accelya

Environmental, Social & Governance Report

2024

Welcome to Accelya's Environmental, Social, & Governance Report

Accelya ESG Report 2024

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Introduction

Letter from our CEO

Welcome to Accelya's 2024 Environmental, Social, and Governance (ESG) report. As a leading software provider to the airline industry, we are acutely aware of the unique role we play in shaping a more sustainable future for aviation. Our purpose—to empower airlines with trusted, open platforms—remains central to our vision, but it is increasingly clear that our industry's success depends on sustainable development.

The world today continues to navigate unprecedented challenges. From the ongoing climate crisis to economic uncertainty, geopolitical tensions, and growing social inequities, we are in an era that requires both urgency and resilience. At Accelya, we are committed to addressing these challenges by embedding sustainability into our strategy, operations, and culture.

In FY24, we made significant strides in our ESG journey, formalizing our first comprehensive ESG strategy, publishing our inaugural ESG report and continuing to offset 100% of our annual carbon emissions.* We are proud of the progress we've made, but as airlines face mounting regulatory and market pressures to decarbonize, we recognize that Accelya has a critical role to play in supporting our customers' carbon reduction goals through innovative, efficient software solutions.

Our achievements this year reflect both a deepening of our ESG commitments and the strengthening of our operational foundations. We expanded our carbon reporting to improve the accuracy and transparency of our emissions data, transitioning to a new carbon management software provider. While this required us to re-baseline our targets, it also brought us closer to alignment with the Science Based Targets initiative (SBTi) guidelines. This work is essential to our long-term ambition of setting and achieving credible net zero targets.

Beyond our environmental focus, we've taken bold steps to drive progress across our business, including the launch of a global Supplier Code of Conduct—now adopted by 67% of our partners.

Notably, our successes have been validated externally by EcoVadis, where, in 2024, we increased our score by 129%, placing us in the top 17% of companies assessed on the platform. However, sustainability is not just an internal ambition. It is a guiding principle for how we innovate, collaborate, and create value. By integrating sustainable development into our core strategy, we can ensure our solutions help airlines meet evolving environmental standards while enhancing operational resilience and customer satisfaction.

Looking ahead, we recognize the challenge of embedding sustainability into our commercial model. We remain committed to reporting our progress transparently, celebrating our successes, and learning from areas where we can improve.

Sustainable development is no longer a choice; it's a necessity. At Accelya, we are determined to play our part in shaping a more inclusive, equitable, and sustainable future for aviation. We are excited to continue this journey alongside our employees, customers, suppliers, and communities, and we welcome your feedback on our progress.

If you have any questions or comments, please reach out via life@accelya.com

Thank you for your continued support.

Sam Gilliland
Chief Executive Officer

Welcome

Welcome to our second annual ESG report. We were thrilled with the feedback and engagement our first report received, especially from customers and investors. We have raised the bar for ourselves this year; reporting in accordance with the Global Reporting Initiative (GRI); seeking external verification of our carbon emissions; retaining a specialist consultancy to conduct a detailed gap analysis to evaluate our progress against the Science Based Targets initiative (SBTi) guidelines and a climate risk assessment of our global operations; and undertaking an EcoVadis assessment.

Our FY24 (1 July 2023, to 30 June 2024), marked a significant step forward in Accelya's sustainability journey. Building on the strong foundations set last year, we focused on enhancing the rigor of our approach to Environmental, Social, and Governance (ESG) matters. By aligning with best practices and improving transparency, we aim to earn the trust and confidence of our stakeholders.

The decision to transition to a new carbon software provider allowed us to significantly expand and refine the scope of our emissions reporting. This enabled us to reassess our carbon footprint and net zero strategy, improving both the accuracy and depth of our Scope 1, 2, and 3 emissions data.

While this shift required us to re-baseline and will require us to re-state our carbon reduction targets, the improved methodology provides a stronger foundation for long-term progress and expands our emissions boundary to align with SBTi guidelines. Read more in the Environment section.

Beyond carbon reporting, FY24 saw the approval of our first ESG strategy and roadmap, outlining our commitment to Environmental Leadership, Inclusive Culture, Responsible Sourcing and Robust Governance.

My colleagues delivered key initiatives, including the rollout of a global Supplier Code of Conduct with an encouraging 67% completion rate, the launch of our global Sustainability Employee Resource Group (ERG), and the rollout of Accelya's first intranet, to power employee engagement. We also increased our EcoVadis score by 129% compared to last year, ranking in the top 17% of companies on the platform.

As airlines face mounting pressure to reduce emissions, we are committed to ensuring our software solutions contribute to their carbon reduction targets. In FY25, we will work with a specialist consultancy to establish our next set of carbon reduction targets and align our roadmap with long-term global climate goals. We aim to share those targets and our strategy for reaching them in next year's report.

While there is much to do, I am proud of what we have achieved this year and excited for the journey ahead. If you have any questions or comments, please email me at ross.houghton@accelya.com.

Ross Houghton
Vice President of Environment and Sustainability
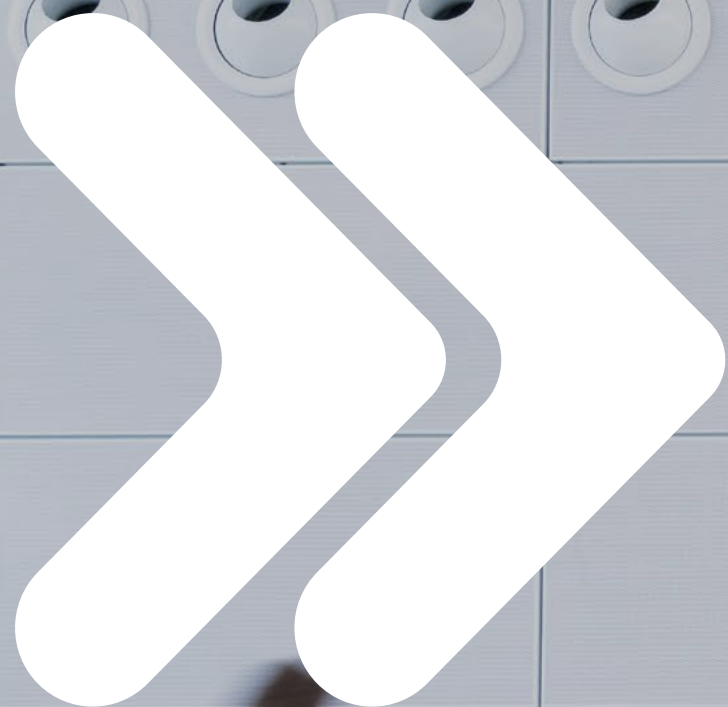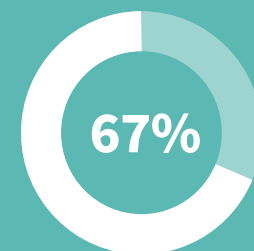
Company overview

2024 Highlights

Ranked in the top 17% of companies on the EcoVadis platform

Accelya improved its EcoVadis sustainability rating, ranking in the top 17% of companies on the globally recognized platform highlighting our strong progress across environmental, social, and governance.

67%

Driving supplier adoption of our code of conduct

Through active engagement, 67% of our suppliers signed our Supplier Code of Conduct or provided evidence of alignment with its ethical standards.

Formalized our first ESG strategy

Built around our most material issues, our ESG strategy guides our efforts to create long-term value for our stakeholders. Accelya's ESG strategy is built on four pillars—environmental leadership, inclusive culture, responsible sourcing, and robust governance.

Published our first ESG report

Last year, we launched our first ESG Report, developed with reference to the GRI standards. It marked a significant step forward in our commitment to transparency and accountability, strengthening trust and engagement with our stakeholders.

47% of our office electricity came from renewable sources

We significantly increased renewable electricity use in our largest office, Mumbai, from 34% to 88% this year, while relocating our Madrid office to a smaller space powered entirely by renewable energy.
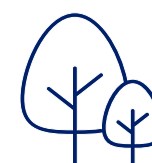
Carbon footprint externally verified

To ensure accuracy and compliance with leading standards, including the Greenhouse Gas Protocol and ISO 14064-3, Accelya's FY24 carbon footprint was independently verified this year. The verification process assessed emissions methodology, data collection, and calculations against these frameworks.

Refined emissions boundary and reporting methodology

To enhance emissions reporting, we adopted a new carbon software platform. A gap analysis against SBTi guidelines led to key improvements, including a GHG inventory, refined calculations, an expanded emissions boundary, and improved Scope 2 reporting using location- and market-based approaches.

Company overview

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

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

The company's passenger, cargo, and industry platforms support airline retailing from offer to settlement, both above and below the wing. Powered by AWS, Accelya is proud to deliver leading-edge technologies to our customers.
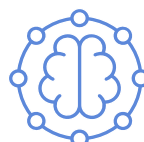
We are proven at scale, processing up to 350k offers each second, with our financial solutions processing +$100 billion in our most recent financial year. Powering more than 50% of 2023 global New Distribution Capacity (NDC) transactions, we are ready to deliver our offers and orders for airlines looking for flexibility, performance, scalability, and reliability.

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

>2,000
Employees worldwide

50 Years
of industry knowledge

>450
Developers globally

10
Global offices

Our Customers

AEGEAN ❯❯ · AeroMexico · AIR CANADA FOUNDATION · Alaska AIRLINES

American Airlines · Austrian ✈ · Avianca ✈ · BRITISH AIRWAYS

brussels airlines · CATHAY PACIFIC · CopaAirlines · ▲ DELTA

Emirates · ETIHAD AIRWAYS · Eurowings · FINNAIR

flydubai · Garuda Indonesia · HAWAIIAN AIRLINES · jetBlue

LATAM · Lufthansa · OLYMPIC · OMAN AIR

QANTAS · QATAR AIRWAYS · RYANAIR · SHANDONG AIRLINES

SWISS WorldCargo · TAP PORTUGAL · TURKISH AIRLINES · UNITED

virgin atlantic · vueling · WESTJET

Accelya values

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

Trust

We trust each other and lead with integrity and respect.

Innovation

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

Customer first

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

Collaboration

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

Global presence

HQ Camberley

Barcelona

Madrid

Tunisia

Miami

Dubai

Pune

Mumbai

Goa

Singapore

10 locations across
5 continents

About Vista Equity Partners

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

Vista is committed to supporting the advancement of strong governance practices across its portfolio, which the firm believes can help to create value and mitigate material risk. The firm is committed to reducing its private equity and permanent capital portfolio emissions by 50% by 2030 and emitting net zero greenhouse gas (GHG) emissions across this portfolio by 2050. To drive action towards this goal, Vista established the voluntary Vista Climate Pledge on Earth Day of 2022. By participating in the Pledge, over 50 Vista portfolio companies have agreed to measure their GHG emissions, set an interim GHG emissions reduction target, and reduce and offset their GHG emissions annually.

As a participant of the voluntary Vista Climate Pledge, Accelya has measured and offset its GHG emissions annually. We also set an interim emissions reduction target in FY23. Accelya is committed to sharing its ESG insights with other Vista portfolio companies, including through a Vista Sustainability Leadership Council webinar in June 2024.

VISTA

Business strategy

Our business strategy is centered on providing the first modular, truly end-to-end solution for modern airline retailing: the Accelya Platform. This includes becoming one of the first companies to implement the ONE Order standard, an industry-led initiative focused on the use of a single integrated customer record to streamline the passenger offer, order, settlement, and delivery (OOSD) processes. Along with our modernized Cargo platform, Accelya will support the modernization of the sector, enabling airlines to delight their customers. We will achieve this by focusing on robust system security, operational excellence, and exceptional customer service, all while working with the best talent drawn from our own teams and those of our partners.

Building trust

As we prepared our first ESG report last year, our goal was clear: to build trust and credibility with stakeholders through robust and transparent ESG disclosure. Measuring and understanding our impacts was the first step in working towards reducing them. Investing in the EcoVadis assessment (see below) in FY23 and FY24 provided a clear indication of our strengths and weaknesses. We also wanted to be confident in our data, which is why we asked a third-party expert to validate our GHG emissions this year. We aim to continue working with specialists to ensure that, year on year, we continue to build trust through transparency.
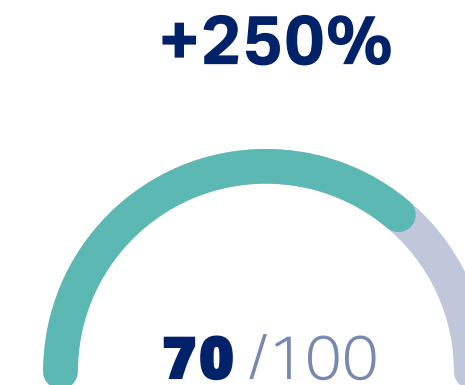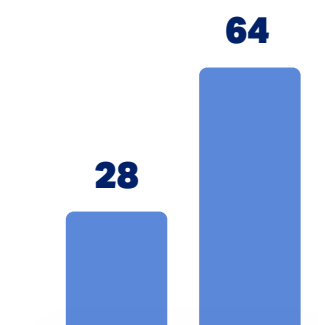
EcoVadis

EcoVadis is a globally recognized sustainability ratings platform that evaluates companies based on their environmental, social, and ethical performance. The platform assesses organizations' sustainability initiatives across key areas, including environmental impact, labor and human rights, ethics, and sustainable procurement practices.

In May 2024, Accelya underwent its second comprehensive EcoVadis assessment. This rigorous process involved completing a detailed questionnaire and providing extensive supporting documentation, to highlight our policies, actions, and outcomes. The assessment examined three key areas: our future goals, the steps we have implemented, and the measurable impact of these efforts. We increased our score by 129% compared to FY23 and were ranked in the top 17% of companies on the platform.

Here is a summary of our EcoVadis performance over the 16 months since our first assessment:

Our overall score increased by 129%, from 28 to 64

28 → 64

+250%

70 /100

Sustainable procurement achieved a 250% increase, thanks to the new due diligence process for onboarding suppliers and our updated Supplier Code of Conduct

Environmental performance increased by 250%, from 20 to 70

20 → 70
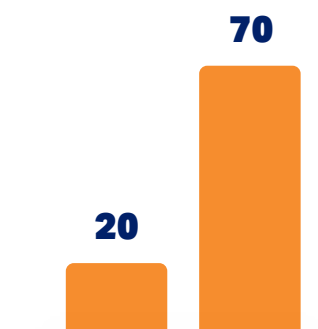
Ethics score on EcoVadis assessment further increased

Labor and human rights improved by 100%, from 30 to 60

30 → 60

ESG strategy

Materiality

In the spring of 2023, we concluded the initial research phase of our materiality assessment, analyzing the significant ESG concerns of industry bodies, investors, customers, peers, competitors, and rating agencies.

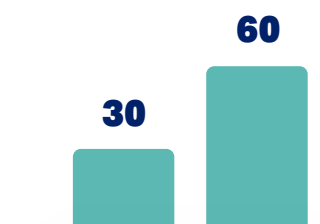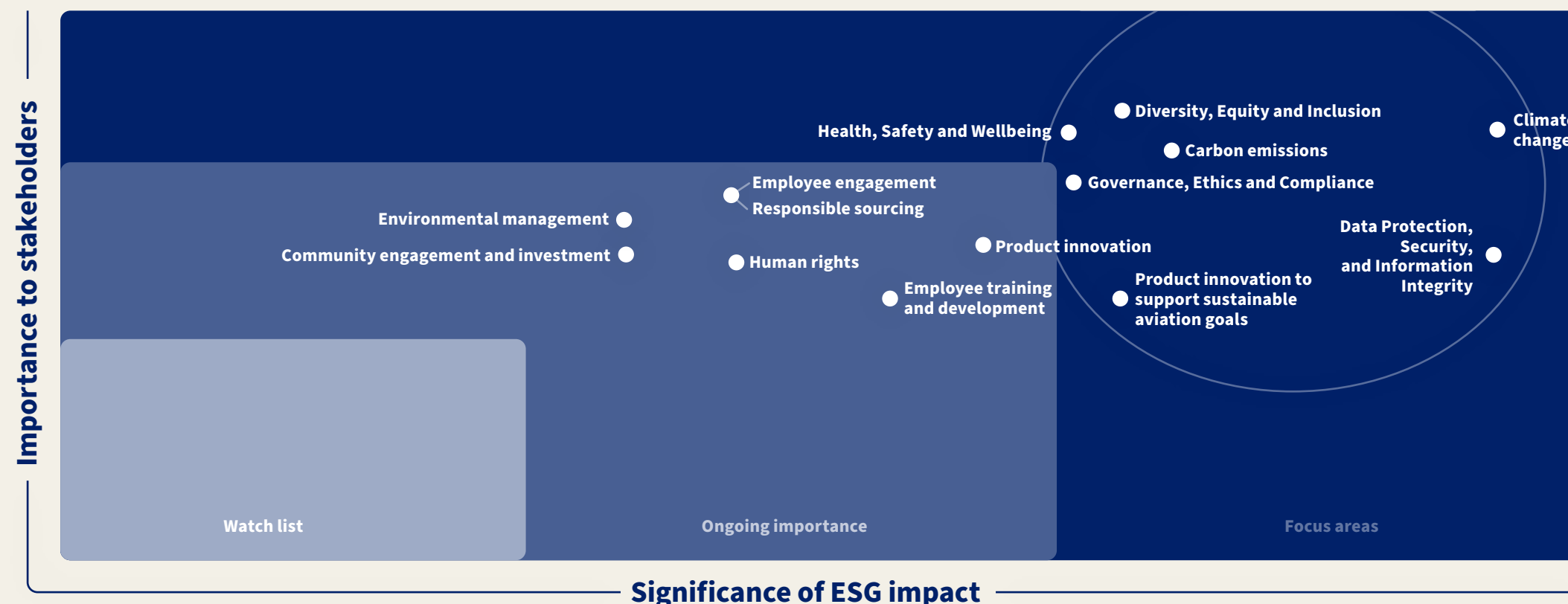In this research, we identified 14 ESG topics, which were then examined and ranked with our stakeholders. We conducted a risk and opportunity assessment to determine the risk profile of each ESG topic (including reputational, operational, regulatory, and strategic risks) and its potential impact (including financial) on the business if no action was taken. We then assessed the potential environmental and social impact of each topic, looking at the scope (e.g., how many people would be affected or the extent of potential environmental damage) and the irremediable nature of the harm (i.e., how difficult it would be to counteract or mitigate). Based on this analysis, we calculated an overall significance rating for each topic.

Next, we prioritized the issues by plotting them on a materiality matrix, which plots each topic based on its importance to stakeholders and the significance of its impact on the business. In September 2023, the full materiality assessment, along with a finalized list of seven material topics, was approved by our ESG Oversight Committee. This assessment was reviewed in April 2024 as part of our annual ESG review.

Accelya's material ESG topics

Importance to stakeholders (y-axis)

Significance of ESG impact (x-axis)

Plotted topics:
- Diversity, Equity and Inclusion
- Health, Safety and Wellbeing
- Carbon emissions
- Climate change
- Employee engagement
- Responsible sourcing
- Governance, Ethics and Compliance
- Environmental management
- Human rights
- Product innovation
- Data Protection, Security, and Information Integrity
- Community engagement and investment
- Employee training and development
- Product innovation to support sustainable aviation goals

Zones: Watch list / Ongoing importance / Focus areas

Climate change

How Accelya is adapting to the impacts of climate change and physical climate risk such as more extreme weather patterns and flooding.

Carbon emissions

Managing and reducing energy and carbon emissions from direct and indirect operations (Scope 1, 2 & 3).

Product innovation to support sustainable aviation goals

Aiming to develop new products and services to enable the airline industry to meet its sustainable aviation goals.

Health, Safety and Wellbeing

Preventing or minimizing workplace-related health and safety risks to our people. Promoting good mental and physical health and wellbeing, as well as safe and quality products and services.

Diversity, Equity, and Inclusion

Ensuring individuals or groups of individuals are not treated differently or less favorably based on their specific protected characteristics (i.e., race, gender, disability, religion or belief, sexual orientation, and age) and promoting an inclusive culture that recognizes, respects, and values people's differences so they can contribute and realize their full potential.

Governance, Ethics and Compliance

Upholding moral and ethical standards of business, including governance, reporting, transparency, anti-corruption, anti-competitive behavior, and paying taxes.
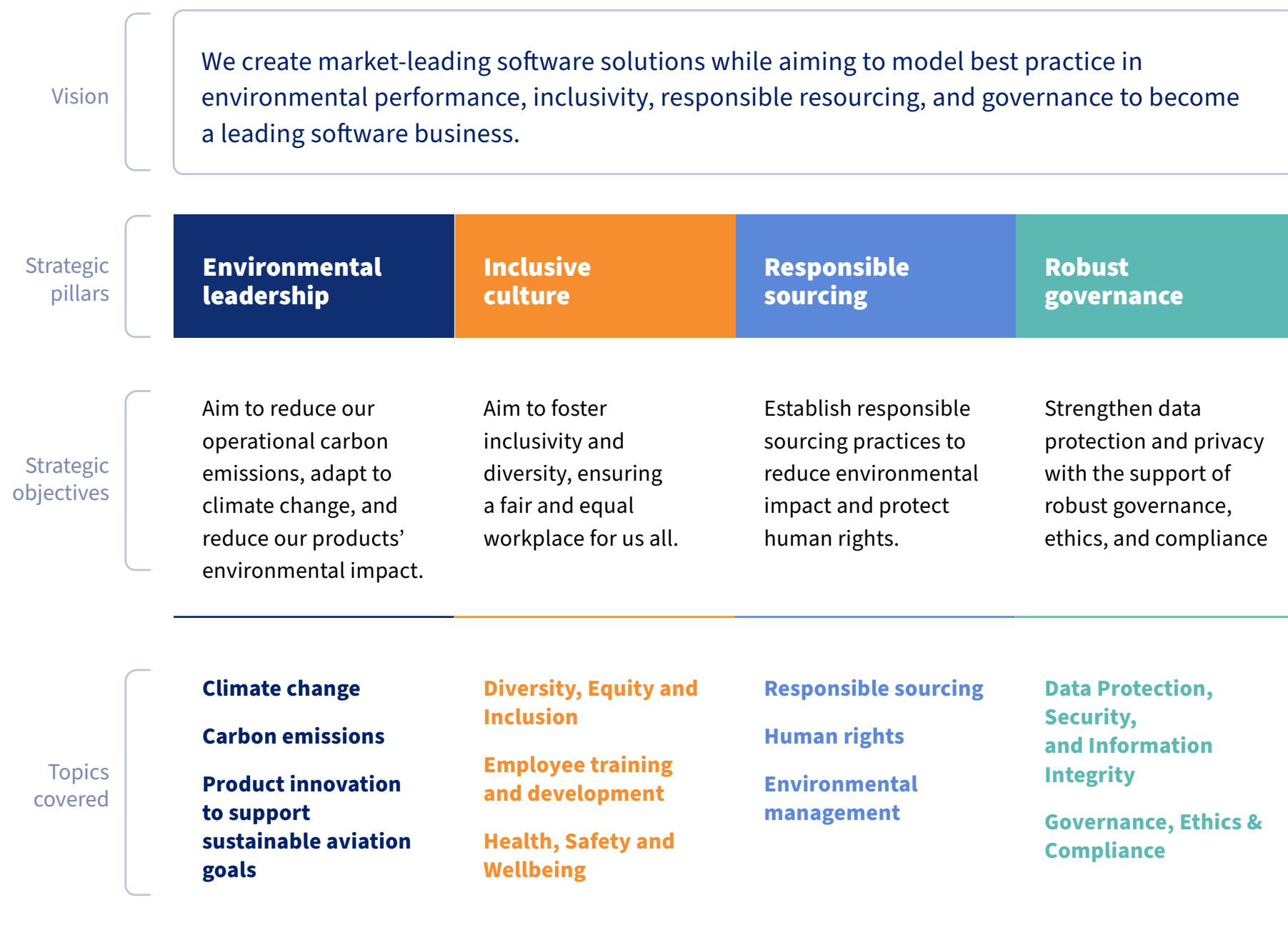
Data Protection, Security, and Information Integrity

Ensuring that both Accelya's and its customers' data are securely managed through a robust combination of technology, policy, and a strong culture of data protection and security, where every employee plays a role in protecting sensitive data.

Our ESG strategy

Accelya used the seven material topics identified on the previous page, along with strategic business priorities, to develop its ESG strategy and roadmap. By focusing on these critical areas, we aim to create long-term value for stakeholders while addressing environmental, social, and governance challenges.

Our ESG strategy, which was approved by the ESG Oversight Committee in November 2023, has four pillars:

Vision

We create market-leading software solutions while aiming to model best practice in environmental performance, inclusivity, responsible resourcing, and governance to become a leading software business.

Strategic pillars

Environmental leadership	Inclusive culture	Responsible sourcing	Robust governance

Strategic objectives

Aim to reduce our operational carbon emissions, adapt to climate change, and reduce our products' environmental impact.	Aim to foster inclusivity and diversity, ensuring a fair and equal workplace for us all.	Establish responsible sourcing practices to reduce environmental impact and protect human rights.	Strengthen data protection and privacy with the support of robust governance, ethics, and compliance

Topics covered

Climate change	**Diversity, Equity and Inclusion**	**Responsible sourcing**	**Data Protection, Security, and Information Integrity**
Carbon emissions	**Employee training and development**	**Human rights**	
Product innovation to support sustainable aviation goals	**Health, Safety and Wellbeing**	**Environmental management**	**Governance, Ethics & Compliance**

1. Environmental leadership

Climate change and carbon emissions are our first and third material issues. Accelya recognizes the need to adapt to the impacts of climate change, such as extreme weather patterns and flooding, while also taking proactive steps to manage and reduce energy consumption and carbon emissions across our operations. See our Journey to Net Zero section on page 22 for details of our carbon reduction roadmap.

2. Inclusive culture

We want to ensure that everyone who works at Accelya feels valued, respected, and supported. We aim to foster a safe, healthy, and inclusive culture that values diversity, provides equal opportunities for all employees, and promotes and supports our people's professional development and wellbeing. See our People section on page 30 for more details.

3. Responsible sourcing

Our sphere of responsibility extends beyond our own employees. Our responsible sourcing strategy aims to manage environmental impacts (including carbon emissions, which are a material topic) and protect human rights in our supply chain as part of an ongoing process of assessment and enhancement. See our Supply Chain section on page 42 for more details.

4. Robust governance

Accelya's focus on governance, ethics, and compliance provides the moral and ethical standards for our business, ensuring transparency, and maintaining the trust of our stakeholders. We prioritize data protection and information through a rolling Privacy and Security Improvement Plan. See our Data Privacy and Information Security section on page 41 for more details.

We aim to review this ESG strategy annually. Additionally, we closely monitor global events and legislative developments. In future years, Accelya anticipates reporting against the Corporate Sustainability Reporting Directive (CSRD). When necessary, and with the required approvals, we will adapt the strategy to ensure its continued relevance, effectiveness and alignment to our business strategy and best practice.

Stakeholder engagement

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

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

Industry memberships

Accelya is an active member of three industry associations:

ALTA — Latin American and Caribbean Air Transport Association (ALTA)

AFRAA — African Airlines Association (AFRA)

aaco — Arab Air Carriers Association (AACO)

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

Environment

Environment

With global greenhouse gas (GHG) emissions at an all-time high and 2024 on track to be the hottest year on record,[1] we accept the role that we, and all businesses, must play in reducing our negative impacts on the planet's climate. We are proudly airline-first, but we also recognize that aviation is a significant contributor to climate change, accounting for 2.5% of global CO2 emissions.[2]

As the aviation sector faces increasing expectations to reduce its environmental impact, we know that the journey toward a lower-carbon economy is essential to our customers and stakeholders. Positioned within our customers' value chains, we are committed to taking practical steps to reduce emissions in our operations and to supporting our customers as they work to meet their own sustainability objectives.

Measuring our carbon footprint

Providing accurate, transparent data on our carbon emissions is essential for measuring our progress towards our strategic goals. It is also important to our customers, and we continue to see an increase in customer requests for ESG information, including carbon emissions data.

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

Although we captured some Scope 3 emissions, the limitations of the software platform we were using meant that certain emissions categories were not included in our first GHG report. Aiming to align with best practices, we recognized the need to expand our Scope 3 emissions boundary to ensure material emissions were accounted for and reported.

In FY24, we transitioned to a new carbon software provider, enabling us to improve the breadth and accuracy of our Scope 1, 2, and 3 emissions reporting. This transition provided an opportunity to reassess our carbon footprinting and net zero strategies.

1 https://tinyurl.com/2ttt5za2
2 https://ourworldindata.org/co2-emissions-from-aviation

Updating our methodologies

In March 2024, we conducted a detailed gap analysis to evaluate our progress against the Science Based Targets initiative (SBTi) guidelines. Based on this review, we implemented several measures to strengthen the rigor and credibility of our approach, Including:

Developing our first organizational-wide greenhouse gas inventory management plan, establishing a robust standard to ensure our GHG emissions are calculated and reviewed in line with best practice.[3]

Creating a baseline and target retrigger policy, enabling us to restate our base year to FY24 to reflect methodological improvements.

Enhancing our carbon calculation methodology to incorporate well-to-wheel and well-to-tank emissions across all applicable categories.
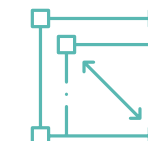
Expanding our emissions boundary to include additional categories, such as refrigerants, employee commuting and homeworking, supply chain, and capital goods.

[3] We continue to use the operational control approach to consolidate our carbon emissions.

Our updated organizational boundary

Scope 1

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

- Stationary combustion
- Fugitive emissions

Scope 2

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

- Purchased electricity (Location based)
- Purchased energy certifications (Market based)

Scope 3

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

- Purchased goods and services
- Capital goods
- Fuel and energy related activities
- Waste and water
- Business travel
- Employee commuting

Our FY24 carbon footprint

In FY24, Accelya's absolute GHG emissions were 25,652 tCO2e. We cannot make a meaningful year-on-year comparison because both our boundaries and our carbon footprinting methodology changed this year.

In line with best practices, we committed to recalculating and revalidating our annual carbon footprint calculations, as well as our carbon reduction targets, when structural or methodological changes are 5% or higher of our overall carbon footprint. Since the recalculation exceeded the 5% threshold, we have reset our base year to FY24. In FY25, we will review and update our carbon reduction targets based on our updated base-year emissions, and in our FY25 report, provide year-on-year emissions comparisons.

The recalculation of our carbon footprint shows that:

Accelya's absolute GHG emissions increased by 339% between FY23 and FY24, from 5,849 tonnes CO2e in FY23 to 25,511 tonnes CO2e in FY24.

Using the new platform's much wider consideration of emissions categories, our Scope 3 emissions account for 97% of our footprint compared to 65% as previously reported.

This year, an independent carbon consultancy verified our carbon footprint for the first time, providing limited assurance in line with ISO 14064-3. The review covered our GHG accounting methods, data collection processes, Scope 1 and 2 emissions, and 70% of our Scope 3 emissions.

A full breakdown of our FY24 emissions, and methodology and verification statements can be found in the appendix.

Emissions Intensity FY24 (tCO2e per $1m revenue):

95.72 tCO2e per $1M of revenue

Scope 1

Scope 1 emissions total **159 tCO2e** for the financial year, representing **0.6%** of total emissions.

These emissions are from natural gas consumption, diesel consumption from back-up electricity generators and refrigerant gases.

Scope 2

Scope 2 emissions (market-based) total **695 tCO2e** for the financial year, representing **2.7%** of total emissions.

Scope 2 emissions are from electricity consumption at Accelya's offices. FY24 Scope 2 office electricity consumption emissions represent a 52% decrease vs. FY23. In FY24, we increased renewable electricity consumption in our largest office, Mumbai, from 34% to 88% of the overall energy mix. We also downsized our Madrid office by moving to a smaller location. The new office is powered entirely by renewable energy. As a result of the reduced space, our annual electricity consumption for our Madrid office in FY24 decreased by 72% compared to FY23. Overall, renewable energy accounted for 47% of our total electricity consumption.

Scope 2 location-based emissions:

1,301 tCO2e

Scope 2 market-based emissions:

695 tCO2e

Scope 3

Scope 3 emissions total **24,798 tCO2e** for the financial year, representing **97%** of total emissions.

56% of our total emissions are from purchased goods and services, primarily data center usage and purchased software. 15% of total emissions are from capital goods, primarily equipment and hardware. 12% of total emissions are from employee commuting and home working. 11% of total emissions are from business travel, primarily flights. 2.6% of total emissions are from fuel and energy-related activities.

Our climate strategy

Setting science based targets

In FY23, we set near-term company-wide emissions reduction targets in line with the Science Based Targets initiative (SBTi) – see our 2023 ESG Report. As we have reset our baseline, we will review our near-term targets and restate these in FY25.

Business travel

Our revised policy on business travel, which encourages all employees to carefully assess the need to travel and restricts travel class on necessary journeys, continues to reduce emissions. While the biggest reduction in flight emissions occurred in FY23 with the introduction of the policy (22%), there was a 4% reduction in FY24.

Our journey towards net zero

In FY23, we committed to rationalizing our office space and transitioning to renewable energy tariffs when available to achieve our near-term company-wide emissions reduction targets. We also revised our business travel policy and began to transition data management to Amazon Web Services (AWS).

In FY24, we increased renewable electricity consumption in our largest office, Mumbai, from 34% to 88% of the energy mix. We also downsized our Madrid office to a smaller, 100% renewable-powered location, reducing our annual electricity consumption in FY24 by 72% compared to FY23.

47%

of our global office electricity consumption is from renewable sources (18% FY23)

Climate risk and opportunity

We recognize that our organization's resilience depends not only on reducing carbon but on our capacity to adapt to and withstand a rapidly changing climate. Last year, we committed to conducting our first climate risk assessment of our business that could be used to inform our corporate risk register, and guide business strategy.

The assessment, which covered physical climate risks (shocks and stresses caused by extreme weather and longer-term climatic events), transition climate risks (policy, legal, market, and behavioral consequences of climate action), and climate opportunities, was completed in March 2024.

Working with a specialist sustainability consultancy, the assessment used best practices from the International Sustainability Standards Board (ISSB) and the EU Corporate Sustainability Reporting Directive (CSRD). In line with this guidance, we considered the following climate scenarios:

Physical:
The 2°C World and the 4°C World
(RCP 4.5 and RCP 8.5)

Transition:
The Sustainable Development Scenario & The Stated Policies Scenario (from The International Energy Agency)

All risks and opportunities were considered over the following time horizons:

Short-term:	Current fiscal year (FY24)
Medium-term:	2-4 years
Long-term:	5 years or more

In line with our corporate risk register, all climate risks were scored from a scale of low to critical. This was calculated as the multiplier of probability (1 (rare) – 5 (almost certain) scale) by impact (1 (insignificant) – 5 (serious) scale). Scores higher than 12 are deemed as high risk and those higher than 16 are deemed as critical.

Opportunities were scored against the same scale – with a bespoke methodology designed as a measure of commercial and reputational value to the business. To ensure consistency with EU CSRD, further considerations were added to the assessment including irremediable character and impacts to stakeholders.

Four key physical and six key transitional risks were identified:

Physical risks

Acute physical climate risks
Increased frequency and intensity of storm events (including inland rainfall and windstorms / cyclones / hurricanes, storm surges)

Increased frequency and intensity of heatwave events

Chronic physical climate risks
Sustained seasonal temperature increases

Sea level rise causing coastal erosion and flooding to coastal areas

Transitional risks

Market risks
Failure to attract and retain airline customers seeking to transition to low-carbon aviation

Policy and legislation risks
Impact of price increases on carbon-intensive products and services (i.e. carbon taxes, aviation taxes)

Non-compliance with increasingly stringent climate and sustainability-related policy and legal requirements

Technology risks
Failure to adopt low-carbon technologies (i.e. software solutions) and low-carbon energy

Loss of market share as competitors develop new, innovation low-carbon software solutions and IP

Reputational risks
Failure to attract and retain purpose-driven staff who are socially and environmentally conscious leading to disengagement and reduced talent

An illustrative sample of our highest-scoring climate risks and opportunities can be found in the appendix. None of the risks were deemed as critical to Accelya at the time of the assessment. The findings from this assessment have been integrated into our corporate risk register and continue to inform our business strategy, including financial planning. We have started to assess the financial impact of our core climate risks, estimating their proportional effect on our revenue and expenditure. By FY27, we intend to work with our finance team to gain a deeper understanding of the financial cost of climate action (mitigation measures) and inaction to our business.

Carbon offsetting

We continue to offset our carbon emissions as a part of our climate strategy. In FY24, we offset 100% of our residual emissions for FY22 against a verified carbon offsetting program. In FY25, we aim to offset our FY23 emissions.

Looking ahead

In FY24, we advanced our carbon reduction efforts by reviewing our emissions boundary, resetting our baseline, and completing our first external verification. In last year's report, we committed to monthly carbon reporting. However, due to the expanded emissions boundary and increased data points from our new software platform, this is not currently feasible within current resource constraints.

Recognizing the importance of continuous improvement, we aim to refine our carbon accounting processes in FY25, focusing on areas identified in our recent limited assurance review.

With our revised FY24 carbon footprint as a new baseline, we aim to assess our path to net zero and update our near-term reduction targets in line with the latest climate science. Additionally, in FY25, we aim to set our first long-term net zero targets, reinforcing our commitment to a low-carbon future.

Third-party cloud services are our biggest source of emissions, and starting in FY25, we aim to engage with our product teams to identify ways of building energy efficiencies into our product design and development processes. As part of our broader climate strategy, we aim to continue efforts to reduce another major source of our emissions—business travel, maintaining travel class limitations where possible. Additionally, we aim to implement energy efficiency initiatives at our offices, particularly in India.

We remain committed to offsetting any residual carbon emissions annually. We also aim to enhance our climate risk and opportunity assessments, integrating key insights into our business strategy and reviewing these impacts at least once a year.

Our people

Our people

As a diverse and inclusive global technology company, we have offices in seven countries, employees in 12 and valued contingent workers in an additional 11. We are agile, competitive, and fast learning. The skills, expertise and passion of our people empower the airline transport community to move faster and respond smarter, taking better control of their future through innovative technology.

We employ over 2k people, 99% of whom are full-time. We also retain the services of 232 self-employed contingent workers in countries where we do not have a presence (e.g., in Argentina, Chile, and Mexico), or where the business has need of a specific skill set or expertise.

Our people strategy

Accelya's people strategy is driven by a commitment to build strategic leadership capabilities and a high-performing culture to support our transformation into a competitive software product company.

The approach includes three core pillars:

We also prioritize employee wellbeing through various initiatives designed to support our people both personally and professionally, creating a foundation for sustainable growth and innovation.

Attracting the right talent and fostering a culture that aligns with our vision

Enabling our talent to excel within Accelya

Establishing ourselves as a diverse, inclusive, and socially responsible employer

All employees

Year	Total
FY24	2,468
FY23	2,397
FY22	2,231

Percentage change FY23 to FY24 **+3%**

New hires

We hired over 400 new people in FY24. 376 full-time employees and 88 contingent workers.

Year	New hires
FY24	464
FY23	714

Percentage change FY23 to FY24 **-35%**

Employee turnover

Our employee turnover for FY24 was 17%, a 3% reduction from FY23. From FY25, our annual employee turnover target will be 15% or below.

Year	Turnover
FY24	17%
FY23	20%
FY22	21%

Our FY24 performance

During our transformation journey, changes to our organizational structure introduced additional responsibilities and accountabilities for our employees, a shift that required clear communication to ensure a smooth transition. Despite these challenges, we made significant strides in several areas.

Our first employee engagement survey, issued in January 2024, revealed an encouraging Employee Net Promoter Score (eNPS) of 31, exceeding the industry benchmark by 4 points and underscoring our employees' connection to our culture and mission.

Employee turnover was reduced to 17%, suggesting that our efforts to build an engaging and supportive environment are succeeding. In leadership development, our 'Lead the Way' People Leader Fundamentals programs provided crucial training, while our Women's Employee Resource Group (ERG) launched a mentorship program and held online and in-person professional development and networking sessions.

At the end of FY23, we launched the first phase of our new global HR Information System (HRIS). Consolidating all HR data into one secure platform, the HRIS provides enhanced visibility and control over HR processes through real-time reporting dashboards and organizational charts. The system also supports flexible working through its mobile app, enabling employees and managers to manage tasks on the go, such as approving time-off requests. In February 2024, we added additional features, including absence management, benefits, recruitment, learning, and our employee engagement survey tool.

We also updated our Reward & Recognition Policy and launched the Accelya Quarterly Values Award to reinforce our core values.

Employee Net Promoter Score (eNPS) of 31

accelya
VALUE AWARD

Congratulations

CORE VALUES AWARD

on receiving the Accelya Values Award for demonstrating Accelya's Core Value of _____

Award:

Date:

Sam Gilliland
Chief Executive Officer

Our Employee Resource Group (ERG) launched a mentorship program, accessible to all employees

Employee turnover was reduced to 17%

Reward & Recognition Policy

Compensation and benefits

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

The highest governing body within Accelya is the Senior Leadership Team. The remuneration policy for this group is based on financial and other performance related achievements for each member.

For FY24, our compensation ratio stands at 80:1, indicating that the highest-paid individual's total annual compensation is 80 times the median annual total compensation of all other employees. There was no increase in the ratio during the reporting period. The methodology used can be found in the appendix.

Employee benefits

With staff in over 20 countries with different regulations around employee benefits, it is not possible to offer one standard benefit package to everyone. We aim to standardize the offering wherever possible and in FY25, we will recruit a new Head of Global Total Rewards to help us investigate that. Contingent workers, those classed as self-employed but who undertake contracts for Accelya, have benefits based on their contract. We work with local advisors to ensure that we comply with local legal requirements including, pay, benefits, and working conditions. The following summarizes the key employee benefits in each of our significant locations of operation, as defined by the number of Accelya employees in each region.

Asia-Pacific

In APAC, all permanent and temporary employees receive the same benefits from their first day of employment with Accelya, and these include health, life, and accident insurance. In India, optional parental health insurance is available for which a premium is paid by the employee.

Spain

In Spain, life insurance cover is offered to all employees after six months of employment.

Collective bargaining agreements are a legal requirement under Spanish labor law. The agreement applies to all Spanish employees, regardless of location. In FY24, 242 Spanish employees were covered by the agreement; 213 in Spain, and 29 working remotely. There are no other collective bargaining agreements in place in any of the other regions in which we operate.

Americas

In the Americas, employees benefit from a comprehensive range of non-contributory plans, including health, dental, vision, term life, disability insurance, and access to an Employee Assistance Program (EAP) and Health Advocate services. We also offer contributory plans such as 401(k), Flexible Spending Accounts, and commuter benefits. In FY25, we plan to enhance our Paid Time Off (PTO) accrual and introduce a Parental Leave Policy to ensure competitiveness and support for our workforce in the Americas.

UK

All UK-based employees receive the same benefits from day one, including pension, life insurance, disability and invalidity cover, and gym contributions. Health care is provided to senior-grade employees. We also provide parental leave in line with legal requirements.

In FY24, death in service cover rose to 14 times basic salary, replacing the dependent's pension scheme. New benefits include WeCare (24/7 GP access, mental, legal, and financial support), MyStrength (mental wellbeing), and Toothfairy (dental advice). The scheme launched in March 2023 through internal communications and presentations to ensure employees understood the changes and new offerings.

Looking ahead

In FY25, we aim to deepen our commitment to a high-performing culture by further enabling and empowering our people leaders. We plan to expand our diversity and social responsibility initiatives, increase our focus on employee engagement, and invest in technical skills development to align with evolving company needs.

Launching in October 2024, our new global social responsibility program will strengthen our community impact, while a structured onboarding process will ensure that new colleagues are equipped to contribute quickly and effectively. We will emphasize internal communication and company-wide goal setting to maintain alignment with Accelya's strategic vision at every level of the organization.

These people-focused initiatives are integral to our business strategy, supporting sustainable growth by ensuring we have the right talent, an engaged workforce, and a culture of high performance across the organization.

Health, safety, and wellbeing

Ensuring the health, safety, and wellbeing of our employees is a cornerstone of Accelya's commitment to ESG principles. All employees, including contingent workers, are covered under our Occupational Health and Safety (OHS) system across regions.

Our OHS system is designed to establish policies, objectives, and procedures that ensure a safe working environment, with regional implementation tailored to local requirements. In the UK, risk assessments are conducted internally and audited externally for validation. In Spain, an external expert, supported by a Health and Safety Committee, oversees risk assessment and hazard identification. We plan to adopt this approach in the UK in FY25. APAC adheres to a global policy, with a local committee ensuring compliance with Indian standards. In the Americas, third-party vendors provide risk assessments and ensure compliance with local regulations.

Though our offices are low-risk environments, we proactively identify hazards and assess risks. Our Facilities teams regularly inspect work areas, furniture, and equipment for signs of wear or damage and monitor all office-based risks.
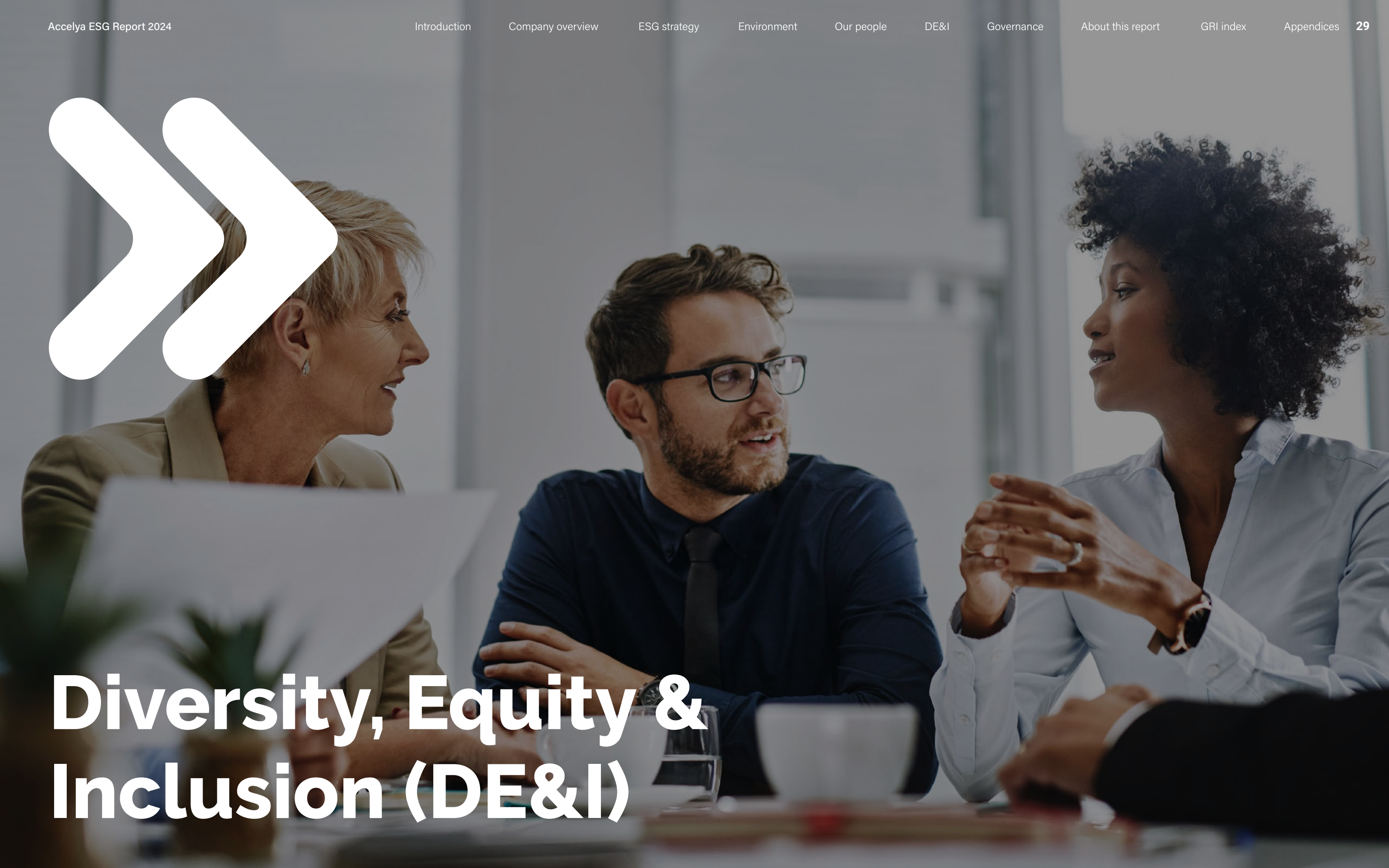
Health and safety awareness is integrated into our employee onboarding process across regions and was included in the mandatory annual Code of Conduct training for all employees in FY24. We also include stipulations in our Procurement policy and Supplier Code of Conduct to help prevent or mitigate any negative occupational health and safety impacts linked to our operations, products, and services by our business partners.

In Spain and APAC, we encourage employee participation in health, safety, and wellness through Health & Safety Committees. In the Americas, we are developing training initiatives for rollout in FY25, and in the UK, we plan to establish a Health & Safety Committee once our new office premises are operational in autumn 2024. We also promote worker health across all regions through wellness campaigns and provide access to health-related services through employee benefits programs. There were no reportable incidents of work-related injuries or ill-health in FY24.

Accelya ESG Report 2024

Introduction   Company overview   ESG strategy   Environment   Our people   DE&I   Governance   About this report   GRI index   Appendices   **29**

Diversity, Equity & Inclusion (DE&I)
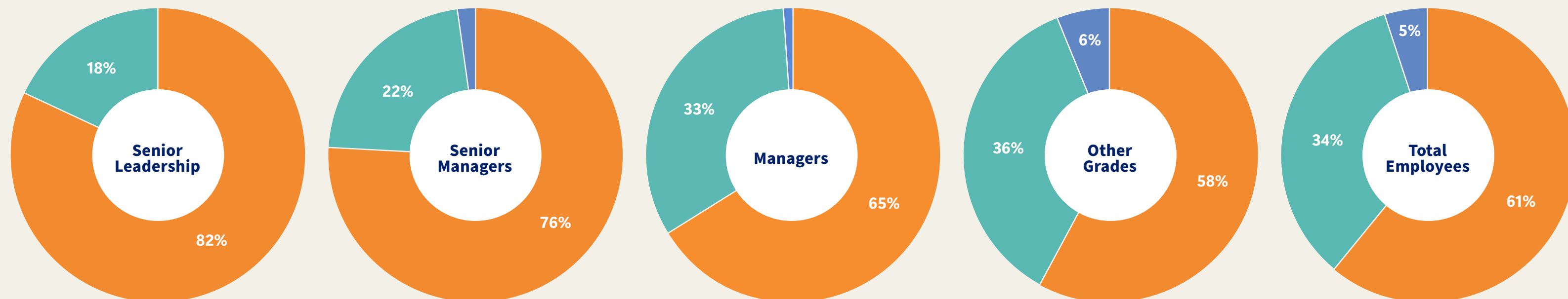
Diversity, Equity & Inclusion
(DE&I)

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

Employees by gender and grade

Accelya's gender pay analysis by job level (see appendix) reveals varying progress toward pay equity. The UK demonstrates gender pay equity, with all role levels achieving parity or exceeding a ratio of 1. Spain and the U.S. approach parity at most levels. However, disparities persist in senior and technical roles in regions like Tunisia, India, and the United Arab Emirates. Aligning with our DEI strategy, in the coming year, we will intensify efforts to foster fairness, collaboration, and inclusion, enabling equitable pay and opportunity for all employees.

Percentage of Women by Grade	FY22	FY23	FY24
Senior Leadership Team (ExCom)	13%	9%	18%
Senior Managers	18%	21%	22%
Managers	32%	33%	33%
Other Grades	43%	42%	36%
All employees	38%	37%	34%

Global employees by gender and grade FY24

MALE   FEMALE   UNKNOWN

Senior Leadership — 18% / 82%

Senior Managers — 22% / 76%

Managers — 33% / 65%

Other Grades — 6% / 36% / 58%

Total Employees — 5% / 34% / 61%

DE&I strategy

Our Diversity, Equity, and Inclusion (DE&I) strategy, approved in FY23, continues to serve as a guiding framework for creating a workplace where everyone feels valued and empowered.

Structured around three key pillars—Workforce Diversity, Workforce Inclusion, and Policy & Practice—the strategy aims to increase representation, foster inclusivity, and ensure fair policies and practices across the organization.

"Inclusion thrives when people are empowered to find the solutions that work best for them. This year, we embraced this principle as we expanded our Women's ERGs globally."

Anna Webb, Vice President of Internal Communications & DE&I

Workforce Diversity

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

Inclusive recruitment

In FY24, we focused on diversifying our talent pipeline to ensure representation across all levels and departments. We aligned our recruitment with our DE&I goals and have seen improvements in gender representation, particularly within senior roles. Representation of women at the Executive level increased with the appointment of Lesley Harris to the role of Chief Operations Officer in May 2024.

Policy & Practice

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

Policy & Practice

In FY24, we comprehensively reviewed all company policies to ensure they complied with regional legislation. This review ensures that all policies are consistent, fair, and inclusive across global locations. With updates across all regions, we have strengthened our commitment to equitable practices and addressed potential disparities in policy application. No discrimination incidents were reported during FY24, further underscoring our dedication to an inclusive and respectful workplace.

Workforce Inclusion

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

Women in leadership

Supporting women in leadership roles has been a central part of our DE&I agenda. In FY24, we launched a mentorship program for members of our Women's Employee Resource Group (ERG), open to all, providing guidance and professional development tailored to their growth and advancement. These efforts are laying the groundwork for future initiatives, such as a Women in Leadership program scheduled for FY25, designed to equip aspiring leaders with the skills and insights they need to succeed in senior positions. Additionally, regular ERG networking meetings have offered employees a platform to connect, learn, and share experiences within the organization.

Creating an inclusive culture

To build a culture of inclusion, we expanded our Employee Resource Groups (ERGs) and launched new chapters in Pune, India, and the UK. These regional ERGs have fostered a sense of belonging and community, organizing events such as cultural celebrations for Diwali and Thanksgiving, which helped promote cross-cultural understanding. Our FY24 employee engagement survey indicated strong DE&I results, with employees across all backgrounds expressing that they feel fairly treated.

Looking ahead

In FY25, we plan to strengthen our DE&I efforts through a series of targeted initiatives. A new Women in Leadership course will offer valuable resources for women aspiring to senior roles, while additional global executive sessions will promote inclusivity at all levels. Our expanding mentorship program will continue to support career growth, complemented by more frequent global events and monthly meetings designed to encourage learning, networking, and community-building.

To enhance accessibility and awareness, we will promote ERG membership and introduce dedicated intranet pages for Women's Inclusion, Sustainability, and CSR ERGs. Through these initiatives, we aim to embed DE&I into Accelya's culture, fostering a workplace that is both inclusive and empowering for all.

Spotlight

Women in leadership

Accelya's two most-senior women, Chief Human Resources Officer, Funda Saltuk Stoica, and Chief Operations Officer, Lesley Harris, discuss DEI in action and the importance of female representation.

How would you describe Accelya's DEI journey?

Funda: Accelya is very rich with its multi-cultural team in terms of differences in gender, ethnicity, race, age, abilities, sexual orientation, religion, and thought. We've made solid progress to date, but there is always more to do.

Lesley: We're on a progressive path. While we have pockets of strong diversity, we recognize opportunities for improvement. Our global teams are culturally diverse and respect each other's differences and contributions. Our employee resource groups are still developing.

Why is it important to have more women represented at senior levels?

Funda: Women bring unique perspectives that enhance inclusive strategies, improve decision-making, and foster a positive organizational culture. Our representation is more than diversity—it's a strategic advantage that inspires and drives better outcomes.

Lesley: Agreed. When women are in leadership, it sends a strong message to junior employees about career possibilities. Representation builds pathways and fosters a sense of belonging.

What's your vision for DEI in Accelya?

Funda: A workplace where diversity drives innovation, equity ensures fairness, and inclusion guarantees belonging. It's about unlocking potential and fostering empathy and respect.

Lesley: I'd add that while we've made strides, there's more to do. Building robust employee resource groups and embedding DEI in all layers of leadership are key goals for us.

Employee engagement

Now in its second year of operation, Accelya's Global Internal Communications Function continued to support the company's growth ambitions in FY24, ensuring employees stayed informed, connected, and engaged. This year, we launched our first intranet site, providing employees with a single, unified platform for news and company information and helping to reduce the volume of top-down email traffic to strategic communications only.

We maintained our practice of hosting virtual, quarterly all-employee meetings to share updates on business performance, strategy, and success stories this year. These meetings provide employees with an open forum to ask questions directly to the leadership team. When members of the Senior Leadership Team visit regional offices, they host in-person town halls to complement the virtual sessions. This helps build relationships, fosters stronger connections, and encourages networking. Quarterly "Ask Us Anything" calls also enable leaders to address a broad range of employee questions.

The monthly strategy and results call with our top 40 leaders we started in FY23 successfully concluded at the end of the fiscal year and has paved the way for monthly Business Review calls starting in FY24, which are attended by our People Leaders.

Measuring Impact

Facilitated via our new HRIS, we launched our first global employee engagement survey in January FY24. Participation rates were encouraging (75%), and we received over 15,000 individual anonymized comments through the survey platform. We achieved an Employee Net Promoter Score (eNPS) of 31, exceeding the industry benchmark for our sector by 4 points and underscoring our employees' connection to our culture and mission.

While we were pleased with the result, we had work to do on the three key areas employees flagged as needing additional focus: Autonomy, Working Environment, and Reward and Recognition. Under the Autonomy workstream, we issued guidance on engaging remote team members and ran a coaching and empowerment program for managers. We addressed areas of improvement under the Working Environment workstream by issuing guidance on open office etiquette and initiating a global wellness hub. For the Reward workstream, we increased awareness of the Accelya awards program globally and redoubled our efforts to communicate and celebrate the achievement of our corporate goals.

We reported back to employees as we actioned each area for improvement and summarized our actions in the all-company Town Hall in May 2024.

Looking ahead

We will issue our FY25 employee engagement survey in November 2025 and report back to the business on the findings in early 2026.

Employee enablement

Continuous enablement and development of employees remains essential to improving Accelya's organizational capability and performance. Our commitment to helping everyone who works here reach their full potential has been further strengthened through the initiatives implemented in FY24.

Last year, we set up the Enablement and Learning team to help develop the skills and capabilities needed to deliver our business strategy. The team creates and deploys the Accelya Learning and Enablement Framework, a strategic approach guided by the principles of continuous employee engagement, productivity, innovation, and positive change designed to support the growth of our employees and business. In FY24, the team expanded from five to six full-time employees. A seventh member of the team will join the company in early FY25.

Accelya Academy

In October 2023, we launched a company-wide enterprise learning management system (LMS) and talent platform that allows employees to curate and create their own enablement journeys. These journeys meet employees' specific needs using industry-leading enablement content providers, Pluralsight, and LinkedIn Learning, alongside bespoke Accelya-designed and curated content.

Building on the Academy's success, we broadened our learning programs in FY24, introducing new certifications and tailored learning pathways that enhance skills across our teams and elevate our support for customers and partners. Key initiatives included:

L100 Certification: A foundational program for all employees, providing core airline industry insights, brand knowledge, and training in essential tools, including SAFe Agile, a set of organizational and workflow patterns for implementing agile practices at an enterprise scale.

L200 Sales Certification: Targeted development for our sales teams with an emphasis on FY24 sales strategies, equipping them with the insights and tools needed to excel in the current market.

Digital Skill Pathways: Four specialized learning pathways for Operations, Enterprise IT Services (EITS), and Pilot and Technician Outlook (PTO) communities, enhancing their capabilities and supporting professional growth across essential technical areas.
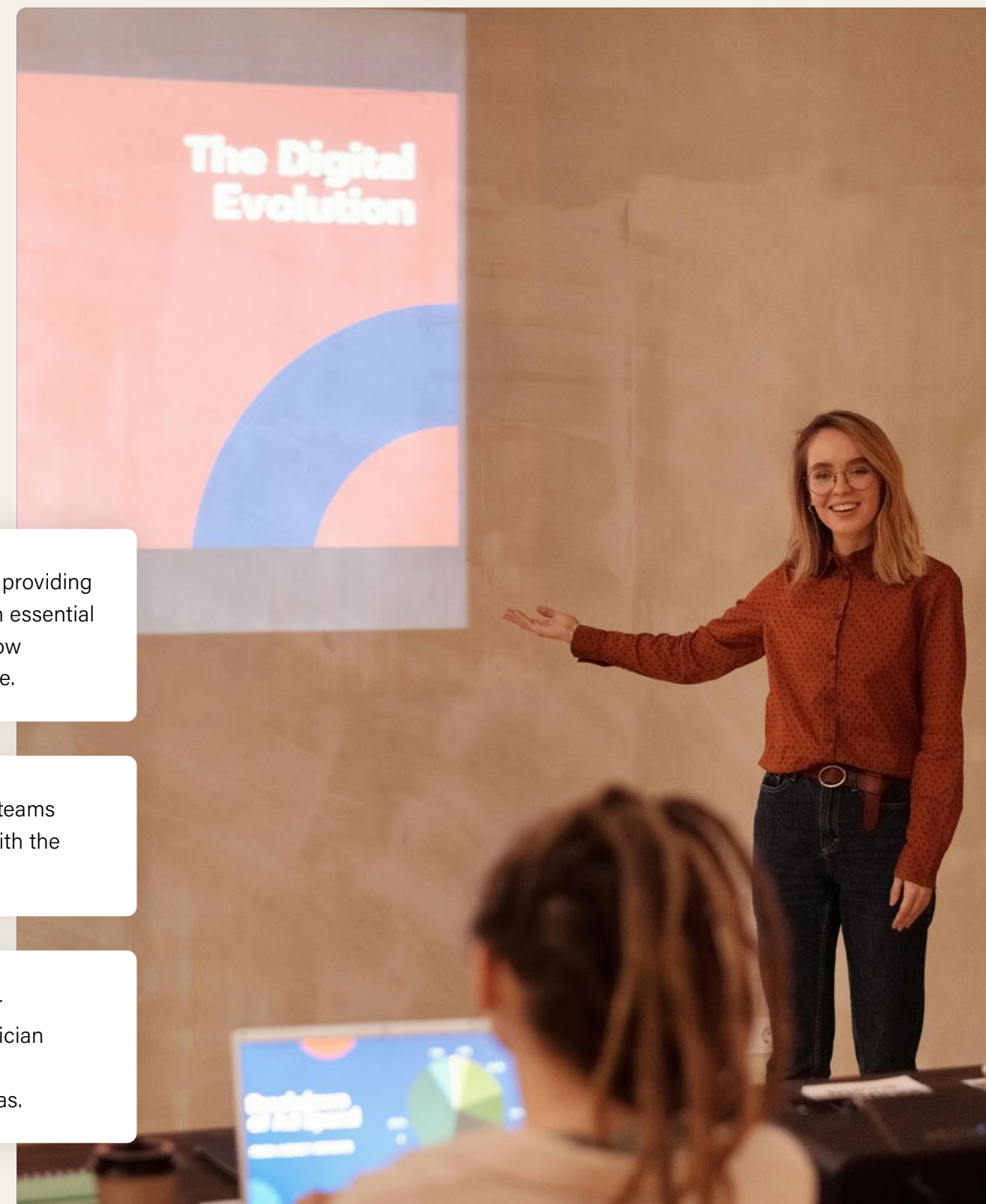
The Accelya Accelerate Sales Summit

In September 2023, Accelya hosted its first-ever Accelya Accelerate Go to Market (GTM) Sales Summit in London, bringing together 130 thought leaders, customer-facing teams, and industry experts. The summit's purpose was clear: foster collaboration, inspire innovation and accelerate growth for FY24.

This two-day event featured knowledge sharing, networking, and industry insights from guest speakers at Aegean Airways and Travel in Motion (TiM), who discussed emerging trends, market challenges, and innovative solutions.

Attendees explored Accelya's latest products through expert-led sales play sessions and took part in workshops on social selling, NDC adoption, ROI models, and commercial and legal sales guidance and discussions on ESG strategy. They also engaged in direct discussions with Accelya's Executive Team.

In recognition of outstanding contributions in FY23, the GTM leadership celebrated excellence within the community. CEO Sam Gilliland closed the summit with a keynote address on Accelya's strategic vision for the future. Following its success, Accelya Accelerate will now be an annual event.

Onboarding program

We successfully rolled out our new onboarding program through the new talent and workforce planning platform. We encourage all new employees to complete Accelya Essentials and our L100 foundational certification as part of their 90-day onboarding. We also provide helpful hints and curated pathways for success.

Leadership development

In line with our commitment to revise our approach to leadership development, we introduced two primary courses in FY24:

People Management Fundamentals (PMF): Aimed at new managers, we ran this in-person course in our primary locations (Madrid, Miami, Mumbai, and Pune) between February and August 2024. Eight groups of 20 employees successfully completed the training.

Lead the Way! (LTW!): This one-day, in-person enablement program for site-based leaders focused on Accelya values, team-building skills, and reflection on the FY24 employee survey results. Held in Miami, Madrid, Camberley, and Mumbai, six groups of 20 employees successfully completed the training.

Performance management

All Accelya-based employees and people on long-term contracts receive performance and career development reviews twice a year, with mid-year and end-of-year evaluations. We encourage employees and managers to meet regularly to update on goal progress and record the outcomes in the talent and workforce planning platform.

Looking ahead

In FY25, we will expand our Certification to L300 by launching our new customer-facing content. Comprising 23 online modules, the new offering exclusive to Accelya's FLX merchandising product suite will enable customers to use our platforms within 90 days. As the current onboarding time is six months, this marks a significant milestone in our commitment to airline-first customer service. The L300 content will also be used across the Revenue, Product, and Operations divisions to expand employee knowledge and skills on Accelya's new product offerings.

Building on the talent and succession planning foundational work we completed in FY24 and in FY25, we will start a full talent identification process, including succession planning for critical roles. We expect this work to conclude in the spring of 2025. We will also build career progression pathways for our most critical technology roles, e.g., DevOps accreditation, programming, project management, and ITSM (ITIL) accreditation. We will also roll out the new promotions review process, including formal review boards, which were launched at the end of FY24.

Governance

Governance

Accelya Group Governance structure

Vista Equity Partners

Supervisory Board

Senior Leadership Team
8x Accelya Executive Committee Members

ESG Oversight Committee
General Counsel
Chief Human Resource Officer

ESG Team
VP of Environment and Sustainability
Head of Ethics and Compliance
VP Diversity Equity and Inclusion

The Accelya Group ("the Group") is wholly owned by funds controlled by Vista Equity Partners ("Vista"). The highest governance body at Accelya is the Board of directors of Accelya Global Limited, which is designated as the principal board of Accelya Group.

The Board is not chaired by a senior Accelya Executive. The Board approves the ESG strategy and the processes to identify and manage the organization's impacts on the economy, environment, and people. The Board delegates responsibility for the day-to-day management of impacts to the Senior Leadership and ESG Teams. The Board also reviews and approves the annual ESG report and receives periodic briefing on ESG issues.

Conflicts of interest

The Supervisory Board consists of either members of the Vista executive team or retired industry executives who are no longer actively involved in the executive management of competing entities. They are responsible for preventing and mitigating conflicts of interest within the Accelya Board. In turn, Vista oversees the prevention and mitigation of conflicts of interest within the Supervisory Board.

To date, no conflicts of interest have arisen within either board. However, should a conflict occur, an independent director would recuse themselves from the discussion, and an Accelya director would escalate the matter to Vista for resolution.

Process to determine remuneration

Informed by global benchmarking reports, the Accelya Board is responsible for approving the design and execution of the remuneration policy. In India, due to regulatory requirements, remuneration policies and decisions relating to Accelya Services India Private Ltd. are approved by an independent committee. Globally, we use the findings from the annual employee engagement survey and regular shareholder reviews to listen to stakeholder feedback.

The ESG oversight committee

The ESG Oversight Committee comprises two members of the Senior Leadership Team: The General Counsel and Chief Human Resources Officer. The committee provides guidance and advice to the Senior Leadership Team on Environmental, Social, and Governance matters. The committee meets with the wider ESG team on a quarterly basis. This ensures that performance and progress are managed effectively, and urgent matters can be communicated directly to the Senior Leadership Team and/or Supervisory Board as required.

The ESG Team

The ESG team comprises the VP of Environment and Sustainability, the Head of Ethics and Compliance, and the VP of Diversity, Equity, and Inclusion. The team reports quarterly on ESG and DE&I performance to the Vista board and Accelya Senior Leadership Team.

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

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

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

Policies

Our policies provide a clear set of expectations for employees, business partners and suppliers and are integrated into our strategies and operational policies and procedures. In FY24, we reviewed and updated all Accelya policies.

We also added two new ones:
- Sustainable Procurement Policy
- Data Retention Policy

The Equal Opportunity and Anti-harassment, Data Breach, and Data Retention policies are now part of the suite of Code of Conduct training that all employees are required to complete annually. Our key policies are published here.

Ethics and compliance

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

We aim to comply with all applicable laws and regulations everywhere we do business. We aim to work only with those suppliers and business partners who share our commitment to high ethical standards, and in March 2024, we asked all suppliers to sign our Supplier Code of Conduct or to provide evidence of their own commitment to the same high standards. As of 30 June 2024, 67% of active suppliers had done so. Read more about this on page 42.
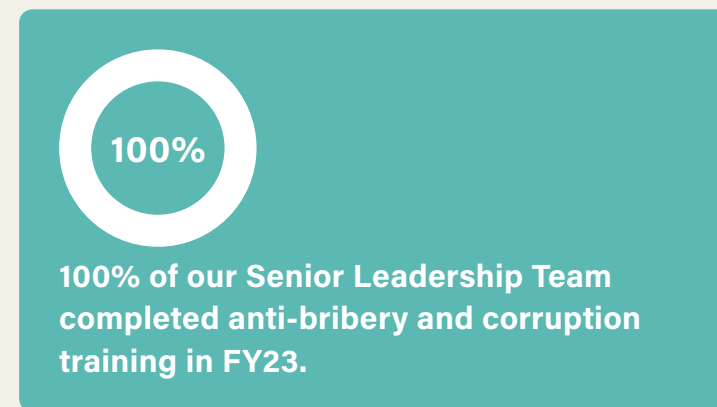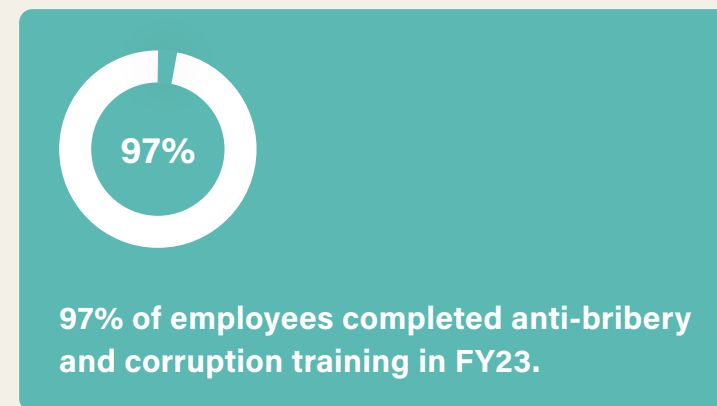
Ethics and anti-corruption training

All employees are required to complete our Code of Conduct training annually. The training includes modules on both Anti-Bribery and Corruption and Whistleblowing. In FY24, we also added a module on Health, Safety and Wellbeing. While our risk profile is low, we rolled out this training to ensure all employees were aware of our global policies and procedures around Health, Safety, and Wellbeing, in particular, accident and near-miss reporting. To ensure ongoing engagement, next year, the training will revert to local, in-person training.

Our approach to tax

The ultimate responsibility for the tax affairs of the organization rests with the Chief Financial Officer (CFO), supported by the Senior Vice President of Finance and Control and the Group Tax Manager. This executive-level team ensures that tax responsibilities are managed in alignment with Accelya's broader financial and operational goals.

Each of our regional finance teams includes a tax specialist who works closely with local tax advisors to address unique regulatory requirements in each market. These advisors are regularly updated on new regulations introduced by the local tax authorities and also deliver regular training on evolving tax regulations to help Accelya maintain a proactive and well-informed approach to tax compliance and risk management. Accelya does not lobby the government on tax issues.

We monitor tax compliance through monthly reviews conducted by corporate finance and overseen by the CFO at a global level. We actively encourage all stakeholders, including employees, to share any concerns they might have, including issues around tax, by using our confidential Whistleblowing service.

97%

97% of employees completed anti-bribery and corruption training in FY23.

100%

100% of our Senior Leadership Team completed anti-bribery and corruption training in FY23.

Human rights

In FY24, we committed to updating our Human Rights and Modern Slavery statements annually. We reviewed and updated both. However, the publication of both will be delayed until early FY25. Our current statements can be found underlined_here.

Conflicts of interest

Our approach to dealing with potential conflicts of interest is detailed in our Conflicts of Interest (COI) policy. Our Code of Conduct, and supporting training, direct employees to report any potential conflicts of interest to their manager and/or the Head of Ethics and Compliance, who will then record, investigate, and assess the situation. The result of that assessment is then communicated to the employee. During FY24, two employees reported potential conflicts, however; upon investigation, neither proved to be so.

Mechanisms for raising concerns

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

There were five reports made in FY24, one via the whistleblowing service and two internally. All reports were settled as of year-end (30 June 2024). Following an investigation, three reports were upheld, and two denied.

In FY24, we delivered ten virtual training sessions for global employees and a townhall presentation on whistleblowing awareness. The training ensures our employees understand the process, the kinds of issues to raise, and reminds them of our commitment to a culture of openness and non-recrimination.

In FY25, we will strengthen our whistleblowing program of quarterly virtual training for new joiners, town hall presentations for all employees and a program of communications on World Whistleblowing Day (24 June). Starting with our employees in India, we will also roll out in-person training.
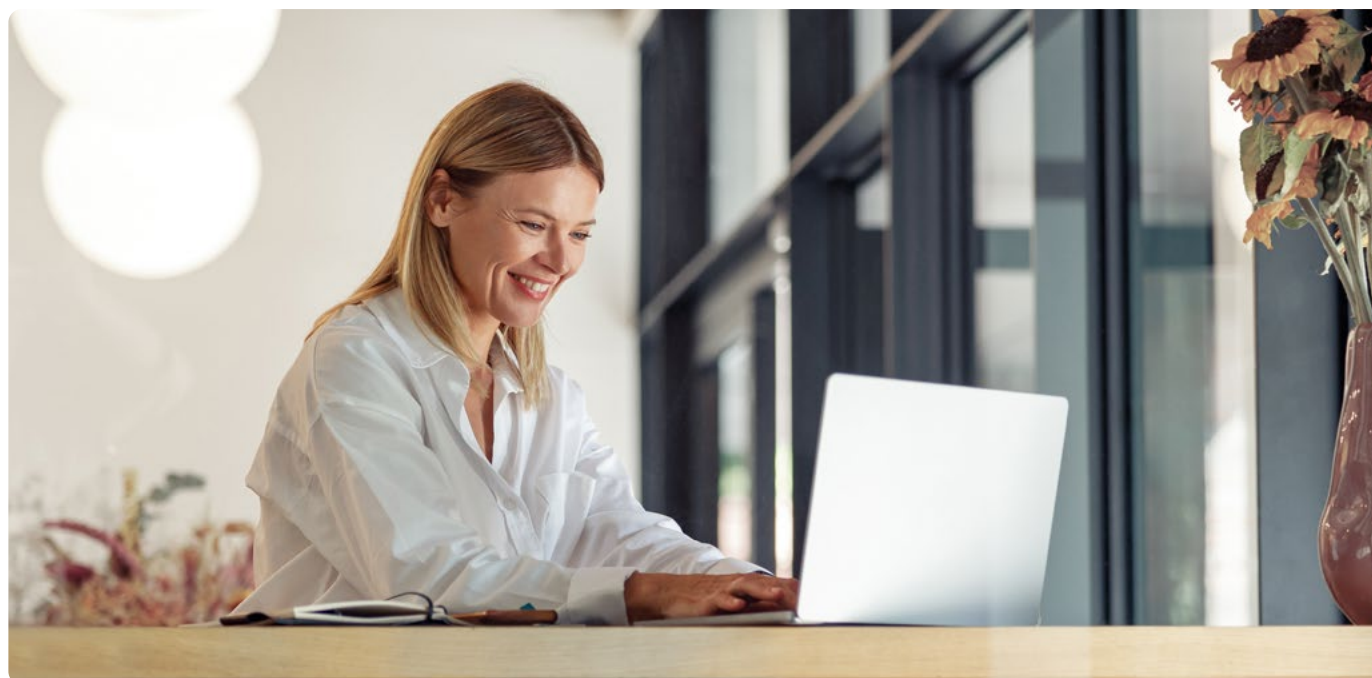
"We are proud of our employees' continued dedication to completing our enhanced Code of Conduct training, especially as this year's training included a new health and safety module, which extended the time commitment by around a third. The successful rollout of our Supplier Code of Conduct and the high engagement rate has also been encouraging, demonstrating our partners' shared commitment to ethical business practices."

Laurent Mather,
Head of Ethics and Compliance

Looking ahead

In FY25, we will deliver our Code of Conduct training via our own learning management system. This will make it easier for employees to access and will streamline the reporting process. We will also do a Bribery Risk Assessment which, after FY25, will be repeated annually.

Data privacy and information security

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

Privacy

Accelya processes millions of personal data records from international customers each year. Our DPO oversees our global privacy compliance programs for our products and our other key operational risk area, human resources. Our in-house Privacy team implements standard controller and processor controls across the company as required under the General Data Protection Regulation (GDPR). We capture privacy risks through the privacy compliance programs which are presented by the DPO at regular Board meetings.

Our privacy strategy has evolved beyond compliance, focusing instead on assessing maturity levels. This approach drives the engagement and behaviors required for self-sustaining, effective controls, risk management and mitigation.

Privacy by design

We are building a privacy by design approach, assessing our products end-to-end to make sure that privacy is baked into our contracts, policies, and user agreements.

Policies and training

The Privacy team monitors changes to global privacy regulations and meets monthly with the Legal team to discuss and decide upon any action required. We updated our data breach policy in March 2024 and introduced a new data retention policy in May 2024.

As of year-end (June 30, 2024), 85.65% of employees and 85.83% of new joiners had completed the required training based on the policies. From FY24, the training became part of the onboarding process for all new employees and from FY25, the training will be mandatory for all employees annually. There were no complaints concerning breaches of customer privacy or losses of customer data in FY24.

Information security

Keeping our data, and that of our customers, safe and secure, is our top priority. The robust systems and processes we put in place following the ransomware attack in 2022 continue to work effectively. In FY24, they enabled us to successfully defend against multiple similar threats.

Our approach to cybersecurity goes beyond just technical capabilities. It emphasizes a culture of security awareness, vigilance, and continuous learning that we cultivate and encourage through training and ongoing engagement initiatives.

During FY24, we further strengthened our cybersecurity framework by developing a unified information management system that consolidates previously fragmented compliance and regulatory frameworks. This new, shared repository centralizes common controls and provides an integrated view, ensuring they align with our target capabilities and acceptable risk thresholds. Designed for a global rollout to all product teams in early FY25 (August 2025), the platform has already received positive feedback from beta testers and early adopters.

Product team members report that the new system simplifies their compliance updates and evidence submission while freeing up more time to focus on continuous improvement and proactive security initiatives.

Looking ahead

In FY25, we will begin developing policies and training around AI Governance and Data Retention Enforcement. We will also develop a privacy risk framework to formalize our approach and align to the relevant ISO standards. Our deep dive review into historical data processing agreements for our highest risk vendors and highest value customers will continue and we plan to run tabletop training exercises for HR colleagues that simulate a data breach scenario.

As we move forward, we remain committed to evolving our security approach, especially where we can improve efficiencies and proactively address ever emerging threats.

Our supply chain

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

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

We comply with all applicable laws and regulations everywhere we do business. We aim to work only with those suppliers and business partners who share our commitment to high ethical standards, and in March 2024, we asked all suppliers to sign our Supplier Code of Conduct (SCOC) or to provide evidence of their own commitment to the same high standards. As of June 30, 2024, 67% of active suppliers had done so. We will continue to engage with our supply chain and encourage them to sign the SCOC or provide their own. From FY25, the SCOC will be integrated into the supplier onboarding process. In FY26, we will undertake another review of our top 25 active suppliers to ensure continued compliance.

About this report

About this report

This report covers activities associated with the Accelya Group and is based on available information for the fiscal year 2024 (July 01, 2023, to June 30, 2024), It has been prepared in accordance with the Global Reporting Initiative (GRI) framework.

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

The Accelya Group is a made up 23 entities (listed below). This ESG report aligns with the scope of our financial audit, which includes all entities, except: Accelya Group Topco Limited, Accelya Group Holdco Limited and Accelya Group Midco 1 Limited.

Accelya Group Topco Limited (excluded)	Accelya World, S.L.U.
Accelya Group Holdco Limited (excluded)	Accelya Tunisie, S.à R.L.
Accelya Group Midco 1 Limited (excluded)	Accelya UK Limited
Accelya Group Midco 2 Limited	Accelya France SAS
Accelya Group Bidco Limited	Accelya Solutions India Limited
Accelya Lux Finco S.a.R.L.	Accelya Solutions UK Limited
Accelya Global Limited	Accelya Solutions Americas Inc.
Accelya Finco Limited	Accelya Middle East FZE
Accelya Midco Limited	Accelya Services India Private Ltd.
Accelya Bidco Limited	Accelya US Inc
Accelya Holding World, S.L.U.	Accelya Australia PTY LTD
	Accelya US In. Singapore Branch

GRI index

GRI Index

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

GRI 2: General Disclosures	Location	Omissions
2-1 Organizational details	Pages 6-12	
2-2 Entities included in the organization's sustainability reporting	Page 43	
2-3 Reporting period, frequency, and contact point	Page 43	
2-4 Restatements of information	Pages 18 - 20	
2-5 External assurance	Page 20	
2-6 Activities, value chain and other business relationships	Page 08	
2-7 Employees	Page 25	
2-8 Workers who are not employees	Page 25	
2-9 Governance structure and composition	Page 37	
2-10 Nomination and selection of the highest governance body	Page 37	
2-11 Chair of the highest governance body	Page 37	
2-12 Role of the highest governance body in overseeing the management of impacts	Page 37	
2-13 Delegation of responsibility for managing impacts	Page 37	
2-14 Role of the highest governance body in sustainability reporting	Page 37	
2-15 Conflicts of interest	Pages 37 and 38	
2-16 Communication of critical concerns	Page 39	
2-17 Collective knowledge of the highest governance body	Page 37	
2-18 Evaluation of the performance of the highest governance body	Page 37	
2-19 Remuneration policies	Page 37	
2-20 Process to determine remuneration	Page 37	
2-21 Annual total compensation ratio	Pages 27 and 54	
2-22 Statement on sustainable development strategy	Pages 04 and 15	
2-23 Policy commitments	Page 38	
2-24 Embedding policy commitments	Page 38	

2-25 Processes to remediate negative impacts	Due to the nature of our business and the industry in which we operate, the risk of negative impacts is considered low, and as such, we do not have a formal remediation process in place. However, we remain committed to maintaining an open and transparent workplace. Our annual employee survey serves as a platform for employees to voice concerns, and all stakeholders are encouraged to utilize our whistleblowing process to report any issues.
2-26 Mechanisms for seeking advice and raising concerns	Page 39
2-27 Compliance with laws and regulations	Page 38 There were no incidents of non-compliance during the reporting period.
2-28 Membership associations	Page 16
2-29 Approach to stakeholder engagement	Page 16
2-30 Collective bargaining agreements	Page 27

GRI 3: Material Topics 2021	**Location**	**Omission**
3-1 Process to determine material topics	Page 14	
3-2 List of material topics	Page 14	
3-3 Management of material topics	Page 15	

GRI 201: Economic Performance 2016	**Location**	**Omission**
201-2 Financial implications and other risks and opportunities due to climate change	Page 22	
201-4 Financial assistance received from government	Accelya did not receive any financial help from the government during the reporting period.	

GRI 205: Anti-corruption	**Location**	**Omission**
205-1 Operations assessed for risks related to corruption		We will be conducting a bribery and corruption risk assessment in FY25
205-2 Communication and training about anti-corruption policies and procedures	Page 38	
205-3 Confirmed incidents of corruption and actions taken	There were no reported incidents of corruption during the reporting period.	

GRI 206: Anti-competitive Behavior	Location	Omission
206-1 Legal actions for anti-competitive behavior, anti-trust, and monopoly practices	There were no legal actions pending or completed during the reporting period regarding anti-competitive behavior and violations of anti-trust and monopoly legislation in which Accelya has been identified as a participant.	

GRI 207: Tax	Location	Omission
207-1 Approach to tax	Page 38	
207-2 Tax governance, control, and risk management	Page 38	
207-3 Stakeholder engagement and management of concerns related to tax	Page 38	
207-4 Country-by-country reporting		The information is withheld for confidentiality reasons, as it reveals key strategic data that could disadvantage Accelya competitively.

GRI 302: Energy	Location	Omission
302-1 Energy consumption within the organization	2,022 MWh	
302-2 Energy consumption outside of the organization	Cloud data center energy consumption 297,000 kWh. Due to the lack of complete energy consumption figures for non-cloud data centers, this data has not been included within this year's report. We continue to work with our data center providers to improve data quality. We have accounted for all data center emissions within our carbon footprint. Where consumption data was not available, spend data has been used to calculate associated emissions.	
302-3 Energy intensity	For Accelya's direct energy consumption (scope 1 and 2) the energy intensity is 7.54MWh per $1m revenue	
302-4 Reduction of energy consumption	16% reduction in total scope 1 and 2 energy consumption FY23 to FY24.	
302-5 Reductions in energy requirements of products and services		Lack of information available – Within our annual carbon footprint, Accelya accounts for energy consumption from our products and services including our AWS software. Any reductions are calculated as part of our carbon footprint calculations which take place annually. At present, we are not able, due to lack of data availability, to distinguish between energy requirements / consumption from our products and services compared with our customers' energy consumption. We will continue to work with our provider to extrapolate this data and endeavor to report specific reductions in energy requirements of products and services in the coming period.

GRI 305: Emissions	Location	Omission
305-1 Direct (Scope 1) GHG emissions	Page 20	
305-2 Energy indirect (Scope 2) GHG emissions	Page 20	
305-3 Other indirect (Scope 3) GHG emissions	Page 20	
305-4 GHG emissions intensity	Page 20	
305-5 Reduction of GHG emissions	Page 20	
305-6 Emissions of ozone-depleting substances (ODS)		This disclosure is not applicable for Accelya. Based on the nature of our activities and operations, we do not produce significant air emissions as defined within this category.
305-7 Nitrogen oxides (NOx), sulfur oxides (SOx), and other significant air emissions	FY24 137 tCO2e	

GRI 308: Supplier Environmental Assessment	Location
308-1 New suppliers that were screened using environmental criteria	This is a commitment for FY25

GRI 401: Employment	Location
401-1 New employee hires and employee turnover	Page 25
401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees	Page 27
401-3 Parental leave	Page 27

GRI 403: Occupational Health and Safety	Location
403-1 Occupational health and safety management system	Page 28
403-2 Hazard identification, risk assessment, and incident investigation	Page 28
403-3 Occupational health services	Page 28
403-4 Worker participation, consultation, and communication on occupational health and safety	Page 28
403-5 Worker training on occupational health and safety	Page 28
403-6 Promotion of worker health	Page 28
403-7 Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	Page 28
403-8 Workers covered by an occupational health and safety management system	Page 28
403-9 Work-related injuries	Page 28
403-10 Work-related ill health	Page 28

GRI 404: Training and Education	Location	Omission
404-1 Average hours of training per year per employee		We do not currently track the number of training hours per employee. Training is measured by the number of courses completed.
404-2 Programs for upgrading employee skills and transition assistance programs	Page 34 and 35	
404-3 Percentage of employees receiving regular performance and career development reviews	99%	

GRI 405: Diversity and Equal Opportunity	Location	Omission
405-1 Diversity of governance bodies and employees	Pages 29 - 32	
405-2 Ratio of basic salary and remuneration of women to men	Page 30	

GRI 406: Non-discrimination	Location	Omission
406-1 Incidents of discrimination and corrective actions taken	Page 31	

GRI 407: Freedom of Association and Collective Bargaining	Location	Omission
407-1 Operations and suppliers in which the right to freedom of association and collective bargaining may be at risk	We identified no operations or suppliers where the right to freedom of association and collective bargaining may be of risk during the reporting period.	

GRI 415: Public Policy 2016	Location	Omission
415-1 Political contributions	Accelya does not make contributions to political entities.	

GRI 418: Customer Privacy	Location	Omission
418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	Page 40	

Appendices

GHG methodology statement:

Methodology: Measurement was completed using external software to collect, calculate and report on consumption and emissions data across relevant business sites. As part of the GHG emissions calculation, the software applied relevant emissions factors from international standards. Scope 1 and Scope 2 GHG emissions in the Greenhouse Gas Emissions Inventory and related notes have been prepared in accordance with the World Resources Institute / World Business Council for Sustainable Development's Greenhouse Gas Protocol: A Corporate Accounting and Reporting Standard, Revised Edition and the GHG Protocol Scope 2 Guidance: An amendment to the GHG Protocol Corporate Standard (collectively referred to as the "GHG Protocol"). Scope 3 GHG emissions have been prepared with reference to the Corporate Value Chain (Scope 3) Accounting and Reporting Standard: Supplement to the GHG Protocol Corporate Accounting and Reporting Standard.

Greenhouse gasses included in inventory: Emissions disclosed in the Greenhouse Gas Emissions Statement and accompanying notes include the following greenhouses gasses: carbon dioxide (CO_2), methane (CH_4), nitrous oxide (N_2O), and hydrofluorocarbons (HFCs). Other greenhouse gasses, including Nitrogen trifluoride (NF_3), Perfluoro carbons (PFCs), and Sulfur Hexafluoride (SF_6) are not included as they are not relevant to the sources of emissions within our operational boundaries or do not generate emission material to our overall greenhouse gas inventory. Such gasses are not relevant sources of emissions because enterprise software companies do not typically emit material quantities of such gasses. All emissions are converted to carbon dioxide equivalents (CO_2e) for reporting purposes.

Organizational Boundary: The Company4 used the operational control approach to set organizational boundaries and consolidate GHG emissions, which means we account for emissions from operations over which we have full authority to introduce and implement operating policies. The Company presents emissions from activities within our value chain, but outside of the Company's operational control, under scope 3 emissions.

Operational Boundary: Scope 1 emissions are direct emissions from the combustion of fuel from sources inside the organizational boundary and include leaked emissions from refrigerant gasses. Scope 2 emissions are indirect emissions from the generation of acquired and consumed electricity, steam/heat or chilled water occurring at sources outside of the organizational boundary resulting from activities from sources inside the organizational boundary, and include: purchased electricity, steam, heat, and cooling. Scope 3 emissions are indirect emissions from sources outside the organizational boundary resulting from activities of the Company and include:

- Category 1 – Purchased Goods and Services
- Category 2 – Capital Goods
- Category 3 – Fuel- and Energy-Related Activities
- Category 5 – Waste Generated in Operations
- Category 6 – Business Travel
- Category 7 – Employee Commuting

Use of estimates and measurement uncertainties: The preparation of the Greenhouse Gas Emissions Inventory and accompanying notes requires management to make estimates and assumptions that affect the amounts reported. Emissions data presented are subject to measurement uncertainties resulting from limitations inherent in the nature and the methods used for determining such data. The selection of different but acceptable measurement techniques can result in materially different measurements. The precision of different measurement techniques may also vary. The Company bases its estimates and methodologies on historical experience, available information, and various other assumptions that it believes to be reasonable. Certain emissions rely on information provided by the suppliers / participants in our value chain, and other third parties. While these are sources that are believed to be reliable, the suitability of the design and effectiveness of the third-party systems and associated controls over the accuracy and completeness of the data has not been independently assessed.

GHG verification statement:

This statement covers the GHG verification of Accelya's FY24 carbon footprint for the reporting period July 1st, 2023, to June 30th 2024. Think Beyond, a specialist sustainability consultancy, was appointed to carry out an independent verification of the FY24 carbon footprint to limited assurance. This review covers the carbon emissions methodology, including emissions factors used, data collection and carbon calculation methods. A virtual site visit with the facilities management team (Facilities Director, Mumbai) was also undertaken to provide further confidence in the methodology's accuracy for the reporting period. To align with best practice, the verification was conducted against the following standards:

- Greenhouse Gas Protocol Corporate Standard

- Greenhouse Gas Protocol (Scope 2) Guidance

- Greenhouse Gas Protocol Corporate Value Chain (Scope 3) Guidance

- ISO 14064-3: Greenhouse gases - Part 3: Specification with guidance for the validation and verification of greenhouse gas assertions.

The GHG verification methodology covered the following processes:

Interviews with relevant personnel of Accelya, including:

- Introductory Meeting with Accelya's VP of ESG - in person to understand the scope of the assessment and organizational boundary,

- Virtual Site visit with the VP of ESG and the Facilities Director (Mumbai)

- Review of documented evidence provided by Accelya

- Review of Accelya data and information systems and methodology for collection, aggregation, analysis, and review of information used to determine GHG emissions, and

- Audit sample data used by Accelya to determine GHG emissions (as detailed below).

Context

The commonly accepted approach for carbon accounting is the Greenhouse Gas Protocol Corporate Accounting and Reporting Standard. This is a universal standard which outlines an approach for organizations to measure and report their GHG inventory or "carbon footprint". This standard is intended to be universal, but the "one size fits all" approach for corporate organizations.

Broadly speaking, carbon accounting leaves room for interpretation and until a global, linked up approach and reporting network is implemented there is currently a reasonable likelihood of double counting throughout value chains. Given that the ultimate driver for carbon accounting is to mitigate against and slow the irreversible effects of climate change through climate action, organizations should ensure they are fully accounting for their own emissions and taking steps to reduce their emissions as far as possible in as short a timeframe as possible.

Scope

Think Beyond has undertaken a review of the carbon inventory for the Accelya as an organization, using the most recent complete inventory (FY24) and the inventory boundary (scope and operational boundary), taken from the Accelya GHG Inventory Management Plan. Furthermore, the review includes the GHG emissions sources, quantification of emissions including emissions factors, data, data source, and collection techniques, with recommendations for improvement where relevant.

Inventory Boundary

Accelya uses the operational control approach to set its organizational boundary and consolidate carbon emissions. This means Accelya accounts for the emissions from operations over which the organization has full authority to introduce and implement operating policies. The Accelya inventory boundary includes the following areas of the organization:

- Corporate Operations (and associated activities)

- Third-party data centers, including cloud-based data centers

- Supply chain

- Staff (including travel, commuting and homeworking).

- Accelya Offices and associated staff activities

Quantification of Verified Emissions:

The following sets out the total emissions reviewed and confirmed as part of this verification process.

Scope 1: 159 tonnes of CO2 equivalent. This comprises 100% of the relevant and reported Scope 1 emissions for Accelya during stated.

Scope 2: 695 tonnes of CO2 equivalent (Market-Based). This comprises 100% of the relevant and reported Scope 2 emissions for Accelya during the period stated.

Scope 3: 20,021 tonnes of CO2 equivalent. This comprises 81% of the relevant and reported Scope 3 emissions for Accelya during the period stated.

Reported Emissions

The organization reported the following emissions during the period stated:

- Scope 1: 159 tonnes of CO2 equivalent.

- Scope 2: 695 tonnes of CO2 equivalent (Market-Based).

- Scope 3: 24,798tonnes of CO2 equivalent.

Verification Findings

Based on the verification review conducted, there is no evidence that the GHG emissions assertion outlined is not a fair representation of Accelya's activities within the reporting period. It is the opinion of Think Beyond that Accelya has established and maintained appropriate and robust systems for data collection, aggregation, and analysis to inform accurate carbon footprint calculations in line with the operational control approach.

Accelya's climate risks and opportunities

An illustrative sample of our highest scoring climate risks and opportunities can be found below. None of the risks were deemed as critical to Accelya at the time of the assessment.

Risk/Opportunity Type	Description	Actual/potential impacts	Financial impacts	Example mitigation	Time horizon & scenario for expected substantive impacts	Example geographies & impacted stakeholders
Physical: Acute	**Increased frequency and intensity of storm events (including land and coastal flooding)**	Increased expenditures associated with asset damage and repairs - office buildings and data centers Business disruption from impacts to staff commuting, business travel and transport networks for the supply chain Subsequent increases in supply chain costs Negative reputational impacts from an inability to react/protect health and wellbeing of staff; local adverse media publicity	Revenue Impact: 0-5% Operational Cost: 0-5%	Develop an adverse and extreme-weather policy for all locations – including health and safety measures Incorporate extreme weather considerations into supplier engagement / sustainable procurement code Provide health and safety training to all staff - covering climate risk	Long-term - The 4°C World (RCP 8.5)	India, USA Employees, Suppliers, Data Centre Operators
Physical: Acute	**Increased frequency and intensity of heatwave events**	Increased operating costs at offices for air conditioning, health and safety measures, and/or potential heat related building damage Business disruption from damage to local transport systems Potential disruption to 10-30% of staff due to a reduction in productivity from negative health and wellbeing impacts	Revenue Impact: 0-5% Operational Cost: 0-5%	Health and safety measures in place for staff and visitors Create and communicate a formal heat policy; embedded across strategic processes e.g., allowance for breaks, indoor temperature thresholds etc.	Long-term - The 4°C World (RCP 8.5)	Dubai, India, Singapore
Physical: Chronic	**Sustained seasonal temperature increases**	Increased operating costs at offices for air conditioning, health and safety measures, and/or potential heat-related building damage Health and safety impacts to staff and reduced productivity – subsequent adverse reputational impacts from lack of duty of care	Revenue Impact: 0-5% Operational Cost: 0-5%	Health and safety measures in place for staff and visitors Create and communicate a formal heat policy; embedded across strategic processes e.g., allowance for breaks, indoor temperature thresholds etc.	Long-term - The 4°C World (RCP 8.5)	Dubai, USA Employees

Risk/Opportunity Type	Description	Actual/potential impacts	Financial impacts	Example mitigation	Time horizon & scenario for expected substantive impacts	Example geographies & impacted stakeholders
Transition: Market	**Failure to attract and retain airline customers seeking to decarbonize**	Decreased demand and loss of revenue and market share as customers seek alternative providers Noticeable impact to business reputation and some adverse media attention	Revenue Impact: 5-15% Operational Cost: 0-5%	Annual calculation and communication of carbon footprint Net zero roadmap in development External ESG reporting and engagement with customers and suppliers on sustainability	Long-term - The Sustainable Development Scenario	Global Customers
Transition: Regulatory	**Non-compliance with increasingly stringent climate and sustainability-related policy and legal requirements**	Increased expenditure resulting from potential fines due to breach of compliance Adverse reputational damage from investors, customers, and staff	Revenue Impact: 0-5% Operational Cost: 0-5%	Ongoing maintenance and review of Accelya's ESG legal register which captures climate policy and legislation. Ongoing training on ESG legislation; as well as upskilling through tools and monitoring	Long-term – Stated Policies Scenario	Global Staff, suppliers, partners, custom
Opportunity: Resilience, Markets	**Supply chain decarbonization strategy**	A co-created and collaborative supply chain decarbonization strategy will improve supplier relationships, deliver effective solutions, and accelerate the uptake of low carbon goods and services Reputational benefits (internally and externally) through proactive action towards net zero – potential customer expansion through commitments	Revenue Impact: 0-5% Operational Cost: 0-5%	Update of supplier code of conduct; supplier decarbonization working group; and supplier engagement strategy For the first time in FY24, we calculated the carbon impact of our supply chain and will continue to do so	Long-term – The Sustainable Development Scenario	Global Suppliers
Opportunity: Resilience	**ISO 14001 management system implementation and certification**	Potential benefits may include – reduced resource consumption; improved resource management; and upskilling and training for staff; as well as improved data collection – delivering cost savings and identifying opportunities Reputational benefits through clear leadership and external certification	Revenue Impact: 0-5% Operational Cost: 0 - 5	Commitment to ISO14001 certification	Long-term – The Sustainable Development Scenario	Global Employees

Compensation ratio methodology

The compensation ratio includes all permanent employees globally across 12 countries, with approximately 73% based in India. Contractors, in-sourced, and temporary workers are excluded from this calculation.

Total compensation encompasses base salary, allowances, and bonus targets (including performance, sales, and monthly incentives), and part-time employees' pay is adjusted to a full-time equivalent (FTE) basis.

The highest-paid individual serves as the benchmark for the ratio, with data drawn from the start of FY25 on 01 July. The calculation also reflects any merit-based increases, promotions, and other compensation adjustments for each employee. The company's diverse workforce of more than 2,000 employees and contingent workers across 23 countries, combined with a broad range of roles—from high-tech to Business Process Outsourcing (BPO) positions—adds complexity to its compensation structures and influences median pay levels. Stable exchange rates provided by the finance department are used to maintain consistency in the calculation.

Country	Overall	Associate	Engineer I / Analyst I / Associate	Engineer II / Analyst II	Senior Engineer / Senior Analyst	Team Lead / Specialist	Manager / Senior Specialist	Senior Manager / Principal	Director / Senior Principal	VP / VP Strategist / SVP / CXO / ExCom
Grade	Grade	G07	G08	G09	G10	G11	G12	G13	G14	G15 – G19
India	0.65	0.93	0.92	1.01	0.96	0.77	0.80	0.88	0.81	
Spain	0.98	1.01	0.89	0.91	0.91	0.86	0.90	0.90	0.76	1.06
Tunisia	0.36	1.10	1.05	*	*	*	1.02	*	*	0.76
United Arab Emirates	0.66	*	*	*	0.61	0.82	1.11	0.77	*	*
United Kingdom	0.89	*	*	*	*	*	1.19	*	1.06	*
United States of America	0.88	*	0.86	0.99	0.85	0.87	0.92	0.82	0.92	0.89
Grand Total	0.69									

*, this indicates that there isn't enough information, either because those positions are held exclusively by men, exclusively by women, or there are no employees in those roles.

FY21 – FY23 emissions

Emissions FY22-FY23	FY21 tCO2e	FY22 tCO2e	FY23 tCO2e	Percentage change
Scope 1	24	21	18	-15%
Scope 2	2633	1,924	2,078	8%
Scope 3	777	4,017	3,752	-7%
Total emissions	3,434	5,962	5,848	-2%

Energy consumption

	Electricity	Natural Gas	Diesel	Total
FY22	1,847,961 kWh	539 kWh	83,475 kWh	1,931,975 kWh
FY23	2,173,842 kWh	13,178 kWh	63,124 kWh	2,250,144 kWh
FY24	1,926 MWh	42 MWh	53 MWh	2,022 MWh

Office energy consumption with variations

ACCELYA FY21 Energy Consumption (kWh)	Standard	Renewable	Total
Barcelona	33021	0	33021
Madrid	178017	0	178017
Camberley	0	24218	24218
Dubai	91461	0	91461
Tunisia	34795	0	34795
Singapore	7400.19	0	7400.19
Mumbai	913914	0	913914
Goa	264880	0	264880
Pune	508619	0	508619
Miami	0	0	0
Total	2032107	24218	2056325

ACCELYA FY22 Energy Consumption (kWh)	Standard	Renewable	Total
Barcelona	42976	0	42976
Madrid	205486	0	205486
Camberley	0	30330	30330
Dubai	95195	0	95195
Tunisia	34028	0	34028
Singapore	5774	0	5774
Mumbai	643543	236151	879694
Goa	270515	0	270515
Pune	283963	0	283963
Miami	0	0	0
Total	1581480	266481	1847961

ACCELYA FY23 Energy Consumption (kWh)	Standard	Renewable	Total
Barcelona	41675	0	41675
Madrid	249799	0	249799
Camberley	0	46698	46698
Dubai	95958	0	95958
Tunisia	52209	0	52209
Singapore	6239	0	6239
Mumbai	657526	343111	1000637
Goa	303780	0	303780
Pune	376847	0	376847
Miami	0	0	0
Total	1784033	389809	2173842

FY22 vs FY23 Energy Variation	
Barcelona	-3%
Madrid	22%
Camberley	54%
Dubai	1%
Tunisia	53%
Singapore	8%
Mumbai	14%
Goa	12%
Pune	33%
Miami	N/A

Employee data

	FY21	FY22	FY23	FY24	Percentage change FY23 to FY24
Employees	1,981	2,231	2,397	2,468	+3%

Year	Employee Turnover
FY24	17%
FY23	20%
FY22	21%
FY21	44%

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

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

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

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