



ERA Ltd ESG **Report** 2024





Report **at a Glance**

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Managing Director Statement

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Sean Baker – Managing Director

“Our work culture is rooted in integrity, sustainability, and social responsibility. We believe that a strong values-driven approach is essential for creating lasting environmental and social impact. By fostering a culture of collaboration, innovation, and ethical business practices, we ensure that every decision aligns with our commitment to the planet and the communities we serve.”



Our Mission

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At ERA we are committed to building a passionate and diverse team dedicated to providing innovative yet dependable hosted services to the creative industries.

Our mission is to safeguard people and the environment by offering our clients infrastructure powered by 100% renewable energy sources. This will help reduce carbon emissions and foster a future that is both powerful and sustainable.

In 2024 we developed our first ESG strategy and action plan that aims to improve our policies, procedures and data. By starting with the basics, we will be able to lay a solid foundation to build upon, whilst also allowing our new ways of working to embed themselves in the business over time.

Why B Corp?

Our most challenging global problems cannot be solved by governments and non-profits alone. By harnessing the power of business, B Corps commit to positively impact all stakeholders – workers, communities, customers, and our planet.

B Corps, are companies verified by B Lab to meet high standards of social and environmental performance, transparency and accountability, and being a B Corp will help us to demonstrate our values, as well as attracting new clients, driving innovation and making us an 'employer of choice'.



Achieving our **ESG Goals**

At ERA we recognise that embedding good Environmental Social Governance into the business isn't a 'stand-alone' project, but something that needs to be integrated into existing roles and responsibilities across the business.

The Directors and their teams will work together to follow a standard project management approach that will help us to identify and implement short and long term changes across the business.

We will allocate both capital and operational resources to projects and encourage collaboration and innovation through engagement with our internal and external stakeholders.



Environment Impact

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Policies & Procedures

Good governance is always important, and in 2024 we took time to implement a new Environmental Policy that includes key topics such as carbon management, energy and waste, travel and transport and training. We will review our policies on an annual basis, and update as regulatory or customer requirements change to ensure we remain compliant.

Commitment

At ERA, we recognise the importance of protecting the environment, not only supporting our commitment to providing renewable hosting and IT services to our customers, but to ensure our natural resources are available for generations to come. We will focus on calculating and reducing our carbon emissions to help mitigate Climate Change, as well as monitoring and improving our environmental performance.

Our KPIs

In 2024 we have spent time identifying our biggest areas of environmental impact in relation to our carbon footprint and environmental management processes. We have started to collate data in the following areas, and plan to set targets against these in 2025/26:

- Virtual Office Stewardship
- Environmental Management - waste and energy consumption, travel and transport
- Reducing GHG emissions
- Creating robust policies and procedures

Goals for 2025

- 1) Undertake a full energy audit of our facilities to identify areas of improvement for energy efficiencies and inclusion in our operational budgets.
- 2) Communicate with customers, suppliers and employees to raise awareness of our environmental commitments and request data and behavioural change that informs our targets for 2025/26.

Environment **Action**



Energy Management

In 2024 ERA started to collect its baseline energy consumption to support the calculation of its Carbon Footprint. As the landlord of our Chesham Office, we will be undertaking an energy audit of our facilities to identify additional energy efficiency or generation opportunities that can be implemented to help us to set a reduction target in 2025 and beyond.



Our Data Centres

We're working closely with our suppliers to identify and build our data centres to be run on 100% renewable electricity. Not only does it support us and our customers to reach Net Zero Targets, it's also one small step towards mitigating the effects of Climate Change on local and global communities and wildlife



Waste Management

At ERA we aim to have 'Zero Waste to Landfill' by 2040. We will achieve this by following the mantra of 'reduce, reuse, recycle or re-purpose' as much as possible. We will review our current waste management systems with stakeholders to identify ways of mapping our waste streams, and reducing it over time. We will also be encouraging our employees to reduce waste when working from home, and engaging with our customers to consider how our electronic waste is dealt with appropriately.



Awareness & Behavioural Change

In 2024 a number of employees attended free Carbon Literacy courses to raise awareness of our impact on the environment. In 2025 we hope to increase our employee awareness through various office and home working campaigns and incentives



Our Pathway to Net Zero

Targets

At ERA we have set a long term target of being Net Zero by 2050 or sooner. In 2024 we focused on calculating our baseline emissions, working with an external consultant funded through the Buckingham Business First Net Zero Bucks programme.

We will use this data and report to develop more specific targets in 2025/26, but high impact areas include:

- Engaging with our suppliers
- Employee commuting
- Flights
- Reducing home working emissions
- Reducing waste

Commitment

At ERA, we are committed to reducing our impact on Climate Change through responsible carbon management, with the aim of being Net Zero by 2050. We will establish our baseline footprint, and annually recalculate our emissions to:

- Inform our reduction plan
- Track progress against our actions and targets
- Report on our pathway to Net Zero



Reporting

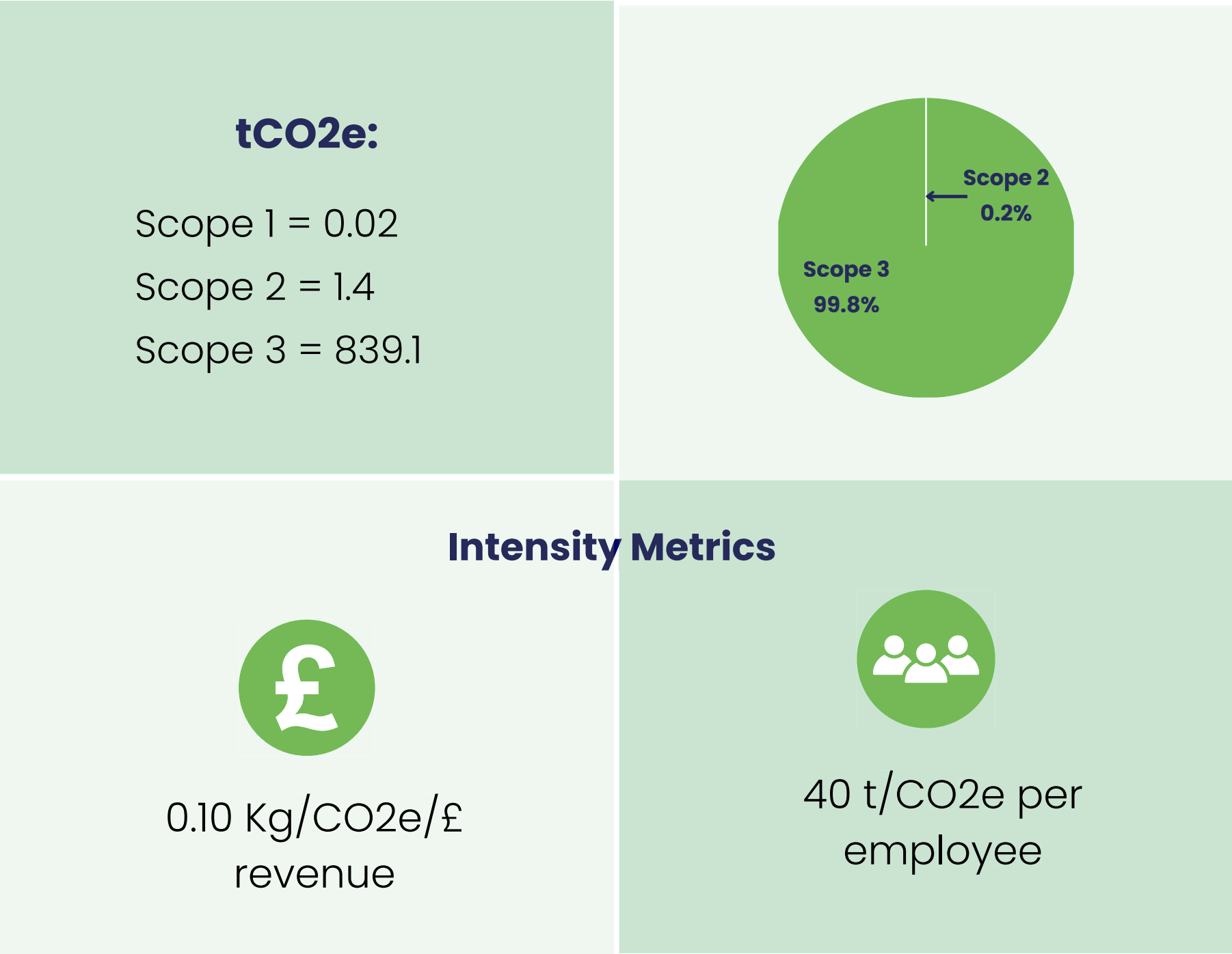
We will report our emissions annually via our website and annual impact report, or as requested by our customers or other stakeholders.

We recognise the importance of Third Party Verification and public reporting and will research and consider the requirements for Carbon Disclosure Project and Science Based Target Initiative in 2026.



Our Emissions

Baseline **FY 2023**



In 2024 we developed an ESG strategy that aimed to engage employees in our B Corp assessment and improve our foundational policies, procedures and data collection. We also continued to support community projects close to our heart, through our sponsored hike raising funds for Chesham Food Bank.



Our Aims

- Engage & involve employees in our ESG activities as far as reasonably practicable
- Implement an annual employee feedback survey & complaints procedure – actioning any improvements that are highlighted from these processes
- Expand our professional and career development opportunities
- Improve our family friendly policies and procedures with a focus on childcare, parental leave and breast feeding.



Our Stakeholders

It is important that we include our stakeholders in our ESG plans and have identified that the following people will be key to us achieving our goals:

- Employees
- Customers
- Suppliers



Committment

At ERA we recognise that people are one of our biggest assets, whether they are our colleagues, customers, suppliers or community. That's why we are committed to investing in people to ensure they feel safe, valued, respected and included in our business.

Working with our employees and suppliers, we will continue to improve working conditions, and enhance our range of ongoing fundraising, awareness campaigns, and educational or work-related initiatives close to our hearts.



Goals for 2024/25

- Implement DE&I training and awareness for our employees
- Implement a Modern Slavery Policy
- Create and distribute Supplier Code of Conduct and Questionnaire and analyse results
- Sponsored Hike to raise funds for Chesham Foodbank



Social Action

Employees

At ERA we recognise that our employees are one of our biggest assets, and that a diverse workforce brings creativity and innovation. In 2024 we have focused on updating our employee handbook and policies to bring everything in line with current good practice.

We have also focused on increasing our learning and development, and have incorporated new courses in ethics and other mandatory subjects into our core performance and development programme

Community

At ERA we are committed to increase our local and global community impact to ensure that our efforts contribute to the well-being and development of the communities we serve, both at home and abroad. We will achieve this by:

- Assessing and improving the sustainability of our Supply Chain
- Getting more involved with environmental or social campaigns or initiatives led by industry bodies and other external stakeholders
- Raising funds, donating goods and services, or volunteering for good causes that are close to our heart

Our Suppliers

Working with our suppliers has been a huge part of our journey towards improving our B Corp Impact Assessment. Weaved throughout all of our ESG strategy, the need to engage with suppliers is paramount to achieving our Net Zero goals, as well as protecting human rights and working conditions

In 2024 we developed a Supplier Sustainability Assessment and Code of Conduct which has been sent to suppliers that make up our top 80% of spend.

- 58% of suppliers signed the Code of Conduct
- 75% of suppliers completed the Supplier Questionnaire

In 2025 we will continue to analyse the responses to continue engaging with our supplier to identify and fill gaps in data, policies and procedures required to maintain our own business standards.

Sponsored Hike

A team from ERA undertook the Brecon Beacons Horseshoe 10mile ridge hike taking in Pen-Y-Fan. Despite very wet and windy conditions they completed it raising money for the Chesham Food Bank.

Governance Impact

Target/Aims

Implement a set of policies, risk assessments, training and awareness, audits and other procedures that will:

- Embed an open and safe culture that supports stakeholders to report any concerns and improve conditions
- Highlight areas of weakness or threat that will disrupt our operations
- Provide opportunities for continuous improvement within our ESG
- Attract employees that share our vision
- Build reputation, trust and honesty between us and our stakeholders
- Verify that our measures reach high standards of compliance and good practice

Commitment

At ERA we are committed to maintaining high levels of governance and ethical behaviour to build trust and ensure transparency and accountability at all levels.

We have a zero tolerance for unethical behaviour, especially in regards to Anti Bribery and Corruption and have developed a Code of Ethics / Conduct that clearly demonstrates our position on this.

Our KPIs

- Code of Ethics implemented
- 100% completion of Mandatory training
- New policies and procedures implemented for Anti Bribery and Corruption, Whistleblowing, Working Conditions and Environment

Goals for 2025

- Monitoring and investigation of Information Security breaches or incidents
- Monitoring and investigation of Anti Bribery and Corruption breaches or incidents
- Implementation and Monitoring of Modern Slavery policies and procedures
- Monitor the number of Whistleblowing reports





Governance **Action**

Compliance Focused

In our unwavering commitment to good governance, we've implemented comprehensive ethical policies that serve as the cornerstone of our organisational integrity. Our newly established framework includes robust whistleblowing procedures, ensuring employees have secure and confidential channels to report concerns without fear of retaliation. This is complemented by stringent anti-bribery and corruption policies that clearly define acceptable business practices and establish protocols for gift-giving, entertainment, and third-party interactions. Additionally, our enhanced information security policies safeguard sensitive data and intellectual property, while our modern slavery statement demonstrates our dedication to maintaining ethical supply chains and protecting vulnerable workers.

To embed these principles throughout our organisation, we've launched mandatory training programs that empower our workforce with the knowledge and tools they need to uphold these ethical standards. These interactive sessions ensure every team member understands their role in maintaining our ethical framework and can recognize potential violations. Employees are now well-versed in the proper channels and procedures for reporting concerns, whether related to potential corruption, data breaches, or human rights issues. This proactive approach to training and awareness has created a culture of transparency and accountability, where ethical considerations are at the forefront of every business decision.

Information Security

As custodians of our clients' critical data infrastructure, our comprehensive security framework ensures our clients' sensitive information remains protected through multiple layers of defense across our data centre operations. Our commitment extends beyond technology to our people, with all staff undergoing intensive security awareness training and regular updates on emerging threats. This approach ensures we maintain the highest standards of data protection, demonstrating our unwavering dedication to safeguarding our clients' digital assets.

Whistleblowing

At ERA we recognise that as a small business, raising a concern internally is not always easy.

Therefore, we recommend that employees contact the national charity Protect, to get independent advice and guidance.

protect-advice.org.uk



Our B Corp Journey

The B Corp certification journey represents both a challenge and an opportunity for small businesses committed to using business as a force for good. Through the B Impact Assessment framework, we've gained invaluable insights into our operations, helping us build more robust processes that protect people and the planet.

The journey from an initial score stuck in the 50s to achieving over 80 points reflects our dedication to becoming a truly purpose-driven business, with each point gained representing meaningful improvements in our policies and practices.

What makes this transformation particularly significant is how the B Corp Framework has helped us formalise and strengthen our existing procedures while identifying new opportunities for impact.

Our Biggest Challenge

As we have embarked on our journey to becoming a B Corp, our biggest challenge was having no experience of the platform and an initial low score that would not make us eligible for certification.

To overcome this, we recognised the importance of investing in additional resource, and connecting with our customers who are B Corps – to learn from them and give the assessment the time it needed to fully embed our new ways of working into the business.

As we approach our goal of submitting the B Impact Assessment in 2025, we're confident that the comprehensive groundwork we've laid – from enhanced governance practices to documented social and environmental initiatives – will demonstrate our unwavering commitment to balancing profit with purpose.

This certification process, while demanding for a small business, has already yielded benefits beyond mere compliance, helping us build a more resilient and purposeful organisation that's truly prepared for the future.

We look forward to the next step of the process, where we can verify our score and demonstrate that we don't only talk the talk, but walk the walk.

Our Proudest Moment

Over 18 months of hard work, commitment and initiating changes, our proudest moment was increasing our B Corp assessment score to be sufficient for submission.

The progressive increase in the score was reflective of our work, which was so satisfying to see. As we updated the remaining few questions in the assessment, we were over the moon to see how much of a difference it had made not only to the assessment, but to our understanding of how to embed good social and environmental practice into our business.





Summary of our Impact

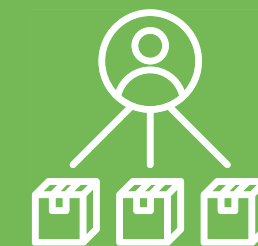
29 hours of
mandatory training
completed



6 new & improved
policies implemented



8 suppliers in our top
80% of spend engaged
in our new sustainable
supply chain procedures



2023 Baseline
Carbon Footprint
calculated & Net Zero
by 2050 target in place



£2K donated &
£500 raised for
charitable good causes



100% renewable
energy for Scope 1 and
2 emissions





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