IDS Sustainability Report

IDS

IDS

About IDS

At Impact Data Solutions (IDS), we specialise in delivering cutting-edge data centre solutions, combining technical expertise with a commitment to sustainability and innovation. Since our founding in 2009, we have evolved from our roots in office installations to become a trusted partner in the data centre industry, supporting clients across EMEA and beyond.

In 2015, we made a strategic decision to focus exclusively on data centres, leveraging our UK and Dutch heritage to expand operations across Europe. Our ability to adapt, innovate, and deliver at scale has been central to our success, enabling us to complete close to 3,000 projects across 136 cities and three continents.

As part of Hexatronic Group AB, following our acquisition in 2022, we continue to drive industry-leading solutions, ensuring our clients benefit from cutting-edge infrastructure, efficiency-driven products, and a sustainable approach to digital infrastructure. Vulcan, a division of IDS, plays an essential role in delivering on this vision, bringing robust, future-ready solutions to the market.

Our growth is built on strong relationships, a commitment to excellence, and a clear focus on delivering results. As we look ahead, IDS remains dedicated to expanding our reach, developing energy efficient solutions, and supporting the transition to a more sustainable digital future.

Our Group mission – The future belongs to everyone

We believe the more people who have access to what the future has to offer, the better the future will be. Our job is to build that access. We make sure everything works and keeps on working. We train, support, and share what we know. When we're done, you're more than ready for tomorrow.
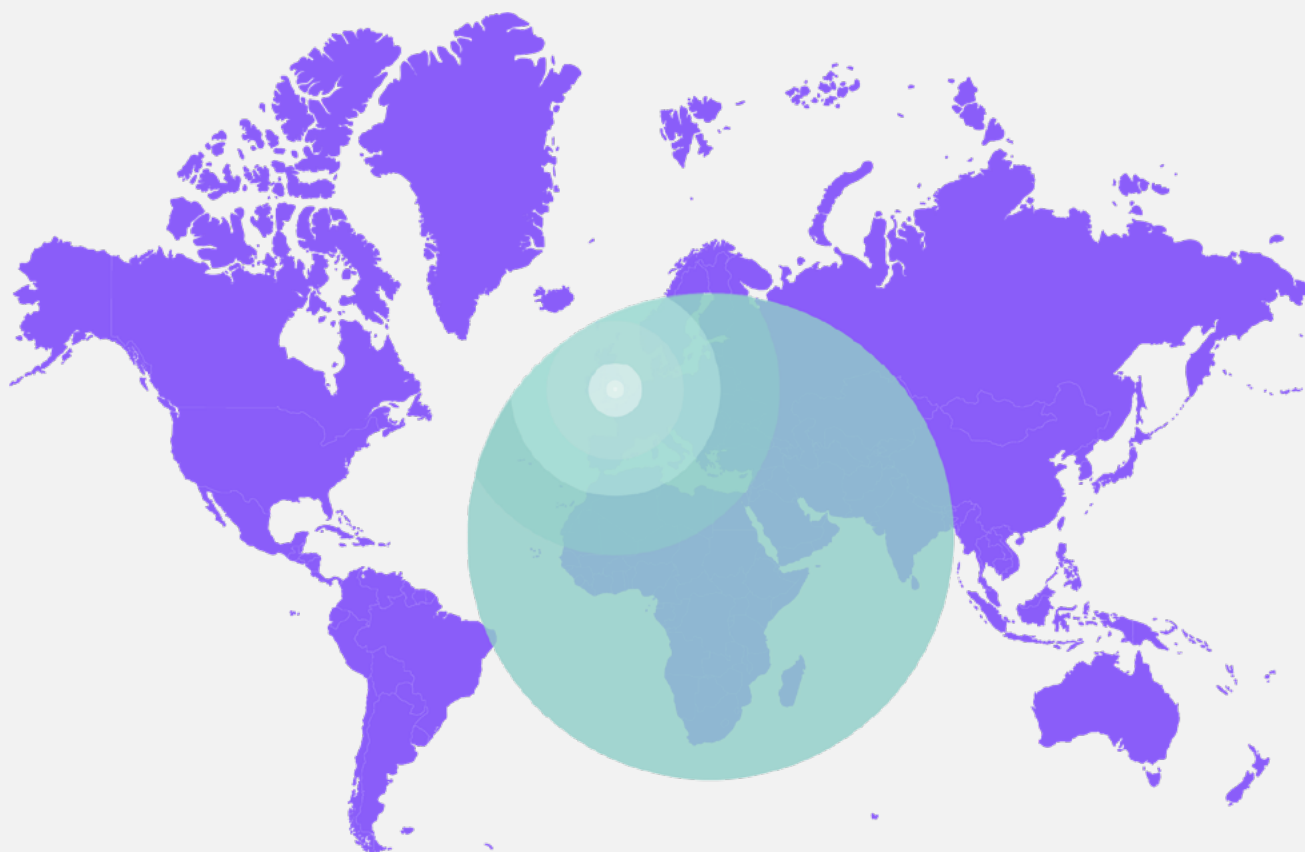
World map highlighting the main geographical reach that IDS works in for our customers

From our CEO

Innovation drives Impact Data Solutions. Our core values—responsibility, openness, and inventiveness—guide every decision, with sustainability at our core. Strong relationships and collaboration define our success in data centre installations, ensuring efficiency, reliability, and adherence to high standards. Sustainability and ethical practices enhance our reputation, drive operational excellence, and support long-term growth. We are incredibly proud of what we do and the impact we are making. Our commitment to high-quality, circular solutions reflects our ambition to lead and shape the future of our industry.

Our focus areas:

- Planet: Driving environmental responsibility by contributing to a circular economy and carbon reduction
- People & Community: Empowering our team by creating a supportive and engaging work environment, offering growth opportunities, and actively contributing to local communities
- Ethics & Partnerships: Upholding ethical business practices with accountability and strong stakeholder engagement

This year has been a defining one for us. We recruited a dedicated Sustainability Manager and became participants of the UN Global Compact Network UK. As part of Hexatronic Group, we are on track to achieve carbon neutrality by 2030, aligning our efforts with the Science Based Targets initiative (SBTi) for significant emissions reductions. We switched to a 100% renewable energy tariff and enhanced health and safety initiatives. Our workplace culture is built on inclusivity, belonging, wellbeing, and continuous improvement. Through wellness initiatives and volunteering, we raised over £10k for local community projects.

The data centre industry is at the heart of the global digital economy, yet it must evolve to meet growing, multifaceted sustainability challenges. The International Energy Agency estimates that data centres account for 2% of global electricity consumption. As we advance towards a digital-first society, driven by rapid developments in AI, 5G networks, and other digital services, data centres are evolving to meet the increasing demand for data processing and storage. IDS has a future-ready workforce prepared to offer highly skilled labour and bespoke solutions for high-performing data centres. Our commitment to innovation drives us to explore and implement cutting-edge technologies, ensuring we stay ahead of industry trends. Additionally, we are dedicated to decarbonising our supply chain, helping our customers reduce their environmental impact.

Looking ahead, we are excited about the progress we can make. We will expand our sustainability initiatives, deepen engagement with partners, and continue driving business value. Our ambition to lead globally remains unwavering. This report reflects our journey so far, and together, we will build a stronger, more sustainable future.

Ben Parker, Impact Data Solutions CEO

IDS Sustainability Highlights and Company Overview

Appointed a dedicated Sustainability Manager

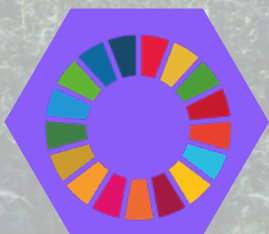Became participants of the UN Global Compact UK

Launched our biodiversity project in the partnership with TreeApp

Completed 7 volunteering activities and 688 volunteering hours, raising over £10K for local community social and environmental projects

Completed a materiality assessment, outlining 5 key Sustainability Development Goals

100% renewable energy supply across our UK and Netherlands offices

Our Services

Design & Consultancy

We can help design and consult on a clients' empty white space and develop it into a complete site with rack locations, overhead and under floor containment, HAC's, CAC's and with connectivity pathways. We can generate side elevations for clients to show fill rates for baskets and advise our customers on future-proofing their pathways. With years of product and technical knowledge our customers can be assured that IDS can create a bill of materials for their requirements, eliminating the stress and anxieties of producing a technical build for their data centre. We can help customers develop and support their business goals and objectives with our professional design team from the initial stages of concept through to the delivery of the project. We are dedicated to promoting and encouraging the implementation of environmental management practices throughout the value chain, including sustainable procurement of materials and labour, as well as the reuse of tools and surplus materials. Our design team will continue to explore new sustainability offerings based on the evolving market needs, such as using energy-efficient materials.

Migration

IDS can provide our customers with a fully scalable end- to-end migration service. Our migration teams are highly experienced to undertake the most challenging of migration projects. Including full patching audits as well as pre-cabling options.

ICT Fit Out

IDS' experienced team of engineers and project managers are certified in CNCI, RCDD, CNIDP, CDCDP, CTPM professionals who deliver a diverse range of projects from design, installation, project management and support services for all structured cabling, smart hands, data centre infrastructure and converged solutions.

Hot & Cold Aisle Containment (Vulcan)

Our containment solutions are manufactured in-house at our HQ and can help design, install and support hot and cold aisle containment. Our team are experts in producing solutions around limited ceiling height and complex overhead pathways, making aisle containment solutions an excellent choice for both brownfield and greenfield data centres.

Smart Hands

IDS Smart Hands Service provides onsite management, custom installations and equipment troubleshooting assistance 24/7, 365 days a year. Services include troubleshooting, equipment installations and configurations, surveys, asset tracking, patching, testing, rack & stack and networking hardware. IDS also offers a first-class white glove service. Giving our customers the peace of mind that their network infrastructure is in safe hands.

Sustainability Framework and Approach

At IDS, sustainability isn't an add-on—it's part of who we are. We stay true to our core values of being open, responsible, and inventive, making sure sustainability is embedded in everything we do. We follow globally recognised frameworks but keep our approach flexible so we can make a real impact while adapting to the needs of our business and stakeholders.

Our sustainability strategy is built on three key principles:

· **Authenticity & Accountability** – Sustainability should be real, measurable, and transparent.

· **People First** – Engaging our employees, partners, and customers is key to driving meaningful change.

· **Built-in, Not Bolt-on** – Sustainability must be woven into every part of our business, ensuring it's relevant and impactful.

This approach helps us communicate clearly with stakeholders while giving us the flexibility to focus on what delivers the most value. We know that making sustainability a core part of our business is an ongoing process—one that needs to be agile, transparent, and empowering for everyone involved.

As part of the Hexatronic Group, we hold ourselves to high sustainability standards and are committed to continuous improvement. In 2024, we strengthened our commitments by aligning with the **United Nations Global Compact's Ten Principles**, covering human rights, labour standards, environmental responsibility, and ethical business practices. Our **ISO certifications** provide strong governance and accountability, ensuring we don't just meet industry standards—we exceed them.

The United Nations Sustainability Development Goals (SDGs) provide a global footprint for a healthier planet and a more just society. IDS has assessed its impact and contributions against these 17 global goals, ensuring that our sustainability efforts align with international priorities to address key areas such as: climate action, carbon reduction, responsible consumption and production, and fostering an inclusive and diverse workforce.

By aligning with the SDGs, we ensure our strategy contributes to long-term global progress while addressing industry-specific sustainability challenges.

Our Impacts

This year, we conducted our first materiality assessment to identify key sustainability focus areas, allowing us to prioritise ethical and responsible business practices that align with our stakeholders' expectations. The assessment was part of a wider strategy workshop whichinvolved management involvement to gain an insight into the global goals, climate literacy and what areas of improvement they can own. Refer to the Hexatronic sustainability report to learn about the wider group double materiality report, which was completed in 2023.

Five Focus Sustainable Development Goals for IDS Group

We have decided to focus on the most impactful SDG's for IDS Group. Focusing on key areas does not mean we ignore other SDGs. It simply means these are the ones where we believe we can make the greatest impact across our sustainability pillars.

Our Group Sustainability Pillars

Our approach is built on the alignment of our focus goals and three fundamental pillars: Planet, People & Community and Ethics.

Planet

As we confront the urgent challenges of climate change and resource scarcity, our commitment to reducing environmental impact is more critical than ever. Data centres were responsible for about 2% of global energy-related greenhouse gas emissions in 2022, and this figure is expected to rise with the growing demand to store and process digital data[1]. As such, we must manage our footprint responsibly in collaboration with our customers through innovative design and installation of cables, racks, and containment and by committing to sustainable travel.

People & Community

Our success is powered by our exceptional team, who are valuable community members. We create a work environment where everyone feels valued and included, has a sense of belonging, celebrates diverse perspectives, and has ample opportunities for growth and success. Our dedication to innovation and quality ensures we uphold the highest standards, ultimately our clients' satisfaction. This unique blend of expertise, excellence, and a vibrant culture truly sets us apart in the industry.

Ethics & Partnerships

Integrity and trust are made possible through good governance practices. We uphold the highest ethical standards by paying fair wages, eliminating corruption and modern slavery, and sourcing from ethical suppliers. Our Plan-Do-Act-Check approach ensures transparent, accountable, and sustainable solutions that benefit our clients and the global community. Our commitment to Partners in the industry ensures that our engineers deliver top-tier data centre cabling, racks, and containment installations with the utmost professionalism and expertise.

To learn more about the Group double materiality reporting please look at Hexatronic Sustainability Report 2023
[1]Source from IEA Report

Planet

As an international Data Centre services provider, we recognise our responsibility in managing our environmental impact, particularly the carbon footprint of our business operations, including the use of energy and water in our buildings, the use of paper, and the disposal of waste. Our biggest emissions lie within Scope 3, covering purchased goods and services, upstream transportation and distribution, and business travel. We follow an environmental management system, ISO 14001:2015 to help us monitor and reduce our energy consumption, promote efficient energy use within our premises, monitor our travel, reduce the resources we use and waste we create, We are seeking to source sustainable products by engaging with our supply chain to assess and reduce its environmental impact.

Carbon

Since 2022, we have been actively calculating, analysing, and refining our approach to carbon measurement, ensuring that we are making data-driven decisions to reduce our emissions. In 2024, we undertook a deep analysis of our carbon footprint for both 2019 and 2023[2], enabling us to identify the most impactful areas for reduction and improve data quality. As a result, we have chosen 2024 as the new baseline to work from, following the GHG Emissions Protocol Accounting and Reporting Standard and are aligned to the ISO 14064-1 standard to ensure accurate, transparent, and accountable reporting.

> We recognise that carbon reduction is not a linear exercise, nor is it always straightforward

Reducing emissions requires a long-term, strategic approach, with ongoing adaptation, innovation, and collaboration. While we acknowledge the challenges in achieving these reductions, we are strengthening our ability to meet our targets through dedicated sustainability expertise. With the appointment of a Sustainability Manager, we are taking a more structured and focused approach to carbon reduction, data management, and supplier engagement. This additional resource ensures that we can develop,

implement, and track effective carbon reduction initiatives, keeping sustainability at the heart of our business strategy.

An overview of our GHG emissions

This year, we have taken significant steps in enhancing our carbon measurement, ensuring a comprehensive and transparent approach to understanding our emissions. We have measured our carbon footprint across Scopes 1, 2, and upstream Scope 3 categories, capturing the emissions associated with our operations, energy use, and supply chain. As we continually refine our data and deepen our understanding of our full environmental impact, we recognise the importance of measuring Scope 3 downstream emissions in the future.

2024 emissions breakdown

- Scope 1: 41.7 tCO2e
- Scope 2 (Market-based): 0.1 tCO2e
  Scope 2 (Location-based): 9.7 tCO2e
- Scope 3: 4488.9 tCO2e

Accounting Methodology, Data Quality and Units

Our reporting period is January 2024 – December 2024. Where available, we have used primary data to measure our emissions, such as fuel card data in litres or Kilowatt hours for electricity. For some areas of our footprint, we used secondary data based on how much we spent on Goods and Services and Capital Goods, especially in our Scope 3 data. This is the first year that we have disclosed our data publicly at a subsidiary level. Our performance is also shared with Hexatronic at least once a year.

Emissions covered by our targets:

- Scope 1 emissions: direct GHG emissions from sources owned or controlled by a company, such as emissions from the combustion of pool vehicles and natural gas burnt in the boiler that we control at our UK office

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[2] In compliance with increasing customer and Group requirements for transparency and sustainability, we have disclosed our greenhouse gas emissions for the past years

- Scope 2 emissions: indirect GHG emissions from our office electricity consumption
- Scope 3 emissions: all other indirect GHG emissions (not included in scope 2) within our value chain, including emissions from upstream activities

IDS intensity metrics

To further illustrate the impact of our business growth on emissions, we have chosen to present our total emissions relative to turnover and the number of full-time employees, respectively.

2024

- tCO2e/£m – 223.9
- tCO2e/FTE – 107.9

Alignment with Hexatronic and SBTi Commitments

IDS are fully aligned with the Group sustainability ambitions and carbon reduction commitments. The carbon footprint analysis forms part of IDS's ongoing commitment to measure and reduce its business carbon footprint. Hexatronic has committed a near-term emissions reduction target to the Science Based Targets Initiative (SBTi), reinforcing its alignment with the Paris Agreement's goal of limiting global warming to 1.5°C above pre-industrial levels.

We are taking proactive steps to measure, manage, and reduce greenhouse gas emissions across our value chain. Our journey has been progressive, marked by the disclosure of our 2024 carbon data. Moving forward, we aim to enhance our measurement process, considering all areas of the business. This includes even the smallest details, like office paper consumption, as part of our wider efforts to reduce overall product usage.

Key actions are to secure climate-neutral energy in our operations, increase supplier engagement and work closer with customers to decrease the carbon footprint of our products.

Together, we are working towards achieving the following near-term targets:

- A 42% reduction in Scope 1 & 2 emissions by 2030, focusing on energy efficiency, renewable energy, and operational carbon reductions
- A 51.6% reduction in Scope 3 emissions by 2030, by driving sustainability across our supply chain, materials, and product lifecycle management[3]

GHG Category	Emissions (tCO$_2$e)
Scope 1	
Stationary Combustion	1.6
Mobile Combustion	40.1
Scope 2	
Electricity (Market-based)	0.1
Electricity (Location-based)	9.7
Scope 3	
Purchased Goods & Services	4,129.3
Capital Goods	56.4
Fuel and Energy Related Activities	32.6
Upstream Transportation and Distribution	117.0
Waste Generated in Operations	1.3
Business Travel	111.2
Commuting	41.0
Total (Market-based)	**4,530.6**
Total (Location-based)	**4,540.2**

Our alignment with the Group sustainability strategy ensures that we are operating under a unified and structured approach, maximising our ability to drive industry-wide carbon reductions and meet ambitious climate targets.

IDS Group's long-term targets to achieve Net Zero:

- Reduce our total market-based emissions (scope 1,2 and 3) by at least 90% by 2050
- Neutralise any residual emissions using verified carbon offsets or removals

Our Carbon Reduction Strategy

Our approach to carbon reduction is structured, data-led, and action-oriented, ensuring we meet both our internal targets and wider industry expectations. By focusing on high-quality data, operational efficiency, and collaboration, we are developing a clear, measurable pathway to reducing our carbon footprint.

A key priority is improving data accuracy, ensuring our carbon footprint calculations are based on granular, high-quality information. This allows us to strengthen our internal systems and processes, enhancing our ability to track, manage, and report emissions data in line with evolving sustainability standards. Alongside this, we are working closely with suppliers and partners to encourage carbon reduction across our supply chain, integrating sustainability criteria into procurement and supporting suppliers in aligning with our goals.

Key Actions and Commitments

To achieve meaningful and science-based reductions, we are taking action in the following key areas:

- Carbon Neutrality in Scope 1 & 2 by 2030 – Transitioning to climate-neutral energy sources, minimising operational emissions, and neutralising residual emissions where required
- Decarbonising Scope 3 Emissions – Collaborating with suppliers to reduce embodied carbon, enhancing procurement standards, and embedding sustainability across our supply chain
- Eco-Design and Circular Economy – Designing products with a lower carbon footprint, longer lifespan, and high recyclability, ensuring that waste

is minimised across the product lifecycle
- Transparency and Accountability – Calculating and reporting on our product carbon footprint, providing customers with data-driven insights to support industry-wide carbon reductions

Next Steps

Our focus remains on driving innovation through circular products and services and lowering our environmental impact. With enhanced sustainability leadership and dedicated resources, we are taking proactive steps to improve carbon tracking and data quality, refine reduction strategies, and strengthen supplier engagement. By prioritising employee training and awareness, we ensure that carbon-conscious decisions are embedded across all levels of our business, driving sustainable behaviours that contribute to long-term emissions reductions. Currently, 42% of our company vehicle fleet is electric or hybrid. We will investigate the feasibility of migrating any outstanding internal combustion pool and vehicles to electric or hybrid once their lease expires. We will investigate the feasibility of a fully electric transition for our vans and provide an update in the FY25 report. As we align with Hexatronic's sustainability ambitions and our shared commitment to SBTi targets, IDS is positioned to lead in responsible carbon management within the data centre sector.

[3] Validation to be completed in 2025

Biodiversity Net Gain

While our impact on biodiversity is immaterial through our operations, we recognise the importance of protecting and restoring natural ecosystems as part of our wider sustainability commitments. Biodiversity loss is a critical global challenge, and we believe that all businesses, of any size, have a role to play in supporting reforestation, habitat restoration, and carbon sequestration initiatives. This project is especially meaningful to our team, as many of us live within 20 miles of the office. It directly impacts the communities we are part of and care deeply about. Additionally, working together on this initiative has been a fantastic team-building experience, bringing us closer and fostering a stronger sense of unity and purpose.

IDS Group's Agroforestry Project at Ewhurst Park, Hampshire

This year, we launched a partnership with Treeapp, a global tree-planting organisation that plants 200+ species of trees across 5 continents. The UK is home to woodlands and ancient forests that play a key role in agricultural and industrial history. Between 2001 and 2021, the nation has lost around 109,000 hectares of forest. One challenge for the UK's woodlands is habitat fragmentation, which creates further challenges for native wildlife.

IDS Group has committed to funding 9,400 native trees over the next 5 years across 7 hectares of woodland and reforesting degraded hedgerows. Focused on agroforestry as well as reforestation, the goal is to plant a diverse mix of native and productive trees, in the interests of biodiversity and rehabilitation, as well as for sustainable foraging and tourism. Planting trees on this site contributes to several UN SDGs.

Our 2024 Impact

- 2,000 trees planted across reforestation projects.
  - English Oak
  - Crab Apple
  - Holly
- 1.33 hectares of land restored, supporting local biodiversity
- 218 tonnes of CO_2e absorbed, contributing to carbon sequestration
- 20 workdays created, supporting local communities and sustainable livelihoods

Benefits

- **Biodiversity and rehabilitation**: by integrating a mix of native species, this site encourages species diversity and productivity while avoiding a monoculture
- **Food security and tourism**: the site is situated in beautiful Ewhurst Estate, which is hoping to introduce a 'farm to fork' aspect and encourage sustainable foraging
- Team Building and Wellbeing: this project has been a fantastic teambuilding experience, bringing us closer together and promoting overall wellbeing through our collective efforts

Next steps

We will continue to plant a further 2000 trees in 2025 with the Ewhurst Park team and encourage our colleagues to use their volunteering days for this initiative. Moving forward, we will continue to explore ways to enhance our positive impact on nature, ensuring that our approach to sustainability extends beyond operational efficiency and into broader environmental responsibility.

Sustainable Innovation with Vulcan

As society transitions to net zero, we need to develop innovative solutions grounded in circular economy principles. By addressing the evolving needs of the market with both new and existing products, we aim to enhance IDS's revenue and competitiveness in the data centre installations sector.

At Vulcan, sustainability is embedded in our product design, operations, and supply chain. We are committed to reducing our environmental impact while delivering high-performance, energy-efficient solutions for data centres.

Commitment to Sustainable Product Design

Vulcan leads the industry with our waste management processes, pioneering ethical advancements towards a circular manufacturing process to meet our carbon commitments and ensure a sustainable future.

Our approach focuses on:

- Designing for circularity, ensuring all materials used in our products can be reused or recycled
- Enhancing energy efficiency through bespoke hot and cold aisle containment solutions that optimise airflow and reduce cooling energy demands
- Minimising waste in manufacturing and product packaging to lower our environmental footprint

Sustainable Transport and Zero-Waste Packaging

We have eliminated non-recyclable packaging materials across our operations, using fully reusable packaging to reduce waste and improve efficiency. Our Polycarbonate sheets are manufactured using Bio Attributed Feedstock (BioBase™), which is a sustainable alternative using renewable materials instead of fossil fuels, cutting CO2 emissions by up to 58%.

Key initiatives include:

- Bespoke transport stillages that securely accommodate all product sizes, reducing the need for disposable materials such as bubble wrap and cardboard
- Flat-pack capability, enabling cost-effective return transport and reuse, further minimising emissions from logistics
- All transport packaging constructed from non-combustible, recyclable materials, ensuring compliance with industry safety and sustainability standards

Helping our customers reduce their environmental impact

IDS is implementing standard operating procedures to assist customers in understanding and reducing their environmental impact. A key milestone will be the completion of a Product Carbon Footprint (PCF), which will provide comprehensive insights into our environmental footprint for the product line. Findings from this assessment will be incorporated into our FY25 Impact Report to drive further transparency and accountability.

Next Steps for our Vulcan Range

Our focus remains on continuous innovation, waste reduction, and energy efficiency within the Vulcan production line, ensuring our solutions not only improve data centre performance but also contribute to a more sustainable future. In 2025, we will begin journey toward the circular economy by conducting a Product Carbon Footprint for all Vulcan products.

- All new wrapping system utilising 100% recycled film and cardboard for all products being shipped
- All products being shipped using plastic pallets which are then returned to the Vulcan warehouse to be reused

Managing Packaging Waste at a Project Site – A Case Study

Overview

Zero to landfill is an essential waste management strategy in data centre design and installation. It ensures that waste does not end up in landfills through prevention, reuse, recycling, and recovery. We prioritise minimising waste across all our operations with a reduce-first approach. In 2024, our UK and NL offices achieved a 99.7% diversion from landfill. We maintain an accurate record of waste measurement across our offices. In 2025, we will intensify efforts to collect waste stream data for a more comprehensive understanding and implement stronger processes within our operations team to reduce waste at project sites.

Operational Steps

- Reducing packaging waste by eliminating single-use materials where possible
- Implement better waste tracking to identify areas for improvement
- Encouraging responsible disposal and recycling across our sites and offices

Initiative - Community Wood Recycling Pilot Programme

In 2024, we collaborated with a community organisation to repurpose materials that might otherwise go to waste. A standout example is our partnership with **Community Wood Recycling**, where we repurposed surplus wood pallets from a project site, driving business value beyond our business. This approach aligns with our belief that waste should be seen as a resource, not a burden, and that businesses have a role in extending the life cycle of materials.

Key Impact

- **2.4 tonnes of wood diverted from landfill,** reducing waste disposal costs and carbon emissions
- **50% of wood waste was upcycled** for use in community projects or small businesses into bird boxes and garden products, maximising its reuse. (see before and after pictures)
- **50% of wood waste was recycled** into chipboard or used as energy chip
- **Avoided 1 tonne of CO2 emissions** by preventing the wood from going to landfill

Programme Summary

By partnering with a local community organisation, we extended the lifecycle of packaging materials while contributing to skills development and job opportunities for a group of disadvantaged people to learn a range of useful and transferable skills, enabling them to get back into work. This initiative not only minimised waste but also enhanced our approach to responsible resource management.

Next Steps: Scaling Sustainable Waste Management

Following the success of the pilot, we are working to expand the programme, further integrating circular economy principles into our operations and supporting local communities. We have also begun to improve our waste management processes at our UK office to align with the Simpler Recycling Legislation set to come into effect in England on 31 March 2025.

Before:

After:

People and Community

Our People

At IDS, we recognise that our people are at the core of our success. We are committed to fostering a workplace culture that prioritises career growth, engagement, diversity of opinion, and inclusivity underpinned by structured processes and a commitment to continuous development.

Employee Health, Safety and Wellbeing at IDS

At IDS, we recognise that a healthy, supported workforce is essential to delivering the highest standards of service. We are committed to fostering a culture where employee health, safety, and wellbeing are prioritised through structured initiatives, accredited standards, and accessible support systems.

Workplace Health and Safety

Health, Safety and Wellbeing are of paramount importance to us, as these principles support our workforce to deliver the highest standards of service to meet and exceed client expectations. We are committed to creating a culture where employee health, safety, and wellbeing are intrinsically linked to the entirety of our actions. This is prioritised through structured initiatives, regular scheduled training and our ISO accredited 9001, 14001 and 45001 Management systems.

This year, we achieved our lowest recorded All-Reported Injury Rate (ARI) of 0.82, down from 2.07 in 2023, reflecting our strong focus on injury prevention. Both our Accident Frequency Rate (AFR) and Minor Injury Frequency Rate (IFR) also saw reductions, reinforcing our commitment to a safe and healthy working environment.

Several key initiatives have contributed to this improvement:
- Regular monitoring and reporting on workplace safety and accident rates, ensuring proactive risk management and continuous learning
- Frequent toolbox talks and safety briefings, providing employees with up-to-date knowledge on best practices, risk mitigation, and compliance requirements
- Assessments of contractor safety systems and competence, ensuring that all external partners align with IDS's rigorous safety standards
- Accessible training and competence records for all employees and subcontractors, reinforcing accountability and preparedness
- Tracking of leading and lagging health and safety metrics, enabling data-driven improvements and targeted safety interventions

Commitment to Continuous Improvement

As part of our commitment to safety excellence, we continue to invest in training, processes, and technology to enhance workplace safety and prevent incidents before they occur. Our accreditations with Alcumus SafeContractor strengthen our accountability and gives assurance to customers that we follow industry-leading safety practices. We have partnered with InnDex, a leading EHS management software platform, to drive continual improvement and uniformity across our business. This partnership ensures that our data is tracked effectively and that all accidents and near misses are promptly identified and addressed. Our plans to adhere to new EHS standards, procedures and policies to align with ISO certification will be live on our intranet by Q2 2025. We also aim to highlight the achievements of our people by introducing a Rewards and Recognition scheme. We remain dedicated to aligning all sites and projects with our EHS approach, reinforcing our position as the delivery partner of choice for our clients.

Mental Health and Employee Support

Supporting the mental wellbeing of our employees is a key focus. We actively promote awareness, accessibility, and engagement in mental health resources.
- We have two trained Mental Health First Aiders

- available to support our workforce of 45 FTE employees
- Employees have access to Vitality's health and wellbeing support services, offering confidential guidance and resources
- We have a pool of 250 engineer subcontractors that we regularly work with, and we have recently rolled out a Fatigue Management Procedure as part of our duty of care around the self-employed working hours and patterns
- Our commitment extends beyond the workplace, as demonstrated by our fundraising efforts during Mental Health Awareness Week, where we supported Hart Voluntary Action Group's "121 Walk and Talk" nature therapy sessions – a service for adults who are struggling with loss, anxiety, loneliness or depression within the Hart and Rushmoor districts

"The money that was donated by IDS has been used to provide 30 counselling sessions to three adults, two who have completed their sessions with us after 8 sessions each and the third who has now had 16 sessions with us. "

- Rebecca Metcalf, Counselling Services Manager at Hart Voluntary Action

We continue to raise awareness across our business, ensuring that all employees understand the role of Mental Health First Aiders and how to reach them when needed. Our employee absence due to sick leave stands at 7%, and we aim to reduce this number to 3% by 2030.

Wellbeing and Engagement

Beyond compliance and mental health, we are committed to creating a workplace that supports physical wellbeing.


"Being a Mental Health First Aider has given me the confidence to support colleagues and those around me, both at work and in my personal life. It's not just about recognising when someone might be struggling—it's about creating a culture where there is zero stigma surrounding mental health. At IDS we promote a supportive and inclusive environment, and I'm proud to be a part of a that."

- Lynne Carver, Operations Support Manager, IDS Mental Health First Aider

- Employees have access to an onsite gym, encouraging regular exercise and an active lifestyle
- Each office-based employee has access to an electric adjustable desk, encouraging physical movement throughout the day
- We organise an annual Wellness Week, providing employees the opportunity to focus on their personal health, fitness, and wellbeing. We actively gather feedback during Wellness Week to refine and improve our approach to workplace wellbeing
- We conduct occupational health support events
- Employee assistance usage and absenteeism rates are monitored to evaluate the effectiveness of our well-being initiatives
- To support working parents and providing the opportunity to create more pathways to return to work while balancing family responsibilities, our employees can take up to a month paternity leave, and 52 weeks' maternity leave
- We offer all employees a cycle-to-work scheme
- IDS offers all employees a pension contribution matching program, capped at 5%, with a Sustainable Growth Fund as the default option
- All employees can tap into a personal health fund and access a 24/7 private GP through our benefits provider

A structured and supportive work environment
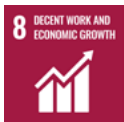
We operate with clear business processes across all sites and contracts, ensuring consistent training, compliance measures, and regular checks. Our hybrid working model allows employees the flexibility to work from home at least one day per week, with additional arrangements available subject to managerial approval. For specific job roles, remote working options provide further flexibility while maintaining operational efficiency.

We continuously monitor employee turnover across regions, staff levels, and functions to identify trends and strengthen retention strategies. In 2023, we hired more talented individuals than those who left the company, leading to an increase in our employee count starting in 2024. As a result, our employee retention rate is now at 113%.

Investing in People: Training and Development

To maintain our position as a leading provider of data

centre and colocation services, we are committed to continuous learning and professional growth. We utilise the Hexatronic Cyber Training and knowledge base to support employee skill development and ensure our workforce remains equipped with the latest industry knowledge.

We are expanding career development opportunities, including structured pathways for promotions, transfers, mentoring, and job shadowing. Additionally, we are working towards accreditation to ensure all employee pay meets or exceeds the national Living Wage standards, with a full review underway across all locations where we operate.

Training remains a key focus area. While individual training hours per employee have not been historically recorded, we are implementing a structured tracking system within our internal HR system from 2025 onwards to enhance visibility and engagement. Our commitment to professional integrity is reflected in the fact that 100% of employees have completed Code of Conduct training.

Looking Ahead

Our people strategy is designed to attract, develop,

and retain top industry talent. As we grow, we are enhancing internal mobility, refining feedback mechanisms, and ensuring a clear pathway for professional advancement. We will continue to develop our employee recognition strategy, benefits and well-being enhancements. By investing in our team, we strengthen IDS's ability to deliver best-in-class service while fostering a culture of continuous improvement.

"My design journey at IDS has been an incredible learning experience, allowing me to work on complex data centre projects, whilst refining my skills. Gaining the CNIDP certification has been a huge milestone, providing me with deeper technical knowledge and industry-recognised expertise."

- George Williams, Design Estimator

Employee Incentivisation, Recognition and Reward Schemes

We reward the loyalty and dedication of our employees' ongoing commitment

Each year, all employees receive an additional discretionary day off for their birthday. They are also encouraged to take part in charity events and volunteer for social causes they care about and are invited to volunteering opportunities throughout the year, as organised by IDS. During Christmas, IDS closes its office for three days, allowing employees to spend more time at home with their families while still being able to work from home and remain contactable during this period. Finally, to allow our people the flexibility, we are also a dog-friendly office!

Meet Bailey, our (unofficial) Wellness Officer:

Looking Ahead

Our commitment to health and wellbeing extends beyond compliance—it is embedded in our culture. We will continue to strengthen mental health awareness, refine our safety and wellbeing programmes, and explore new ways to support our people. By investing in employee well-being, we create a resilient, engaged, and high-performing workforce, driving IDS's continued success.

Community at IDS

At IDS, we are committed to making a positive impact beyond our business. Our community engagement efforts reflect our values, supporting local initiatives, environmental conservation, and charitable giving. Through employee volunteering, fundraising, and corporate support, we actively contribute to causes that matter.

Giving back and making a difference

In 2024, IDS employees dedicated 688 hours to volunteering and contributed over £10,000 to social and environmental initiatives. We take pride in empowering our team to support the communities where we live and work, ensuring our impact extends beyond business operations. This year, we rallied a group of employees to engage in community work. We call ourselves the Social Impact Battalion.

Key Initiatives

Our community work is diverse, spanning environmental protection, animal welfare, and social support programmes. Recent initiatives include:

- World Habitat Day Beach Clean – Partnered with the Marine Conservation Society to conduct a litter survey at Bognor Regis beach, removing 182 items, totalling 8kg, from a 100m stretch and providing crucial data for long-term environmental campaigns
- Halloween Bash and fundraiser for Cats Protection, Farnham – Celebrated a day filled with games, costumes, themed food and fundraised £262.20 for the care and rehoming of animals in need within the local community

- Christmas Jumper Day & Festive Fundraising – Hosted a bake sale, toy appeal, and Christmas wreath-making event, raising £400 for Fleet Phoenix, Cats Protection, and Hart Voluntary Action Group, directly supporting local social initiatives

Partnerships that matter

We believe in building meaningful partnerships that create real impact. As a Forces-friendly company, we are proud signatories of the Armed Forces Covenant since 2023, demonstrating our commitment to supporting serving personnel, veterans, and their families.

We recognise the valuable skills and experience that Armed Forces members bring to the industry and provide opportunities for those transitioning into civilian careers, ensuring they have the support and resources needed for a successful resettlement journey.

Supporting Employee Fundraising

We are passionate about giving back to causes close to our hearts. Our management team continually contribute and support our people to participate in fundraising efforts and sponsored events. Together, we amplify the impact of our employee-led charitable activities, making a meaningful difference in our communities.

Looking Ahead

Our commitment to the community will continue to grow, with plans to expand volunteering opportunities, strengthen partnerships with local organisations, and enhance employee participation in community-driven projects. In 2025, we will implement a health and wellbeing plan to have 100% of employees engaged in at least one national awareness day and volunteering opportunity. By investing in social and environmental impact, we create lasting change while reinforcing our culture of responsibility and engagement.

British Forces Resettlement Service (BFRS) Careers Show Aldershot 2024

Ethics and Partnerships

As a specialist provider of data centre and colocation installation services, we are committed to conducting business with integrity, transparency, and accountability. Our ethical approach is deeply embedded in our operations, ensuring compliance with global standards, industry best practices, and responsible business conduct.

Commitment to Global Standards

IDS is proud to be a participant of the UN Global Compact, reinforcing our commitment to human rights, labour standards, environmental responsibility, and anti-corruption principles.

Quality assurance is a top priority for us, and we have a dedicated team that looks after our quality management systems. Our adherence to ISO 9001:2015,14001:2015 and 45001:2018, Elite CHAS accreditation, and Safe Contractor certifications ensures that we meet internationally recognised standards in quality assurance, environmental management, and occupational health and safety.

Data Protection and IT Security

With increasing risks around cybersecurity and data privacy, IDS has implemented robust procedures for IT security breaches and the secure collection, processing, and storage of third-party information. We continually assess our processes and look to improve them in line with industry best practices.

Our Information Security Policy is available to all employees and has been uploaded to our internal document management system, alongside the GDPR Group policy as evidence of our data protection commitments. Additionally, we are reviewing the implementation of a website terms of use page to reinforce transparency in online engagement.

Ethical Management of Retired IT Equipment

When we relocated to our new office in Fleet, Hampshire, in August 2023, we had several legacy devices that had reached the end of their lifecycle. To responsibly dispose of these, we partnered with an accredited recycling facility approved by the Environment Agency (EA) for waste electrical and electronic equipment (WEEE) disposal. Moving forward, we will continue to enhance our processes to optimise the lifespan and usage of our IT assets and prioritise the procurement of refurbished equipment and sustainable hardware, including energy-efficient devices made with recycled materials and low-production emissions. Within the next 12 months, we plan to partner with a charity to donate any legacy devices as we aim to increase our social impact initiatives.

Ethical Supply Chain Management

We recognise the importance of responsible procurement and will ramp up our efforts toward mapping out our suppliers based on their sustainability credentials. To strengthen our approach:

We are integrating sustainability requirements into our supplier onboarding process, including a revised Supplier Code of Conduct.

A supplier checklist has been drafted and is undergoing internal review to ensure its relevance to our business and subcontractors.

We will begin tracking the percentage of spend from sustainability-approved suppliers, ensuring that procurement decisions align with our ethical and environmental commitments.

Industry Memberships and Professional Development

We actively engage with our industry to stay ahead of emerging trends, regulations, and best practices.

Our Sales and Vulcan teams regularly attend sector conferences and plan to increase participation in industry discussions over the next three years.

We are committed to maintaining the highest industry standards and ensuring our team remains at the forefront of data centre infrastructure and ICT advancements. Our membership with BICSI, a globally recognised professional association, strengthens our expertise and alignment with industry best practices. Additionally, our engagement with CNet Training supports structured education, professional development, and the creation of career pathways, reinforcing our commitment to a highly skilled, future-ready workforce in the digital infrastructure sector.

Our Group Social Policies	Our Group Policies	Our Group Environmental Policies
Diversity and Gender Equality Policy	Code of Conduct	Sustainability Policy
Code of Conduct	Sustainability Policy	Environmental Policy
Sustainability Policy	Anti-corruption Policy	Sustainability Roadmap
Whistleblowing Policy	Whistleblowing Policy	

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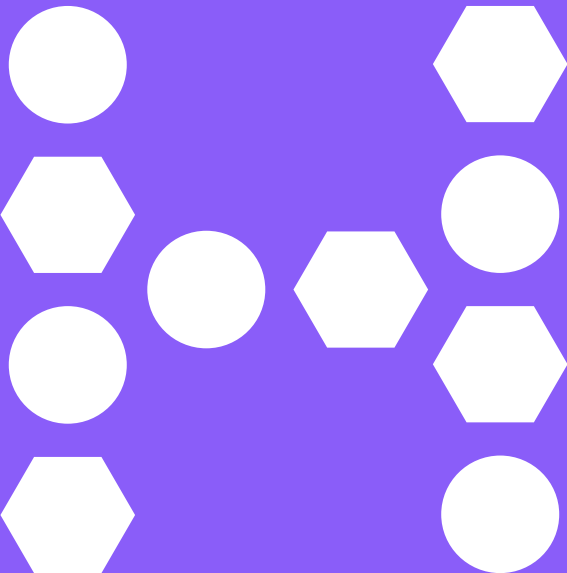# How we manage the governance around our sustainability

When IDS was acquired by Hexatronic in 2022, sustainability became a key focus for us, aligned with our parent company's guidelines. The Board sets the strategic direction and oversees sustainability performance across the Group. In 2023, the Group undertook bold steps by linking executive remuneration to the wider sustainability targets. This strategic initiative reinforces our dedication to responsible business practices and ensures that our leadership team is actively invested in achieving our sustainability objectives.

Our Sustainability Manager is responsible for implementing the Group's sustainability roadmap and strategy within the Data Centre division. This includes setting policies and target delivery, completing sustainability reporting, and implementing climate actions. The Sustainability Manager also collaborates with other departments, including Finance, HR, Procurement, Operations, Health and Safety, IT, Marketing and Vulcan, to ensure the Group's strategy is realised. They work together to explore new opportunities, organise initiatives, and integrate sustainability into all aspects of the business.

Additionally, the team engages with the Group Low Climate Impact Action Team to improve processes, plan targets and roadmaps, develop GHG emission and carbon footprint measurement methods, and share knowledge among global subsidiaries. This collaborative approach ensures that diverse perspectives are considered and that sustainability efforts are comprehensive and impactful. Hexatronic's tiered governance approach supports the Group, its supply chain, and clients in achieving our vision, ensuring all sustainability aspects, including impacts, risks, and opportunities receive the necessary attention.

Looking ahead

We will continue to strengthen our ethics, governance, and sustainability practices, ensuring that IDS remains a trusted and responsible industry leader. By upholding global standards, enhancing IT security, embedding sustainability in procurement, and empowering our customers with environmental insights, we are shaping a more ethical and sustainable future for IDS and its stakeholders.

IDS