



TmLife

Field Service Software That Won't Cost The Earth

ESG at Totalmobile | 2024 Report

Message from the CEO



PHIL RACE

Leading by example on Environmental Social & Governance (ESG) behaviours is crucial in today's climate.

This is our 3rd year of reporting, and I am pleased with the progress we have made on our ESG agenda.

Through our actions, we aim to create a more sustainable environment and a healthy workspace, both through our own efforts and by collaborating with like-minded clients and suppliers.

As we set our VSEMs (Vision, Strategy, Initiatives and Metrics) for 2025, let's take some time to analyse the progress we have made in the last year in our ESG initiatives, and inform our strategy for the coming year.

After setting our initial benchmarks in 2023, we continue to explore new ways to make an impact, and it gives me great pleasure to highlight the steps forward we have made. This progress is largely due to the efforts of our dedicated ESG Steering Committee, who developed a comprehensive strategy addressing the full spectrum of ESG issues, from environmental management to policy creation and impactful people practices.

We have partnered with two specialist agencies to support us on this journey. One is to analyse our Scope 1, 2, and 3 emissions, and to help us develop a strategy to achieve net-zero. The other is to help us prepare for this year's crucial ESOS reporting. We thank both of these teams for their guidance in shaping our ESG strategy.

We continue to set ambitious yet achievable targets, and in 2024, as part of our educational programme, we also introduced TM Life, an initiative designed to bring ESG to life at Totalmobile.

TM Life encourages our people to make small changes that collectively make a big difference to our planet, such as volunteering, engaging in charitable work, altering commuting habits, or switching energy providers.

The addition of our EV Salary Sacrifice Scheme to our company's suite of benefits has witnessed a strong uptake, and we look forward to extending this in the years to come.

This report outlines our actions during 2024, and I look forward to supporting the ESG Steering Committee in making further progress on this critical topic in the coming months and years.

Phil

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SECTION 1: INTRODUCTION

About Totalmobile

Totalmobile is Europe's leading independent field service management solution provider that empowers organisations to deliver exceptional services on time, under budget and efficiently.

With cutting-edge technology at its core, Totalmobile enables businesses to optimise field operations, improve customer experiences, and drive growth.

Since 1985, Totalmobile has been transforming industries and is committed to shaping the future of service delivery across the UK and beyond as we enhance efficiency for our 900+ customers and 500,000 daily service users.



WHAT OUR CLIENTS GAIN:



WHAT THE PLANET RETAINS:



OUR VISION

Promoting responsibility across all parts of our business.

Our Environmental, Social and Governance (ESG) framework ensures we're always accountable, and our guiding principle of making change measurable is central to everything we do.

As providers of comprehensive field service solutions, we must operate and deliver our technology and services to benefit our customers, staff, partners, and the world beyond Totalmobile—now and in the future.

Field Service Software That Won't Cost the Earth

Our strategy ensures we are here for the long term, consistently and sustainably delivering positive outcomes for our customers, shareholders, and society.

Our mission is clear: integrating ESG values at the core, we envision a brighter, more sustainable future for our customers, teams, and the wider community.

With eyes set on a clear milestone—**Net-Zero Operations by 2050**—we aim to make positive change tangible.



ENVIRONMENTAL PILLAR

Measuring and reducing our impact on the environment.

As leading providers of field service management software, we're on a mission to not only make the lives of our customers easier but to do so sustainably and lessen our impact on the environment. We are committed to using energy more efficiently and renewable sources wherever possible. We're also committed to managing our waste responsibly and recycling MFDs and other devices whenever possible. We follow specific environmental criteria to achieve this:



Journeying the Sustainable Route

- Promoting the use of public transport and rejuvenating our cycle-to-work schemes.
- Enabling better commuting with the launch of our EV Salary Sacrifice Scheme for UK employees.
- Prioritising carbon-conscious airlines and streamlining our air travel.
- Harnessing the power of virtual tools for meetings and favouring rail for regional and European journeys.
- Partnering with sustainable hotels for our business travel needs.

Minimising Our Carbon Impact

- We're steadfast in our goal to substantially reduce carbon emissions and eradicate wasteful practices.
- Leveraging cutting-edge technologies to assess our carbon output continuously.
- Our promise: Achieving Net-Zero Emissions through a detailed, actionable plan.
- Monitoring our product portfolio to ensure sustainability throughout its life cycle

Our Green Infrastructure Strategy

- A plan to upgrade our workspaces
- An emphasis on energy conservation and a pledge for 100% renewable electricity tariffs by 2030.

SOCIAL PILLAR

We are responsible for supporting both our Totalmobile colleagues and our wider communities. With a reputation for end-user-centric solutions, putting the needs of others at the forefront of our service offering, we also practice what we preach internally. We invest time and resources into our teams' physical and mental well-being, broader social development, and charity involvement.



Celebrating Diversity & Inclusivity

At Totalmobile, every individual finds a space to be their authentic self.

Reinforcing well-being, inclusivity, and engagement with progressive policies, including remote working options.

Engaging our workforce in forums to participate in creative solutions and delivery.

Empowering Our Team & Broader Community

Offering comprehensive healthcare support to every team member.

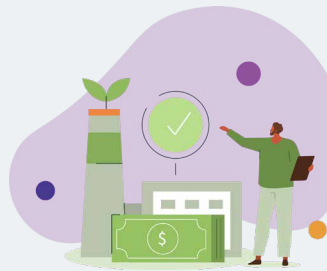
Pushing the boundaries with gender diversity across all levels and driving heightened employee engagement.

Boosting our charitable contributions and underlining our commitment to societal upliftment.

GOVERNANCE PILLAR

Following critical controls and compliance metrics.

A robust regulation and procedures system is required to govern ourselves successfully. We can then continue to effectively meet the needs of our service users, partners, stakeholders, and colleagues. We are responsible for ensuring we hold ourselves to the highest levels of accountability and have identified key areas of focus here.



Digital Footprint

Collaborating with transparent suppliers and streamlining cloud operations.

Embracing carbon-neutral digital hosting and keeping abreast with evolving digital carbon standards

Transparent, Ethical, Forward-Thinking

The ESG Steering Committee, instituted in 2022, sets the gold standard for our ESG pursuits, ensuring we're always on the right path.

Shedding light on pay disparities with our pay gap reporting to fortify our stance on transparency and fairness.

ESG Reporting Activity

Central to our ESG ethos is our pioneering approach to ESG reporting. We meticulously track and report Scope 1, 2, and 3 emissions. The goal is to empower our clients to make strategic decisions aligned with their sustainability goals, ensuring their operations contribute effectively to environmental preservation.

ESG reporting is categorised into three scopes, each representing different sources of emissions:

Scope 1 Emissions: These are direct emissions from owned or controlled sources. For instance, emissions from combustion in owned or controlled boilers, furnaces, and vehicles fall under this category. Scope 1 accounts for the direct impact of an organisation's operations.

Scope 2 Emissions: These emissions are indirect and come from the generation of purchased electricity, steam, heating, and cooling consumed by the reporting company. Scope 2 addresses the energy usage aspect of a company's operations.



Scope 3 Emissions: This category is the most comprehensive, encompassing all other indirect emissions in a company's value chain. These include emissions related to business travel, procurement, waste, water usage, and the end-use of sold products and services. Scope 3 helps companies understand the broader implications of their activities and supply chain.

Reporting on all three scopes is core to our comprehensive environmental accountability approach. This level of detail in reporting enables more informed decision-making for sustainability strategies and reflects Totalmobile's commitment to broader ecological stewardship.



WHAT WE HAVE ACHIEVED IN 2024

Our Commitment to Our Service Users

- Our commitment to Environmental, Social, and Governance (ESG) excellence is more than a policy – it's a core part of our identity.
- Our field service solutions are under continuous improvement to boost operational efficiency and foster sustainability in every aspect of our customer's operations.
- In everything we do, from delivering cutting-edge technology to nurturing our global partnerships, we're driven by a commitment to benefit our immediate stakeholders and the broader world.

Section 3: 2023/2024 Results

SECTION 3A | ENVIRONMENT

Totalmobile Emissions
Figure 1: Total GHG Emissions

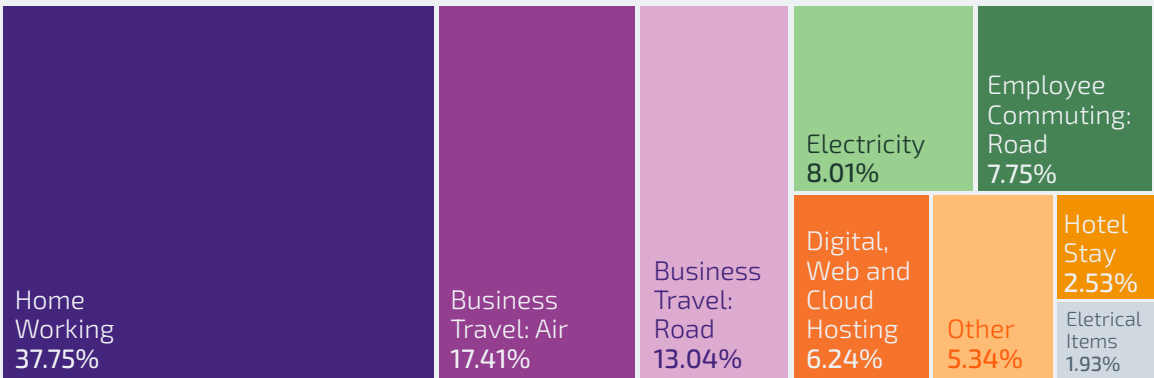
Totalmobile's Emissions 2024



Totalmobile Emssions 2023



Emissions by Activity
Figure 2: Totalmobile's total 2024 GHG Emissions (market-based), split by activity.



Totalmobile's Carbon Emission Hotspots
The following carbon hotspots have been identified from Totalmobile's 2024 carbon footprint.



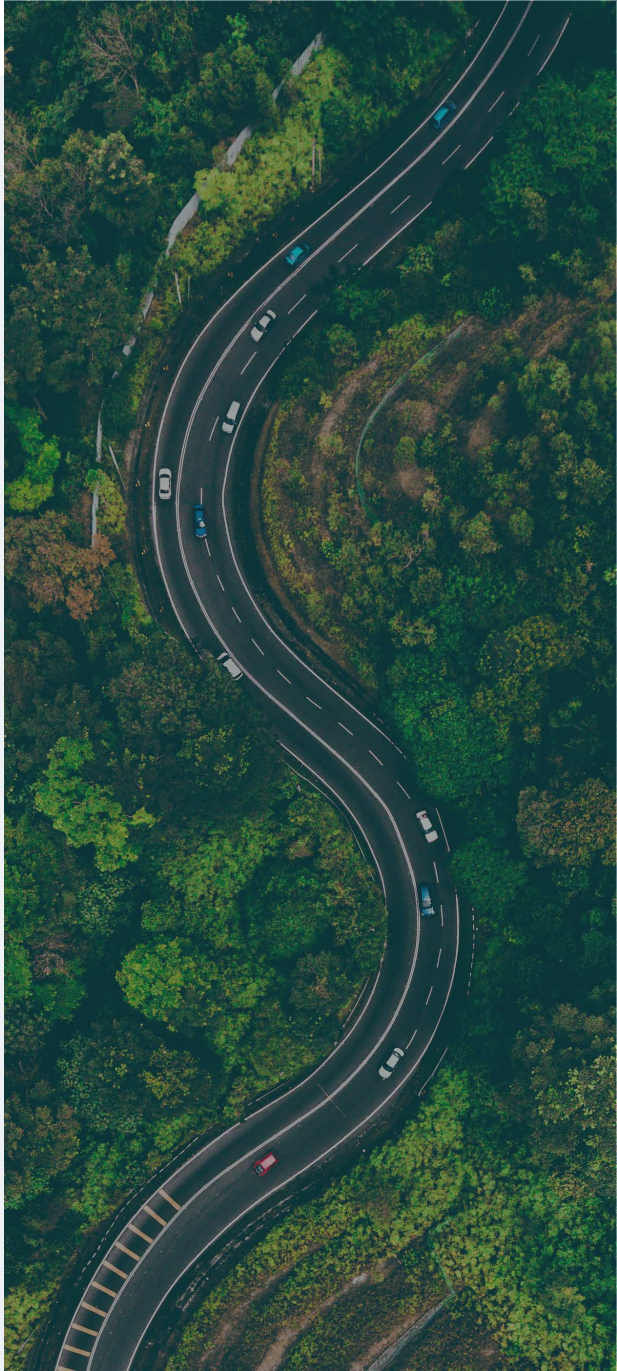


Real Actions To Effect Real Change

ACTION: Staff Home-Working and Commuting

Working from home emissions accounted for 24% of Totalmobile's total 2023 carbon footprint. In 2024, this has increased to 37.75% – an increase that reflects our increased domestic and international headcount, but still a reduction compared to 2022 when home-working accounted for 44%. We will continue to run clear and effective ESG communication campaigns this year, which:

- 1. Educated employees about the climate crisis and improved carbon literacy – helping employees understand why it is important.
- 2. Explained what Totalmobile are doing to curb emissions and reach net zero
- 3. Advised what they can do to reduce their carbon hotspot.
- 4. This year we also launched TM Life – a programme designed to inspire our people to make small changes that can make a big difference.



Join Us for TM Life Week!

September 9th - 13th
A week dedicated to wellbeing, sustainability, and community connections.



2024
Sep 9th-13th

Monday

Cooking for Wellness with the Tiny Italian

Join us for a delightful cook-along well-being session. Bring your partner, kids, and perhaps a glass of red wine to prepare a healthy and delicious authentic Italian meal together. Ingredients provided in advance.

Tuesday

DEI Roundtable Discussion with Special Guests

Engage in an insightful discussion on diversity, equity, and inclusion. Our special guests will address pressing issues and answer questions.

Wednesday

Save the Planet: Join Our Movement Challenge

Get active before work, during lunch, and after hours. For every mile or kilometre covered, we will donate trees. Let's make a positive impact on our planet!

Thursday

Vitality Health Checks at Local Offices

Visit your local office for a free Vitality Health Check. Receive tips on maintaining a healthy lifestyle and the small changes you can make for enhanced well-being. Booking information will be provided soon. Watch this space!

Friday

Dragon Boat Race and Fundraising for NI Hospice

Cheer on team Totalmobile in the Dragon Boat Race in Belfast. It's our fundraising day to support the NI Hospice. Northern Ireland employees can still volunteer – contact Gill Mahon for details!

We look forward to your participation in TM Life Week. Let's celebrate wellbeing, sustainability, and the Totalmobile community spirit together!

For more information or queries, contact human.resources@totalmobile.co.uk



ABOUT TM LIFE

Inspiring people to make small changes to make a big difference, including energy usage, business travel, commuting and embracing a sustainable lifestyle.

TM Life Week included:

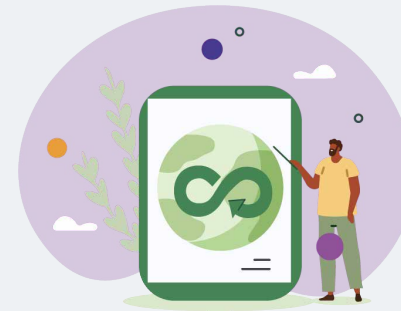
- 1. Sustainable and fun cooking event
- 2. A fitness challenge resulting in the planting of trees via our partner, Ecologi
- 3. A charity event for NI Hospice with a Dragon Boat race along the Lagan River
- 4. A DEI Panel lunch and learn

ACTION: Our Digital Networks

In 2024, we continually reduced our GHG emissions from web & cloud hosting. This year, they accounted for just 6.24% of total emissions as a result of us moving our entire on-premises data estate to the cloud. This was a reduction of 28tCO2e or 44% on 2023 figures. The majority of this was estimated, using the data available from Microsoft Azure (40% of total spend) and AWS to extrapolate for the remaining suppliers.

Across 2024, we have:

- 1. Continued to review suppliers used, aiming to work with suppliers who are transparent about their GHG emissions.
- 2. Kept abreast of developments in GHG accounting methodologies for digital emissions.



We're passionate about both personal growth and well-being.

So, we're excited to roll out our TM Insights sessions!

"Join us to discover the latest in ESG initiatives, sharpen your knowledge of sustainable practices, and grasp the perks of ESG best practices. And it's not just about professional development; we're also introducing measures to bolster everyone's physical and mental health.

Grab your lunch, and let's learn and grow together!"

Community Engagement

Support Local

Engage with and support local communities through partnerships and initiatives across the areas our hubs touch.

Charitable Contributions

Regularly engaging in meaningful charity action, dedicating employee time to philanthropic causes, especially those related to environmental and social issues.



100% Sustainable Facilities Plan

Renewable Energy by 2030
Transition to 100% renewable electricity tariffs across all offices.

Collaborate & Advocate
Engage with landlords for the renewable energy transition.

Energy Efficiency
Focus on conserving energy and increasing efficiency in office spaces.

Waste Management
Implement recycling and composting programs, aiming for reduced waste in landfills.

Sustainable Procurement & Supply Chain

Eco-friendly Procurement
Prioritise purchasing products and services that meet environmental standards.

Supply Chain Oversight
Collaborate with suppliers to ensure they align with our ESG goals.

Green Fleet
All fleet vehicles leased going forward will be battery-electric vehicles to maintain net-zero travel commitment.

100% Digital Sustainability Plan

Transparent Partnerships
Collaborate with suppliers transparent about their GHG emissions.

Clean Digital Hosting
Choose providers with genuine carbon neutrality.

Embrace Clean Code
Optimise data tasks with eco-friendly practices.

Digital Carbon Accounting
Stay updated and aligned with evolving digital carbon footprint standards.



ACTION: Staff Commuting

Figure 3: GHG emissions and carbon intensity from different travel modes used by Totalmobile staff in their commutes.

Transport Mode	Scope 1 (t CO2e)	Scope 2 (t CO2e)	Scope 3 (t CO2e incl. WTT*)	Total (All Scopes)
Rail				
Light Rail & Tram	0.000	0.000	0.000	0.000
National Rail	0.000	0.000	11.087	11.087
Road				
Bus: Average	0.000	0.000	1.433	1.433
Car or vehicle: Not owned by organisation: Vehicle Size: Average Fuel: Diesel	0.000	0.000	22.193	22.193
Car or vehicle: Not owned by organisation: Vehicle Size: Average Fuel: Battery Electric Vehicle	0.000	0.000	2.811	2.811
Car or vehicle: Not owned by organisation: Vehicle Size: Average Fuel: Petrol	0.000	0.000	14.651	14.651

GHG emissions from staff commuting accounted for 9.56% of Totalmobile's 2024 carbon footprint. This represents a reduction of 107.62tCO2e from 2023 reported figures, where staff commuting accounted for 21% of total emissions.

- Where feasible, utilise public transport as average-size petrol cars emit 70% more CO2e per passenger.km travelled than buses, and 391% more than national rail.
- Sign up for the cycle-to-work scheme.
- Sign up for the Electric Vehicle scheme.
- Use carpooling where possible.

In addition, we have moved our Belfast office in November 2024. This new office is more centrally located and has excellent public transport links. We are already seeing an increase in employees using public transport to access our new workspace.

To support the adoption of battery-electric vehicles (BEVs), Totalmobile launched the introduction of Electric Vehicles via salary sacrifice for 2024.

Real-Examples

- For those living close enough, we will encourage walking to work. This could be through health and wellness programs, competitions, etc.

ACTION: Business Travel

Figure 4: GHG emissions from different travel modes used by Totalmobile staff.

Travel Mode	2022 Total GHG Emissions (tCO2e)	2023 Total GHG Emissions (tCO2e)	2024 Total GHG Emissions (tCO2e)
Air Travel: Short Haul	53.62	79.442	69.882
Air Travel: Long Haul	N/A	N/A	36.295
Car: Diesel	31.50	37.699	34.064
Car: Petrol	24.70	24.859	41.797
Hotel Stay	9.96	13.81	15.454
Car: Hybrid & Electric Vehicles	8.98	2.96	5.53
National Rail	3.95	7.43	7.85
Taxi	0.61	4.169	2.034
Total	133.33	170.369	212.906

To reduce business travel emissions, we have been reviewing our company business travel policy.

This, along with effective ongoing communication has helped our employees make more environmentally friendly business travel decisions including:

- Take non-essential meetings/conferences virtually to avoid the necessity of flying.
- Consolidate trips where possible to minimise annual bookings.
- Reviewing the possibility of alternative transport forms.
- If bookings are necessary, ensure they are all economy and with efficient airlines.

Road Travel

- Use public transport where possible
- Considering a move to Electric Vehicles

ACTION: Electricity

Figure 5: GHG emissions and kWh electricity consumption from Totalmobile's offices

Belfast and Newbury offices were both focal points for reductive efforts. In 2024, we made some strides in transforming our properties to be more energy-efficient. We have significantly reduced our Newbury office footprint and are now educating employees on energy efficiency in the home.

Action	Description
LED bulb installation	Installing LED bulbs can reduce lighting energy consumption by20-50%, depending on the current bulbs. These have now been installed in our Newbury office.
Motion sensor lights	Motion sensor lights, especially in low-traffic areas, could result in 12% savings in lighting consumption. We are adjusting timers to get best results.
Electric heating sources	Moving to electric heating sources would eliminate scope 1 emissions associated with gas consumption (95% of scope 1 emissions). If coupled with a 100% renewable electricity tariff, the only remaining scope 1 & 2 emissions would be related to refrigerant top-ups. If these can be avoided through regular maintenance of air conditioning units, scope 1 & 2 emissions could be reduced to zero. This is applicable only in the Manchester office.
Building Energy Management System (BEMS)	A BEMS will help optimise all systems to reduce consumption and costs. In our new Belfast office, we can trial this and monitor results.
Building Insulation & Boiler Optimisation	Review building insulation to ensure heat loss is at a minimum. In addition, boiler servicing and optimisation can improve efficiency and reduce gas consumption. We will continue to understand from Landlords how this can be achieved.

ACTION: Energy Savings Opportunities Scheme & Totalmobile

The Energy Savings Opportunity Scheme (ESOS) is a mandatory UK legislation requiring qualifying organisations to audit their energy use every four years and identify cost-effective savings opportunities.

For Totalmobile, stakeholder interviews were conducted in January 2025 by Gillian Mahon. The key focus areas identified for us centred on reducing energy consumption across all our buildings and, where possible, our grey fleet use.

The actions have been categorised into three distinct workstreams:

Energy Efficient Installations: Replace all T5 lighting with LEDs - Newbury Office

Behaviour Change: Ensure office staff switch off small power devices where possible at the plug when they are not required.

Organisational & Policies: Encouraging the replacement of ICE vehicles with the grey fleet with full EVs via salary sacrifice scheme.

ESOS Energy Savings Roadmap



- Phase 3
- Phase 4

Section 4 | 4a. Social Pillar

ACTION: Workforce Safety

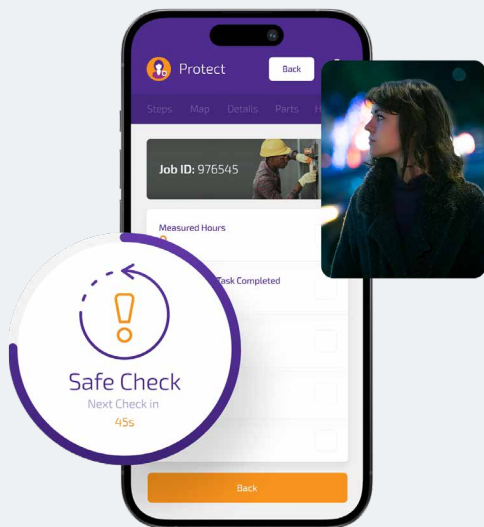
The safety and well-being of our employees is more than just a priority. We recognise that a safe workplace is fundamental to the success and happiness of our team. Our approach to safety is proactive and comprehensive, encompassing physical safety, mental well-being, and emotional support.

Protect | Lone Worker App

Safety at their fingertips, we provide every employee with Protect, our intuitive smartphone app designed for effortless engagement and rapid response when an emergency occurs.

Our Lone Worker App is a complete safety toolkit accredited to the latest BS8484:2022 standards, covering SOS alarm activation, Red and Yellow Alerts, Timed Safe Check-ins, and round-the-clock Alert Monitoring and communication – providing complete protection to our workforce, no matter where or when they work.

We are also delighted to have engaged with a Health and Safety Consultancy to proactively review where we can do more to safeguard the safety of our people. We look forward to their recommendations in 2025 and to report actionable items in our next reporting year.



ACTION: Workforce Development

People are at the heart of Totalmobile, and we want everyone to thrive. From day one, our employees make meaningful contributions to the big picture.

Embracing Growth

Growth is our mantra. So, at Totalmobile, we don't just ask employees to embrace learning... we ask them to own it. We want to see every employee at Totalmobile reach their full potential, and we pride ourselves on supporting employees at all stages of their careers.

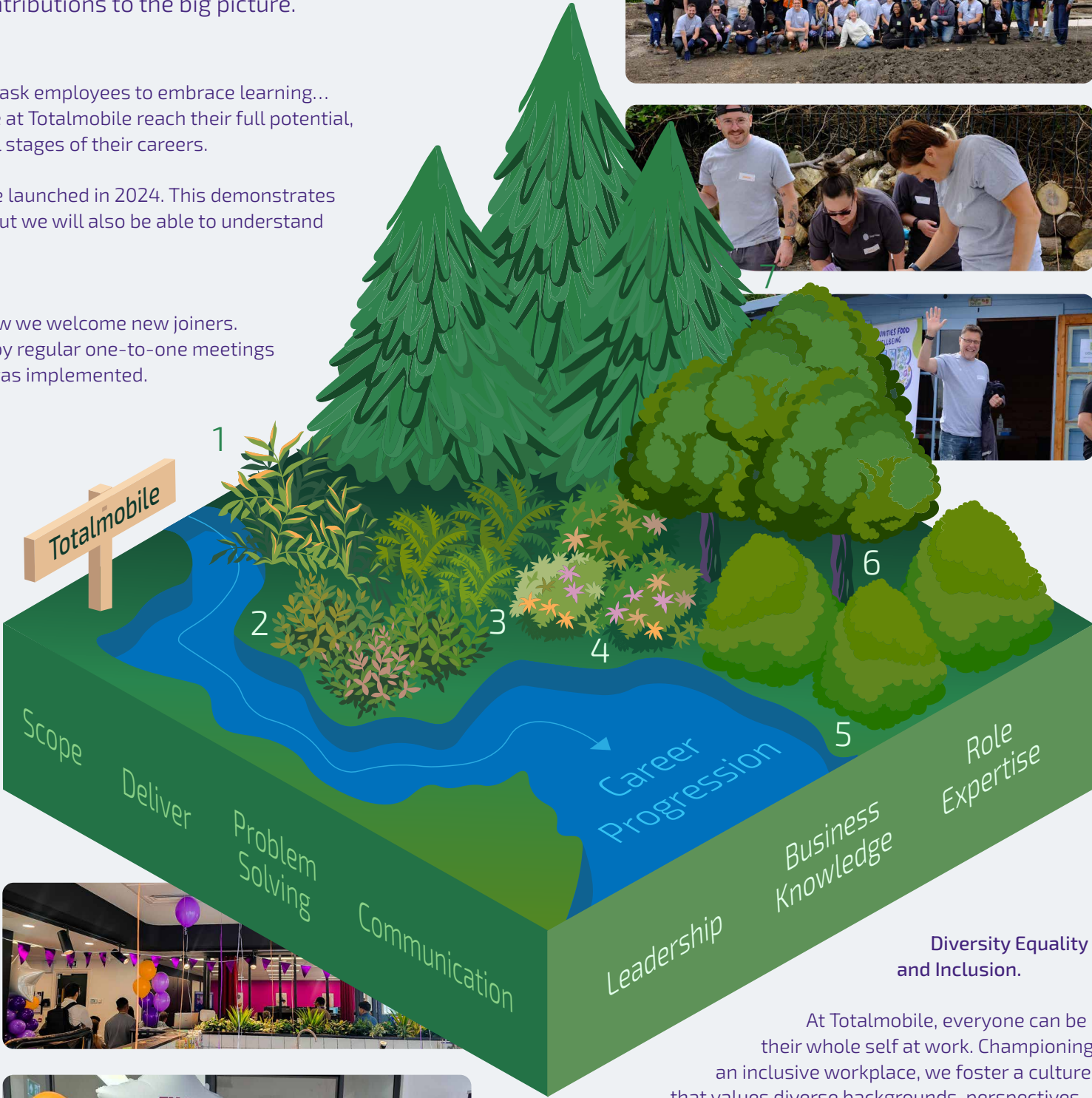
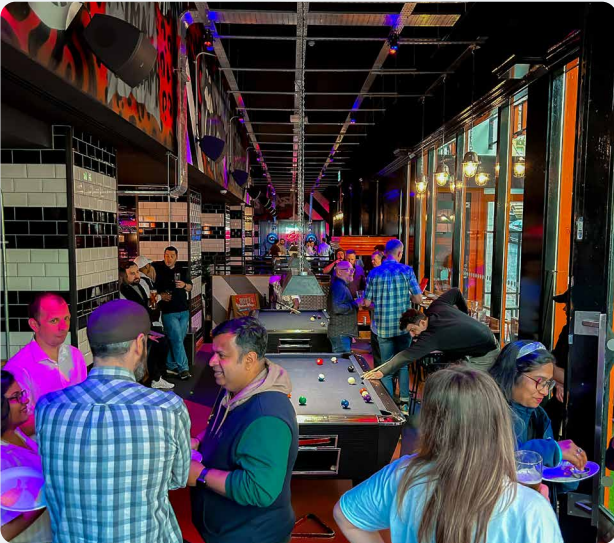
We have developed a new career framework, which we launched in 2024. This demonstrates to our people their future careers within Totalmobile, but we will also be able to understand and support individual career aspirations.

Investing in Our People

In 2024, we launched our new HRIS, revolutionising how we welcome new joiners. A comprehensive induction programme, underpinned by regular one-to-one meetings with line managers and personalised learning plans, was implemented. Diagram of Learn LMS or Sapling

2024 also saw the launch of TM Fest!

TM Fest was a multi-dimensional learning event designed to educate our employees over one engaging and fun day of learning. We held workshops over four streams: Our Product, Our Customer, Our Business, and Technology.



Charitable Giving & Sponsorship Activity

We love working with the communities in which we live and work. Totalmobile is deeply invested in our communities. We're proud to offer a Volunteer Time Off (VTO) Day for every employee, encouraging them to make a positive impact. This year, our team has supported various initiatives, from offering interview skills in local schools to taking part in environmental clean-ups and helping at a homeless charity.

We have also sponsored a variety of events this year, including a Dragon Boat Race for NI Hospice, and we have sponsored many events, from Swimming Galas to apprenticeship awards and Girl's Football teams. We have raised over £5,500 this year alone by participating in Company driven challenges to raise funds.

We are incredibly proud of our employees and their dedication to charitable giving.

In 2024, we were delighted to be able to run a series of in-house and virtual interactive sessions, including:

- International Women's Day
- TM Life Week
- TM Fest

We are proud to have internal committees that help us raise awareness across several areas, including the DEI Forum, the ESG Steering Committee, and the Women's Networking Group.

At Totalmobile, everyone can be their whole self at work. Championing an inclusive workplace, we foster a culture that values diverse backgrounds, perspectives, and ideas, fortifying our shared purpose and vision.

Self-development can't happen without self-care. That's why we're working hard to create a culture where we look after ourselves and each other. A place where you can be yourself and feel accepted, no matter what you're going through.

We don't think of mental health as a lone event on the calendar, something to shine a spotlight on for a few days and forget about for the rest of the year. Whilst we do actively take part in global awareness drives, we do so much more under our own steam. We provide the resources that allow our people to nurture their mental health in their own way and give them the support they need to reach a state of well-being that works for them.

Section 4 | 4b. Governance Pillar

As an ethical and responsible business, we, of course, have strict governance practices. We have stringent systems, policies and processes to ensure that our Company adheres to them. We are proud to be ISO Certified – which ensures we maintain the highest standards.

We are committed to the review of these policies.

Our Board

Phil Race, Chief Executive Officer, Totalmobile
Andrew Murrell, Chief Financial Officer, Totalmobile
Chris Haggis, Chief Operations Officer, Totalmobile
Jon Woodforth, Chief Technology Officer, Totalmobile
Gill Mahon, Chief People and Places Officer, Totalmobile
Rhys Thomas, Chief Revenue Officer, Totalmobile
Chrissi Jackson, Chief Product Officer, Totalmobile
(Newly Appointed in 2024)

Craig Rodgeron, Chairman
Mark Rogerson, Deputy Chairman
Jim Darragh, Non-Executive Chair

Our Investor Board



Julian Masters, Managing Partner
Stephen Delaney, Managing Partner
Tom Keen, Managing Partner

ACTION: Gender Pay Gap Reporting

It's so important to us at Totalmobile that we are transparent in everything we do. We are committed to promoting gender equality and fostering a fair and inclusive environment for all our people. We are dedicated to advancing gender equality and fostering an equitable and inclusive workplace. By rigorously analysing our Gender Pay Gap reports, we can identify areas for improvement and ensure we're making tangible progress.

We are committed to continuing to analyse data across our departments to make progress in this area and will publish full plans in our Gender Pay Gap report for 2024.

	lower hourly pay Q1	lower middle hourly pay Q2	upper middle hourly pay Q3	upper hourly pay Q4	
Upper Values	19.29	24.64	34.78	129.79	
Total	78	78	78	78	TRUE
Male	49	58	63	68	TRUE
Female	29	20	15	10	TRUE
Total %					
M %	63%	74%	81%	87%	
F %	37%	26%	19%	13%	



Section 5 | Our Commitments

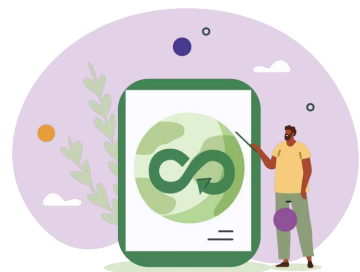
We will continue our work to make progress against targets on **Scope 1, 2 and 3 emissions**.

We will regularly **report progress** on targets via our ESG webpage.

We will continue our work with the **ESG Steering Committee**, **Women's Networking Group** and the **DEI Forum** to build action plans for progress.

We will regularly **report progress** on targets via our ESG web page.

We will publish **Gender Pay Gap** reporting for 2024 and publish on our webpage.



We will continue to promote **TM Life** and our **educational programme** to inform employees how they can make measurable changes and help us reach our Net Zero targets.



We will commit to **reducing energy** usage across our hubs and in home offices.

We will continue to look to make our premises more **energy-efficient** and reduce our footprint.



We will continue to promote and engage our population with the benefits of an **Electric Vehicle Scheme**.



We will **celebrate significant occasions** with our employees including International Women's Day and Pride to continue to build awareness.



We will continue to offer **VTO (volunteer time off days)** and target wider involvement.

We will partner with **charities** for fundraising throughout the year.



Totalmobile