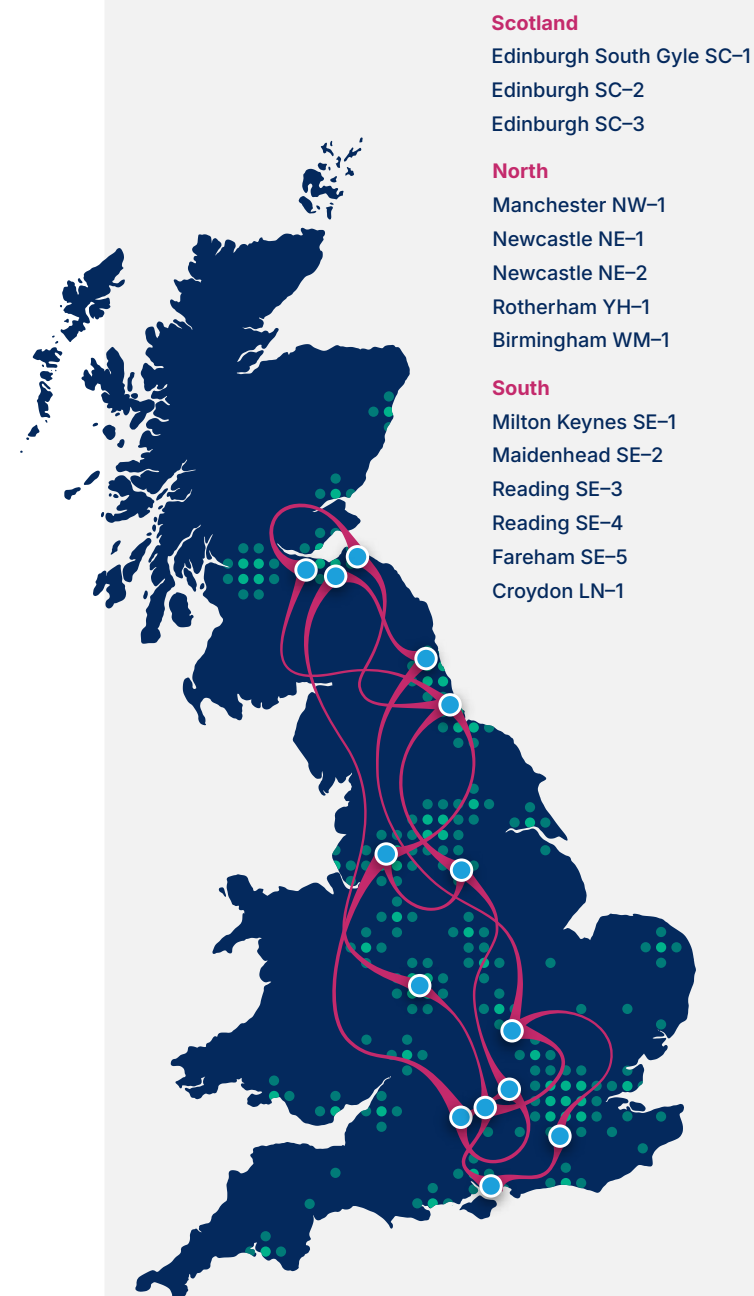


Environmental, social and governance report



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Statement from our CEO

As a UK digital infrastructure platform, Pulsant plays a critical role in enabling the digital economy and with that comes responsibility.

We support businesses, public services and communities with secure, reliable, and regionally distributed data centre and cloud services. Our infrastructure underpins everything from day-to-day connectivity to emerging technologies using AI.

In a context defined by rapid technological change, increasing demand for digital services, and growing global volatility, we must operate responsibly.

We continually strive to do better in our operations, understand our broader impacts, and act with insight into environmental consequences, while making a positive contribution to society and the economy. The expansion of AI and data-intensive technologies is accelerating demand for data centre capacity, placing the industry under greater scrutiny for its energy, water and resource use.

At the same time, the escalating climate and nature risks, characterised by rising temperatures, water stress and extreme weather, present both operational challenges and a clear imperative for action.

Geopolitical uncertainty and evolving regulatory frameworks are also reshaping supply chains and reinforcing the importance of resilience, sovereignty and trusted infrastructure in the UK market.

In 2025, we responded to this landscape by continuing to invest in, and evolve, our platform. We expanded our footprint through the acquisition of facilities in Birmingham and Fareham, strengthening our regional presence and bringing new teams into our operations.

We continued to develop our edge and network capabilities, including modernising infrastructure, increasing our higher-density capacity, and decommissioning legacy technologies to improve efficiency.

These steps form part of our broader ambition to deliver a sovereign, distributed edge platform that enables clients to scale securely while making better use of existing infrastructure.

Across environmental, social and governance priorities, 2025 saw both strong progress and important lessons.

Over 1,800MWh of energy savings were achieved through data centre infrastructure upgrades and optimisation programmes, and like-for-like electricity-related emissions reduced by 20%, supported by both lower consumption and a less carbon-intensive grid.

Beyond environmental performance, our people and communities remain central to our success.

I am proud of our People team's comprehensive programmes supporting mental, physical and financial well-being, expanded training and development opportunities, and strengthened inclusion and belonging initiatives.

We also deepened our community engagement through volunteering, fundraising and social impact initiatives, while maintaining a strong safety record.

Strong governance underpins all of this. Our ISO-certified management systems, robust risk management processes, and continued focus on ethical conduct, supply chain diligence and data security ensure we operate with transparency, accountability and integrity.

Ultimately, our approach is guided by our values. As highlighted in this report, sustainability is not just about metrics: it is about "stopping pollution, standing up for our places, for people and for ecosystems... restoring pathways to health and genuine prosperity".

In an evolving landscape, our values help us stay focused on what matters most: delivering resilient digital infrastructure while contributing positively to the environment, our people and the communities we serve.



Rob Coupland
Chief Executive Officer

Our people and communities remain central to our success

Working towards a sustainable planet

Our environmental sustainability commitments

Emissions:

- Pulsant commits to achieve **Net Zero by 2050** at the very latest as defined by the Science Based Targets initiative's Net Zero Standard, which means:
 - Reducing our carbon emissions across all scopes **by 50%** by 2030 on an absolute basis from a 2019 baseline*,
 - Then continue to drive reductions across all scopes to achieve at least 90% reduction by 2050 and balance any remainder through supporting carbon removals.
- Offset 100% of our scope 1 greenhouse gas emissions through certified, good quality projects.
- Maintain our supply of 100% renewable electricity. In addition, actively exercise our buying power to **support sustainable UK grid infrastructure** and innovative power technologies.

Efficiency:

- Meet or exceed annual **PUE target of 1.3 by 2030**.
- Fully and transparently manage the lifecycle impact of each product and service by 2025 ([see page 11](#)).

Value chain:

- Make resource efficiency, disposal and carbon impact key considerations in procurement, and be an active participant in the circular economy.

Culture:

- Together, make a positive difference to our environment and challenge ourselves to come up with creative solutions and outcomes to achieve enhanced sustainability.

Governance:

- Hold ourselves accountable for meeting our environmental commitments. Deliver accountability through progressive improvement of our ISO14001-accredited management system and transparency of reporting.



Helen Munro
Head of Environment & Sustainability



We all face serious, escalating and multifaceted threats from climate change and ecosystem disruption that is resulting from human activities.

Navigating the big questions – what does it mean to be sustainable? Are we doing the right thing? – means constantly looking up from our measures and metrics. In the face of complexity, values can keep us orientated. Sustainability is not about buzzwords, numbers or complex disclosures – it is about stopping pollution, standing up for our places, for people and for ecosystems, restoring pathways to health and genuine prosperity. This needs collaboration.

While we work through the technical challenges of sustainability, we must always bring its spirit. Our values must come through in the tone we take. It means driving holistic accountability for understanding the severity and depth of the problem. It means growing our sense of place and connection with the communities that support us, protecting and adapting what we already have in established facilities, building for real and incremental demand, growing relationships built on trust, and always seeing the big picture.



* The near-term targets validated by the Science Based Targets initiative are to reduce scope 1 and scope 2 GHG emissions 46% by 2030 from a 2019 base year, and to measure and reduce its scope 3 emissions.

Highlights and challenges

We had some highlights in 2025:

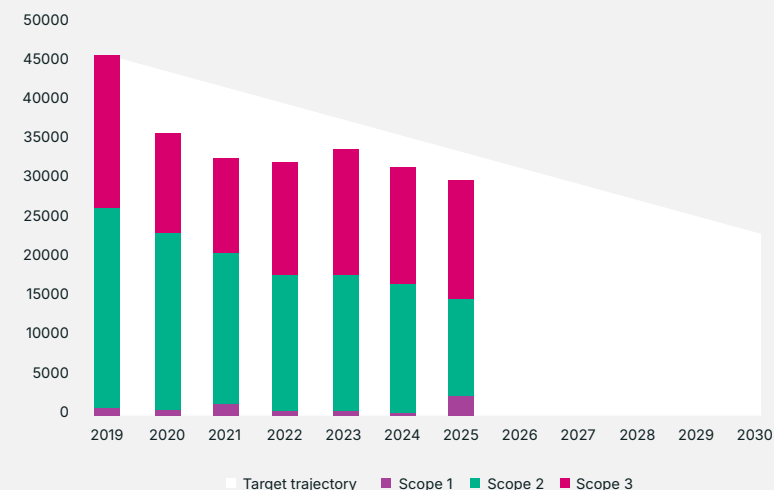
- Despite PUE remaining at 1.50, energy savings actions delivered savings equivalent to turning off around 490 domestic ovens. Actions included capital infrastructure works, but we also measured great achievements from enhanced monitoring that helped us optimise plant and airflows in a systematic programme across a number of sites.
- Our like-for-like electricity-related emissions reduced by 20% (direct and upstream location-based), because we both used less energy, and the UK grid was less carbon-intensive. Annualised emissions were down 5% and within our target.
- We hit our 2025 goal of eliminating half our HFC-227ea fire suppression gas from the estate.
- We welcomed two new facilities and teams – WM-1 in Birmingham and SE-5 in Fareham – into our environmental and energy management systems.¹
- We improved the governance and granularity around water monitoring across all sites.
- Our core network upgrades progressed, transitioning to higher efficiency hardware and commencing legacy kit removal.

We also faced setbacks. Early in the year, an HFC-227ea fire suppression system activation resulted in a significant greenhouse gas impact. While learnings have been applied, we are reminded of the importance of eliminating such gases from our sites and are committed to doing so by 2030. A power interruption at one of our smaller facilities also required use of emergency power generation; both of which have contributed to an exceptionally high scope 1 footprint in 2025. In line with our commitments, we have procured voluntary offset credits covering our Scope 1 emissions from a range of projects assessed for credibility.

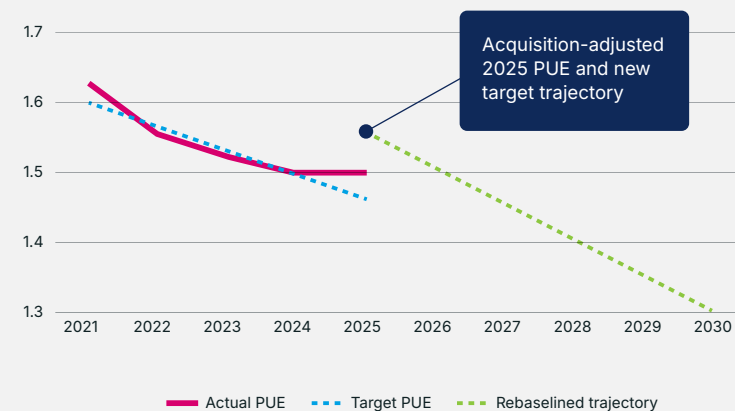
2025 was also a warm year, with summer average temperatures significantly higher than normal. We saw real impacts from our cooling infrastructure having to work harder. The energy savings we achieved through the year were substantial, but they predominantly impacted H2. For these reasons, our PUE like-for-like has fallen short of our targets and remained static at 1.50. In 2026, we will be reporting PUE integrating the two acquired sites (WM-1 and SE-5); 2025 performance including these facilities gives us a new starting point of 1.56, and a 2026 target of 1.50. We remain committed to achieving the 1.3-by-2030 goal and have clear strategic and operational programmes in play to get us there.

¹ The acquired sites are not yet included in emissions performance data. Their inclusion will also trigger a re-calculation of our 2019 baseline.

Greenhouse Gas Emissions (tCO2e)



Estate-Aggregate PUE



In our data centres

While broader appetite for new AI data centres increases, we focus on getting the most out of the regional digital infrastructure – much of which is already available. AI is changing data centre blueprints, but our new 1.2MW expansion within the existing Milton Keynes facility demonstrates that part of the capacity can be delivered without building from scratch.

Looking after our environment in the operation of our sites means managing not only energy efficiency, but establishing water stewardship, controlling backup fuel storage, and controlling greenhouse gases used in critical systems.

Energy efficiency

Our data centres are well-established, and so the journey to a PUE of 1.3 by 2030 requires both incremental improvements and substantial upgrades. Efficiency is part of our strategic priorities, helping ensure engagement from everyone involved.

Across our estate, we have data centre managers and mechanical, electrical and IT services teams, supported by regional and central experts in infrastructure and operational excellence. Their experience, engagement and diligence is immensely powerful in delivering the maximum value for our clients while operating as efficiently and effectively as possible.

To achieve our 2030 goals, we need a robust governance framework for identifying, prioritising and executing actions. Pulsant's energy management system is independently accredited against ISO50001. In 2025, significant progress was made to the granularity of our energy governance through upgrading power metering and analysis in several data centres, at the same time as increasing frequency and cross-team participation for energy management and review. As a result, we understand our performance better than ever, helping us make effective decisions and much more accurate efficiency forecasts. In two locations, optimisations facilitated by the enhanced monitoring and airflow management works including containment installation, delivered over a 40% saving of facility (non-IT) energy.

We also run a programme of strategic infrastructure upgrades; 2025 works have included UPS replacement at SE-1 and SC-3, and several cooling system replacements, all of which are now delivering significant energy savings. The programme is planned to be delivered across the wider estate in the coming years to reach our 2030 goal.

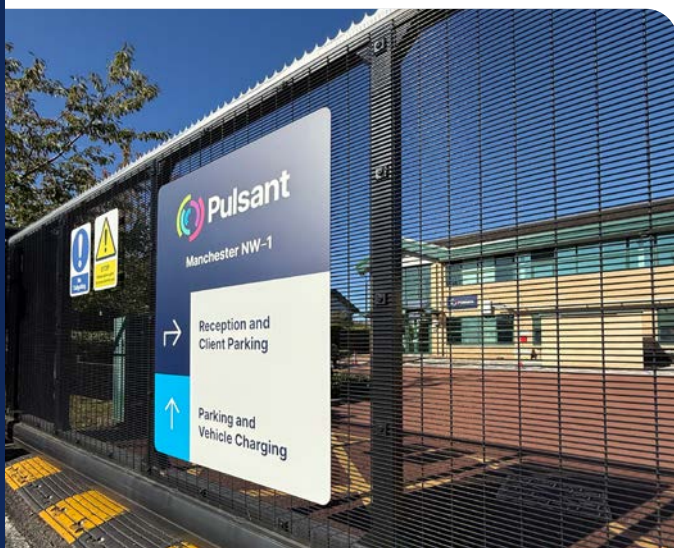


Water use

Media coverage has raised public concern around data centre water use. Pulsant welcomes the interest because it opens a deeper public understanding around digital infrastructure and its pressures.

Our water use in 2025 was in total equivalent to less than 80 average UK households; across 12 facilities. Our efficiency rate (WUE) was 0.21 litres per IT kWh. But that's not the whole story; at its core, water stewardship means ensuring none of our data centres adversely affect water availability for our neighbours or environments. Water is used to help some cooling systems efficiently reject heat from the data halls on warm and hot days – which is often at peak times of water stress.

Users everywhere are being encouraged by water companies to use less, and water scarcity is set to increase as our climate changes. Our strategic programme of infrastructure investment has already been reducing our use of water, as we upgrade to much more energy-efficient systems.



How green is our power

All Pulsant's data centres use the UK electricity grid as our primary energy source. This means we have to think about both the energy that we buy, and the broader energy mix that supports the grid.

Renewable energy procurement is an expectation for many of our clients; and we have for many years supported this through renewable energy guarantees of origin (REGOs) that link 100% of our consumption volumes to units of renewable generation on an annual basis. We are not directly responsible for building these wind or solar farms, but the market for REGOs supports revenue streams for those that do.

Regardless of the procurement route, all data centres using the electricity grid are contributing to the specific demand pressures in their time and location. Most areas of the UK, including South and central England, rely heavily on gas generation – which scales up and back in response to grid demand. In this way, the energy demand still contributes to the use of carbon-intensive generation. For this reason, we use the UK location-based accounting approach to electricity in our targets, as it more completely reflects the real impacts of power use. This also helps us to view green power procurement in a holistic sense and prioritise decisions that will contribute to broader energy system decarbonisation.

We are keen to explore ways of supporting more direct additional sources of renewables either on the grid or on our sites. For example, we are engaging with research and external projects, such as Project Volt in Newcastle, to support learnings and innovations in how data centres can work with a decarbonised grid. Our newly acquired Birmingham site comes with a solar rooftop array; this slightly reduces the power drawn from the grid. Some opportunities for off-grid connection with renewables sourcing have been evaluated, although none are currently considered feasible. In several locations, we are in early discussions in relation to local district heat networks, exploring ways to feed data centre waste heat directly back into the community.

Backup power is currently provided by diesel generators, which are strictly limited to emergency use and testing. While HVO is in place as a substitute for fossil diesel at two locations, greatly reducing the reportable emissions, we recognise that it still contributes to localised air pollution and its over-use can cause harmful pressures on land use. A long-term sustainable solution to power resilience should be both decarbonised, avoid pollution, avoid sacrificing more beneficial land uses, and be capable of sustaining the needs of clients throughout an extended-duration emergency. We are not aware of any available technology and supply chain that is available now and capable of meeting these ambitions in a sustainable way, but we are closely monitoring this situation for changes.



Materials use

Digital infrastructure requires complex manufacturing and depends on an array of raw material resources in the IT hardware, in the power and cooling systems, telecommunications networks, and in the buildings themselves. While most IT equipment in our facilities belongs to our clients directly, probably the most substantial contribution that Pulsant makes towards responsible materials use is through its custodianship of those, enabling their longevity. Our data hall environments are delivered in line with recommended levels under ASHRAE Environmental Guidelines for Datacom Equipment Class 1.

As part of our business, infrastructure and network services, we work with vendors and asset recovery services to ensure decommissioned hardware re-enters the supply chain where possible and otherwise is recycled responsibly.

In late 2025, Helen Munro, Head of Environment and Sustainability, was elected to the techUK Climate Council, which includes members from across the technology industry

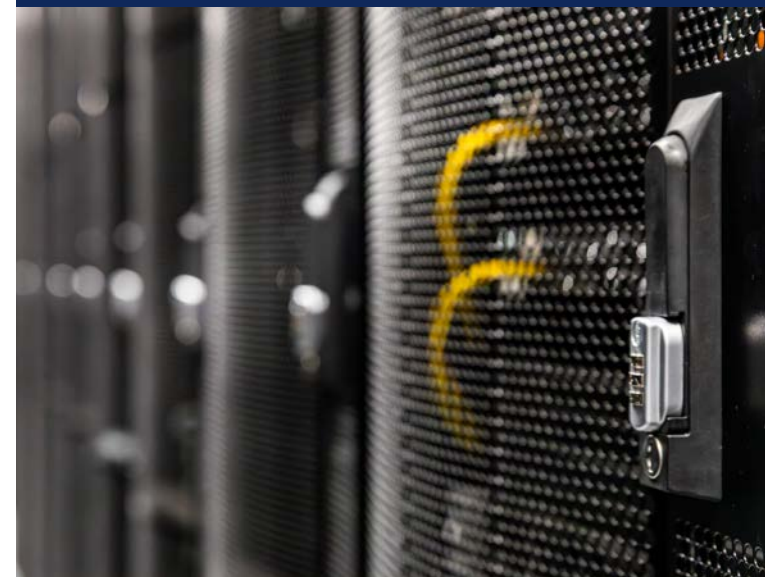
Working with others

We value building trust and relationships to support our suppliers to deliver meaningful changes.

In 2025, we continued to engage relationally with our smaller suppliers and vendors; this included hearing from our cleaners and gardeners about topics such as microplastics, chemical use, and working with SME suppliers on engaging with decarbonisation.

Pulsant also recognises that having choice of digital service providers enables users to find providers that meet their expectations. As members of the Open Cloud Coalition², we advocate for regulatory measures to protect consumer power and choice in the cloud market. This is a sustainability issue; consumer choice is fundamental to our ability to engage in vendor relationships built on trust, values and accountability.

Pulsant is a member of techUK, the UK's trade association for the technology industry, as well as the Data Centre Alliance (DCA). In late 2025, Helen Munro, Head of Environment and Sustainability, was elected to the techUK Climate Council, which includes members from across the technology industry. She advocates for more effective collaboration and transparency in digital sustainability.



Mike Hoy
Chief Technology Officer



As a founder member of the OCC and a British digital infrastructure and data centre leader, we firmly support action that strengthens choice in the cloud market. An open, fair and competitive market gives businesses the power to choose what works best for them, boosting innovation.



² Open Cloud Coalition website - www.opencloudcoalition.com

Travel choices: Thinking about connection

The way we travel changes the way we connect with people and places along the way.

Across 11 weeks, we challenged ourselves to help Gnomey (our little green friend) travel to all our locations without flying, to help people think about travel choices and raise money for charity. Gnomey travelled by train, bike, motorbike, car and bus, from Glenrothes to Paris.

Gnomey attended rugby matches, had a stint as a networks engineer, talked to strangers on trains, grew a moustache for Movember and joined in with meetings. In a dash for the finish-line, Gnomey reached the final site on the very last day of the challenge.



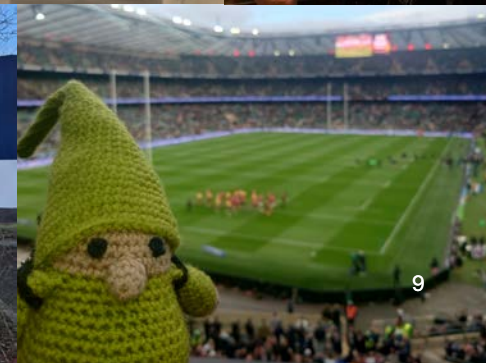
We donated £3,500 to the Walk Wheel Cycle Trust in support of their work to improve active travel across the UK.



If we can make better connections, we can surprise ourselves and go on a route that we wouldn't usually take. It teaches you more about where you are. I believe that it's immensely powerful to be connected to where you are. And have a sense of responsibility for the place that you're in.



Helen Munro
Head of Environment & Sustainability



Climate-related risks and opportunities

We have screened climate-related physical and transition risks based on near and long-term projections, including RCP8.5 where data is available. Physical considerations include:

- Extreme heat days
- Subsidence
- Wildfire
- Extreme rainfall
- Drought & water stress
- Coastal erosion/sea level rise
- Humidity changes
- Second-order physical risks such as critical supply failures

Our response to physical risks includes requiring higher ambient temperature ratings for new cooling infrastructure, making improvements to site infrastructure drainage management and building fabric monitoring, as well as ensuring climate-related risk is considered as part of strategic development and acquisition. We also assess the potential for transitional risks and opportunities to arise from climate-related changes in:

- Regulation & taxes
- Electricity infrastructure and pricing models
- Reputation & performance expectations
- Environmental legal disputes/violations

Any identified risks are subject to oversight at operational and executive-level risk committees.

We acknowledge that the most severe climate and nature-related risks are serious, non-linear and holistic, requiring an aligned response across all sectors.



Resource intensity of our services – A guide for our clients

We had a goal to fully and transparently describe the lifecycle impacts of each of our services by 2025. Our intention is to ensure that environmental impacts and action pathways are included in our Service Description documents for clients, alongside the description of functionality and specifications. This has been partially met, but there is still work to be done especially within the Networks service family to enable meaningful allocation of energy usage to clients.



Colocation in our Data Centres

Every kilowatt used by client hardware relates to **on average 4.35 tCO2e emissions per year**, similar to driving from Edinburgh to Cape Town – and back again.

Per kW of IT energy:

Electricity:	13,149kWh / 3.23 tCO2e (location-based including upstream and data centre energy)
Infrastructure:	0.5 tCO2e
Operational services:	0.63 tCO2e

Clients are responsible for IT energy use and impacts, determined by

- Hardware selection
- Systems design, including virtualisation
- Choice of locations considering regional emissions profiles*
- Adhering to installation standards

Pulsant manages

- Reducing facility energy (PUE)
- Renewable power purchasing strategy
- Responsible future planning & infrastructure investment choices



Infrastructure-as-a-Service

Virtualised infrastructure is designed to be significantly more resource-effective than dedicated physical hardware.

Improvements in:

Per allocated vCPU with average 3.9GB RAM:	4.6W
Per TB SSD Storage:	7.9W
Per TB HDD Storage:	10.4W

Clients can further:

- Optimise resource requirements, in particular RAM allocations and usage profile
- Locate on greener energy grids*

Pulsant manages:

- Optimal hardware utilisation
- Data centre (see colocation)
- Hardware longevity and lifecycle management



Network Fabric

Our next generation Edge network delivers secure connectivity across our footprint. It uses hardware in our data centres as well as physical fibre links provided by a third party. During 2025, decommissioning of legacy devices commenced and will continue during 2026 to cut our core networking energy by an estimated 40%.

Clients can further:

- Optimise bandwidth allocation to match usage needs
- Embrace virtual connections via the Edge Fabric to increase energy and hardware efficiencies

Pulsant manages:

- Use of energy efficient hardware, with lifecycle upgrades to maintain efficiency
- Optimising network traffic, improving virtual connections and transmission without the need for increased hardware.
- Engage with connectivity providers to encourage sustainable relationships and utilisation

* www.carbonintensity.org.uk/#regional illustrates regional variety in grid dependence on non-renewable energy sources as currently determined by the local of renewables and national grid transmission restrictions. Global energy data is available from app.electricitymaps.com/map/12mo/monthly.



April Clark
Chief People Officer



We believe our people are our greatest strength, and the 'Social' aspect of our ESG strategy reflects our commitment to creating an environment where every individual feels valued, supported and empowered to be their authentic selves.

Against an increasingly complex and challenging external landscape, we remain focused on supporting our people with care, empathy and intention, recognising that a strong, inclusive and engaged culture is critical to both individual wellbeing and organisational performance.

We are thoughtful and intentional in our actions to build engagement, support wellbeing and champion belonging, because when our people thrive, so does Pulsant. This focus shapes how our values are lived every day and creates the foundations for sustainable success.

We also want Pulsant to be a positive force in the communities where we operate, and we support our people to act local. Everyone can use their two paid charity days to volunteer with causes close to their heart, and we supported local charities across the UK through fundraising initiatives.

We are committed to ensuring every voice is heard and contributions are recognised, creating an inclusive environment where everyone has the opportunity to succeed.



Supporting our people and communities

Health and wellbeing

Over the past year, we continued to invest in the health and long term wellbeing of our people – because supporting our people to thrive is at the heart of our People First culture.

We created more opportunities than ever for our people to connect, stay active, learn, and prioritise their wellbeing.

Our company-wide **Step Challenge** brought people together to encourage daily activity and inspired friendly competition. The challenge saw our people virtually travel around our three offices and 14 Data Centres, walking a remarkable 14.9m steps in the month, sparking new healthy and active habits and raising money for our local charities.

We continue to invest in our **working environments**, commencing the refurbishment of our Gateshead Office (completed in May 2026), and expanding our Data Centre Experience project to our newly acquired Data Centres, creating brighter, more accessible, and more comfortable spaces with a standard look and feel that encourage collaboration, belonging, and a positive atmosphere.

As in previous years, our annual **Company Wellbeing Day** in May gave as many of our people as possible the chance for an extended weekend, and an opportunity to focus on self-care – with many people spending time with family and pets.

Throughout the year, we delivered a rich schedule of **live wellbeing webinars** with guest speakers, covering the topics our people told us matter to them – from mental health, to understanding your pension. This supports additional recorded content on our online portal, Champion Health, which allows people to tap into the content that's most relevant to them.

For added in-person support we continued to offer on-site health checks, to help our people stay proactive about their physical health. We also recruited and developed more Mental Health First Aiders who are qualified to recognise, actively engage with and support people facing mental health challenges.

Company step-challenge



Spending time with new pets on Wellbeing Day

Safety

Our “People First” value includes making sure that our People and everybody we work with is kept safe, above any other priorities. Health and Safety is managed alongside quality, environment, information security and energy management inside our integrated management system we use to set priorities and policies for the company.

Our Executive Health and Safety Committee provides managerial oversight over the effectiveness of our Health and Safety arrangements. The executive leadership team reviews our health and safety policy and arrangements on a regular basis and ensure that these are communicated to our team members.

Under the oversight of the Executive Health and Safety Committee, we commenced a project in 2025 to strengthen our arrangements on electrical safety given the potential impact incidents in this area could have.

All our sites have dedicated Health and Safety Representatives who act as the eyes and ears around safety for the site and the people based there and form part of the main Health and Safety Committee. This is one of the channels we use to engage with our people on Safety. We also engage with our team on safety through internal communication messages, targeted mandatory training and reference documentation available to everybody. Individuals can raise concerns via our set of Speak-up channels, which includes an anonymous whistleblowing helpline.

Health and Safety checks are included in our due diligence and engagement with suppliers. We check that supplier's risk assessments and method statements are suitable for all activities third parties carry out on our sites and operate a work permit system for higher risk activities.

All of our sites have defibrillators and trained first aiders to ensure help is available fast.

Our Health and Safety performance

	2022	2023	2024	2025
Fatalities	0	0	0	0
RIDDOR reportable injuries	0	0	0	0
Lost time injuries	1	0	0	0
First aid Injuries	5	12	5	15
Near misses/Safety concerns reported	5	7	19	27

We did not see any serious accidents, injuries or dangerous occurrences amongst our team or visitors to our sites during 2025.

The number of first aid injuries increased considerably compared to 2024, back in line with the numbers we saw in 2023. We continuously review the data from accident reports in our Health and Safety Committees. Where there is a clear way to avoid a repeat of the injuries – for example, issuing box cutters to avoid cuts – we have taken action to do so.

The types of injuries were in line with national trends (slips, trips and falls and cuts and grazes being the main groupings). We will continue to monitor the trend in 2026 and look out for any patterns emerging.

To help us drive accidents down, our people are encouraged to report near misses and safety concerns so that the root causes can be investigated and addressed, with the aim to proactively prevent more serious harm. We are encouraged by a continued and significant increase in these reports and aim to continue to drive this higher to ensure all concerns are addressed.

Inclusion and belonging

We believe that diversity of backgrounds and perspectives enhances Pulsant and drives better outcomes and we are committed to fostering an inclusive environment where everyone can thrive, as their authentic selves. Our Values set out what we expect of ourselves and one another and are embedded in all that we do every day.

In 2025 we established a new Inclusion & Belonging Team, with representatives from across Pulsant, to provide a regular forum for providing input and helping to guide and shape our action plan. Since its inception the team have helped to design and host our International Men's and Women's Day celebrations; established a new partnership with Salvenson Mindroom to boost our Neuroinclusion support; and created more opportunities for our people to share their stories (including insight into ADHD and experiences of Ramadan).

At a team level, we ask our people leaders to work with their teams to create an engagement plan that focuses on areas that are specific to their needs. Our People Business Partners support leaders to have honest conversations and understand what matters and put in place practical steps to ensure our people are supported individually and collectively.

To test the impact of our actions, we regularly ask how we're doing and our most recent survey shows that 76% of our people agree / strongly agree that they can be themselves at Pulsant; an outcome that matters greatly to us and reflects our commitment to inclusion, belonging and wellbeing.

We're committed to expanding our reach to attract a wider range of backgrounds and perspectives, ensuring Pulsant better reflects the communities in which we operate. A newly implemented Applicant Tracking System in 2025 enables greater visibility of diversity trends across applications and throughout the recruitment process. This indicates that our main gap lies in candidate reach, with lower female application rates (24%), but no gender differences in progression through the process or at appointment. We have reviewed options to improve diversity of reach, including engaging new recruitment partners, which have been introduced in 2025 and these are showing encouraging early signs.



Wendy Shearer
Director of Partnerships and Ecosystems



This is not JUST about seeing women in particular roles, or market sectors. It's also about watching how they behave, the values they champion, the way they support other people, and the things they achieve as a result.



People First

We put our people and clients at the heart of everything we do



Own It

We hold ourselves accountable (for good and bad).
We don't pass the buck



Make it Happen

If we see a problem, we help fix it. If we see an opportunity to improve something we take it



Nurture & Grow

We care about one another, our well-being, our development and our continued success



Together We Thrive

We achieve better results when we work together



Pearl Albuquerque
Data Centre Services Engineer



Pulsant has been looking into ways to motivate younger people into the field. They've started doing graduate and apprenticeship programmes and many of those people have progressed into more senior, expert roles within the company. All our people are provided with growth and career advancement opportunities. It's a great advantage for freshers like me who join at entry level and can further advance in the same field or, if you have an interest in another specialism or development area, you are given the opportunity to grow your career.



[Kick-starting a career in tech – a Q&A with Pulsant's Pearl](#)

**Average tenure
of 7.5 years**



Training and development

With 300 people around the UK and an average tenure of 7.5 years, we aim for Pulsant to be a career highlight for everyone who works here and have continued to invest in the training and development of our people to support this.

Recognising the importance of our people leaders, and following positive feedback in late 2024 for our new Leading Others curriculum, we have expanded this into a full People Leadership Academy, which includes:

- Access to STAR Manager: award winning, online training programme, which focuses on coaching skills, with 32 of our people leaders and 18 aspiring people leaders taking part.
- Highly interactive in-person workshops: covering key leadership fundamentals.
- Our first People Leadership Conference, bringing together all our People Leaders in person for a day filled with development and connection.

Our people value the enhancements with 69% of our people now agreeing or strongly agreeing that they have access to high-quality training that helps them in their role, showing continued year-on-year progression from previous surveys. Development also continues to have a positive impact on our career progression with a continually high level of positions filled through internal mobility, 32% in 2025.

Career progression has been seen at all levels in the organisation. Our Data Centre Apprentice programme has supported a number of individuals who joined us in 2024 with a varied programme of formal qualifications and on-the-job learning, providing entry into Data Centre Services Engineers positions. This talent pool is key for us, injecting fresh new talent into Data Centres, and we were delighted to expand the programme with a further five apprentices hired into our Data Centres in 2025.

Our social and community empowerment

Throughout 2025 we continued to strengthen our commitment to social impact and community empowerment. We enable our people to make a positive difference in ways that are meaningful to them.

Impact can take many forms, from volunteering and charitable giving to community initiatives and supporting one another within our teams. We actively encourage engagement across all these areas.

We continue to provide our people with two paid charity days each year, giving them the flexibility to contribute their time to causes they care about. These can be used individually, collaboratively with team members, or as part of company-supported initiatives and fundraising activities.

Through this approach, we not only support local and regional organisations and communities, but also foster a strong sense of purpose, connection, and shared responsibility across our people.

We continue to provide our people with two paid charity days each year, giving them the flexibility to contribute their time to causes they care about

£7,727
donated by Pulsant*

£1,687
raised by our people

490
volunteering hours



Pulsant runs annual
'Walk for Mind'

* £3500 donation from late-2025 fundraising was made in early 2026



Volunteering, charity and community highlights

Supporting charities helps us to promote awareness of their causes and also gives our people the opportunity to reflect and connect.

Our charitable activities in 2025 included:

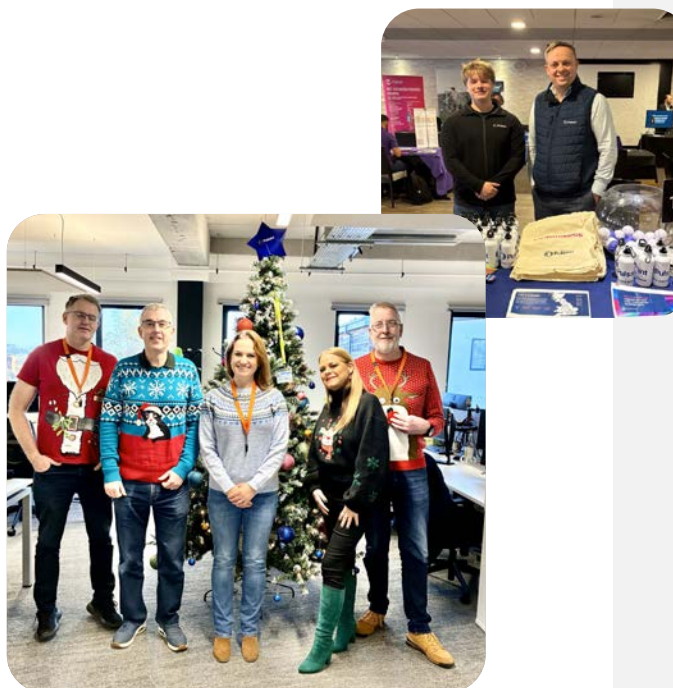
- 'Walk and Talk' events, taking time to support our people's mental wellbeing while raising funds for Mind.
- Pulsant Step Challenge, collectively logging our activity to cover the distance between Pulsant sites – nearly 15 million steps!
- Supporting our people with their own fundraising and charitable activities, for example, a team who completed the Cleveland 4 Peaks challenge.
- Events in recognition of International Women's Day in March and International Men's Day in November. These promoted inclusion and encouraged open dialogue across the organisation.
- Environmental volunteering days, including beach cleaning and green space maintenance.
- Fundraising through coffee mornings, Christmas Jumper Day and our festive quiz.
- Collecting donations of toys and food.

Strengthen our social impact in ways that are meaningful, inclusive and sustainable

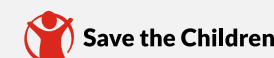
We continued to invest in future talent and community engagement by participating in careers events, providing students with insight into our industry and pathways into technology careers. Our apprentices got involved, sharing knowledge and helping to inspire the next generation.

These actions reflect our belief that social impact starts with how we support our people and extends to how we contribute to the communities around us.

We remain committed to listening, learning and continuing to strengthen our social impact in ways that are meaningful, inclusive and sustainable.



Organisations we supported through donations, fundraising or volunteering:



Committed to being trustworthy

Good governance

Being a responsible and trustworthy business starts with the accountability at the top of the company. Our board includes an independent chairman who provides independent input and oversight into the strategic running of the company. The board sets the company's strategic goals and receives regular reports on company performance and risk, including views of stakeholders.

The board delegates day-to-day running of the company to the Senior Leadership team, which includes the CEO, CFO and CPO who are also board directors.

Our ISO 9001, 14001, 27001 and 50001 certified Integrated Management System guides us on the standards against which we measure ourselves. Expectations of company standards and behaviours of the Pulsant team and partners are clearly set out in a set of company policies which are maintained and reviewed regularly to ensure that all legal and regulatory requirements are incorporated.

Assurance

Pulsant operates a dedicated assurance team who report directly to the CFO. The Head of Risk and Assurance maintains oversight of governance systems throughout the business. Our specialist Cyber Security team, led by our Director of Cyber Security, provides technical expertise.

The Head of Environment & Sustainability has specific responsibilities to oversee environmental performance and to drive our sustainability strategy throughout the business.

To provide assurance around the controls we aim to apply, we run an internal audit programme as part of the management system to help support compliance against our standards and identify improvement opportunities.

This is complemented by a programme of external certification audits against a number of recognised standards, including ISO 9001, 14001, 27001 and 50001 and PCI-DSS physical security standards. During 2025 we transitioned our ISO 27001 accreditation to the latest version of the standard. In early 2026 we aligned the PCI-DSS accreditation across our sites, meaning that all of them are now accredited against the physical security controls of the standard.



Sabine Heine-Bickle
Head of Risk and Assurance



Our clients trust us to provide a secure and reliable service that is key to helping them be successful and delivering for the clients that rely on them. We never take this trust for granted.

We are in a unique position as a purely UK-based business to be able to offer UK-sovereign data services and a stable legal environment.

Aligning and testing ourselves against internationally recognised standards to ensure the quality and security of our operation and services is a central part of our assurance programme.



Accreditations available per site

	ISO 9001	ISO27001	ISO14001	ISO50001	PCI-DSS
Edinburgh South Gyle SC-1	✓	✓	✓	✓	✓
Edinburgh SC-2	✓	✓	✓	✓	✓
Edinburgh SC-3	✓	✓	✓	✓	✓
Newcastle NE-1	✓	✓	✓	✓	✓
Newcastle NE-2	✓	✓	✓	✓	✓
Manchester NW-1	✓	✓	✓	✓	✓
Rotherham YH-1	✓	✓	✓	✓	✓
Birmingham WM-1	✓	✓	✓	✓	✓
Milton Keynes SE-1	✓	✓	✓	✓	✓
Maidenhead SE-2	✓	✓	✓	✓	✓
Reading SE-3	✓	✓	✓	✓	✓
Reading SE-4	✓	✓	✓	✓	✓
Fareham SE-5	✓	✓	✓	✓	✓
Croydon LN-1	✓	✓	✓	✓	✓
Our offices	✓	✓	✓	✓	✓



Ethical business behaviour

We take seriously our obligations to not facilitate illegal activity including tax evasion, competition law breaches, money laundering, bribery, or corruption. We have a comprehensive Ethics Policy covering these topics and completed some specialist training with our commercial team. We have client due diligence controls in place which are fully supported by executive leadership. Sanctions list checks and corporate criminal offence risk assessments are embedded into our operations.

Supply chain diligence

A significant component of our impact on the world around us is via our supply chain and our supply chain diligence process aligns with this fact. Our procurement process for major infrastructure components includes a sustainability review that considers the environmental impact of the sourcing and operation of the equipment.

We review all new suppliers before onboarding them, which includes a review of how the company addresses risks in relation to the products we intend to purchase from them. Our Supplier Code of Conduct outlines our expectations around business ethics and sustainability, and we review the performance of our suppliers on a regular basis.

In line with our commitment to combat Modern Slavery in our supply chain, we train the relevant teams in spotting the signs of modern slavery and carry out an annual review of the Modern Slavery approach of suppliers who operate in high-risk sectors (see our separate [Modern Slavery Act Statement](#) for further details).

Speak up channels and whistleblowing

To ensure that issues and concerns are raised, our people and partners have access to several speak up channels. These are regularly communicated to our people and include an independently run whistleblowing helpline, which allows anonymous reporting of concerns for management review.

This encourages all individuals to raise any concerns that they may have about the conduct of others in the business or the way in which our business is run. Details are also provided of escalation routes, including external authorities. Any matters raised are investigated thoroughly, promptly and in confidence, with the outcome of the investigation reported back to the individual who raised the issue.

Managing risk

We operate a company-wide risk management programme that incorporates regular reviews of changes to the external business context, as well as internal performance data to ensure risks to the business are identified and required action plans agreed and tracked. Regular reviews take place both at a company-wide and at an operational level to ensure that appropriate controls are in place to manage these risks.

Emerging risks in our supply chain are pro-actively managed through our supplier management programme. This includes due diligence checks of new suppliers prior to any commercial engagement, segmenting suppliers by criticality and risk and carrying out regular reviews of our suppliers' performance and compliance in alignment with their risk and criticality rating.

Our Supplier Code of Conduct outlines our expectations around business ethics and sustainability



Protecting data and information

Protecting our clients and our own data and information is a key component of the service we provide. We have in place physical and cyber security controls to protect our sites and our services, which are regularly assessed as part of our integrated management system and aligned with ISO 27001, PCI-DSS physical security controls and NIST cyber security framework.

We take protecting the personal data of our people, clients and partners seriously. Our in-house Cyber Security team continuously monitors and evaluates our systems, ensuring client data remains secure and confidential.

Details of the controls we apply across our business around security are available in the latest version of our “Security and Trust” document, which forms part of our client assurance pack. We suffered no data breaches during 2025.

During 2025, the UK government introduced the Cyber Security and Resilience Bill into Parliament. This bill will introduce further regulation to the Data Centre sector as National Critical Infrastructure under the auspices of Ofcom. Our Pulsant Cloud solution is already regulated under the current NIS regime, which will be updated as part of this bill. We expect these additional regulatory and security requirements to be clarified further during 2026. A major advantage of the designation is additional support around security provided to us from the National Cyber Security Centre (NCSC) and also the National Protective Security Authority (NPSA).

Our in-house Cyber Security team continuously monitors and evaluates our systems ensuring client data remains secure and confidential

Providing a reliable service

We operate ITIL-aligned service management processes, with a focus on robust change and risk management, incident response and problem management.

Our dedicated Major Incident management team focuses on leading the resolution of any client or business impacting major incidents, including the communication to affected parties and the root cause analysis following the incident. This has supported our continuing low levels of service-impacting major incidents.

We operate our data centre sites with the resilience of the service we provide in mind. This includes the assessment and mitigation of any environmental risks of each site. All sites are also equipped with infrastructure that provides resilience against grid power cuts, and failures of single instances of key equipment such as cooling and power backup. We run a programme of planned maintenance including specialist partners to keep our data centres in the best condition and level of service resilience.

Our dedicated Major Incident management team focuses on leading the resolution of any client or business impacting major incidents

Two-way communication

The trust of our clients is never taken for granted and we aim to be transparent about our performance, both with our clients and wider stakeholders. To help our clients track the performance of our services, we provide a public status page for our service uptime and outages (status.pulsant.com).

We operate a client experience survey programme consisting of interaction-specific spot checks and in-depth surveys that give us insight into how we can add more value for our clients and help to shape our plans going forward.



Appendix 1:

2025 environmental data table and methodology

	2019 (Baseline)	2022	2023	2024	2025
Electrical power consumption (kWh)	91,982,927	88,482,503	83,399,621	78,144,241	68,928,300
Greenhouse gas emissions (TCO2E)					
Scope 1	899	551	523	354*	2,512*
Diesel/gas-oil	137	108	101	85*	109*
Fugitive emissions of F-gas	608	380	368	234*	2,380*
Natural Gas	154	63	54	36*	23*
Scope 2					
Electricity (location-based)	25,462	17,193	17,330	16,180*	12,188*
Electricity (market-based)	4,739	2,475	81	24*	19*
Scope 3	19,263	14,190	15,777	14,826*	15,149*
Business travel	233	92	168	158*	126*
Capital Goods	4,587	2,413	3,566	2,925*	4,437*
Employee Commuting	452	501	477	493*	440*
Fuel- and Energy-Related Activities	6,034	6,097	5,374	5,355*	4,835*
Purchased Goods & Services	7,957	4,436	6,362	5,894*	5,280*
Waste Generated in Operations	-	2	2	1*	1*
Total Scopes 1, 2, 3 (location-based)	45,625	31,934	33,630	31,360*	29,849*
Total Scopes 1, 2, 3 (location-based) emissions kgCO2e per £ revenue	0.457²	0.353	0.333	0.313	0.364

* Data verified in accordance with Verification Opinion Statement

² Intensity ratio excludes operations acquired by Pulsant post-2019, otherwise included in baseline GHG emissions

Methodology and verification statement

Scope and Boundaries

Pulsant sets boundaries based on financial and operational control.

Note on acquisition:

The acquisition of WM-1 Birmingham and SE-5 Fareham occurred mid-year. Due to uncertainties in relation to Scope 3 data, figures are presented excluding these sites to enable best comparability.

If included, these sites would contribute approximately an additional 4,760 tCO₂e to Scope 2, and 119 tCO₂e to scope 1, for the full-year 2025.

In accordance with the GHG Accounting & Reporting Protocol 2015; the baseline year (2019) will be re-calculated to include acquired sites in relation to decarbonisation target values for 2026, and 2026 greenhouse gas accounts will include these sites.

Reporting protocols

This report has been prepared in accordance with the requirements of ISO14064-1.

Base Year Selection

Pulsant has selected 2019 as base year for the purposes of target-setting across scopes 1, 2 and 3, in order to avoid the impact of the COVID-19 pandemic in 2020 and 2021.

Base Year Emissions Recalculation Policy

Pulsant shall recalculate base year emissions in line with the GHG Protocol Corporate Accounting & Reporting Standard in the case of acquisition or divestment resulting in a significant change to the organisational structure, i.e. greater than 5% impact on base year footprint. Gross base year emissions shall not be recalculated in case of outsourcing, since a common base year is used for scopes 1, 2 and 3. Base year recalculation was completed in 2024 in order to apply improved emissions factor set in relation to sectoral emissions intensities (see 'Restatements').

Emissions Factors Used

Where available and in relation to UK operations, UK Government Conversion Factors are used for the relevant year. Supplementary factors used include DEFRA's UK full dataset 1990-2022, including conversion factors by SIC code.

Information on renewable electricity

Pulsant secured power fully backed by Renewable Energy Guarantees of Origin (REGOs) for all sites where Pulsant is responsible for power procurement, including all data centres, throughout 2025. Energy backed by Renewable Energy Guarantees of Origin has been certified by Brook Green Supply.

Using the GHG Protocol Corporate Standards' market-based approach the above enables us to report "0" emissions under Scope 2 with the exception of occupation of premises whose power is procured by a third party landlord.

Information on electricity consumption of co-location clients

Pulsant includes power consumed by client devices within leased colocation areas within Scope 2 power consumption data.

Reason for the intensity measurement choice

Based on the nature of our business, as well as following the recommendations of the SECR legislation we chose sales revenue as it reflects the growth in our business performance.

Estimation

This report contains estimations covering 1.3% of Scope 1 and 0% of the total reported tCO₂e value. Estimations have been required to present a complete picture where source data is unavailable and were calculated in line with the best available methods in reference to the GHG Protocol Accounting and Reporting Standard 2015. 30% of our total reported tCO₂e value is subject to high qualitative uncertainty due to the use of spend-based industry carbon intensity factors in relation to Capital Goods, and Purchased Goods and Services.

Data from Suppliers

Pulsant has endeavoured to use supplier-specific data where feasible. Data provided by suppliers represents 13% of combined footprint in relation to purchased goods and services, and capital goods categories.

Biogenic (outside of scopes) emissions

Biogenic emissions are calculated to be 7939 tCO₂e in 2025, of which use of HVO biofuel contributed 5 tonnes and UK electricity consumption contributed 7934 tCO₂e.

Methodology and verification statement

Reporting boundaries

This report covers Pulsant's operations as a regional provider offering colocation, cloud services, managed hosting and managed networks including all direct (Scope 1) and energy indirect (scope 2) emissions, and all significant indirect GHG emissions (Scope 3), including the following GHG Category inclusions and exclusions:

- Scope 1: Natural gas, diesel (standby power, company vans), fugitive FGas
- Scope 2: Electricity
- Scope 3:
 - Category 1 – Purchased goods and services: included
 - Category 2 – Capital goods: included
 - Category 3 – fuel and energy related activities (T&D and WTT for imported electricity, WTT for diesel)
 - Category 4 – Upstream transportation and distribution: excluded
 - Category 5 – Waste generated in operations: included
 - Category 6 – Business travel: included, excluding hotel accommodation
 - Category 7 – Employee commuting (including home working): included
 - Category 8 – Upstream Leased Assets: excluded as inapplicable
 - Category 9 – Downstream transportation and distribution: excluded
 - Category 10 – Processing of sold products: excluded as inapplicable
 - Category 11 – Use of sold products: excluded as inapplicable
 - Category 12 – End-of-life treatment of sold products: excluded as inapplicable
 - Category 13 – Downstream leased assets: excluded as inapplicable
 - Category 14 – Franchises: excluded as inapplicable
 - Category 15 – Investments: excluded as inapplicable

Scope 3 materiality screening was last completed in relation to 2025 emissions and will be reviewed every two years or following significant changes to business operations.

Mitigation activities

Data centre energy efficiency works as detailed above have resulted in substantial energy savings, however due to adverse factors the overall estate-wide efficiency remained static at 1.50. Integrating sites acquired in 2025 results in a new baseline of 1.56.

Restatements and changes to methodology

No material restatements or changes to methodology have been included in the 2025 emissions data.



GHG verification statement

Download a copy of the third-party limited assurance verification opinion statement relating to 2025 emissions data in this report.

Download



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platform, bringing together data
centres, connectivity and cloud.**

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