



ESG Impact Report 2025

Think Bigger.

Our responsibility.

As a fast-growing and ambitious tech business, we recognise we have a responsibility to minimise any negative impact and maximise our positive contribution to society. Driven by our people, our customers and our investors, we strive to be a force for good and to make positive change, not only in our business, but in our industry and beyond.

By aligning with the UN's Sustainable Development Goals (UNSDG's) and measuring ourselves against them, we aim to play a role in:

- ✓ Protecting our planet
- ✓ Ending poverty
- ✓ Creating prosperity and peace for all

Our ESG Impact Report examines the work we're already doing, covering data from 2024, and maps out our plans and aspirations to deliver even greater impact in the future.



A word from Richard Thompson, CEO at ANS.

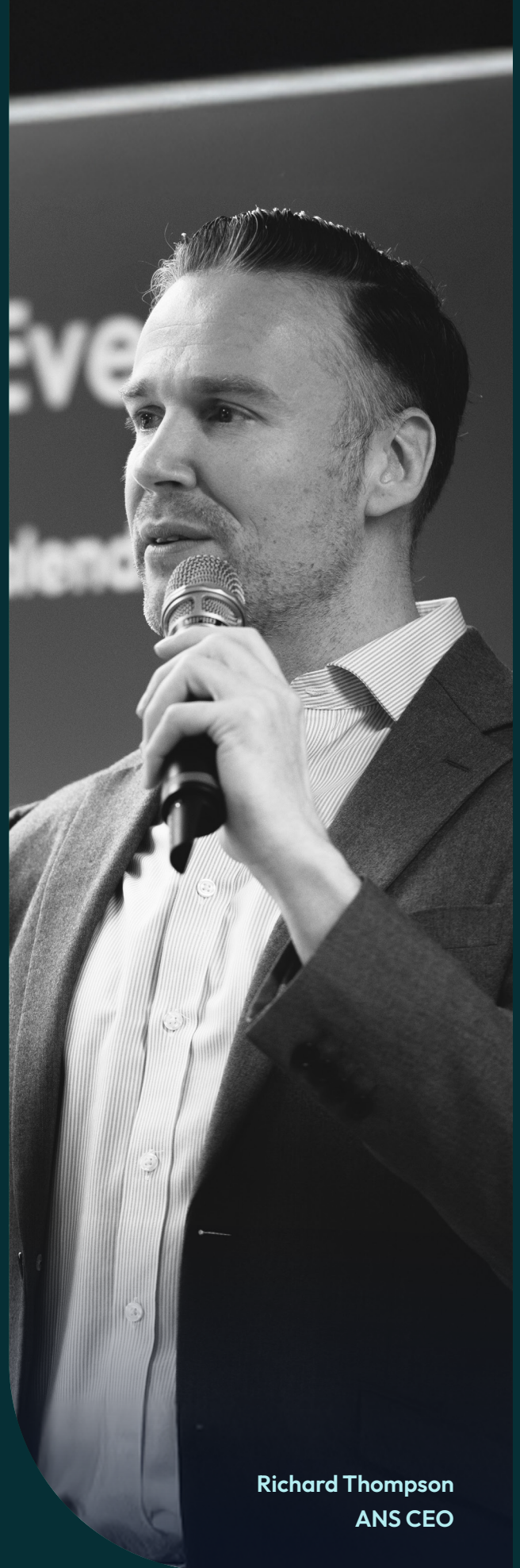
ANS exists to make tech accessible to all organisations, large or small, and we pride ourselves on understanding our customers' needs better than anyone else so we can help them use technology to realise their ambitions.

We are the stand-out tech partner for hundreds of customers because we are so much more than a tech provider.

ANS's passion, energy and sense of 'community' makes us unique and our approach to ESG is a key part of how we have created a movement that our customers and our people want to be part of.

As a trusted partner to our customers, employing an incredible team of more than 600 people, we have a duty to make an impact beyond the technology we provide.

From the volunteering and sporting challenges that support our charity partners, to our Ofsted-accredited Academy that is nurturing the next generation of tech talent, and our brilliant ED&I groups led by our people, we have achieved a great deal over the last 20 years but our 'ESG Strategy' is never done. We will continue to harness the talent and passion of our team to have the most positive impact on all of our communities.



Richard Thompson
ANS CEO

The UN Sustainable Development Goals.

1
No poverty



2
Zero hunger



3
Good health
and well-being



4
Quality education



5
Gender equality



6
Clean water
and sanitation



7
Affordable and
clean energy



8
Decent work and
economic growth



9
Industry, Innovation
and Infrastructure



10
Reduced inequalities



11
Sustainable cities
and communities



12
Responsible
consumption and
production



13
Climate action



14
Life below water



15
Life on land



16
Peace, justice and
strong institutions



17
Partnerships for
the goals



Where are we now?

ANS's six ESG Pillars represent the core areas where we aim to have a positive impact on the people within our business, our customers, our local communities and the whole world.

Charity and Giving



Diversity and Inclusion



Education



Our People



The Environment



Good Governance



Goals we are supporting



Charity and Giving.

ANS is committed to creating and supporting a better, brighter, and more sustainable future for our business and for our community.

Whether through volunteering time, fundraising, or donating, we're here to help our people make a difference and amplify their impact.

1

No poverty



2

Zero hunger



3

Good health and well-being



4

Quality education



5

Gender equality



8

Decent work and economic growth



10

Reduced inequalities



17

Partnerships for the goals



Our partner charities.



MANCHESTER
YOUTH ZONE

HideOut Youth Zone

Somewhere safe to go, something positive to do, someone trusted to talk to – this is what HideOut Youth Zone offers for hundreds of young people in one of the most deprived areas of the country in Gorton, Manchester.

Set up to offer its members the opportunity to discover their passion and purpose, HideOut welcomes young people from a diverse range of backgrounds, giving them access to incredible facilities in a vibrant, purpose-built space packed with engaging activities, the opportunity to make friends, develop new skills, unlock their potential and have fun so that they are inspired to lead healthy, happy, safe and successful lives.

**HIDE
OUT**
An OnSide Youth Zone

Manchester Youth Zone

‘You have the world at your feet, the greatest city on your doorstep, and you deserve the same opportunities as everybody else’ – MYZ’s message to North Manchester’s young people.

Since 2012, from its centre in Harpurhey, MYZ has provided passion, purpose and pathways and a safe space to go when the school gates shut for young people aged 8-19 (up to 25 with additional needs) to discover their talents, fire up their aspirations, and enjoy healthier, happier lives.

MYZ creates a strong foundation for its members to try new things, improve their self-confidence, and help them look forward to a bright future.

ANS supports their work to help level the playing field for young people to dream bigger, push harder, and achieve their ambitions.

Royal Manchester Children's Hospital

Royal Manchester Children's Hospital (RMCH) is the largest and busiest children's hospital in the UK and is a centre of excellence for paediatric care. The hospital has the main Bone Marrow Transplant Unit for metabolic disease outside London – the first paediatric accredited unit in the UK. The Paediatric Intensive Care Unit is also the largest in the country, and one of the leading centres in the North West.

The Burns Unit is the largest specialist burns unit in the country and was the very first of its kind when it opened back in 1953. Thanks to charitable funding the unit is able to run vital residential camps each year, bringing burn-injured children together to provide fun activities geared towards rehabilitation and increasing self-esteem.

The hospital's Child and Adolescent Mental Health Service is one of the largest in the UK, looking after the needs of children across RMCH whose conditions can lead to difficult mental health challenges.

RMCH also has a dedicated Youth Service team who help transition 18-year-old patients, many of whom have spent long periods of their life in RMCH, into adult care.

The hospital has a national and international reputation for excellence in leading children's clinical research. As one of the UK's top three children's research hospitals, it supports research into 25 specialities, including paediatric metabolic medicine, childhood cancers and kidney disorders.

Neo-natal Intensive Care Unit at St Mary's Hospital, Manchester

As headline sponsor of Charity Boxing Nights, ANS has supported the incredible fundraiser which raises funds specifically for the neo-natal intensive care unit at St Mary's Hospital in Manchester. A number of the ANS team, including CEO Rich Thompson, have completed the training programme and stepped into the boxing ring to raise vital funds to support the thousands of 'little fighters' who are born early and undergoing treatment in NICU each year.



Royal Manchester
Children's Hospital Charity

Manchester South Central Foodbank

The foodbank's goal is to make sure that no one in the local community has to go hungry. Manchester South Central Foodbank opened in April 2014 in response to the need for a foodbank that covered the Hulme, Moss Side, Whalley Range and Old Trafford areas (the communities that surround ANS's headquarters). These are some of the most deprived areas in Greater Manchester, which is an area with a high level of poverty. With a child population of about 600,000, roughly 41.7% of children are living in poverty in the region.

A small but busy foodbank, in the 2023/2024 financial year it supported 4997 individuals with a food parcel.

The Foodbank is operated by the Registered Charity Bridging the Gap (Manchester) whose mission is to support people in immediate crisis by providing emergency food provisions and to seek longer term solutions to address the underlying causes of financial hardships, enabling communities to build resilience and a life free from poverty.

MSCF provides more than just food parcels by offering access to advice workers, support with fuel/energy costs, school uniform projects, holiday hunger projects and more.



LGBT Foundation

The nominated charity of our
Rainbow Alliance.

A national charity with LGBTQ+ health and wellbeing at its heart, the LGBT Foundation celebrates and empowers LGBTQ+ individuals and its diverse communities to realise their full potential, every day.

Providing services and activities that give a lifeline to those in need, offering hope and support on their journey towards achieving their aspirations, the Foundation's vision is a world where queer liberation enables meaningful and lasting change and plays a vital part in a more equal and just society.

By creating safe spaces, amplifying voices and working with partners and allies, the Foundation drives positive change towards a fairer and more inclusive world where queer hope and joy flourish.



Dogs for Autism

The nominated charity of our Squirrel Club.

This charity trains and provides assistance dogs, at no charge, to autistic people of all ages, enriching their lives and expanding their horizons.

Their mission is to have a positive impact on the lives of autistic people and their families, to empower them to achieve their goals, improve access to their chosen communities and to enhance their emotional and physical wellbeing.

Through the provision of assistance dogs, trained to mitigate some of the disabling impacts of autism and the environment, Dogs for Autism are committed to creating and maintaining successful client-dog partnerships that impact positively on the lives of autistic individuals and their families.



Powerhouse

Powerhouse has been empowering young people in and around Moss Side to achieve their potential since it opened its doors in 2000.

A multi service youth hub for Central Manchester and home to a range of services for Young People including: Mental health, Careers advice and guidance, specialist programmes for young people 16-19 who are NEET (not in education, employment or training). With a library for young people, sports sessions, arts and crafts, youth club, music and drama sessions, Powerhouse provides a space for young people to feel comfortable with a wide range of services under one roof.



Bookmark

The nominated charity of our Parents at ANS group.

More than seven million adults in England struggle to read and face challenges every day – at home, on the move, in the workplace and with their friends and families.

Bookmark's vision is simple: they want to stop this trend. They want every child to read.

The charity improves children's literacy by promoting a 'reading for pleasure' culture in primary schools, with a focus on supporting children in the most disadvantaged communities where their support is needed the most.

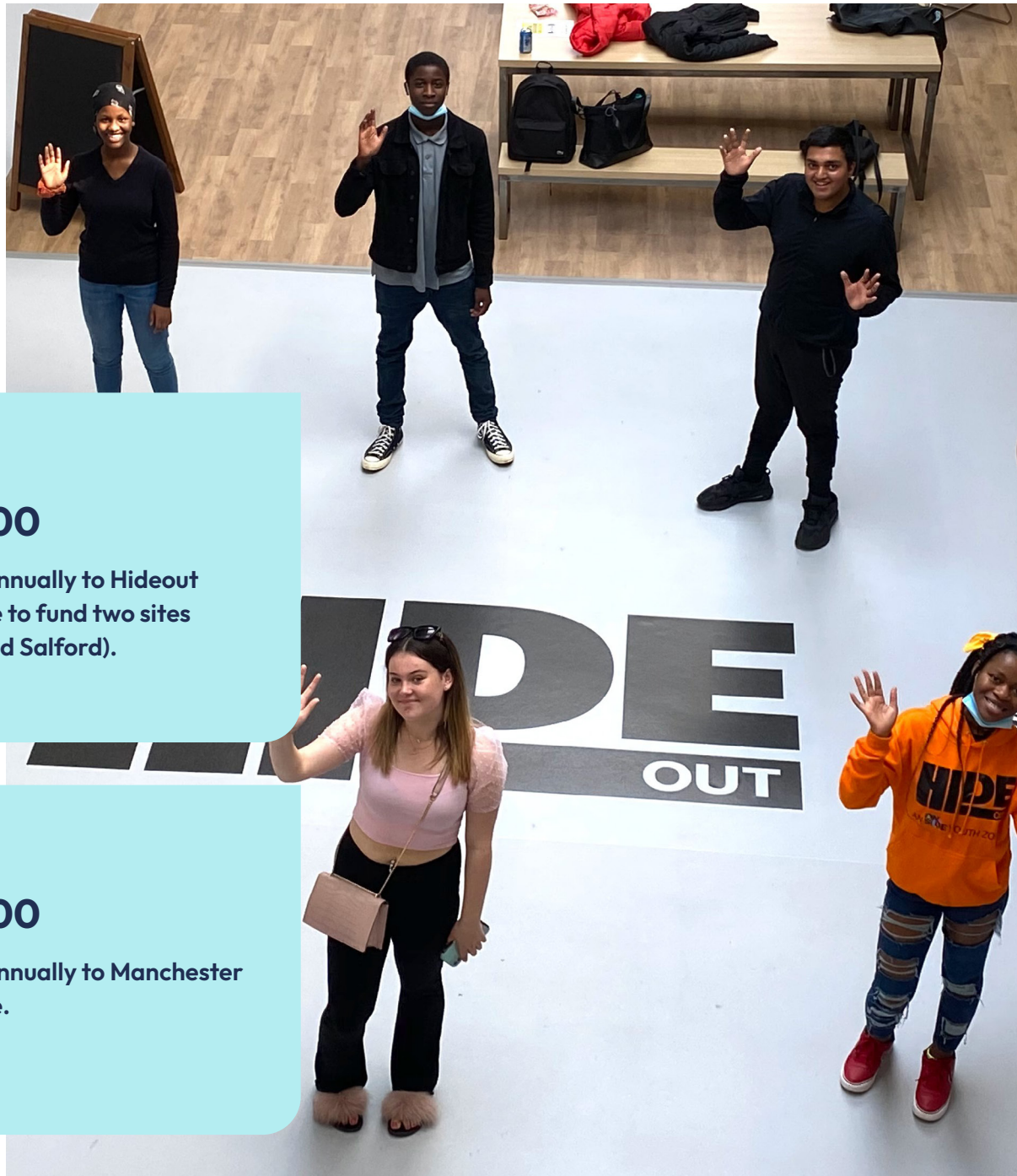
Bookmark's 5 key pillars of support:

- One-to-one reading support and positive role models
- Engaging reading spaces and high-quality, diverse reading resources
- Teacher training and resources
- Creating a reading buzz across the whole school
- Family and parental engagement

Bookmark's initiatives are designed to make a significant difference in children's lives by boosting reading skills, confidence and motivation. By partnering with schools, Bookmark enrich libraries with diverse books and foster a strong whole school reading culture, significantly improving reading attainment and transforming educational outcomes.



Donations, fundraising and patronage.



£25,000

Donated annually to Hideout Youth Zone to fund two sites (Gorton and Salford).

£25,000

Donated annually to Manchester Youth Zone.

In 2024 ANS raised more than £100,000 for charity including:

£1,700

to The Trussell Trust's South Manchester Foodbank and food collections at ANS head office.



£70,000

to the Neo-natal Intensive Care Unit at the Royal Manchester Children's Hospital through Charity Boxing Nights.



400 gifts

donated in our Christmas Giving Tree campaign for the Moss Side Millenium Powerhouse.



“Due to soaring costs, this winter will be a real challenge for our communities, many facing an impossible decision; pay the bills or feed my family. Your generous donation will help us meet the rising demand for our services. Thank you to all the ANS team for making a difference through your compassion and generosity.”





Volunteer Days

5 volunteer days per person
per year

928 hours volunteered in 2024
(65% increase on 2023)



Charity Matching

Our charity matching scheme
offers a donation of up to £100
matched against any fundraising.

In 2024, ANS contributed £1000
in charity matching.



Our volunteer hours in practice: Facial Palsy



Facial Palsy UK [FPUK] is a very young charity (set up in 2012). It is the first and primary charity to offer specific support to people affected by facial palsy due to any cause.

Facial palsy, sometimes known as facial paralysis, is a condition resulting in temporary or permanent damage or absence or impairment of the facial nerve that supplies the muscles of facial function and expression and affects blinking, closing the eye for sleep, eating and drinking, speech, smiling and frowning. Facial palsy can be the result of more than 60 different causes: disease, viral infection, injury, stroke, birth trauma, cancer, or neurological condition, to name but a few.

Whatever the cause, the physical, emotional and psychological consequences of living with facial palsy are usually the same, although to varying degrees, and they can be equally devastating for the people affected and their families.

The Challenge

The charity's website was built for patients and healthcare professionals, helping people find information on causes and symptoms, self-help videos and advice.

However, the challenge with such a huge repository of information – 947 pages – is for users to find the information they need. As many of the site's users' first visit is when they are in real distress and struggling to see properly, rapidly serving relevant, high-quality information is particularly important.

With over 345,000 active users per year, both patients and medical professionals, the usual website search function wouldn't cut it in their time of need. For example, a simple search for symptoms like 'my eye is sore' brings a page of results to sift through using a standard web search function. The charity needed something that would return relevant, helpful advice for the specific condition.

CASE STUDY

The Solution

FPUK approached ANS to provide a solution that would instantly provide relevant, accurate and tailored information to thousands of active users. As a Microsoft Solutions Partner for Data and AI, ANS has the knowledge, experience, and access to the latest Microsoft best practices, so it was perfectly placed to help as part of its CSR pro bono programme.

A chatbot was immediately dismissed as a solution as the technology would only be capable of a simple rules-based approach. An intelligent solution was needed to understand the context of the query, the user's state of need and that could search, sift and surface the right information instantly from the vast resource library. ANS knew from previous work that if the user didn't get the information they were looking for within three attempts, they would leave.

Up stepped Microsoft Copilot Service, Microsoft's most advanced AI solution.

The team at ANS, led by Director of Innovation Chris Huntingford and UK FPUK Patient Ambassador Janet Robb, integrated Copilot into the charity's website within days. With Copilot embedded into the site, patients are helped much faster and with less frustration. Medical professionals find the correct academic and peer-reviewed materials for accurate diagnosis.



The Benefits

Users are seeing an immediate benefit with Copilot. They get accurate and relevant real time responses to queries, especially helpful in a distressed state. They can better navigate the website and explore all the resources available to them.

For the charity, Copilot is having a huge impact on their operations. The small staff of four no longer have to spend time answering queries that can be easily solved with information on the site, freeing them up for more critical and sensitive tasks.

Copilot also provides the charity's team with insights into the biggest needs and concerns of patients, informing their content and advice strategy. Financially, the improvement in efficiency is already having a positive impact on FPUK's 'admin to pound' ratio, freeing up more resources to be spent on helping people.

Overall, the Copilot implementation by the ANS AI team is helping FPUK better serve patients and medical practitioners by serving the right information, instantly.

Karen Johnson, co-CEO at Facial Palsy UK comments: "There is very little information about facial palsy available via the NHS so our website is a lifeline to those affected.

For many with facial palsy they are struggling to see and it's painful to spend too long looking at a screen. It's vital that they find information quickly.

Just the useful web search function that brings up a wall of resources adds to their stress. With Copilot, they get the right information instantly and in a format they can easily digest."

Karen adds: "The speed and clarity of response is crucial. Due to there being so many different causes of facial palsy, over a quarter (27.4%) of patients are initially misdiagnosed. Many treatments are time-critical, and our support communications with patients often involve us insisting that patients go back to their GPs if we think they have been misdiagnosed.

Getting people to the right pages on our website quickly means patients can find information instantly 24 hours a day without having to wait for a response from our support team. Copilot will play an important role in education for patients and health professionals, which could reduce the numbers left with lifelong disability and save lives."

Goals we are supporting



Diversity and inclusion (D&I).

At ANS we are committed to constantly evolving our culture to ensure that we provide a brilliant place for everyone to feel safe, enable growth through education and experience and to succeed. We do this via a range of internal initiatives, third-party certifications and an engaged ecosystem of passionate D&I internal communities. One of our core values is “Be you. Unapologetically so.” We live and breathe that value every day.

3

Good health and well-being



5

Gender equality



8

Decent work and economic growth



10

Reduced inequalities



444 members in community groups.

**Our community groups were created
by the people for the people at ANS.**

They are a safe space for people to identify with their community – and their allies – to come together to share experiences and advice, support each other, learn, celebrate, raise awareness and have fun.

The groups act as a sounding board on key initiatives that affect the culture at ANS and promote an inclusive and diverse environment.

With a dedicated D&I comms and awareness calendar, ANS marks more than 50 events each year, with the aim of educating and increasing awareness and understanding.

Diversity and Beyond (DAB)

Group members: 53

DAB is a community centred around raising awareness, educating teams and above all aiming to reduce the racial diversity gap in society. DAB works with the business to build a recruitment strategy that works for people of all backgrounds, endeavouring to implement processes and practices to make existing ethnic minority employees feel included and represented. The group also works to increase engagement with the local community through fundraisers and events.



Women in ANS

Group members: 139
(38% growth year on year)

By coming together to share our experiences and ideas and celebrate each other's successes, we are creating a supportive and inspirational space for women at ANS to thrive. From confidence building and leadership skills, careers in tech to menopause at work, we're building a community inside ANS that empowers women to reach their potential and encourages more women to join ANS and continue to build the future landscape for women in business.



Menopause Support Group

Evolving from our well-established Women in ANS community and launched in 2024, the Menopause Support Group is a place for ANS's people to ask questions, share experiences and advice and get support as they, or someone they know, prepares for/ navigates/reflects on menopause. It's a safe space, free of judgement which welcomes women and their allies as they experience this stage of their lives.



Parents in ANS

Group members: 60
(66% growth year on year)

Wherever you are in your journey to becoming a parent or being a parent to a newborn, a toddler, a teenager and every stage in between, this group is a safe and helpful space for parents and carers to share experience, learn from each other, and find emotional and practical support.



The Squirrel Club (Neurodiversity Group)

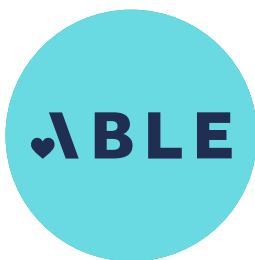
Group members: 82
(24% growth year on year)

Human brains don't come in a one-size-fits-all package. In fact, it's estimated that 1 in 7 people are neurologically diverse. Named 'The Squirrels' after a behaviour that is common in the neurodivergent community, ANS's Neurodiversity Group aims to open the channels of communication, promote education, and create a safe space. By understanding and celebrating our differences, everyone can feel empowered and valued in an environment in which they can thrive. We are one of the first companies to offer a neurodiversity assessment which helps our people be diagnosed and treatment plans in place within as little as 2 weeks!

ABLE

Group members: 17

The ABLE group ensures that ANS is accessible to all, regardless of physical or mental abilities. The group aims to ensure everyone has the same opportunities to thrive within the workplace and to improve the perception of people with disabilities. We will achieve this through a process of education, awareness, and structured policy, along with a bit of ANS fun and silliness along the way.



“What used to be seen as a disability, and an embarrassment of being dyslexic, is cheered on. It’s a positive in my life. I feel confident talking about my dyslexia, I feel confident to put it on the header on my emails and on Teams. People encourage it. ANS is the first organisation I’ve been part of where I feel it’s real.”



Janet Robb

ANS Squirrel Club



The Rainbow Alliance

Group members: 35
(3% growth year on year)

The ANS Rainbow Alliance stands for all LGBTQ+ members and their allies. The group offers support, promotes equality, educates and celebrates the LGBTQ+ community. The Rainbow Alliance has partnered with a number of LGBTQ+ charities to provide support by extending our services to them and through fundraising.

“ANS is a massive proponent of the EDI community as a whole, and it’s been fantastic to see the movement from Pride, to Women in Tech, to now the broad range of groups across the business. I’m proud of how the leadership has handled their integration with the EDI communities. Businesses I’ve worked in in the past it’s a token, tick-box exercise, but with ANS it’s really ingrained in the DNA.”



Chris Folkerd
The Rainbow Alliance



Military Support Group

Working closely with Microsoft as a mentor in readiness to sign up to the Armed Forces Covenant, ANS's Military Group aims to support serving service personnel and veterans to get into the tech industry. Informed by the experiences of many of ANS's people who've served in the military in some capacity, ANS aims to encourage members of the armed forces community to consider careers in tech and bring their technical and leadership skills as well as their values of discipline, loyalty and respect to the industry.



Let's Talk About Mental Health

Group members: 47

Mental health – we've all got it and we believe we should talk about it more. It can be positive, it can be hard sometimes, it can be impacted by all sorts of things, and it's normal for our mental health to change over time, sometimes without warning. This group is a community for sharing experiences and, in turn, eradicating any stigma around mental health. We aim to increase awareness of mental health generally and promote self-care to help maintain or return to positive mental health. Our group of Mental Health First Aiders are trained and qualified to provide support and to signpost helpful services should our people ever need a friendly ear or some longer-term support.



People Champions

The People Champions act as the collective voice of ANS's people.

As an ambassador for their business area and for ANS as a whole, People Champions share constructive feedback, suggest ideas and cascade information throughout ANS.

They support our evolving culture and working environment to make it the best it can possibly be for all of our people. People Champions provide valuable input so that we can continue to make improvements to life at ANS. They use their influence to create positive changes that make ANS the best it can be.



Living wage.

We believe in a fair day's pay for a fair day's work. That's why we're an accredited Living Wage employer.

The real Living Wage is the only UK wage rate based on the cost of living.

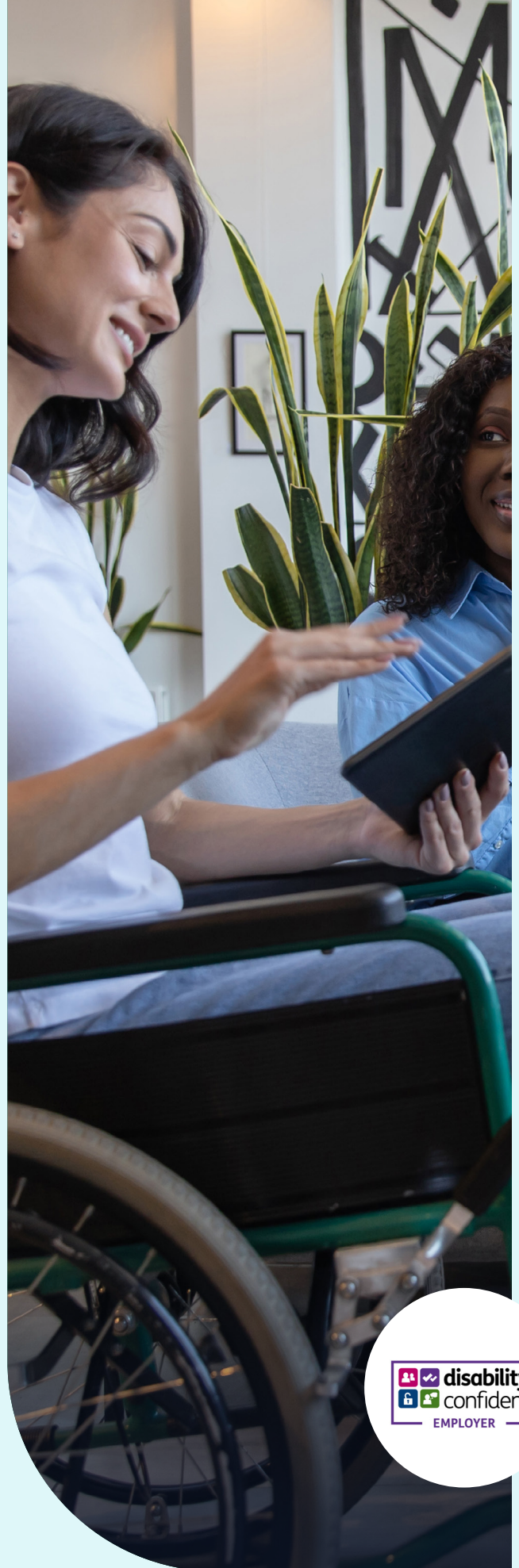
- £12.60 UK Living wage
- £13.85 London Living wage

Disability Confident.

As a Disability Confident Committed employer we are actively engaged in:

- Challenging attitudes towards disability
- Increasing understanding of disability
- Removing barriers to disabled people and those with long-term health conditions
- Ensuring that disabled people have the opportunities to fulfil their potential and realise their aspirations

With the support of our Able, Neurodiversity and Mental Health D&I groups we aim to continue our work in this space to remove barriers and to make the most of the talents people bring to our business.



Closing the gender pay gap.

2024
10% Mean difference

ANS quartile data:

Lower Quartile – W 21% M 79%

Middle Quartile – W 25% M 75%

Upper Middle Quartile – W 27% M 73%

Upper Quartile – W 15% M 85%

Key Milestones

- ✓ 4% increase in female employees across the business.
- ✓ 8% increase in female leadership roles.
- ✓ Gender Pay Gap reduced by over 35% since 2017/18.



2024 Progress on Closing the Gap

- Gender-inclusive recruitment efforts.
- SLT succession review for diverse leadership pipelines.
- Enhanced maternity offering from day one.
- Role benchmarking using Willis Towers Watson data.
- Growth of 'Women in ANS' internal community.
- Partnerships with schools and colleges to inspire tech careers.
- Female-focused inspirational talks.
- Menopause support benefit at all life stages.

Our Plans for 2025

- Personalised mentorship and development for female leaders.
- Continued succession review at the SMT level.
- Academy initiatives to attract female talent.
- External publications promoting women in AI and tech.
- Career development workshops tailored for women.
- Strengthened partnerships with SheCan Code.
- Renewed focus on gender-inclusive recruitment.

“At ANS we are making it our mission to close the gender pay gap. We’ve made brilliant progress but we’re not stopping there. Even though women are a minority at ANS, they have a huge voice and are really helping to create an inclusive workplace for future women in tech, starting with our Academy where we have seen an increase of 27% in female apprentices”



Toria Walters

Chief People
Officer

Goals we are supporting



Education.

The tech industry has a skills shortage, while many groups including women and minority ethnic communities are underrepresented within the sector.

We aim to connect people – particularly young people from underrepresented demographics and in less affluent areas – to interesting and well-paid careers in technology that they may otherwise have not had access to.

3

Good health
and well-being



5

Gender equality



8

Decent work and
economic growth



10

Reduced inequalities



11

Sustainable cities
and communities



OFSTED Outstanding Apprenticeships.

Ranked 74

apprenticeship provider.

77% distinction rate

across the last 8 years

97% QAR

(Qualification Achievement Rate) vs 60% national average

82%

of apprentices move into promoted positions upon completion.

277

apprentices graduated since 2013 (149 trained in-house by us!)

13% to 30%

increase in gender diversity in this year's cohort.

470 hours

of IT training delivered in 2024.

Board-level

oversight and safeguarding.

Outreach programmes

Since 2012 we have run outreach programmes, delivering masterclasses and code clubs, speaking to school groups and attending careers fairs, reaching hundreds of thousands of young people.

- Averaging 60 engagements per year in Greater Manchester and beyond
- Reaching more than 12,000 young people
- Run by a mixture of current apprentices and experienced employees.

Outreach work resulted in 36% of Apprentices hired in 2024 identifying as BAME (29 apprentices).

In 2025 our group consisted of 55% BAME.

Based in Manchester, ANS Group has direct access to the rich and diverse mix of cultures in the city. Through our outreach programme we help many from disadvantaged and marginalised groups gain access to ANS tech apprenticeships:

- ✓ Reach on average 5,000 students per year through careers fairs, office visits, talks in local schools, colleges and youth clubs, led by our team of apprentices, ANS employees and L&D team.
- ✓ In 2024 we've delivered 14 workplace safaris and work experience amounting to 288 hours reaching over 400 students.
- ✓ Partner with two girls' schools, running immersive days at our office. Students speak with women from around the business. 65 computing students from all-girl school celebrated International Women's Day with us.
- ✓ Attend the schools with female apprentices and alumni to break stigma associated with working in digital industry. Aim to demonstrate female representation to girls from all backgrounds. Partner schools have 75% plus English as an additional language.

We know the change needed won't happen overnight, but by inspiring young people from a diverse range of backgrounds, raising awareness about tech careers and offering out our Academy to the wider industry, we can be part of the change that closes the gap.

Academy as a Service

In 2024, ANS launched its 'Academy as a Service' programme to train a business's new apprentices (or existing employees) in its OFSTED 'Outstanding' accredited academy.

ANS 'Academy as a Service' lets businesses build a diverse pipeline of niche technical talent, providing wrap-around support for both apprentices and employers, ensuring a collaborative approach to training.

- ✓ 150+ apprentices trained
- ✓ 100% pass rate
- ✓ 77% distinction rate
- ✓ 7+ years experience

OFSTED 'Outstanding' rating

Our modular approach, anchored around industry-recognised vendors like CompTIA, Linux and Microsoft, is supplemented by cutting edge learning in the newest technologies. From MS Power Platform to emerging AI tools, we ensure our apprenticeship courses are tailored to various job roles.

Plus, we offer bespoke apprenticeships tailored to an organisation's requirements.



academy



Goals we are supporting



Our People.

Our people are our greatest asset, and we treat them as such. By offering flexibility, freedom, an amazing array of benefits and a truly world-class working environment, ANS aims to promote physical, financial and mental wellbeing among our entire team.

3

Good health and well-being



5

Gender equality



8

Decent work and economic growth



10

Reduced inequalities



11

Sustainable cities and communities



A great place to work.

Benefits

-  Major investment in office environment to create our very own tech hub, Fusion.
-  Flexible and remote working
-  25 days' holiday as standard with option to buy more
-  Enhanced maternity, paternity and adoption leave
-  Employee share scheme
-  Home tech scheme
-  Electric car scheme and free chargers
-  Cycle to work scheme
-  Life assurance
-  Aviva Private Medical with neurodevelopmental pathway
-  Employee Assistance Programme
-  Sick pay
-  On-site gym
-  Free fruit and refreshments
-  Sports teams
-  Living Wage Alliance member
-  Accredited Living Wage employer
-  Your Benefits with Reward Gateway
-  Your Birthday off
-  Annual celebration day off



People Champions

Working with our community groups and People Champions, we regularly review our already brilliant range of benefits with an inclusivity lens, so there is something for everyone.

For example:

- ✓ Changes that affect our people now subject to a formal equality impact assessment.
- ✓ First company in UK to launch a Neurodevelopmental Pathway with Aviva. Employees and families diagnosed within 2 weeks versus 2 years via NHS. Pathway described as 'life-changing' by employees.
- ✓ Added Gender Transition Aviva pathway for anyone considering/ experiencing gender change.
- ✓ Introduced 5 days' leave for employees undergoing IVF.
- ✓ Launched programme for women in menopause.
- ✓ Changed existing "First Day of School" day off benefit to annual "Celebration Day" to include everyone.
- ✓ Made changes to design of company presentations/content following feedback from Squirrel Club about accessibility.
- ✓ Rolled out unconscious bias training to hiring managers as well as mental health and neurodiversity awareness training to all managers.

A great place to develop

- ✓ Highly experienced L&D team including a number of qualified teachers
- ✓ Vendor qualifications
- ✓ Investment in e-learning platforms
- ✓ CPD plan and tailored PDRs
- ✓ Technology provided
- ✓ 12 development days per year
- ✓ Mentoring programme

Our head office

In 2023 we invested £6million re-developing our office, 'Fusion', with our people in mind, ensuring our groups were part of the process. Fusion is accessible for all and boasts incredible facilities:

- Parent and baby room
- Prayer room
- Universal toilets
- Co-lab area for customers
- Dedicated classroom
- Focus areas
- Event space
- Gym/wellness studio
- Gaming area



Goals we are supporting



The Environment.

ANS is certified and compliant to ISO 14001 standard and holds the PAS 2060 internationally recognised specification for carbon neutrality. These standards hold us to account when it comes to monitoring and reducing our environmental impacts.

11

Sustainable cities and communities



12

Responsible consumption and production



13

Climate action



Certified Sustainability

- ✓ ISO 14001-certified – environmental sustainability policy to minimise our energy usage and carbon footprint
- ✓ PAS 2060 carbon neutral certification
- ✓ 100% renewable electricity used across all our sites
- ✓ Our data centres are energy efficient by design
- ✓ Going LED-only across our DC estate in 2022 saved 50% in energy use
- ✓ Established environmental policy with board oversight
- ✓ Hybrid working culture reduces travel footprint
- ✓ Office energy efficiency and recycling points
- ✓ 100% of Waste Electrical and Electronic Equipment (WEEE) donated to charity or appropriately recycled
- ✓ Electric car scheme with free charging, and cycle to work scheme
- ✓ Staff training and monthly awareness campaigns
- ✓ Introduced food waste bins around our headquarters in line with the new commercial food waste legislation in the UK



Goals we are supporting



Good Governance.

Through a combination of comprehensive documented policies, third-party certifications and additional oversight from our internal D&I communities, Mental Health First Aiders and People Champions, we ensure ANS is in a great position to manage and reduce risks to our business and our people.

3

Good health and well-being



8

Decent work and economic growth



Employee health and safety

Documented policies are in place surrounding health & safety, including the roles & responsibilities of key individuals. ANS takes proactive responsibility to keep employees safe in the workplace.

Policies and procedures

ANS has comprehensive policies and procedures in place covering information security, data protection, quality, service management, environmental, people and business continuity. Policies and procedures are visible to all employees via SharePoint, providing an easy and secure way of sharing documents and allowing for them to be updated easily with the most current information.

Business continuity

Holding the ISO 22301 certification demonstrates ANS's approach to business continuity. We are committed to ensuring their employees and systems are prepared for a BC event by completing regular tests. BC supports in creating trust and reliability with our clients.

Raising a concern or grievance

Our "raising a concern" policy is available to all employees, via their People Business Partner or line manager. They can also raise an anonymous comment to ANS leadership via the Your Voice form on the ANS Intranet.

Fraud, corruption, anti-bribery

Written policy in place surrounding fraud, corruption and anti-bribery to inform employees, clients and contractors of our firm stance and the consequences of a breach of these policies.

Decision-making oversight

Our D&I communities, our mental health first aiders and our People Champions provide an additional layer of oversight, formed from all areas of the business, to give a clear and accurate view of the views of ANS's people. This promotes healthy discussion around any changes we make and supports continual improvement within the business.

Risk management

ANS is ISO 27001 certified, demonstrating our commitment to managing risk, whilst capturing the biggest risks to ANS. It allows for mitigations to be identified and put in place. ANS captures risks from all business areas, including a level of due diligence over our supply chain.

Remco

Our remuneration committee provides governance over pay, people and culture within ANS across all levels, including Group Board and CEO

Recruitment data

During our recruitment process, we gather data from applicants for a broad range of demographic fields. This data is anonymised and pulled into a bespoke-built PowerBI dashboard.

The data shows us trends from the number of applications we're receiving, to the number of interviews, to the number of jobs offered across different demographic groups and age ranges. We use this data to help us target underrepresented groups in our outreach activity.

Internal data

We constantly strive to improve the data we have on our people. We are in the process of procuring a new HR and recruitment system with a specific D&I data capture solution built in. We are investing £100,000 a year in this from 2024.

Our D&I strategy has made ANS a better, more rounded and more vibrant place.

One of the highest scoring questions on our most recent annual survey was: "I feel ANS truly values and champions diversity in the workplace" with 81% favourable responses and 14% neutral. We'll continue to benchmark this progress in future.

Our strategy has shifted D&I from 'nice-to-have' to 'how things are done'. D&I drives business strategy and gives us a competitive advantage in our marketplace.

**"I feel ANS
truly values
and champions
diversity in
the workplace."**

2024 Annual Survey

What's next?

Our focus for 2025

Increased diversity at SMT and SLT levels

We are committed to capturing and monitoring as much data as possible, beyond the mandatory gender pay reporting. We are aiming for increased diversity at senior levels to be the result of internal progression and investing in our home grown talent so we will develop all of our development and progression initiatives with an EDI lens including the next iteration of our mentoring scheme.

Extending our EDI reach

We are focused on amplifying the voice of all of our communities and engaging with bigger audiences internally and externally.

Growing our community

We're growing our 9 community groups and strengthening engagement in our core EDI initiatives. Whether you're a member or an ally, your voice and support make a difference. Together, we can foster inclusivity and create positive change. Because we believe - we can all be allies!

Amplifying our EDI voice

We will also build our external voice on EDI, providing more commentary to media on how we approach EDI at ANS and working with our marketing and PR teams to drive the narrative outside of ANS and share best practice on all platforms including tech events and podcasts to champion neurodiversity.

Strengthening our ESG approach

By engaging a third-party review, we ensure transparency, accountability, and the highest standards in our approach. These independent insights will help refine our practices, drive meaningful change, and reinforce our commitment to sustainability and ethical responsibility.



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Think Bigger.



Carbon Reduction Plan 2025

Commitment to achieving Net Zero

ANS Group Ltd. is committed to
achieving Net Zero emissions by 2050.

Think Bigger.

Baseline Emissions Footprint

Baseline emissions are a record of the greenhouse gases that have been produced in the past and were produced prior to the introduction of any strategies to reduce emissions. Baseline emissions are the reference point against which emissions reduction can be measured.

Baseline Year	2022	
Additional details relating to the Baseline Emissions calculations	ANS experienced a full restructure and merger in 2022, this saw the merger of ANS with UKFast and are now known as ANS Group Ltd.	
Baseline year emissions		
Emissions	Total (wCO2e)	
	Location Based	Market Based
Scope 1	1,185.76	1,185.76
Scope 2	5,004.04	0.00
Scope 3 (Included sources)	1,842.7	78.71
Total Emissions	8,032.54	1,264.54

Current Emissions Reporting

Reporting Year	2024	
Emissions	Total (wCO2e)	
	Location Based	Market Based
Scope 1	924.40	924.40
Scope 2	4649.75	3.18
Scope 3 (Included sources)	3793.75	2265.81
Total Emissions	9367.90	3193.39

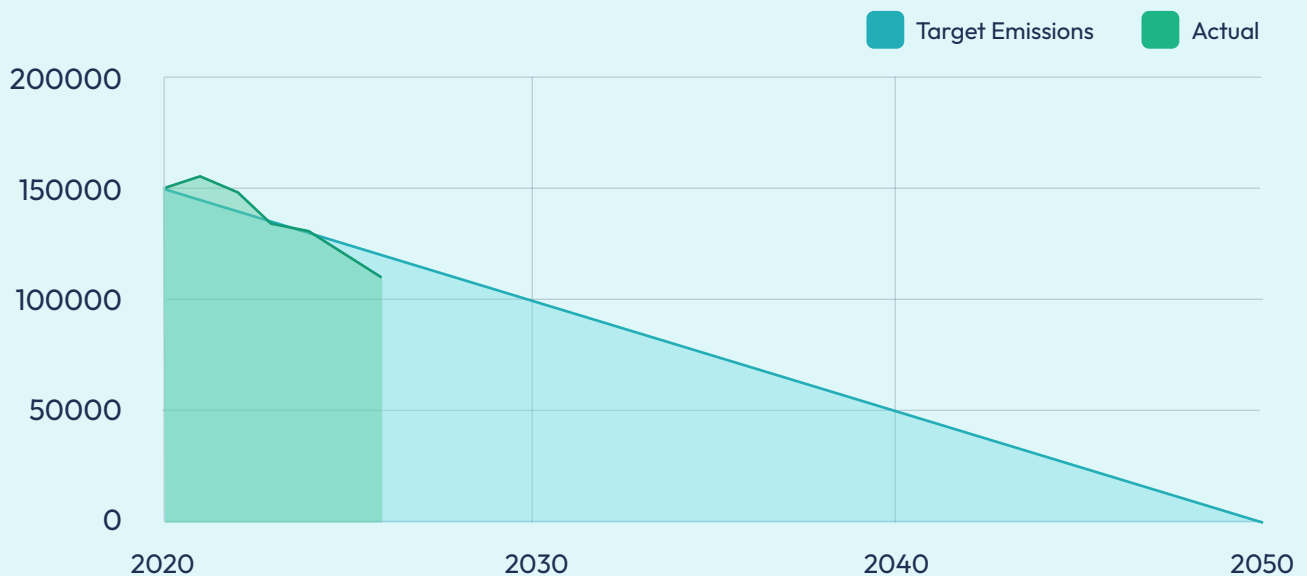
Emissions reduction targets

In order to continue our progress to achieving Net Zero, we have adopted the following carbon reduction targets.

We project that carbon emissions will decrease :

- A 50% reduction in emissions per £M turnover/employee by 2030
- A 90% reduction in emissions per £M turnover/employee by 2045

Progress against these targets can be seen in the graph below:



Carbon reduction projects

Completed Carbon Reduction Initiatives

The following environmental management measures and projects have been completed or implemented since the 2022 baseline.

ANS holds the ISO 14001 certification, meaning we have implemented a compliant environmental management system across all ANS sites, this is independently audited by a UKAS accredited auditor bi-annually.

In addition, ANS are also PAS2060 compliant. ANS have appointed Carbon Footprint Ltd, a leading carbon and energy management company, to independently assess our Greenhouse Gas (GHG) emissions in accordance with the UK Government's Environmental Reporting.

This reporting not only supports us in the reduction of our emissions it supports in the continual offsetting of our usage until we achieve net zero.



Fusion office

In 2022, we embarked upon a full refurbishment of our 'Fusion' headquarters with our environmental impact being a key part of the refurb plan. Multiple improvements were implemented, and ANS are still seeing the positive impacts of this throughout the reporting, these improvements include:

Heating and cooling

- ✓ Removing existing 4 pipe water-based fan coil systems and replacing with efficient Mitsubishi VRF refrigerant system.
- ✓ Reducing our dependency on inefficient gas boilers and air-cooled chiller systems. The current system combined with new controls massively improves temperature control and energy consumption.
- ✓ Reinstated the floor voids with recycled floor tiles, this reduced the overall volume of the building that required heating and cooling.
- ✓ Ceilings were reinstated on the second floor; this dramatically reduced the volume of space to be temperature controlled too.
- ✓ The heating and cooling of the meeting room spaces works on an absence detection meaning when the systems are left on, they will switch off automatically when no movement is detected in the rooms.

- ✓ New supply air and toilet extract systems were installed, using variable speed drives for energy efficiency compared to the original fixed speed pulley systems. Existing primary supply and extract ducting was recycled to deliver the new systems. Ducting systems were lagged to add to energy performance.
- ✓ Local and master controls were provided to floor plates and FM team, the controls include night set back and local temperature monitoring with fixed parameters to reduce energy consumption.
- ✓ Complete new LED lighting was installed throughout the building with integrated control. The lighting is controlled through wireless communication switches reducing the amount of physical control cabling by 90% compared to traditional installations. The control works on absence detection, if no movement is detected then the lighting switches off. This will reduce the electricity consumed and prevent the lighting being used when not required.
- ✓ Lighting within the office areas is also dimmable and during hours of bright sunshine the lighting adjacent to the windows will dim to make use of the natural lighting benefit.
- ✓ The lighting system has incorporated emergency lighting with self-test and monitoring reducing the need for physical maintenance. Lighting systems have local and master controls for the use of staff and FM teams.

- ✓ All electrical switch gear after the main LV panel was replaced with Schneider switchgear which incorporates electrical consumption metering, this allows the business to monitor energy consumption at a much more detailed level. This allows us to separate consumption into general lighting and power, specific items of plant such as the lifts, and mechanical items such as pumps, and boilers.
- ✓ New underfloor power track systems were deployed reducing the amount of physical cabling to deliver the small power to each floor plate.
- ✓ The main entrance doors to the building are automatic open and close controlled via the access control, but another set of automatic doors was installed to create an 'air lock'. The previous installation had a revolving door and standard open doors that allowed all the hot air of the building to escape. The airlock we have created also has overdoor DX heating to prevent the cold air entering the building and keeping our front of house team warm in the colder months of the year.

Building Fabric

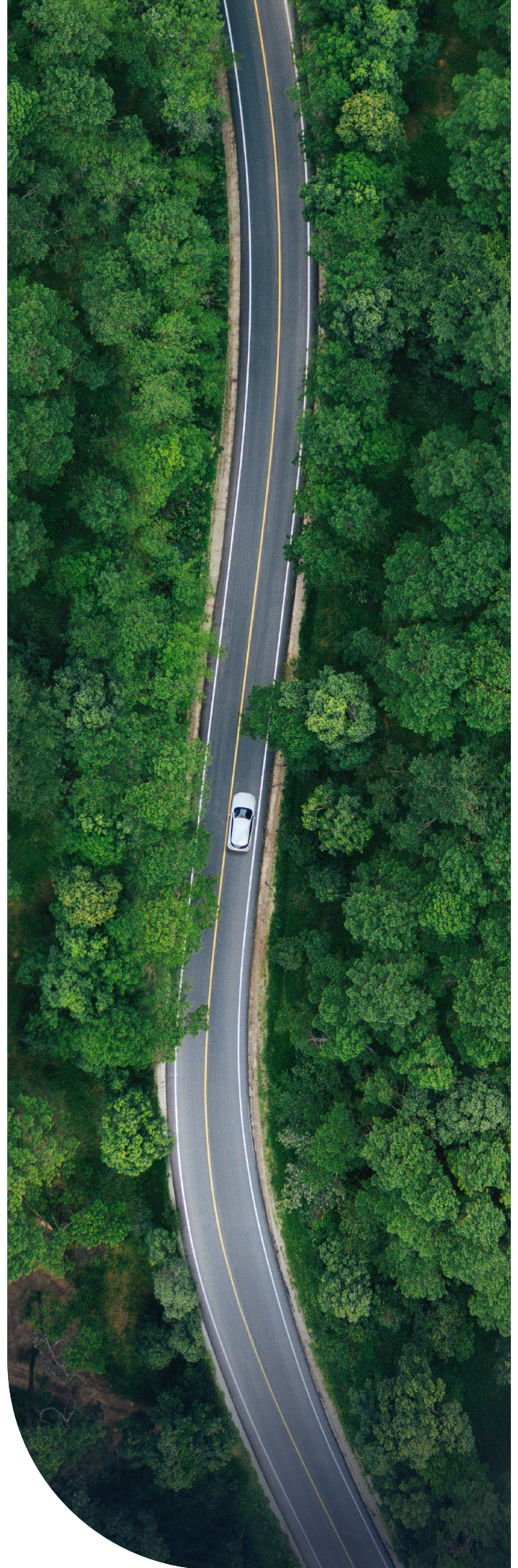
- ✓ The building was taken back to shell and core and refinished, new meeting rooms and vibrant workspaces were created, catering for the needs of the business and employees. The gym was reinstated in a more space efficient layout together with a multipurpose space for yoga and other activities to provide wellbeing facilities for colleagues.
- ✓ Carpets we reinstated to the building to assist with insulation and noise cancellation.
- ✓ Existing mezzanine areas were sealed off to reduce the overall volume of the building.

Environmental policy

ANS have a strong commitment to the Environment and Sustainability and have many processes and procedures in place. ANS are Certified and Compliant with ISO14001 – Environmental Management and have a full Environmental Policy in addition to being certified for the Carbon Footprint Standard (PAS 2060 Carbon Neutrality).

Our Environmental Policy is overseen by our Board of Directors who are committed to leading a business that understands its impact on the environment and are further committed to establishing clear goals and objectives. This policy is applied across ANS and this is reviewed at minimum annually in addition to whenever the business undergoes significant change.

We believe that going green isn't just another short-lived trend. As part of sustainable procurement, we are committed to protecting the natural world and being socially responsible. From sourcing 100% of our electricity from renewable sources, to reducing the waste arising from commercial activities and increasing the percentage of waste recycled each year, we have instilled eco-friendly practices into everything we do.



Green Initiative

As part of our 'Green Initiative' we have:

- ✓ Sent over 10 Tonnes of old servers for recycling with all profits going to charity.
- ✓ Relocated data centre cooling equipment in 2022 to reduce the solar gains and save energy.
- ✓ Removed old, inefficient computers so that the majority of staff PCs are now laptops.

Recycle 100% of our WEEE waste using appropriate 3rd party providers.
- ✓ PAS2060 compliant. We appointed Carbon Footprint Ltd, a leading carbon and energy management company, to independently assess our Greenhouse Gas (GHG) emissions in accordance with the UK Government's 'Environmental Reporting Guidelines: Including Streamlined Energy and Carbon Reporting Guidance'.
- ✓ In 2023 we offset 1265 tons of CO2 emissions by supporting the following projects: Cecic Hke Zhangbei Ivnaobao Wind Power Project in China and Jingyuan County 100 MW Solar Power Generation Project in China.

- ✓ In 2024 we offset 1333 tons of CO2 emissions by supporting the Solar Energy Project by SB Energy in India.
- ✓ In 2024 we have removed all diesel off sites.
- ✓ 2024 has seen a further 9% decrease in electricity usage, giving an overall reduction of 19.6% on our baseline year.
- ✓ Cycle to Work scheme available to all employees .
- ✓ Introduced a salary-sacrifice electric car scheme.

Energy

We expect all our employees to take reasonable measures to conserve energy. The following Energy efficiency measures have already been employed to minimise energy consumption:

- ✓ All office Electrical Equipment is either subject to regular maintenance through specific contract (air conditioning, alarm systems, lighting etc.) or through regular testing (PAT).

Additionally, we carry out effective regular maintenance that ensures that equipment functions at high efficiency which in turn allows for more efficient energy usage:

- ✓ Energy use checks are conducted on regular basis and environmental/energy awareness information is shared with employees on a regular basis.
- ✓ ANS offices and Data centres use 100% renewable electricity.
- ✓ ANS is replacing existing laptop estate with more energy efficient laptops through end-of-life upgrade and encouraging staff to reduce brightness settings on existing laptops.
- ✓ DD Desk phones are redundant as ANS has adopted Teams technology for calls and messaging.
- ✓ Monitors move to automatic standby after 5 minutes of inactivity; change settings for TV's to automatically turn off after 5 minutes of inactivity.

ANS is committed to continuing to migrate to the cloud to reduce an amount of energy used and decrease amount of CO2 produced by data centres activities. But that's not all.



Supply chain

We also take into consideration the standards and qualification level of those in the supply chain that we chose to work with and/or recommend – the reason being that reliance, stability, ethics and governance all contribute to what is perceived as ‘value’.

At a practical level, we are a proud Mancunian organisation and maintain close relationships with local northern businesses and we value our position as a key contributor to the ‘Northern Powerhouse’.

For our own on-site operation, including the vast array of activities from the secure operations centre to marketing and PR and the support functions, we have contracted with many SMEs and VCSEs and will continue to develop these partnerships as they continue to support our contracts.

Demonstrating the value of these partnerships, advantages include:

- Fewer overheads
- Specialised local knowledge
- Local employment growth opportunities
- Faster decision making and lower costs
- Agile and flexible working
- Innovation
- Smaller market niches
- Reduced carbon footprint
- Less bureaucracy



Waste Management

Committed to the reduction of all waste arising from our commercial activities, ANS is supporting our partners in their efforts to both reduce the amount of general waste produced and increase the amount of recyclable material in use.

Packaging can be made up of bulky items such as wooden pallets right down to smaller items such as anti-static bags. 75/85% of the packaging employed is recyclable (wooden pallets, cardboard, paper, recyclable marked polystyrene), whilst some of the items that are not recyclable (such as anti-static bags) are reusable.

ANS is dedicated to increase the percentage of waste recycled each year and have included specific targets to achieve this goal included in the Environmental Management programme. All office Electrical Equipment is either subject to regular maintenance through specific contract (air conditioning, alarm systems, lighting etc.) or through regular testing (PAT).

As part of our Environmental Management programme:

- ✓ E•Staff do not have access to 'individual desk bins' therefore all staff must dispose of waste at controlled disposal and recycling points distributed throughout the offices.
- ✓ Each employee is issued with a personal printer code ensuring that the printer process is controlled and reviewed.
- ✓ The cleaners are responsible for classifying the waste pre-disposal (cans, bottles, general waste, plastic-mixed recycled waste, paper and general waste).

- ✓ The Office Manager is responsible for the disposal of confidential paper waste.
- ✓ Any data saved in equipment subject to WEEE disposal is deleted prior to disposal.
- ✓ Where possible electronic equipment is reused by ANS or donated to be reused
- ✓ All light bulbs are fitted and disposed of by service provider qualified electricians. No light bulbs or waste are held onsite. ANS is committed to the use of reusable materials and disposing of our waste responsibly and correctly.
- ✓ Contracted cleaners use environmentally friendly products.
- ✓ ANS uses only rechargeable small batteries.
- ✓ We ensure that WEEE programs are effectively managed and that 100% of the WEEE is disposed of and recycled with authorized suppliers.

As part of our general waste 'Reduce, Reuse, Recycle!' programme, we are committed to:

- Reducing the use of printed paper every year
- Increasing the percentage of waste recycled each year
- Monitoring all our waste and encourage all employees to follow the rule of 'Reduce, Reuse, Recycle' at all times
- Using licensed waste disposal companies for all our waste, including local waste service

Transport

Reducing our fuel and carbon emissions:

- ANS participate in and support the Government sponsored “Cycle to Work” scheme
- Staff are encouraged to Car Share and use public transport
- Video conferencing tools and a work from home scheme are available to avoid unnecessary travel
- We provide an Electric Car Scheme

Environmental awareness and training

At ANS we believe that Environmental awareness is a topic that everyone needs to consider more seriously both at work and at home.

All of our day to day activities will impact the environment to some extent, great or small. Hence, we implemented mandatory once a year training for all employees that talk about the environmental issues we face and how you can ensure that your work practices at ANS don't put our air, water and land in danger. The training covers the following areas:

- Environmental Aspects and Impacts
- Employees responsibilities
- Environmental Policy
- Waste Disposal
- Travel and Transport
- How ANS helps employees reduce their carbon footprint
- CSR
- Certification

Data centres

In 2022 we moved all our Data Centre lighting to LED, saving 50% in energy use. We also relocated data centre cooling equipment to reduce the solar gains and save energy. All of staff PCs are now laptops and we've removed old, inefficient computers from use.

We report our data centre energy use to TechUK and through our efficiency receive reductions in the climate change levy part of our electric bill.

Governance

To ensure that there is constant improvement and focus on our environmental and sustainability strategy we have established an ESG SteerCo chaired by our Chief People Officer. The committee is formed from leaders from finance, compliance, facilities and the People team with progress reported to the Board.



Declaration and sign off

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Our Environmental Policy is overseen by our Board of Directors who are committed to leading a business that understands its impact on the environment and are further committed to establishing clear goals and objectives. This policy is applied across ANS and this is reviewed at minimum annually in addition to whenever the business undergoes significant change.

We believe that going green isn't just another short-lived trend. As part of sustainable procurement, we are committed to protecting the natural world and being socially responsible. From sourcing 100% of our electricity from renewable sources, to reducing the waste arising from commercial activities and increasing the percentage of waste recycled each year, we have instilled eco-friendly practices into everything we do.

The Carbon Reduction Plan has been completed in accordance with PPN 006 and associated guidance and reporting standards for Carbon Reduction Plans.

Emissions have been reported and recorded in accordance with the published reporting standard for Carbon Reduction Plans and the GHG Reporting Protocol corporate standard³ and uses the appropriate Government emission conversion factors for greenhouse gas and company reporting⁴.

Scope 1 and Scope 2 emissions have been reported in accordance with SECR requirements, and the required subset of Scope 3 emissions have been reported in accordance with the published reporting standard for Carbon Reduction Plans and the Corporate Value Chain (Scope 3) Standard⁵.

This Carbon Reduction Plan has been reviewed and signed off by the board of directors (or equivalent management body).

Signed on behalf of the Supplier:

Toria Walters
Chief People Officer

Date: 3rd April 2025

¹<https://ghgprotocol.org/corporate-standard>

²<https://www.gov.uk/government/collections/government-conversion-factors-for-company-reporting>

³<https://ghgprotocol.org/standards/scope-3-standard>