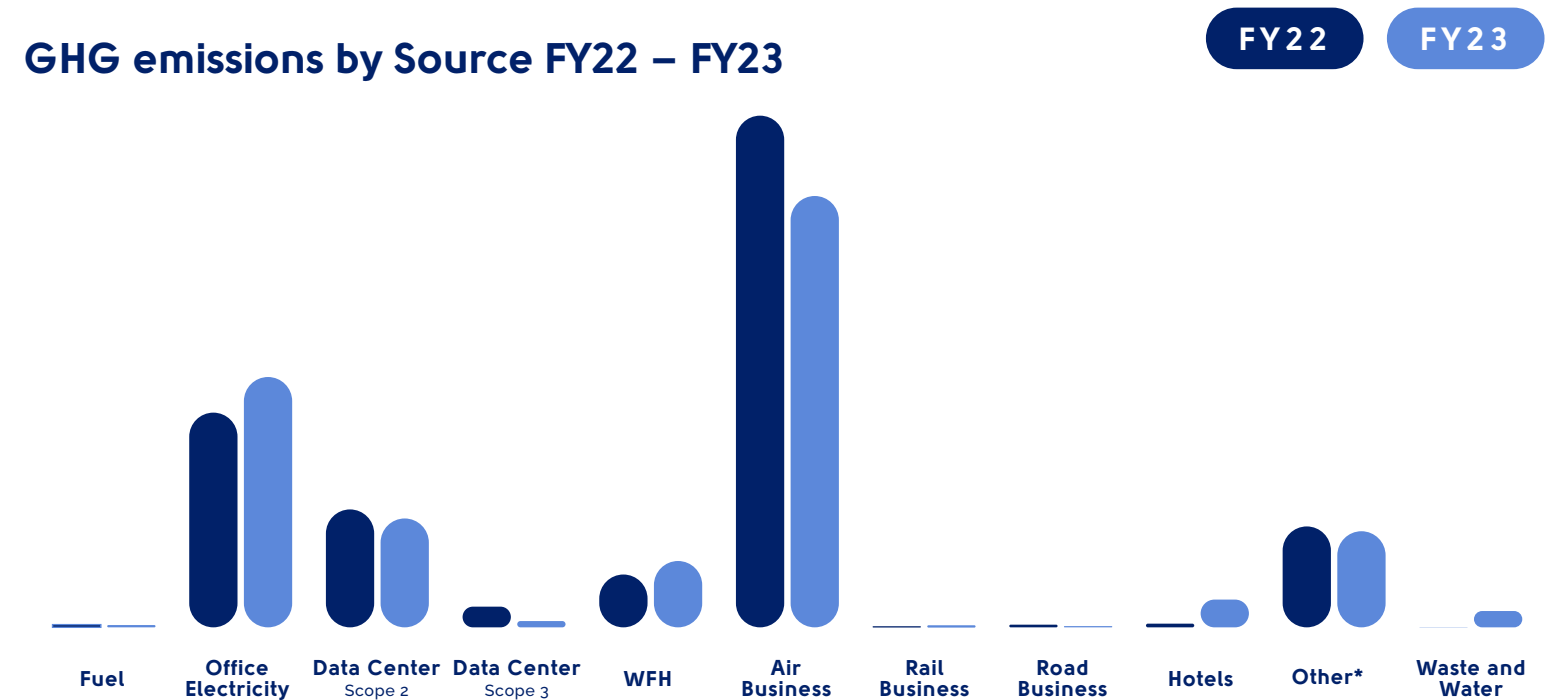
Emissions intensity (tCO2e per $1m revenue)

FY22

29
tCO2e per $1m revenue

FY23

25
tCO2e per $1m revenue

↓ **16%**

Accelya's overall emissions intensity decreased by 16% in FY23.
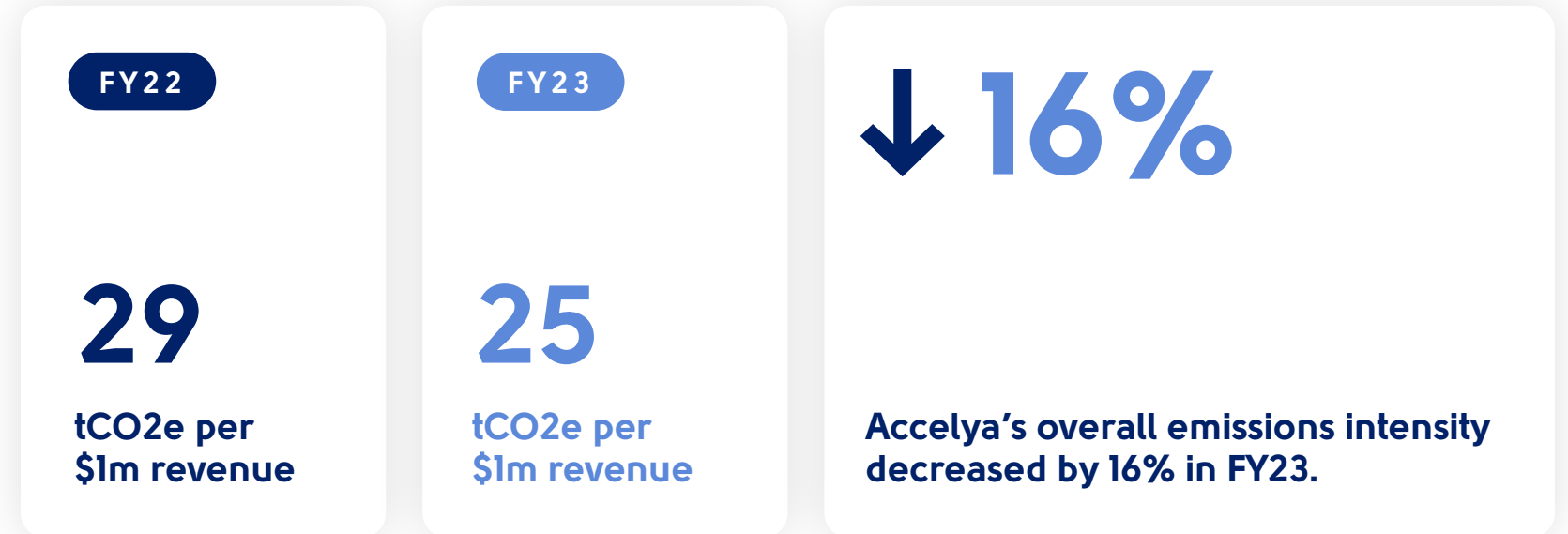
GHG emissions by Scope FY22 – FY23

Emissions	FY22 tCO2e	FY23 tCO2e	Percentage change
Scope 1	21	18	-15%
Scope 2	1,924	2,078	+8%
Scope 3	4,017	3,752	-7%
Total emissions	5,962	5,848	-2%

GHG emissions by Source FY22 – FY23

FY22 **FY23**

Fuel · Office Electricity · Data Center Scope 2 · Data Center Scope 3 · WFH · Air Business · Rail Business · Road Business · Hotels · Other* · Waste and Water

*Details of emissions included in 'other' can be found within the appendix.

JOURNEY TO NET ZERO

Setting Science Based Targets

In March 2023 we set near-term company-wide emissions reduction targets in line with climate science and the Science Based Targets initiative (SBTi).

Our journey towards net zero

To achieve our near-term company-wide emissions reduction targets, we are rationalizing our office space and transitioning to renewable energy tariffs when available. We have also revised our policy around business travel and have begun to transition our data management to Amazon Web Services (AWS) achieving significant GHG savings and increasing data security. See case study on page 20.

Reporting on our GHG impacts

Providing accurate, transparent data on our GHG impact is essential for measuring our progress towards our near-term goals. It is also important to our customers, and we are already seeing an increase in customer requests for ESG information, including GHG data. In FY24, we will begin using a new software platform that will help us to measure, monitor and report our emissions.

Climate risk

As a next step on our journey, in FY24, we will conduct a climate risk assessment of our business. This assessment will provide insight into the risks and opportunities that climate change will pose for Accelya. It will be used to inform our corporate risk register, which is used to guide business strategy.

OUR NEAR-TERM EMISSIONS REDUCTION TARGETS

42%
Reduce absolute Scope 1 and 2 emissions 42% by 2030 from a FY22 base year.

56%
Reduce Scope 3 emissions from business travel 56% per $1m revenue by 2030 from a FY22 base year.

100%
Of residual emissions offset annually from FY21 using verified carbon offsetting schemes.

18% of our global office electricity consumption is from renewable sources.

Carbon offsetting

In support of the Vista Climate Pledge, we have offset 100% of our carbon emissions for FY21 and FY22 using a verified carbon offsetting program. In FY24, we will offset our emissions for FY23. This will continue as a key part of our carbon strategy.

We use the Rwanda High Efficiency Cookstoves initiative that seeks to improve public health and reduce emissions through the distribution of high efficiency cook stoves in place of open fires.

In June 2023, the Marketing team launched a survey to industry leaders. To thank respondents, Accelya offset 252 tonnes of carbon via Gold Standard offsetting scheme, KOKO, which is driving a national-scale energy transition from deforestation-causing charcoal to sustainable bioethanol cooking fuel in Kenya.

Looking ahead

We will continue to review our carbon accounting methodology in line with best practice. Our focus will be on improving data collection and quality, extending our footprint to include staff commuting and supply chain.

We are at the start of our carbon reduction journey; however, this hasn't stopped us from setting stretching near-term carbon reduction targets. We will continue to review our net zero trajectory and revise our targets on an ongoing basis. From FY24, we will begin monthly reporting of our carbon emissions to ensure consumption and emissions are closely monitored and controlled. We will also be introducing a new carbon management tool to help ensure the consistency of data capture across our offices.

We will continue to focus on reducing business travel and/or travel class limitation, which accounts for the largest portion of our total emissions. Implementing energy reduction measures at offices (particularity in India) will also have a significant impact on Scope 2 emissions. As the business continues to transition to cloud-based data centers for AWS, this will also positively impact Scope 2 and 3 emissions.

We recognise that our climate strategy isn't just about carbon reduction. We will continue to review our climate risks and opportunities, helping us to adapt to the worst impacts of climate change and transition to a low carbon economy.

CASE STUDY

AWS CASE STUDY

In 2023, Accelya began to transition our data storage and processing operations to the Amazon Web Services (AWS) cloud. This decision has helped fortify our service against potential disruptors, lowered our carbon footprint, and increased our business resilience, allowing us to invest more time into supporting airlines as they modernize their retailing to benefit customers and their bottom line. We estimate that the move to AWS has helped reduce our combined FY23 data center Scope 2 and Scope 3 GHG emissions by 17% compared to FY22.

Carbon emissions from data centers FY22 – FY23

Category Breakdown	FY22 mt CO2e	FY23 mt CO2e	Percentage change
Scope 2 - Data Center	684	632	-8%
Scope 3 - Data Center	124	41	-67%
Total	808	673	-17%

SOCIAL

OUR PEOPLE

We are a diverse, global technology company with over 2,000 employees in 20 countries and offices in ten countries. We are agile, competitive, and fast learning. The skills, expertise and passion of our people empowers the airline transport community to move faster and respond smarter, taking better control of their future through innovative technology.

We employ 2,397 people, 99% of whom are employed on a full-time basis. We also retain the services of 231 self-employed contingent workers in countries where we do not have a presence, or where the business has need of a specific skillset or expertise.

All employees

FY21	FY22	FY23
1,981	**2,231**	**2,397**

Employee turnover

Our employee turnover for FY23 was 20%. While this is below the rates experienced during the pandemic, we are aiming to reduce turnover rates in FY24.

Year	Turnover
FY23	**20%**
FY22	**21%**
FY21	**44%**

Compensation and benefits

We pay people fairly as part of a comprehensive compensation package. We have standard benefits for all permanent employees. Contingent workers, those classed as self-employed but who undertake contracts for Accelya, have benefits based on their contract. We work with local advisors to ensure that we comply with local legal requirements including pay, benefits and working conditions.

Health, Safety & Wellbeing

Providing a safe working environment is paramount. Our Facilities teams inspect work areas, furniture, and equipment on a regular basis for signs of wear or damage and monitor all office-based risks. Health and Safety awareness is also a key part of our on-boarding process.

We believe that supporting our employees' health and wellbeing is just as important as their day-to-day safety in our offices. In the US, we work with our health insurance provider, Florida Blue, to make their Better You wellness program available to all employees.

In India, we have a tailor-made health and wellness calendar for employees. In FY23, events included a fitness challenge and a digital detox, plus webinars on achieving a good work-life balance, nutrition, and the importance of sleep. In FY24, events will include an eye check-up camp, fitness classes, plus a webinar on ergonomics.

CASE STUDY

Promoting Health & Wellness, Miami

In May, the Accelya team in Miami, Florida, hosted an employee wellness event. Run by Florida Blue, all 112 employees were invited to receive a free health screening for cholesterol, diabetes, and blood pressure.

Half of our Miami team attended appointments (56) and of those who responded to the feedback survey (6) 83% said they would make lifestyle changes because of the information they received during the health screening.

DIVERSITY, EQUITY & INCLUSION (DE&I)

At Accelya, we are dedicated to creating a culture that empowers our employees to bring their whole selves to work, to share their ideas and perspectives, and to collaborate with others from different backgrounds and experiences. By doing so, we believe that we can create an environment that encourages creativity, innovation, and continuous learning. We want to ensure that everyone who works at Accelya feels valued, respected, and supported.

Employees by gender and grade (FY23)

One of our goals is to improve the representation of women in our business, especially in senior and managerial roles. The percentage of women in senior roles has grown steadily over the last three years, however, we have work to do to increase representation overall.

Percentage of women by role FY21 – FY23

	FY21	FY22	FY23
Senior Leadership Team	17%	13%	9%*
Senior Managers	12%	18%	21%
Managers	32%	31%	33%
Other Grades	43%	41%	42%
Total	38%	37%	38%

*In FY23, the Senior Leadership Team expanded from eight to eleven members. Although the sole female member has been retained, the percentage of female representation has decreased due to the overall increase in Senior Leadership Team members.

"As a global company with a diverse workforce, we embrace our differences. Our strategic objective is to increase the representation of women within leadership roles in the business. We took an important step towards that goal this year with the setting up of the Women's Excellence in Accelya Group, and we have more initiatives planned for the coming year."
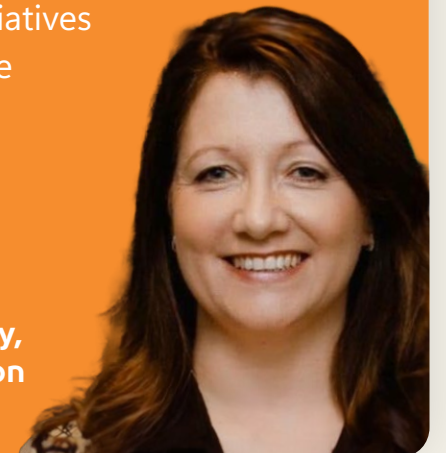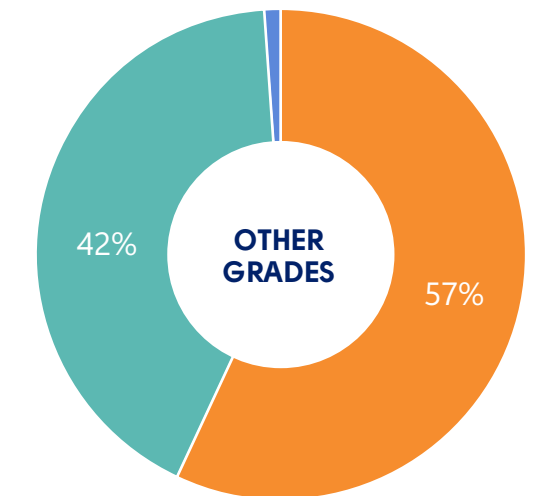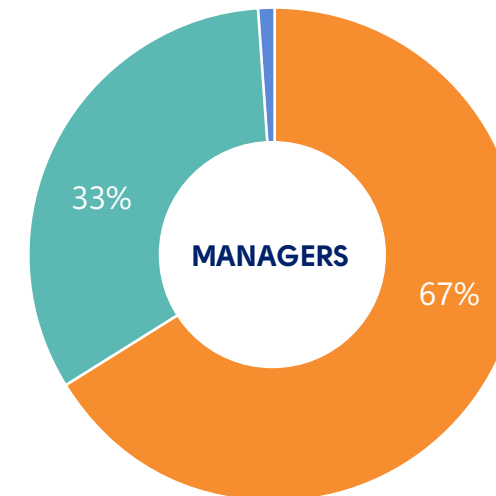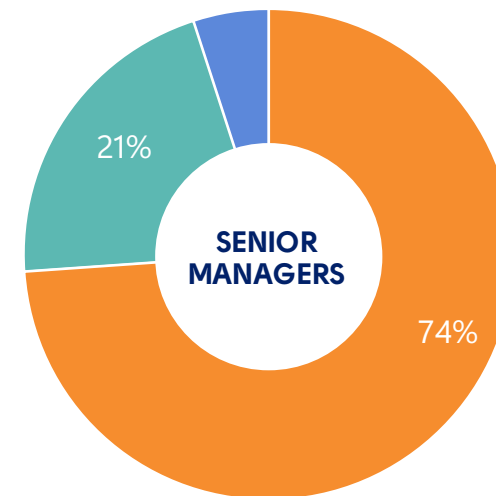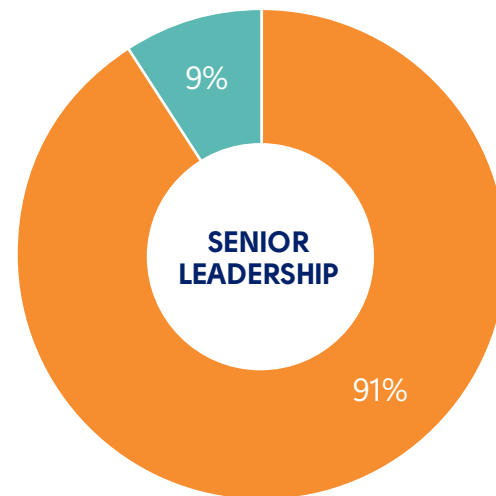
Anna Webb,
Head of Diversity, Equity & Inclusion

Global employees by gender

MALE
FEMALE
UNKNOWN

TOTAL EMPLOYEES — 38% / 61%

SENIOR LEADERSHIP — 9% / 91%

SENIOR MANAGERS — 21% / 74%

MANAGERS — 33% / 67%

OTHER GRADES — 42% / 57%
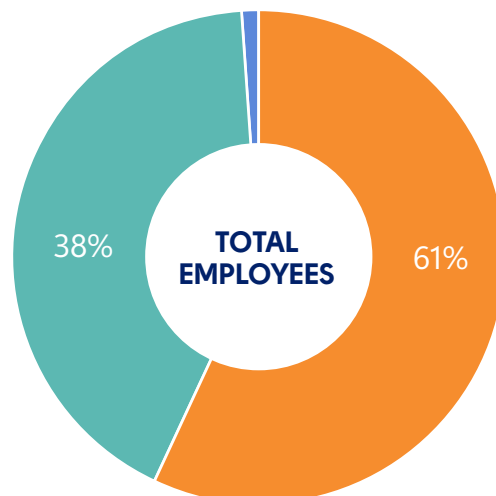
DE&I STRATEGY

We want to create a workplace that celebrates diversity and promotes inclusion through strategic initiatives, collective commitment, and an equitable culture. While we have long been committed to this vision, we are at the beginning of our journey of reporting on our diversity, equity, and inclusion (DE&I) progress. In FY23, the Senior Leadership Team approved our DE&I strategy which sets out three areas of focus:

Workforce Diversity

Recruit from a diverse group of candidates to increase the diversity of thinking and perspective.

Inclusive Recruitment

Ensuring that we can draw from the broadest pool of global talent is a core part of our strategy. In December 2022, we rolled out a new Inclusive Recruitment policy to ensure a standardized, global approach to DE&I in recruitment. In FY23, we appointed a new Vice President for Global Talent Acquisition to direct our recruitment efforts and rolled out unconscious bias training for all people managers.

Workforce Inclusion

Foster a culture that encourages collaboration, flexibility, and fairness to enable all employees to contribute to their potential.

Women in leadership

Increasing representation for women in leadership roles has long been one of our ambitions. At the end of FY23, women held 21% of our senior manager roles (Vice President or above). This is a metric that we monitor closely and report to the Senior Leadership Team each month.

Policy & Practice

Identify and breakdown systemic barriers to inclusion by embedding diversity and inclusion in policies and practices, and equipping leaders with the skills and authority to break down barriers where they discover them.

Policy & Practice

In FY23, we updated our Diversity, Equity, and Inclusion Policy. The policy will be reviewed annually and updated as required. Our commitment to creating an inclusive culture is also outlined in our Code of Conduct.

Looking ahead

In FY24, we rolled out our first global employee engagement survey. How our employees feel about diversity, equity, and inclusion within Accelya will be one of the key metrics measured and reported in our next ESG report.

CASE STUDY

The Women's Excellence in Accelya Group

In March 2023, we launched the Women's Excellence in Accelya Group. The aim of this group is to provide a trusted environment that facilitates career growth to enable women to connect, innovate, grow, learn, and thrive.

Led by a core committee of nine senior women, the group has 168 members worldwide. The group launched on International Women's Day with the appointment of the core committee and an invitation to women across the company to get involved. Internal and external communications used the hashtag #EmbraceEquity.

In September 2023, the group piloted a mentoring program which, if successful, will be formally launched in early 2024. The program's goal is to build a network of established Accelya professionals who can share their knowledge, insights, and personal experiences with a community of mentees to assist with their career development.

EMPLOYEE ENABLEMENT

Continuous enablement and development of employees is essential to improving Accelya's organizational capability and performance. We want everyone who works here to reach their full potential. This year, we set up the Enablement and Learning team to help develop the skills and capabilities needed to deliver our business strategy.

Led by a new Head of Learning and Enablement, the international team of five is responsible for enablement, leadership development, talent management, and organizational development.

The team is responsible for the creation and deployment of the Accelya Enablement and Learning Framework, a strategic approach guided by the principles of continuous employee engagement, productivity, innovation, and positive change. It is designed to support the growth of our employees and business.

Accelya Academy

In October 2023, we launched the Accelya Academy on our first Global Day of Learning. The Academy will allow employees to curate and create their own enablement programs, creating Technical Learning Journeys that address employees' specific needs using industry-leading enablement content providers, Pluralsight and LinkedIn Learning.

Later in FY24, we will launch a new Learning Management System (LMS) which will further enhance our enablement strategy by connecting it directly to our performance management system. We will also roll out a new on-boarding program that will ensure all new starters have a clear on-boarding roadmap aligned with their role.

Leadership enablement

Accelya believes developing leaders is a fulcrum to its success. We offer programs for high-potential leaders and for those taking on people management responsibilities. We will be revising and updating our approach to leadership development in FY24. Employee engagement

Employee engagement

We set up our Global Internal Communications Function in 2022 to support Accelya's growth ambitions and ensure that our employees stay connected and engaged.

We hold quarterly, virtual, all-employee meetings to provide updates on business performance, and strategy and to celebrate success. The meetings are also an opportunity for anyone to ask a question of the leadership team. When members of our Senior Leadership Team visit our offices, we hold face-to-face events whenever possible to maximize the opportunities for networking and relationship building.

Our top 40 leaders join a monthly call to discuss strategy, results, and any emerging issues. All employees receive a weekly update email, and we hold quarterly Ask Us Anything calls where leaders address a wide range of questions.

We monitor the performance of our internal communications using an all-employee annual survey and use the feedback to tailor our approach.

Looking ahead

In FY24, we launched our first global intranet. This allows us to have a single source for the sharing of news and information.

GOVERNANCE

GOVERNANCE

The Accelya Group ("the Group") is a group of companies wholly owned by funds controlled by Vista Equity Partners. The strategic and supervisory control of the Group is exercised by the Board of directors of Accelya Global Limited designated as the principal board of the Group by the Vista Investor from time to time (the "Board").

Vista may appoint and/or remove and replace an unlimited number of directors (including non-executive directors) or observers to the Board, the board of any other member of the Group or any committee of those boards.

Vista has added three representatives to the Board, appointed as Investor Directors, alongside the CEO, Sam Gilliland. Additionally, four strategic observers provide advice and guidance based on their expertise in the industry, technology, go-to-market, and HR/legal risk.

The Board meets in person four times a year. At these meetings, the Accelya Senior Leadership team, responsible for the Group's day-to-day management, provides detailed business updates.

Sam Gilliland
CHIEF EXECUTIVE OFFICER

José María Hurtado
CHIEF FINANCIAL OFFICER

Jeff matthew
CHIEF OPERATING OFFICER

Tim Reiz
CHIEF PRODUCT AND TECHNOLOGY OFFICER

Andrew Wilcock
CHIEF REVENUE OFFICER

Funda Saltuk Stoica
CHIEF HUMAN RESOURCES OFFICER

Blaine Bryant
CHIEF INFORMATION OFFICER

Matthew Lunkes
CHIEF OF STAFF

Robert Wilson
GENERAL COUNSEL

Jim Davidson
VICE CHAIRMAN

ESG OVERSIGHT COMMITTEE

The ESG Oversight Committee is comprised of the General Counsel and Chief Human Resources Officer. The committee provides guidance and advice to the Senior Leadership Team on Environmental, Social and Governance matters. The committee meets with the wider ESG team on the quarterly basis. This ensures that performance and progress is managed effectively, and urgent matters can be communicated directly to the Senior Leadership Team.

Vista Equity Partners

Vista Equity Partners & Value Creation Practice Advisory

Accelya Group Board of Directors

3x Vista Nominated Directors
4x Vista Nominated Advisory Members

Senior Leadership Team

8x Accelya Executive Committee Members

ESG Oversight Committee

General Council
Chief Human Resource Officer

ESG Team

Head of Environment and Sustainability
Head of Ethics and Compliance
Head of Diversity, Equity and Inclusion

The ESG Team

The ESG team comprises the Head of Environment and Sustainability, the Head of Ethics and Compliance and the Head of Diversity, Equity, and Inclusion. All three roles were created in FY23 as part of our commitment to formalize our approach to ESG.

The Head of Environment and Sustainability oversees a variety of responsibilities, including direct engagement with the Executive Oversight Committee on material issues such as carbon reduction, climate initiatives, strategy development, ESG communication strategies, legislative compliance, and transparent disclosure practices.

The Head of Ethics and Compliance is responsible for all aspects of ethics and compliance, including the assessment of related risks, policy-setting, adherence, and training. As a subject matter expert, the Head of Ethics and Compliance reports to the General Counsel and Senior Leadership Team as required.

The Head of Diversity, Equity and Inclusion leads efforts to develop fair and equal opportunities for all global team members. They deliver training programs and measure results to help employees succeed and drive better business outcomes.

Policies

Our policies provide a clear set of expectations for employees, business partners and suppliers. In 2023, we created and reviewed 10 key policies. All policies are approved by the Senior Leadership Team.

1. **Supplier Code of Conduct**
2. **Health & Safety Policy**
3. **Conflicts of Interest Policy**
4. **Modern Slavery Policy**
5. **Anti-bribery and Corruption Policy**
6. **Gifts and Hospitality Policy**
7. **Whistleblowing Policy**
8. **Travel Policy**
9. **Diversity, Equity, and Inclusion Recruitment Policy**
10. **Sustainability Policy**

We also revised our Group Code of Conduct and updated our Modern Slavery and Human Rights statements. All policies will be reviewed on an annual basis from FY24.

ETHICS AND COMPLIANCE

At Accelya, trust stands as a cornerstone in our values. Our values guide us, and we strive to always treat our stakeholders fairly and with respect. We expect every employee to hold themselves to the highest ethical standards and to conduct themselves with integrity while demonstrating respect for others.

We are committed to complying with all applicable laws and regulations everywhere we do business. We aim to work only with those suppliers and business partners who share our commitment to high ethical standards, and we will require all suppliers to sign our Supplier Code of Conduct when it is rolled out in early 2024, or to provide evidence of their own commitment to the same high standards.

97%

of employees completed ethics, anti-bribery & corruption, and discrimination training training in FY23.

100%

of our Senior Leadership Team received ethics, anti-bribery & corruption, and discrimination training in FY23.

Ethics, anti-bribery & corruption, and discrimination training

All employees are required to complete our Code of Conduct training on an annual basis. The training includes modules on both Anti-Bribery and Corruption and Whistleblowing.

Conflicts of interest

Our Conflicts of Interest (COI) policy sets out our approach to dealing with potential conflicts of interest. Any potential conflicts of interest should be reported to the employee's manager and Head of Ethics and Compliance, who will then record, investigate, and assess the situation. The result of that assessment is then communicated to the employee.

Whistleblowing

We encourage our employees to speak up if they are uncomfortable with any of our business practices. They can do this via their line managers, another senior manager, or directly to the Head of Ethics and Compliance. They can also use our confidential whistleblowing service, which is operated by a specialist third party. Our Whistleblowing Policy sets out the options and process in detail. We communicate the policy and process through annual awareness sessions and through posters displayed in all offices globally.

There were three reports made in FY23, one via the whistleblowing service and two internally. One report had been upheld and one denied. Investigations on the third report were ongoing with a target completion date of early FY24.

"This year, we drove meaningful ethics and compliance advancements across our organization - rolling out new Code of Conduct training, instigating new third-party assessments, and updating our policies to strengthen governance. From this foundation, next year we will seek to engage directly with our third parties through the roll out of our supplier code of conduct and focus on awareness of Ethics and Compliance issues within the organization."

Laurent Mather,

Head of Ethics and Compliance

DATA PRIVACY AND INFORMATION SECURITY

Data privacy and information security are at the very core of our business. Overseen by our Data Protection Officer and Chief Information Officer, our Privacy and Security teams are responsible for ensuring that Accelya is adhering to all relevant laws and regulations while adopting best practice in IT security.

In August 2022, Accelya was the victim of a ransomware attack which led to the exfiltration and publication of a limited amount of employee and client-related data. Working with the authorities and a team of specialist advisors, the attack was dealt with swiftly and effectively. The root and branch systems review that followed the incident has also allowed us to identify and address key security issues through our rolling Privacy and Security Improvement Plan.

Privacy

At Accelya, we are building a privacy by design approach, assessing our products end-to-end to make sure that privacy is baked into our contracts, policies, and user agreements. Our Data Protection Officer (DPO) has oversight of our global privacy compliance programs for our products and our other key operational risk area, human resources. Our in-house Privacy team implements standard controller and processor controls across the company as required under General Data Protection Regulation (GDPR).

The Privacy team monitors changes to global privacy regulations and meets monthly with the Legal team to discuss and decide upon any action required. Privacy risks are captured through the privacy compliance programs and summarized by the DPO for presentation by the General Counsel at the regular Senior Leadership Team meeting.

Looking ahead

The Accelya Data Privacy Policy will be refreshed and re-issued in FY24. All employees will be required to complete a training program based on the policy. All new joiners will be required to complete the training as part of their induction.

Information security

Keeping our data, and that of our customers, safe and secure is our top priority. Cybersecurity is an integral part of our commitment to our customers and as such, vital to our business resilience. By prioritizing the security of our data, we fortify ourselves against evolving threats and protect the integrity of our digital assets.

Cybersecurity is overseen by our Chief Information Security Officer (CISO) who reports to our Chief Information Officer. The CISO and DPO meet regularly to review the data privacy and security programs, discuss emerging risks, changes in regulation, or advances in best practice.

Looking ahead

In FY24, we will review our data governance operations and create a new Data Governance Steering Group. This group, which will include members of the Senior Leadership Team, will initially focus on the deployment of a new tool to automate data discovery in Product and HR and report on policy compliance.

OUR SUPPLY CHAIN

We provide professional and technological services to major businesses across the world. While we do not produce physical goods, we purchase goods and services from a global, diverse, and complex supply chain.

The top 20 suppliers to the Accelya Group, who mostly provide professional services or IT software or hardware, account for around 75% of our spend. While many of these suppliers are based outside the UK, we still consider the risk of slavery and human trafficking within our supply chain to be low, based on factors such as sector (operating in the IT industry) and types of suppliers (IT and support functions, mostly large international companies with their own published codes of conduct and modern slavery transparency statements).

Supplier Screening

In May 2023, we introduced a new due diligence process for screening potential suppliers for compliance, environmental and security risks.

The initial screening process allows for the supplier to be assessed by size, location, spend, and product or service being provided. If deemed low risk, they pass through to on-boarding. If deemed a higher risk, they enter a more in-depth due diligence process where additional questions are asked and supporting documentation requested where necessary.

From May 2023, all newly on-boarded suppliers were screened using the new due diligence process. All were assessed as low risk.

Supplier Code of Conduct

Beginning in FY24, we will ask our top 25% of suppliers by spend to sign our new Supplier Code of Conduct. We will extend this invitation to all suppliers in our supply chain by early 2024.

Human Rights

We uphold and are committed to the principles of the United Nations Universal Declaration on Human Rights. We demonstrate our commitment to Human Rights as signatories to the United Nations Global Compact and through our Code of Conduct, which sets out our expectations for all our employees. As part of that commitment, we treat people with dignity and respect, strive to foster a culture of diversity and inclusion, and actively promote equal opportunities for all. In FY24, we will publish our global Human Rights Statement.

Our Modern Slavery Statement is available here

ABOUT THIS REPORT
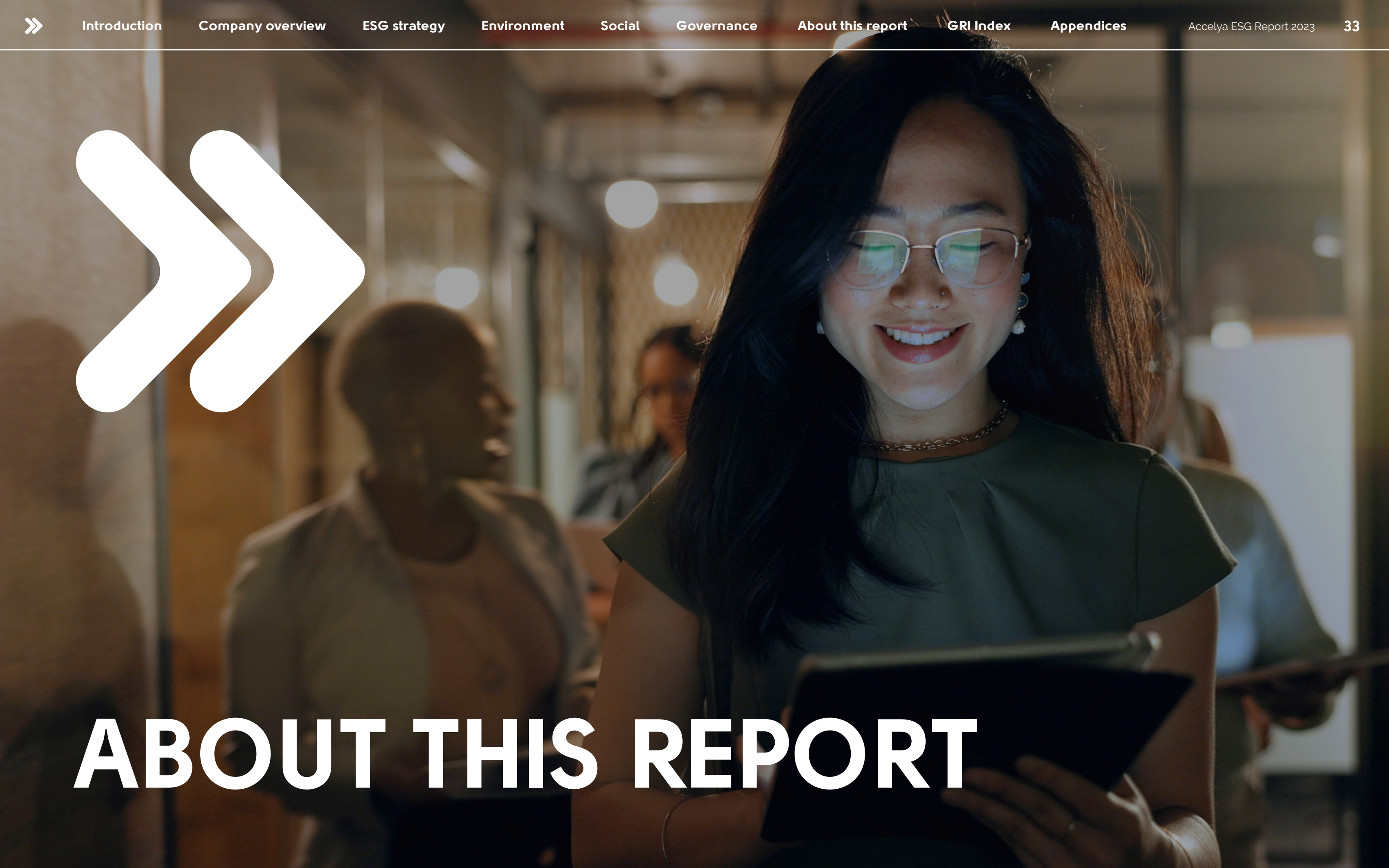
ABOUT THIS REPORT

This report covers activities associated with Accelya Group and is based on available information for the fiscal year 2023 (1 July 2022 to 30 June 2023.) It has been prepared with reference to the Global Reporting Initiative (GRI) framework.

We encourage readers to provide feedback on this report to help us enhance our reporting and ensure that it remains a valuable resource. If you have any questions or suggestions, please contact us at life@accelya.com.

GRI INDEX

GRI INDEX

This report was prepared with reference to the GRI 2021 Sustainability Reporting Standards. This index includes links to information about relevant Disclosures.

GRI 2: General Disclosures	Location
2-1 Organizational details	7,34
2-2 Entities included in the organization's sustainability reporting	34
2-3 Reporting period, frequency, and contact point	34
2-7 Employees	22
2-8 Workers who are not employees	22
2-9 Governance structure and composition	28
2-13 Delegation of responsibility for managing impacts	29
2-14 Role of the highest governance body in sustainability reporting	29
2-16 Communication of critical concerns	30
2-22 Statement on sustainable development strategy	12
2-23 Policy commitments	29
2-26 Mechanisms for seeking advice and raising concerns	30
2-27 Compliance with laws and regulations	31
2-28 Membership associations	13
2-29 Approach to stakeholder engagement	13

GRI 201: Economic Performance	Location
205-2 Communication and training about anti-corruption policies and procedures	30
205-3 Confirmed incidents of corruption and actions taken	There have been no confirmed incidents of corruption in the reporting period.

GRI 206: Anti-competitive Behavior	
206-1 Legal actions for anti-competitive behavior, anti-trust, and monopoly practices	There have been no legal actions pending or completed during the reporting period regarding anti-competitive behavior, anti-trust, and monopoly practices.

GRI-3: Material Topics	Location
3-1 Process to determine material topics	12

GRI 302: Energy	Location
302-1 Energy consumption within the organization	39
302-3 Energy intensity	8
302-4 Reduction of energy consumption	39

GRI 305: Emissions

	Location
305-1 Direct (Scope 1) GHG emissions	17
305-2 Energy indirect (Scope 2) GHG emissions	17
305-3 Other indirect (Scope 3) GHG emissions	17
305-4 GHG emissions intensity	18
305-5 Reduction of GHG emissions	18

GRI 306: Waste

	Location
306-3 Waste generated	26,616 kg
306-4 Waste diverted from disposal	16,779 kg
306-5 Waste directed to disposal	9,837 kg

GRI 401: Employment

	Location
401-1 New employee hires and employee turnover	22
401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees	23

GRI 403: Occupational Health and Safety

	Location
403-6 Promotion of worker health	23
403-9 Work-related injuries	During FY21, FY22, and FY23 there have been 0 work-related injuries

GRI 404: Training and Education

	Location
404-2 Programs for upgrading employee skills and transition assistance programs	26

GRI 418: Customer Privacy 2016

	Location
418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	31

GRI 405: Diversity and Equal Opportunity

	Location
405-1 Diversity of governance bodies and employees	25

APPENDICES

FY22 – FY23 Emissions*

Emissions FY22-FY23	FY22 tCO2e	FY23 tCO2e	Percentage change
Scope 1	21	18	-15%
Scope 2	1,924	2,078	8%
Scope 3	4,017	3,752	-7%
Total emissions	5,962	5,848	-2%

*Our organizational boundary can be reviewed on page 16.

Other emissions (scope 3)

Emissions Transmission and Distribution (T&D) losses
This category of Scope 3 emissions relates to electricity losses that occur during transmission and distribution.

Supply Chain
This category of Scope 3 emissions relates to emissions arising prior to the use of a fuel/energy carrier (or in the case of electricity, prior to the point of generation), i.e. as a result of extracting and transforming the primary energy source (e.g. crude oil) into the energy carrier (e.g. petrol).

Emissions Transmission and Distribution (T&D) losses (Supply Chain)
This category of Scope 3 emissions relates to electricity losses that occur during transmission and distribution due to an organization's Supply Chain (i.e. upstream) emissions.

Out of Scope Emissions data for direct GHG emissions from biologically sequestered carbon (e.g. CO2 from burning biomass/bio-fuels).

Office Energy Consumption with Variations

ACCELYA FY22 Energy Consumption (kWh)

	Standard	Renewable	Total
Barcelona	42976	0	42976
Madrid	205486	0	205486
Camberley	0	30330	30330
Dubai	95195	0	95195
Tunisia	34028	0	34028
Singapore	5774	0	5774
Mumbai	643543	236151	879694
Goa	270515	0	270515
Pune	283963	0	283963
Miami	0	0	0
Total	1581480	266481	1847961

ACCELYA FY23 Energy Consumption (kWh)

	Standard	Renewable	Total
Barcelona	41675	0	41675
Madrid	249799	0	249799
Camberley	0	46698	46698
Dubai	95958	0	95958
Tunisia	52209	0	52209
Singapore	6239	0	6239
Mumbai	657526	343111	1000637
Goa	303780	0	303780
Pune	376847	0	376847
Miami	0	0	0
Total	1784033	389809	2173842

FY22 vs FY23 Energy Variation

Barcelona	-3%
Madrid	22%
Camberley	54%
Dubai	1%
Tunisia	53%
Singapore	8%
Mumbai	14%
Goa	12%
Pune	33%
Miami	N/A

FY21 People Data

FY21	No. Employees	No. Men	No. Women	No. Unknown	% Men	% Women	% Unknown
Senior Leadership Team	6	5	1	0	83%	17%	0%
Senior Managers	33	24	4	5	73%	12%	15%
Managers	770	465	247	58	60%	32%	8%
Other Grades	1173	601	503	69	51%	43%	6%
Total	1981	1095	754	132	55%	38%	7%

MALE
FEMALE
UNKNOWN

TOTAL EMPLOYEES — 55% / 38% / 7%
SENIOR LEADERSHIP — 83% / 17%
SENIOR MANAGERS — 73% / 12% / 15%
MANAGERS — 60% / 32% / 8%
OTHER GRADES — 51% / 43% / 7%
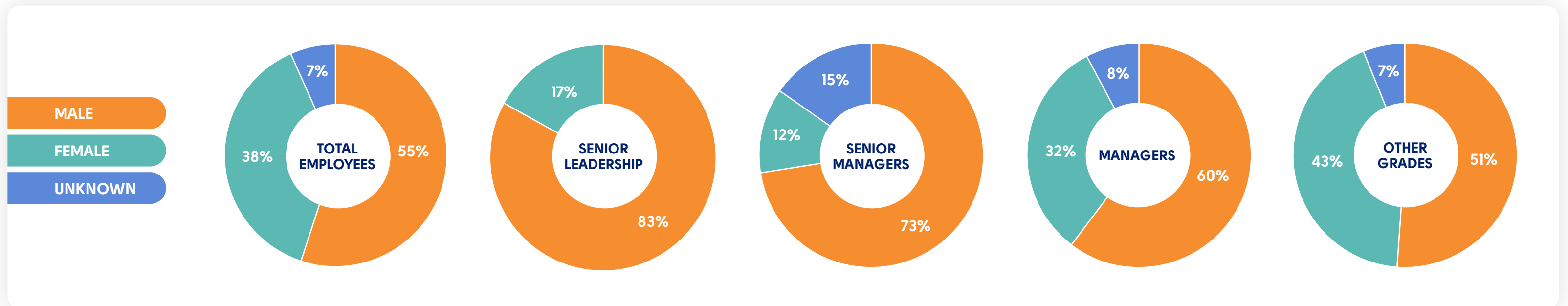
FY22 People Data

FY22	No. Employees	No. Men	No. Women	No. Unknown	% Men	% Women	% Unknown
Senior Leadership Team	8	7	1	0	87%	13%	0%
Senior Managers	33	23	6	4	70%	18%	12%
Managers	816	491	252	73	60%	31%	9%
Other Grades	1374	692	557	125	50%	41%	9%
Total	2231	1213	816	202	54%	37%	9%
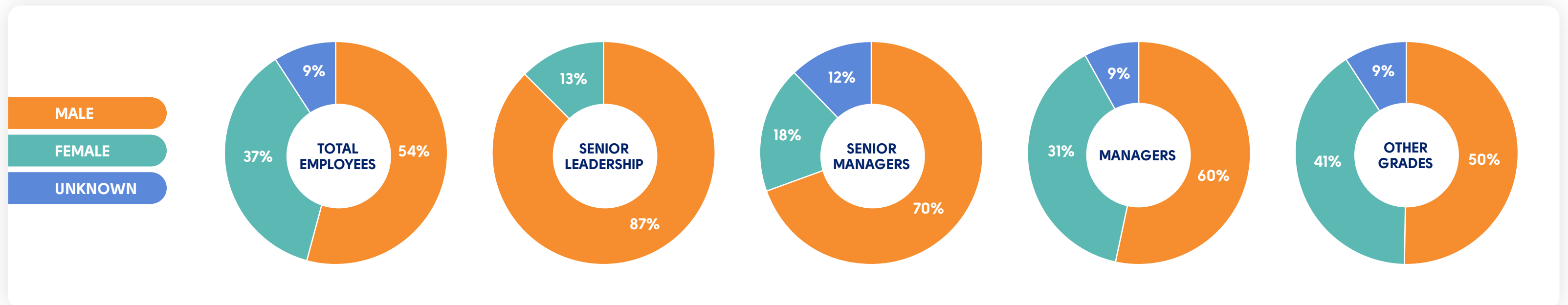
FY23 People Data

FY23	No. Employees	No. Men	No. Women	No. Unknown	% Men	% Women	% Unknown
Senior Leadership Team	11	10	1	0	91%	9%	0%
Senior Managers	900	601	293	6	67%	33%	1%
Managers	43	32	9	2	74%	21%	5%
Other Grades	1443	824	611	8	57%	42%	1%
Total	2397	1467	914	16	61%	38%	1%

MALE
FEMALE
UNKNOWN

TOTAL EMPLOYEES — 38% / 61%
SENIOR LEADERSHIP — 9% / 91%
SENIOR MANAGERS — 21% / 74%
MANAGERS — 33% / 67%
OTHER GRADES — 42% / 57%