



TmLife

Field Service Software That Won't Cost The Earth

ESG at Totalmobile | 2025 Report

Message from the CEO



PHIL RACE

I am pleased to introduce you to our 2025 ESG Report. This report reflects our collective progress, our continued commitments, and the impact we strive to make as a company guided by purpose as much as performance.

This past year has been one of both consolidation and great momentum. As always, in 2025, we made a deliberate choice to place our people, our customers, and our broader communities at the heart of every decision. At Totalmobile, ESG is a fundamental part of how we build a responsible and futurefocused organisation.

Throughout 2025, we strengthened our environmental commitments, from reducing our operational footprint to ensuring we continued our sustainable practices across our supply chain. We continued to invest deeply in our culture by championing inclusion, wellbeing, and leadership development so that all our people can thrive. We were also able to enhance our governance practices including reviewing and renewing our policies and commitments, showing great progress in our statutory and investor reporting.

What I am most proud of is that this progress was not driven by policy. Rather, it was driven by our people.

Their passion, creativity, and sense of responsibility and of "doing the right things," are what continue to shape our impact and make our organisation a place where purpose and performance walk hand in hand. Our active ESG Steering group (Tm Life) continues to recruit new membership from across the business, ensuring all departments of Totalmobile are both heard and represented.

As we look ahead, our focus remains clear. We will continue embedding ESG into our strategy, operations, and

culture. We will keep listening, learning, and evolving. And we will hold ourselves to a high standard — because doing what's right for people and the planet is an essential part of who we are at Totalmobile.

Thank you to our colleagues, partners, customers, and investors for being part of this journey with us.

Phil

PHIL RACE,
CHIEF EXECUTIVE OFFICER
AT TOTALMOBILE

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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 1,000+ customers and 500,000 daily service users.



WHAT OUR CLIENTS GAIN:

15%
Increase In Efficiency
Within 6 Months Of
Deployment

100%
Paperless
Processes

Av. **40,000**
Miles
Of Wasted
Journeys Prevented

3-15
Minutes Per Visit
Saved by AI Snapshot
& Unnecessary Repeat
Visits Reduced

HERE ARE THE HIGHLIGHTS FROM THE LAST 12 MONTHS:

10,340,000
smartphones charged
worth of emissions
saved from the
atmosphere!

20
Electric Vehicles On
The Road

12,792
Trees Saved

OUR VISION

Promoting responsibility across all parts of our business.

Our Environmental, Social and Governance (ESG) framework ensures we are 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.

SECTION 2A: ESG AT TOTALMOBILE

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 are 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 are 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

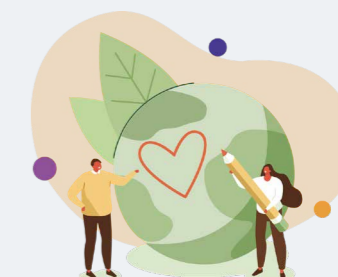
- We are steadfast in our goal to substantially reduce carbon emissions and eradicate wasteful practices.
- Leveraging cutting-edge technologies to assess our carbon output continuously.
- Our promise: Achieving Net-Zero Emissions through a detailed, actionable plan.
- Monitoring our product portfolio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

Our Green Infrastructure Strategy

- Upgraded our workspaces for maximum efficiency.
- We encourage wherever possible virtual meetings.
- We have partnered with sustainable providers for local meeting rooms, maintaining privacy requirements whilst minimising travel needs.
- An emphasis on energy conservation and a pledge for 100% renewable electricity tariffs by 2030.

SOCIAL PILLAR

We supported 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.

SECTION 2B: ESG AT TOTALMOBILE

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 2025

Our Commitment to Our Service Users

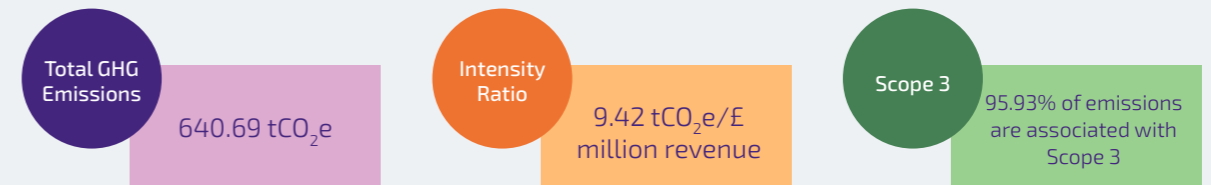
- Our commitment to Environmental, Social, and Governance (ESG) excellence is more than a policy – it's a core part of our identity.
- Our field service solutions are under continuous improvement to boost operational efficiency and foster sustainability in every aspect of our customer's operations.
- 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: 2024/2025 Results

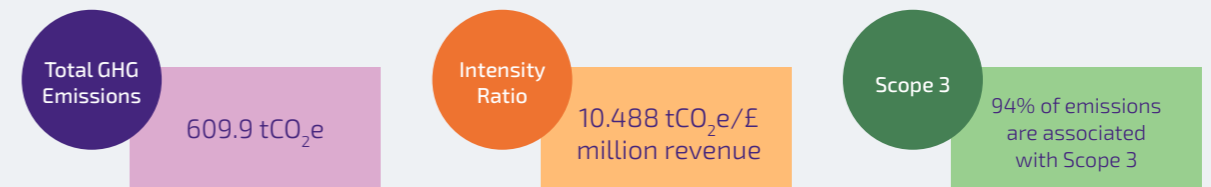
SECTION 3A | ENVIRONMENT

Totalmobile Emissions
Figure 1: Total GHG Emissions

Totalmobile's Emissions 2025

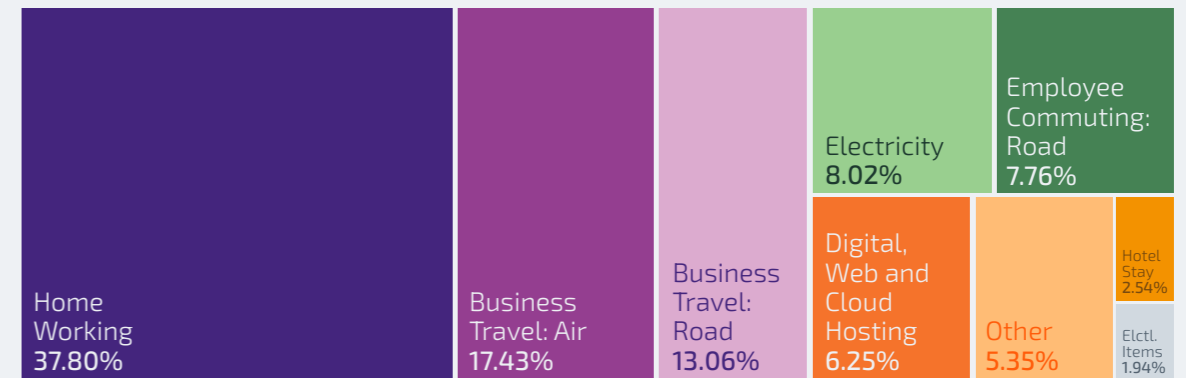


Totalmobile's Emissions 2024



Emissions by Activity

Figure 2: Totalmobile's total 2025 GHG Emissions (market-based), split by activity.



Totalmobile's Carbon Emission Hotspots

The following carbon hotspots have been identified from Totalmobile's 2025 carbon footprint.



SECTION 3A | ACTIONS

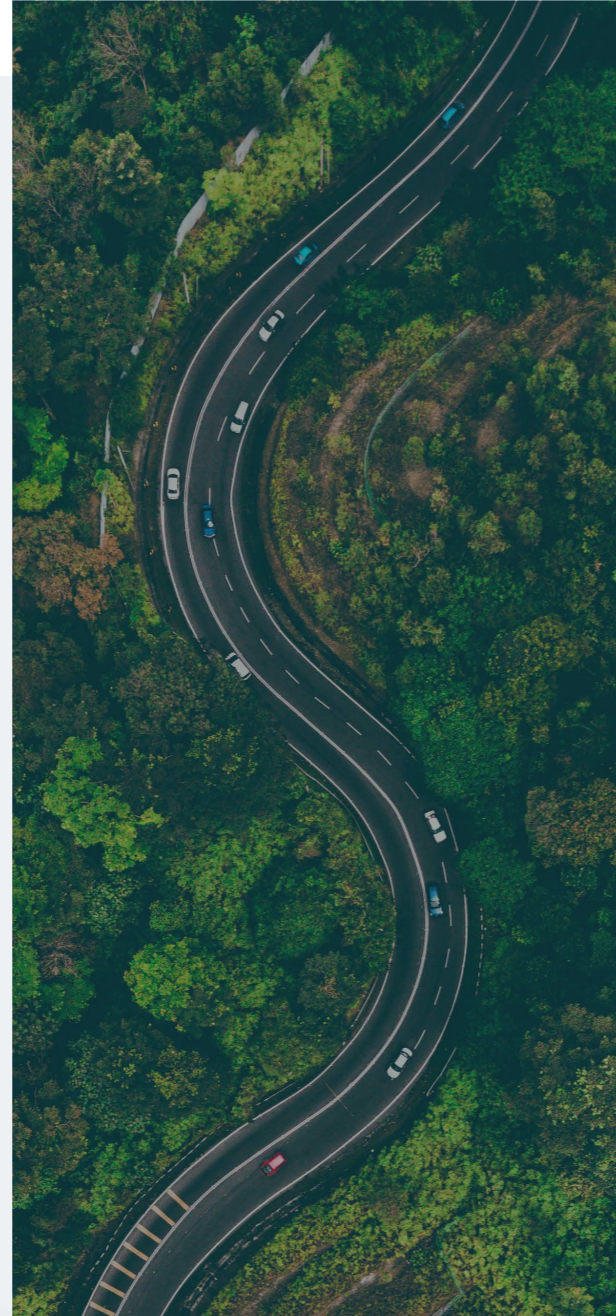


Real Actions To Effect Real Change

ACTION: Staff Home-Working and Commuting

Emissions from working from home and commuting accounted for 47% of Totalmobile's total 2024 carbon footprint, this is a slight increase from previous years but as there has been an overall reduction in emissions it acts as an effective lever for reducing overall emissions. This demonstrates that our educational programme is working, and we will continue to run clear and effective ESG communication campaigns this year, which have:

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. Tm Life ongoing initiatives.



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. A launch of a points scheme to encourage positive environmental choices.
2. Acts of Kindness initiative, considering wellbeing and positive actions
3. A charity event for NI Hospice with a Dragon Boat race along the Lagan River
4. A DEI Panel lunch and learn including our wider network to spread awareness across the business.



You are invited to

TmLife Week

A week dedicated to well-being, sustainability, and community spirit.



Monday

On-Site Snacks to Welcome TmLife Week

LUNCH AND LEARN
Did you know everyone in Totalmobile has access to our Lone Worker Protection app?
Not just for yourself, but 5 of your family and friends too!
Find out how!

Tuesday

Points Scheme Launch

Wednesday

ESG Guest Speakers
Q&A with James Bouch

Thursday

The Big Green Quiz

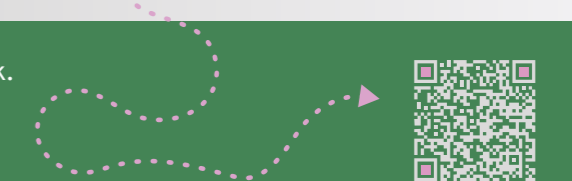
Friday

Award Announcement

CHARITY FUNDRAISER
Dragon Boat Race | Belfast
Raising money for NI Hospice
Donate via the link or contact Gillian Mahon to get involved!

We look forward to your participation in TmLife Week.

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

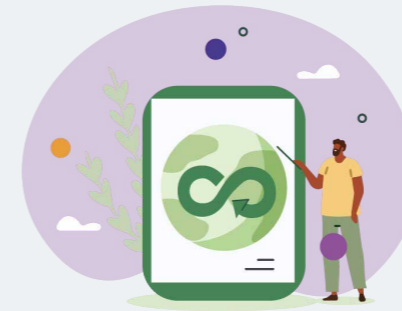
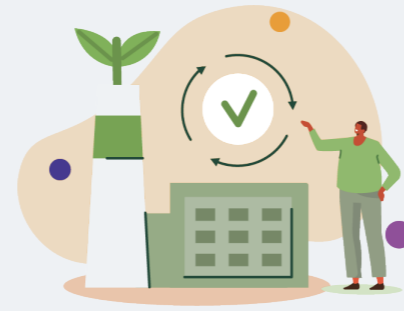


ACTION: Our Digital Networks

GHG emissions from web & cloud hosting accounted for 6.25% in 2024, down from 8.56% in 2023 and, 21% in 2022.

Across 2025, 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: Hybrid	0.000	0.000	2.772	2.772
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 21% of Totalmobile's 2023 carbon footprint. In 2024, this reduced to 9.01% this demonstrates a reduction of 57%. This proves that our home working initiatives and our campaigns are having a positive effect.

To reduce emissions, Totalmobile have encouraged all staff to:

- 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.

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

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

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
- Implemented Electric Vehicle Salary Sacrifice Scheme

ACTION: Electricity

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

Belfast and Newbury offices were both focal points, and we have significantly reduced our office footprints in both locations. In 2025, we made some strides in transforming our properties to be more energy efficient.

Action	Description
LED bulb installation	Installing LED bulbs can reduce lighting energy consumption by 20-50%, 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.

Section 4 | 4a. Social Pillar

ACTION: Workforce Safety

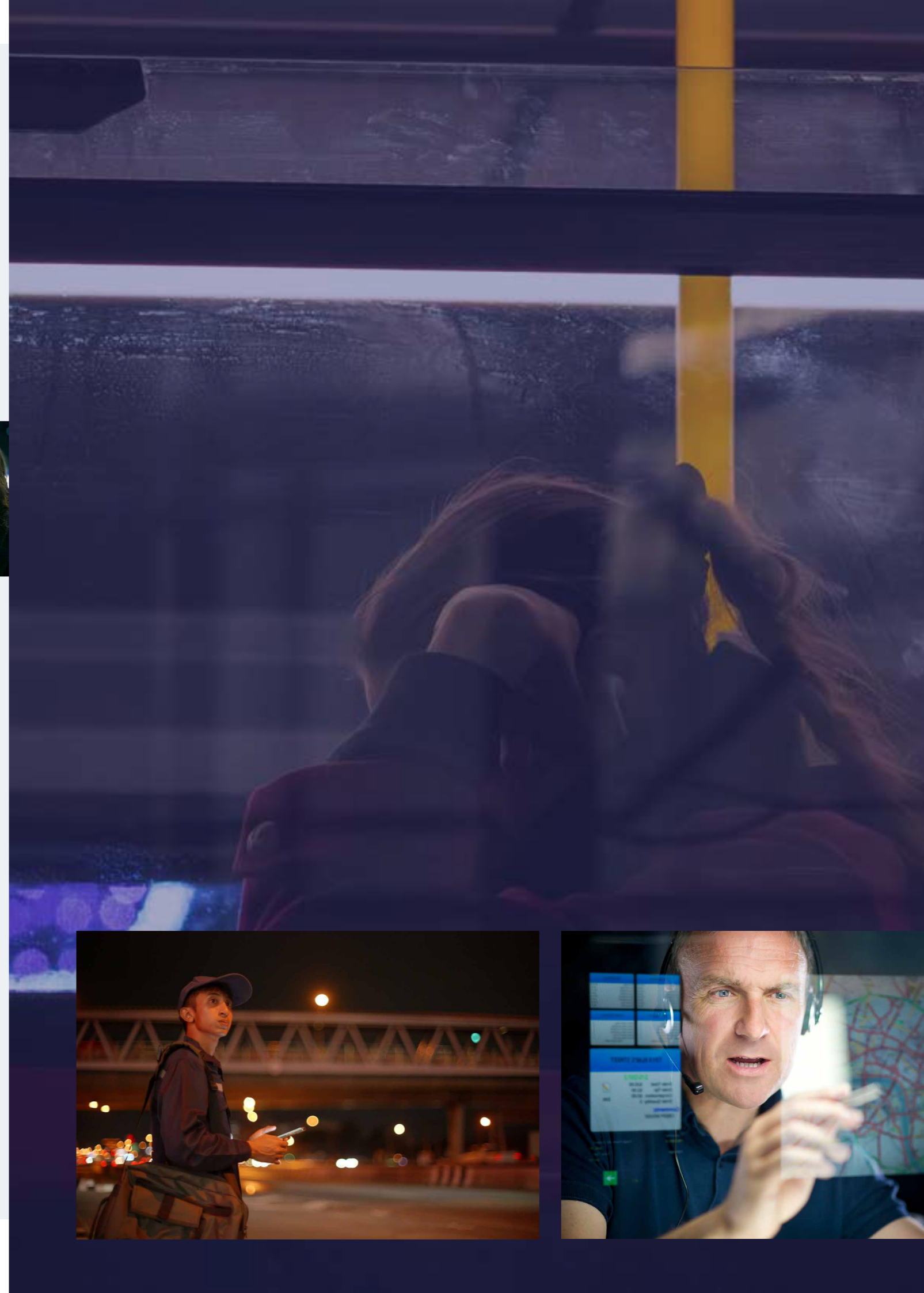
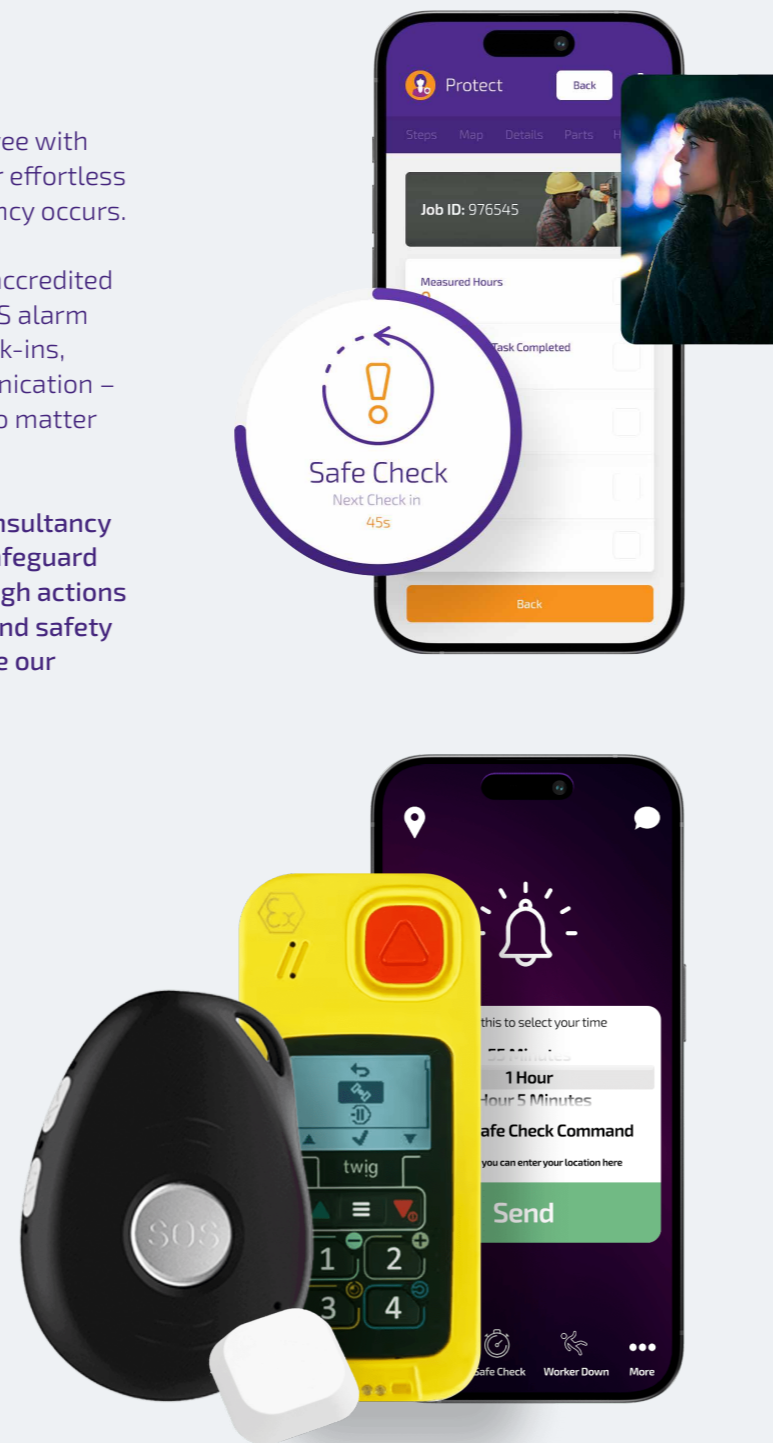
The safety and well-being of our employees is more than just a priority. We recognise that a safe workplace is fundamental to the success and happiness of our team. Our approach to safety is proactive and comprehensive, encompassing physical safety, mental well-being, and emotional support.

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 continue to work with a Health and Safety Consultancy to proactively review where we can do more to safeguard the safety of our people. We work cyclically through actions to ensure we are continuously reviewing health and safety actions across all our offices and indeed to ensure our remote employees needs are met.



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 continued our 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

We continue to invest in learning and development. This year we have refreshed and update courses on our LMS including product and soft skills, we provide online learning to all our software engineers via Pluralsight. We have launched the Female Leadership Program, and our Senior Management Team had training with West Peak Consultants ensuring we continue to build leadership skills.



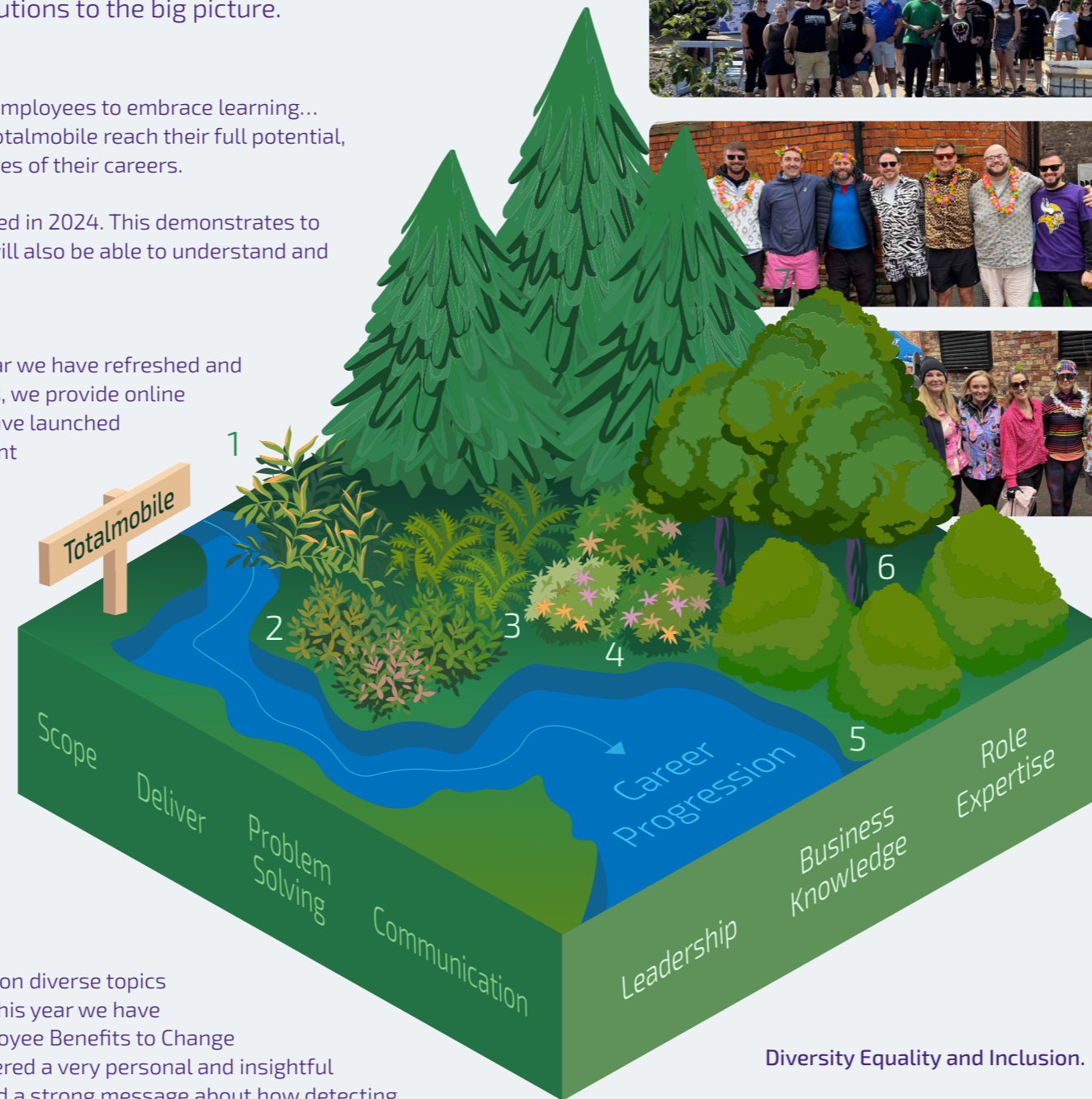
Tm Insights

Tm Insights are our bite sized lunch time sessions focusing on diverse topics including skills, knowledge, wellbeing and so much more. This year we have seen several TM Insights sessions form everything to Employee Benefits to Change management. Our brave colleague Richard Greenway delivered a very personal and insightful session on early cancer detection, an emotional subject, and a strong message about how detecting cancer early dramatically improves survival rates.

Tm Together

We have always been proud of our internal committees that help us raise awareness across a number of key areas. This year, we restructured our D&I and Women's Network into a new Employee group that we call TM Together. This new group encompasses Diversity and Inclusion as well as wellbeing and gives anyone across the company a forum to raise questions, suggestions and improve the quality of working life at Totalmobile.

The group have already made big strides in looking at learning and development opportunities, interdepartmental working, and social opportunities across TM, we are excited to see what they continue to achieve in 2026.



Diversity Equality and Inclusion.

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 are going through. We do not think of mental health as a lone event



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, Cash for Kids: Mission Christmas, and we have sponsored many events, from Swimming Galas to apprenticeship awards and Girl's Football teams. We have raised over £4000 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 2025, 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
- Tm Insights

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.

Female Leadership program

The Female Leadership Programme at Totalmobile was launched in 2025 as part of a broader commitment to diversity, inclusion, and workforce development. It's designed to empower women within the organisation, helping them build leadership skills and confidence through structured learning and networking opportunities.

The initiative aligns with Totalmobile's mantra of "Embracing Growth" and its career framework that supports employees at all stages of their careers.

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 three streams: Integrate, Captivate, and Innovate

Employees describe it as "a brilliant day to connect, learn, and celebrate,"

highlighting its role in fostering team spirit and cross-office collaboration. Many appreciated the hybrid approach, which allowed participation both in-person and online, making it inclusive for remote colleagues.



The programme kicked off with 22–23 participants and has been celebrated internally for fostering growth and collaboration. 2025 also saw the return of the popular Tm Fest.

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
 David Critchley, 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

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 is 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 are making tangible progress.

We are committed to continuing to analyse data across our departments to make progress in this area.

	lower hourly pay Q1	lower middle hourly pay Q2	upper middle hourly pay Q3	upper hourly pay Q4
Upper Values	19.61	26.28	34.78	139.34
Total	87	87	87	87
Prefer Not To Say	1	-	1	-
Male	50	58	72	74
Female	36	29	14	13
Total %				
PNTS %	1%	0%	1%	0%
M %	57%	67%	83%	85%
F %	41%	33%	16%	15%



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.

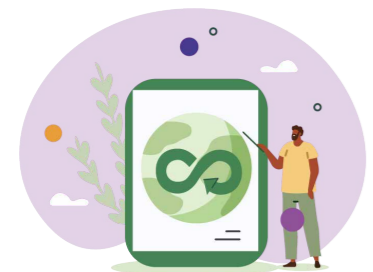


We will celebrate significant occasions with our employees including International Women's Day and Pride to continue to build awareness.

We will continue our work with the ESG Steering Committee, Tm employee forum to build action plans for progress.

We will review all our corporate policies and ensure they are published on our ESG web page.

We will publish Gender Pay Gap reporting for 2025 and publish on our webpage.

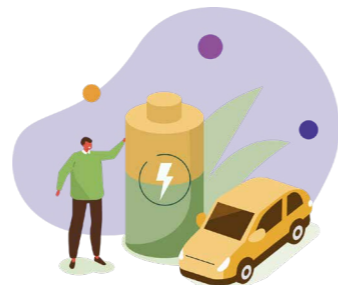


We will continue to promote TM Life and our educational programme to inform employees how they can make measurable changes and help us reach our Net Zero targets.



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

We will partner with charities for fundraising throughout the year.



Totalmobile

