



Building the Future of Business, Together.

Acumatica 2024 Environmental, Social
and Governance (ESG) report

This report contains information about Acumatica's Environmental, Social and Governance (ESG) strategy and performance. While not all specifics of the standards were adhered to, a substantial portion of the recommendations from the Global Reporting Initiative (GRI) Standards and the Sustainability Accounting Standards Board (SASB) were thoughtfully incorporated.

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An ESG approach that reflects our broader social commitment

Dear Acumatica Community,

Acumatica's commitment to realizing a more sustainable and responsible future is core to the values we share as a company and, together with our partners and customers, the impact we want to make as a Community. Our ESG (Environmental, Social, and Governance) reporting is an opportunity to assess where we are on this journey and how we measure up to the core values that drive every aspect of our business. This commitment to reducing emissions, fostering a culture of responsibility, and valuing our exceptional team lies at the heart of our organization and is reflected in our AcumatiCares program.

Reducing Emissions:

We understand the critical importance of addressing climate change and minimizing our environmental impact. Over the years, we've worked diligently to reduce our carbon footprint through energy-efficient practices, responsible resource management, and sustainable operations. Achieving recognition from EcoVadis with a silver designation is a testament to our ongoing efforts and progress. But we know our journey is far from over. We remain resolute in our pursuit of sustainable practices, seeking innovative solutions that lead to a cleaner, greener future.

Culture of Responsibility:

Responsibility is embedded in our company culture. Our approach to sustainability and our commitment to core ESG principles is factored into all of our business decisions and is reinforced in actions and decisions beyond just profit margins. We are committed to conducting business ethically, fostering transparency, and contributing positively to the communities we touch. Our recently earned MeetGreen award is not just an accolade; it's a reflection of our collective dedication to responsible event practices and thoughtful resource management.

Dedication to Our Team:

Our team is the heart and soul of this company and our most important asset - it provides the creative energy that propels us forward. Their unwavering commitment, ingenuity, and expertise are the driving forces behind our success. We believe in creating an inclusive environment that embraces diversity in all its forms. We recognize that our differences make us stronger and fuel innovation. Together, we're building a workplace where every voice is heard and valued, irrespective of background or identity.

As we move forward, ESG remains a cornerstone of our strategy. Our commitment to sustainability, responsible practices, and the empowerment of our team is unwavering. Through every decision we make, every action we take, we are forging a path that reflects our dedication to a brighter future for our planet and our people.

Thank you for your continued support, trust, and partnership on this remarkable journey. Together, we can make a lasting impact.

Warm regards,

John Case
CEO, Acumatica

Acumatica at-a-glance

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INTRODUCTION

Acumatica is a global leader in cloud ERP, delivering an industry-specific business management solution backed by a vibrant community of partners, customers, and creators who are invested in helping small and mid-sized companies thrive in today's digital economy.

COMPANY PROFILE

- **Founded: 2008**
- **HEADQUARTERS: Bellevue, Washington**
- **CEO: John Case**
- **Owner: EQT Partners**
- **Number of employees: 600+**
- **Women: 37% women**
- **Products: Acumatica Cloud ERP**
- **Customers: > 10k in > 25 COUNTRIES**
- **Primary Employee locations: USA, Canada, Sri Lanka, Serbia, United Kingdom.**

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Our greatest strength: Our Community



At Acumatica, our Community is the heart of our business, and it starts with our team. We foster an inclusive culture where every member is valued, providing a space for growth, prosperity, and realizing their potential.



Acumatica received a Silver Medal from EcoVadis in 2023, the world's largest supplier of business sustainability ratings.



Acumatica's commitment to environmental stewardship and sustainable business practices was recognized with a "Visionary" rating for its annual summit event from MeetGreen.

Acumatica's business model and industry focus

Business model

Acumatica provides cloud-based software to help small and mid-sized companies grow their business, scale their operations and increase productivity

Acumatica provides cloud-based ERP solutions on a subscription basis with consumption-based licensing, meaning customers are not charged for adding extra users. Separate editions of the solution are tailored to specific industries. A thriving ecosystem of value added resellers (VARs) ensures ease of customization and support. Our flexible and open platform enables our solution to seamlessly integrate with other software and, being cloud-based, the solution is more adaptable with automatic updates. Acumatica offers comprehensive training and support resources to our global clientele.

Industry focus

Acumatica engineers a solution that addresses the needs of businesses in various industries like manufacturing, distribution, retail, and construction. Our modular, customizable approach allows businesses to configure the software to meet their industry-specific needs – catering to small and mid-sized enterprises while ensuring flexibility and scalability in diverse sectors.

2023 highlights and recognition

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EcoVadis

In 2022 and 2023, Acumatica received a Silver Medal from EcoVadis, the world's largest supplier of business sustainability ratings. Our Environment score places us in the top 23% of companies in our industry.



Climate Neutral

Acumatica is Climate Neutral Certified, showcasing its commitment to reducing its carbon footprint with renewable energy and sustainability initiatives, emphasizing environmental responsibility and climate action.



Summit

Acumatica committed to several sustainability practices at Summit 2023, such as using recyclable design products, signage banners, furniture and décor, buying carbon offset credits for all attendee travel and recovering/donating unused event food. Since 2021, Acumatica Summit has saved an estimated 22,029 pounds of landfill waste through its reusable service ware efforts alone.



MeetGreen

Acumatica's commitment to environmental stewardship earned a "Visionary" rating from MeetGreen, a sustainability event company, for their eco-conscious efforts at Summit 2023. This reflects the dedication to hosting sustainable events.



In 2023, TrustRadius awarded Acumatica the Tech Cares award for demonstrating a commitment to corporate social responsibility and making a positive impact on people and the planet.



UN Global Compact

In August 2021, Acumatica joined the Global Compact, a major sustainability initiative. It is committed to its principles, emphasizing responsible practices in human rights, labor, environment, and anti-corruption.



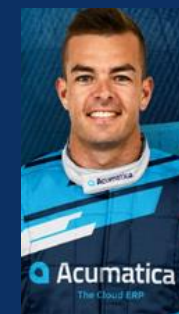
Women in Tech

Acumatica hosted a Women in Tech Luncheon with over 400 attendees, along with a Networking Workshop and Reception. These events provide a platform for women in the Community to engage in meaningful discussions, build networks, and gain insights. In addition, throughout the year, participants can engage in the Women In Tech through the community portal.



Jessica Korda

Acumatica partners with golfers Jessica Korda and Lilia Vu to champion diversity, equity, and inclusion. Through these alliances, they promote women's empowerment, excellence, perseverance, and innovation, aligning with their company values.

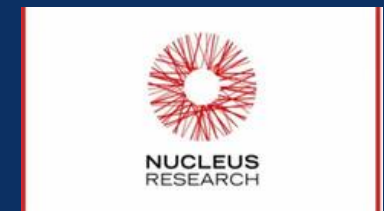


Scott McLaughlin

Acumatica sponsors INDYCAR driver Scott McLaughlin, a member of Team Penske. He's a three-time Australian Supercars champion and winner of the Bathurst 1000 race.



In G2's Summer 2023 reports, Acumatica was ranked #1 in key categories including Best Relationship (Project-Based ERP); Easiest to Use (Small-Business Distribution ERP); and Momentum Leader Badge (ERP Systems).



Acumatica ranks #1 in usability by Nucleus Research.

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Purpose

Acumatica's ESG report transparently communicates its environmental sustainability, social responsibility, and corporate governance performance and initiatives. It provides insights for stakeholders, including investors, customers, employees, partners, and the community, demonstrating Acumatica's commitment to a sustainable and inclusive future.

Scope

This annual report covers Acumatica initiatives, activities and efforts in the areas of environmental, social, and governance and notes reporting frequency.

Environmental Sustainability:

Energy Efficiency: Highlighting efforts to reduce energy consumption and improve efficiency in operations and data centers.

Carbon Footprint: Reporting on emissions, reduction goals, and initiatives to mitigate the company's carbon footprint.

Resource Responsibility: Describing strategies for responsible resource management, including water usage and waste reduction.

Reporting Period

This ESG report covers the activities, initiatives, and performance of Acumatica for the fiscal year ending December 31, 2023.

Social responsibility:

Diversity and Inclusion: Showcasing workforce diversity metrics, inclusive hiring, and efforts for an equitable workplace.

Employee Well-being: Covering health, safety, wellness, work-life balance, and professional development programs.

Community Engagement: Highlighting philanthropy, partnerships, and contributions to social causes.

Customer Engagement: Describing how Acumatica involves customers for feedback and sustainability input.

Governance:

Ethical Business Practices: Outlining the company's commitment to ethical conduct, anti-corruption measures, and compliance with relevant laws and regulations.

Board Composition and Leadership: Providing information about the composition of the board of directors, leadership structure, and corporate governance practices.

Risk Management: Discussing how Acumatica identifies, assesses, and manages various business risks, including those related to ESG matters.

Reporting frequency:

Acumatica's first ESG report commits to annual updates, providing stakeholders with current insights into ESG efforts, aiding progress tracking, goal setting, and transparency in our sustainable business initiatives.

Purpose and Scope of Report

Acumatica's values

Social Responsibility

Acumatica passionately pursues sustainability efforts to protect the natural environment and make the world a better, more inclusive place for the people with whom we share it.

- Demonstrating commitment to environmental and social responsibility through sustainable cloud computing practices, Acumatica optimizes resource usage to reduce environmental impact and supports social causes through technology.

Business Approach

- Our unique approach is designed around the real-world needs of small and mid-sized businesses
- Our innovative product is built for customer success—meeting today's challenges and seizing tomorrow's opportunities.
- Our thriving community of partners and creators is relentlessly customer-focused.

Operating Responsibly and with Integrity

- We are focused on delivering value to our customers in everything we do. We believe all customers deserve a level of service and assurance that puts their interests first. We also operate with clear principles that govern how we conduct our business and innovate our product. These principles, which are foundational in all our customer relationships, are codified and published in our Customer Bill of Rights and Principles of Innovation.

Our Rallying Cry: Building the future of business, together.

Acumatica is different by design. We're built on the conviction that thriving small and midsize businesses are the heart of the modern, digital economy—and they need tools that empower every person to innovate, collaborate, and anticipate what's next.

That's why we design our technology around real-world needs, why we built a solution that can adapt to new opportunities, and why we partner in ways that put organizations in control of their own future.

A more dynamic and digital world demands more connected and collaborative solutions. We are an ecosystem of partners, customers, and creators who are invested in seeing tomorrow's leading businesses grow on their terms. Together, we are driven to continuously seek out better ways to work, so that we can redefine business management software, for everyone.

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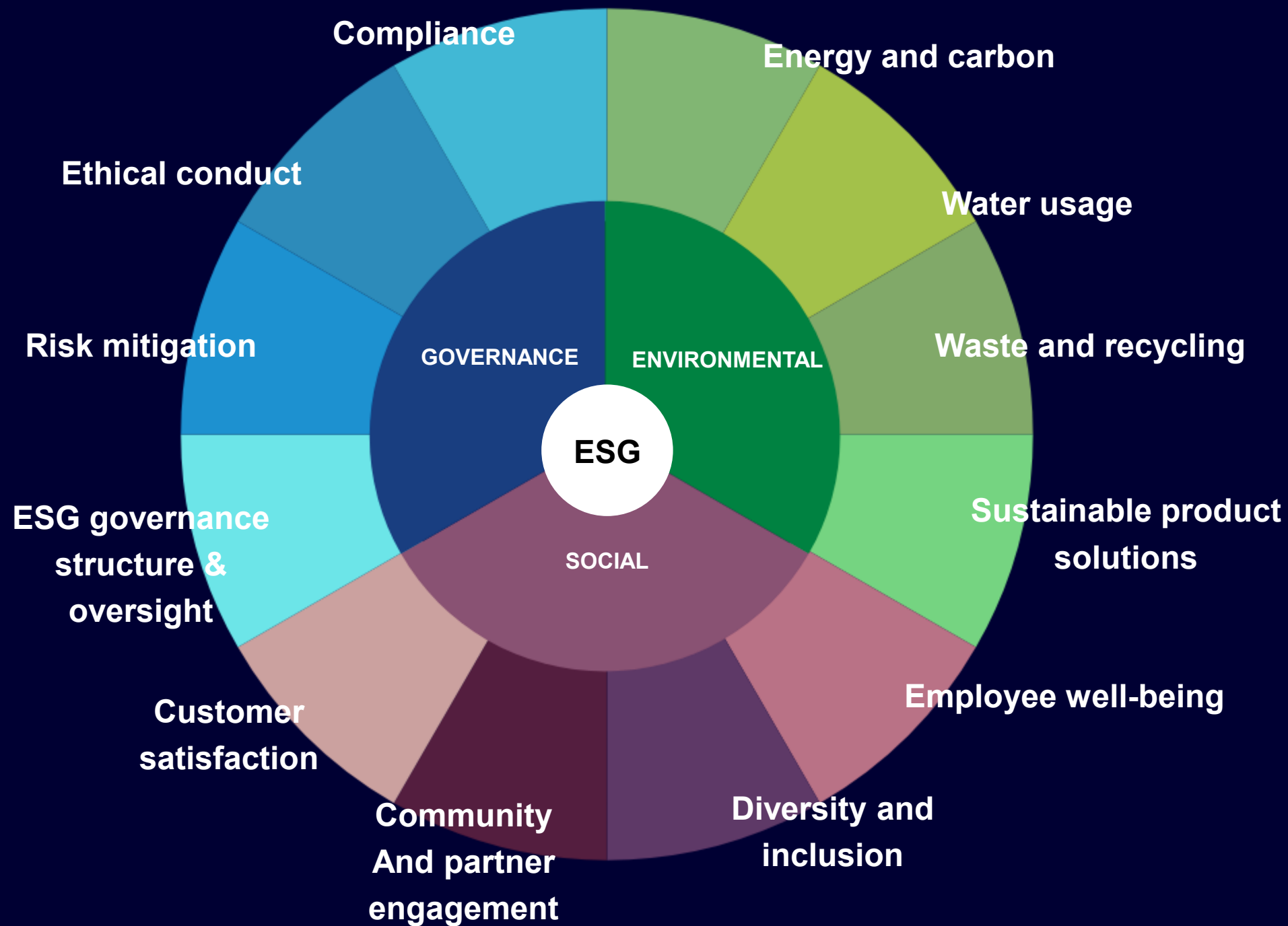
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Our ESG strategy

The ESG strategic framework

At Acumatica, we're committed to sustainable growth and making a positive impact on the world. Our ESG framework addresses critical materiality issues, emphasizing environmental considerations like energy and carbon management, water usage, waste, and sustainable products. On the social front, we prioritize employee well-being, diversity, community engagement, and customer satisfaction. Our governance commitments include a strong ESG structure, effective oversight, risk mitigation, and a dedication to ethical conduct and compliance. Aligning our actions with these areas, we aim to build a resilient and responsible organization in the communities we operate and in the world we share.



E

Environmental
Accelerating toward reduced environmental impact

Acumatica's emissions targets will accelerate progress toward attaining near-term sustainability targets.

S

Social
The power of opportunity

We're committed to our team members, customers, and communities, working to create meaningful impact and create powerful opportunities.

G

Governance
Integrity and responsibility

Our robust governance, including the ESG Advisory Committee and Chief Sustainability Officer, ensures progress with integrity and transparency.

Integration of ESG across the business



Acumatica seamlessly incorporates ESG principles through dedicated leadership, stakeholder engagement, and transparent reporting. Our initiatives span environmental sustainability, social responsibility, and ethical governance, emphasizing footprint reduction, diversity, and ethical conduct. These principles are extended to partners, leveraging technology for sustainability, engaging employees, and embracing continuous improvement.

Here are some examples of what our Team Members are doing to integrate ESG into operations, supply chain and communities.

- 100% Locally sourced SWAG for our annual Summit event.
- > 2,500 Trees planted on [Forestnation.com](#) and [Tree-nation.com](#) as part of marketing initiatives.
- 100% renewable electricity used to power the Summit event.
- 4x Acumatica's own emissions saved by transitioning customers to cloud ERP in 2022 alone.
- Implementation of recycling, composting, and donation plans to keep event materials out of landfills. Since 2020, Acumatica and Wynn have successfully diverted 39,498 pounds of Summit materials away from landfills.
- Collection of water and energy consumption data from Wynn to analyze how to further reduce usage in the future.
- More than 100% climate neutral through offsetting of attendee travel and other measures.

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Supporting our community

Acumatica donates to a number of organizations through the AcumatiCares program on an annual basis.

Managing our stakeholders

Effectively managing and engaging with both internal and external stakeholders is essential for Acumatica to achieve its business objectives, maintain a positive reputation, and drive sustainable growth.

INTERNAL STAKEHOLDERS

INTERNAL STAKEHOLDERS

- Employees
- Board of Directors
- Shareholders/Investors
- Product Development Teams
- Customer Support and Services
- Compliance and Legal Teams
- Human Resources

EXTERNAL STAKEHOLDERS

EXTERNAL STAKEHOLDERS

- Customers
- Partners and Resellers
- Suppliers
- Government and Regulators
- Investment Community
- Competitors
- Communities and NGOs
- Media and Industry Associations
- End-Users

ESG action areas

Acumatica's ESG strategy encompasses three fundamental pillars: Environment, Social, and Governance, with each of these pillars containing various action areas. The following are the different action areas that fall under each of the three pillars and their associated commitments.

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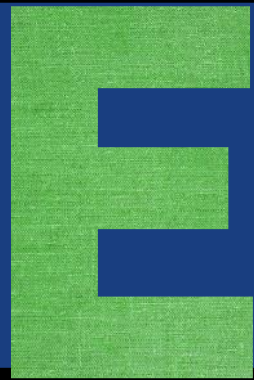
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Environmental
Accelerating toward reduced environmental impact



Social
The power of opportunity



Governance
Integrity and responsibility



Energy and carbon

Acumatica partners with organizations like AWS, which leverage renewable energy sources to fuel their data centers, thereby contributing to a reduced carbon footprint. Additionally, we conduct annual assessments and reporting of our carbon emissions to evaluate our progress in sustainability efforts.



Team

Acumatica emphasizes diversity and inclusion in its workforce and prioritizes employee well-being with programs for health and work-life balance, all while maintaining its commitment to sustainability.



Oversight

Oversight at Acumatica is crucial. It includes clear structures and processes to monitor, manage, and report on ESG initiatives. This is led by an ESG officer responsible for integrating ESG strategies into the company's overall business strategy.



Resource efficiency (waste and water)

Acumatica implements waste reduction and recycling programs to minimize its environmental impact, particularly at its annual Summit event. The company collaborates with a sustainability event company, to develop and implement circular strategies and a sustainable event policy aimed at reducing the event's carbon footprint.



Partners & communities

Acumatica promotes sustainability in its supply chain, engages with communities through philanthropy, values community feedback, and supports women's empowerment through partnerships with sports figures such as Jessica Korda and Lilia Vu



Risk mitigation

Acumatica identifies and addresses ESG-related risks by aligning them with overall risk management practices, including the use of a Materiality Assessment to pinpoint the organization's most significant risks.



Customers

Acumatica provides customer education on sustainable practices and using its solutions effectively for sustainability. The company also prioritizes strong data security and privacy measures for customer data protection.



Conduct

Acumatica upholds ethical conduct with a strong Code of Conduct and Business Ethics, aligned with ESG principles. Whistleblower protection and anti-corruption policies are in place to maintain ethical standards and safeguard integrity within the organization.



Acumatica works with partners like AWS and Wynn Resorts (Summit location) to implement strategies aimed at minimizing water consumption across operations.

Materiality assessment results

In 2023, Acumatica conducted a comprehensive materiality assessment through surveys involving both internal and external stakeholders. This assessment identified key priority areas including responsible data use, security, privacy, ethics, integrity, and transparency. While environmental impact was recognized, it was found to be less material in this assessment.

ESG Key	Material Topic Key	Topic	Importance to Business	Importance to Society
Environment	1	Emissions from business operations	0.32	0.32
Environment	2	Emissions from customer use of Acumatica products	0.36	0.32
Environment	3	Emissions from Acumatica Summit	0.32	0.40
Environment	4	Electronic waste	0.40	0.44
Environment	5	Water use	0.12	0.36
Environment	6	Sustainable purchasing practices	0.20	0.24
Social	7	Workforce DEI	0.68	0.64
Social	8	Attracting & retaining global, diverse talent.	0.64	0.48
Social	9	Employee engagement and wellbeing	0.84	0.60
Social	10	Labor practices	0.72	0.52
Social	11	Proper use of customer data	0.88	0.84
Social	12	Supporting local communities & philanthropy	0.36	0.52
Governance	13	Business ethics, integrity, & transparency	0.92	0.68
Governance	14	Risk management	0.88	0.52
Governance	15	Data security & privacy protection	0.92	0.72
Governance	16	Board composition	0.60	0.32
Governance	17	Intellectual property protection & competitive behavior	0.80	0.56



Stakeholder Engagement

% OF TOTAL RESPONEANTS BY CATEGORY:

- CUSTOMERS - 8%
- EXECUTIVE LEADERSHIP - 16%
- BOARD OF DIRECTORS - 16%
- EQT PARENT COMPANY - 4%
- EMPLOYEES - 56%

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Ranking



Critical Material Issues



Customer Data

Data Security

Business Ethics

Employee Engagement

Workforce DEI

Risk Management

Intellectual Property

Labor Practices

Attracting Talent

Critical material issues

In 2023, Acumatica conducted an extensive assessment engaging leadership, board members, parent company, customers, and employees. The insights are shaping ESG priorities for the next 3-5 years, aligning them with business strategies and commitment to responsible cloud-based ERP solutions.

Acumatica will primarily focus on these nine aspects and their corresponding objectives.

1. Proper use of customer data:

Objective: ensure the ethical and responsible use of customer data while enhancing customer experiences.

2. Data security & privacy protection:

Objective: implement robust cybersecurity measures to safeguard customer and stakeholder data, maintaining trust and confidentiality.

3. Business ethics, integrity, & transparency:

Objective: uphold the highest standards of business ethics, integrity, and transparency across all operations, fostering trust with stakeholders.

4. Employee engagement and well-being:

Objective: create an inclusive and supportive work environment that promotes employee engagement, well-being, and a strong sense of belonging.

5. Workforce DEI (diversity, equity, and inclusion):

Objective: foster a diverse and inclusive workforce that values and leverages the unique perspectives and backgrounds of employees.

6. Risk management:

Objective: identify, assess, and manage risks effectively to ensure the continuity of operations and protection of stakeholders.

7. Intellectual property protection and competitive behavior:

Objective: safeguard intellectual property while adhering to fair and ethical competitive practices in the marketplace.

8. Labor practices:

Objective: adhere to fair labor practices, including fair compensation, safe working conditions, and respecting workers' rights.

9. Attracting and retaining global, diverse talent:

Objective: attract, develop, and retain a diverse and talented workforce that enables innovation and excellence in the global business landscape.

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Our commitments

We are committed to driving accountability in our operations, supply chain, communities, and all ESG areas. Our leadership team is dedicated to establishing clear goals and developing effective processes to meet these commitments.

Environmental commitments

Our environmental commitments

- Resource Efficiency: We commit to continually assessing and optimizing our resource usage to minimize environmental impact.
- GHG Reduction: While specific targets are under development, we commit to exploring and implementing measures to reduce our carbon footprint across our operations.
- Sustainable Practices: We commit to researching and adopting sustainable business practices, such as energy-efficient technologies and waste reduction initiatives.



13.1
13.3



Progress

Achieve carbon reductions by transitioning customers from on premise ERP to the cloud - 2023 Target 24,500 CO2e reduction



Reduce annual CO2e MT for Summit Attendees 2023 - Target .001 CO2 (in tons)



2030 - Acumatica committed to SBTi in Q1 of 2024 and will develop and submit SBTi targets by Q4 2025 with a minimum reduction of 4.2% for Scope 1 and 2 emissions, with a goal to reduce them by 40% by 2030.



Social commitments

Our social commitments

- Diversity and Inclusion: We commit to fostering a workplace that celebrates diversity and inclusion. Although specific targets are forthcoming, we aim to create an environment where everyone feels valued and supported.
- Employee Well-being: We commit to prioritizing the well-being of our employees by exploring initiatives that promote work-life balance, mental health, and professional development.
- Community Engagement: While precise community engagement goals are in development, we commit to contributing positively to the communities in which we operate through philanthropy, volunteering, and community development efforts.



Progress

Achieve employee gender equality goals - % women - 2023 - target 35%



Achieve Board gender equality goals - % women on the Board - 2023 target - 35%



2030 - Acumatica's goal for overall female representation is 50%



Governance commitments

Our governance commitments

- **Transparency and Accountability:** We commit to enhancing transparency and accountability in our governance practices, working towards clear communication and responsible decision-making.
- **Ethical Business Conduct:** We commit to upholding the highest standards of ethical business conduct and integrity in all our interactions and transactions.
- **Stakeholder Engagement:** We commit to engaging with our stakeholders, including employees, customers, and the wider community, to understand their perspectives and incorporate their feedback into our decision-making processes.



Progress

Delivered ethics and anti-corruption training - target for 2023 was 90%



Creation of an ethics hotline/whistleblower function for advice and incident reporting - target for 2023



Target sustainability presentation to the board - annually - 2023



In our pursuit of ESG excellence, we acknowledge the importance of SMART goals for our initiatives and are actively working on establishing concrete targets. We commit to regularly assessing our ESG performance and actively seeking stakeholder feedback to adapt and refine our strategies for a positive impact.

ESG Advisory Committee and responsibilities

In 2023, Acumatica created an ESG Advisory Committee charged with the responsibility of ensuring that ESG considerations are integrated into the company's governance structure -- helping to foster responsible business practices, and safeguarding the company's reputation and long-term success.

Responsibilities

Oversight: The Committee provides oversight and strategic guidance on ESG-related matters, ensuring alignment with the company's mission and values.

Strategy Development: The Committee participates in the development and implementation of the company's ESG strategy, setting goals and key performance indicators (KPIs).

Risk Assessment: The Committee assesses ESG-related risks and opportunities, integrating them into the overall risk management framework.

Reporting: The Committee reviews and approves ESG disclosures and reports, ensuring accuracy, transparency, and compliance with relevant standards and regulations.

Stakeholder Engagement: The Committee fosters engagement with key stakeholders, including shareholders, customers, employees, and communities, to gather input and address concerns.



Our CEO is committed to championing sustainability at the highest level of our organization -- providing strategic direction, support, and leadership to ensure sustainability is a core element of our corporate vision and mission.



Advisory
Committee

Our ESG Advisory Committee is a specialized board committee responsible for overseeing sustainability matters. It includes members with expertise in ESG issues who are committed to guiding our sustainability strategy. We report on our sustainability initiatives and progress to our ESG Advisory Committee on a bi-annual basis. This regular reporting ensures that our sustainability efforts remain a focal point of Board discussions and decision making.

ESG Advisory Committee

Our commitment to governance at Acumatica

At Acumatica, we are committed to integrating sustainability into our core business operations and maintaining a strong governance structure to oversee and drive our sustainability initiatives. Our governance framework is designed to align our business practices with environmental, social, and governance (ESG) principles, ensuring transparency, accountability, and responsible decision-making.

Our Chief Executive Officer (CEO) and Chief Sustainability Officer (CSO) are responsible for executing our ESG Strategy.

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- **United Nations (UN) Global Compact**
- **SDG alignment**
- **AcumatiCares program**

UN Global Compact, Sustainable Development Goals (SDG) alignment and AcumatiCares

UN Global Compact (UNGC)

Acumatica's commitment to the UNGC reflects our dedication to human rights, labor, environment, and anti-corruption principles. This commitment aligns our practices with global sustainability goals -- demonstrating responsible corporate citizenship -- and shapes how we report on these principles.



The SDGs we align with

Acumatica is committed to Sustainable Development Goals (SDGs) 5 (Gender Equality), 9 (Innovation and Infrastructure), 12 (Responsible Consumption), and 13 (Climate Action). We prioritize gender equality, innovation, responsible consumption, and carbon footprint reduction, reflecting our dedication to responsible and sustainable business practices.



The AcumatiCares program

AcumatiCares embodies our corporate social responsibility and community engagement. It includes philanthropy, community development, and sustainability initiatives. This program highlights our commitment to social and environmental responsibility, extending our positive impact beyond core business operations.





Environmental impact

Minimizing our impact on the environment

Acumatica is devoted to minimizing its environmental impact by concentrating on energy reduction, waste reduction, and responsible water usage. We also leverage the energy-efficient operations of AWS (Amazon Web Services) for data storage and information management - reducing environmental impact while delivering reliable cloud-based services to customers. This partnership demonstrates Acumatica's dedication to sustainable technology solutions.

Environmental policy



Environmental policy commitments

Acumatica is committed to operating in a responsible manner to protect our employees, stakeholders, community, and the environment.

Acumatica is committed to:

- Using resources, including energy, more efficiently and operating sustainably thereby reducing our environmental footprint.
- Protecting the environment, preventing pollution, and increasing our employees' environmental awareness.
- Helping our customers reach their sustainability goals through digitization and cloud-based services.
- Striving for continuous improvement of our environmental efforts.
- Maintaining compliance with all applicable regulations.

Energy and Emissions

Acumatica strives to reduce our own operational footprint wherever possible. We are committed to:

- Conducting a greenhouse gas inventory and identifying reduction opportunities annually, embracing a remote workforce and de-emphasizing business travel and maintaining or further reducing emissions related to our Summit while increasing attendance.
- Offsetting all emissions that we cannot immediately eliminate.

Waste and Recycling

Acumatica encourages employees to properly recycle paper, plastics, and cardboard in all office spaces in line with local recycling practices. We are committed to:

- Recycling items that are typically more difficult to recycle including e-waste, inks, and toners.
- Extending the lifespan of computers to reduce electronic waste. Our goal is to expand computer lifespan from an average of 3 years to 4 years in our US offices.

Cloud-Based Services and Digitization

Acumatica Cloud ERP is far more energy efficient than legacy on-premise solutions. Acumatica is committed to:

- Developing new ways to serve customers and help them meet market demands while also reducing emissions.

Decarbonization: Paving the way for a greener future

We are confident that a strong emphasis on energy efficiency and a transition to renewable power sources will enable us to achieve our goals for reduction in energy consumption.

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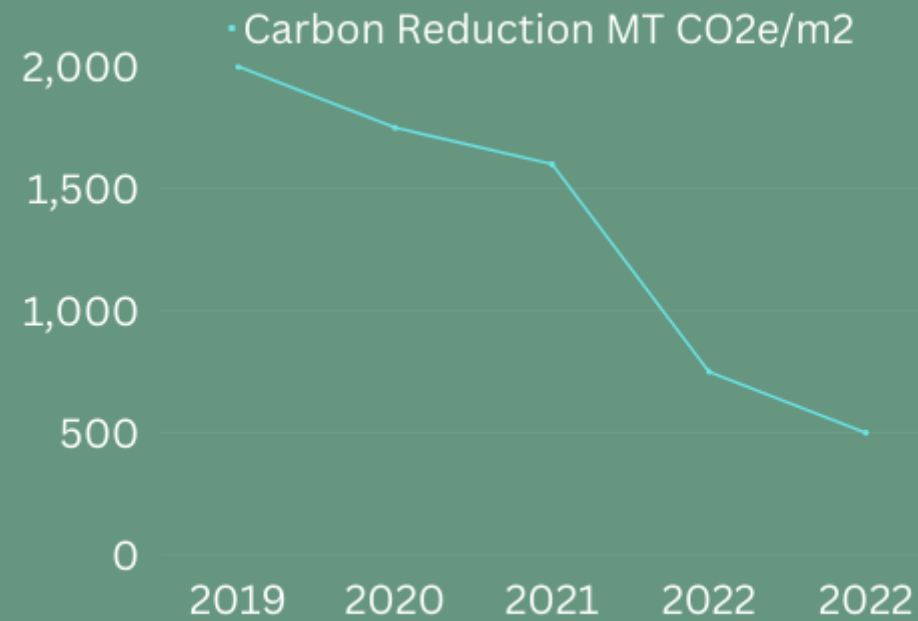
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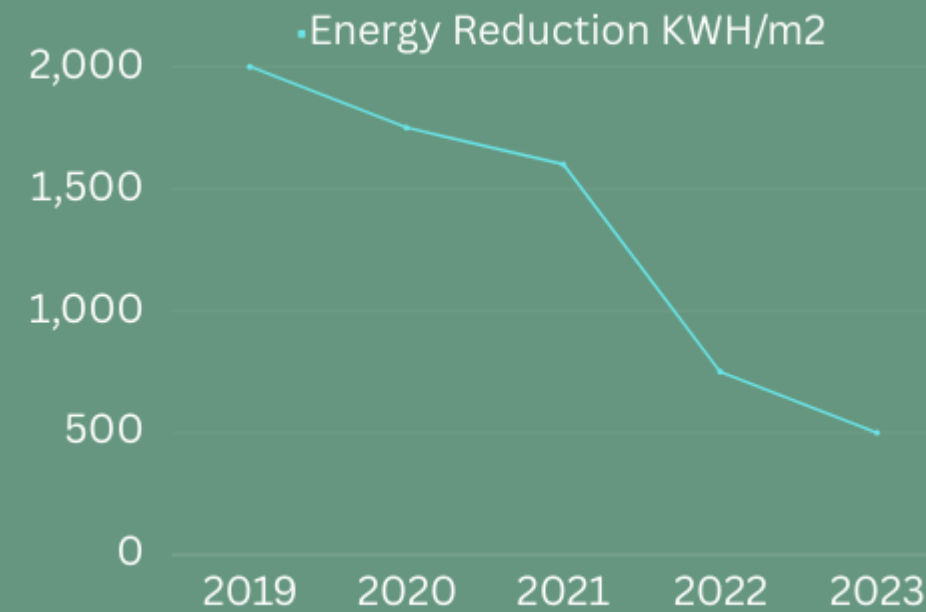
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GHG reduction



Energy reduction



Carbon offsets

100%

In 2023, Acumatica reaffirmed its sustainability commitment by offsetting carbon emissions through strategic partnerships. The company purchased 5,021 carbon credits from two impactful solar energy projects: the AMI Khanh Hoa Solar Project in Vietnam and the Bundled Solar Photovoltaic Project by ACME in India. These initiatives align with Acumatica's goal to promote renewable energy, comply with regulations, and enhance its brand reputation, contributing to a greener future.



SBTi targets

↓ 4.2%

Acumatica joined SBTi in Q1 2024 and is committed to setting targets by Q4 2025. These targets include a minimum annual reduction of 4.2% for Scope 1 & 2 emissions, with a goal to reduce them by 50.4% by 2033. Additionally, Acumatica aims to achieve economic intensity targets for Scope 3 emissions, with the same reduction goals.



Operational footprint

44%

At the operational level, Acumatica has made strides in sustainability, offsetting emissions through recycling and reducing electricity consumption by 44% in 2021. During the COVID-19 pandemic, operational emissions decreased by 50%, with business travel flight emissions down by 88% and office energy usage reduced by 44%.



Our products

95%

Acumatica's cloud-based ERP solution led to an average 95% reduction in customers' carbon emissions and a 5.5x decrease in Acumatica's own emissions.

Greenhouse Gas

Our greenhouse gas footprint - 2023

Our GHG footprint highlights

1,738	Absolute emissions (tCO ₂ e)
24.62	Revenue Intensity (tCO ₂ e/\$1M)
93.4%	Emissions from scope 3 categories

Acumatica emissions by scope

65	Scope 1 emissions (tCO ₂ e)
41	Scope 2 (location - based emissions (tCO ₂ e)
1,632	Scope 3 emission (tCO ₂ e)

Renewable energy

Acumatica partners with the Wynn Hotel and other organizations, including AWS, all dedicated to renewable energy and efficiency. The Wynn Hotel harnesses solar power, offsetting 75% of its peak energy needs, and surpasses efficiency standards with initiatives like LED lighting, which has led to a reduction of over 100,000 metric tons of greenhouse emissions. AWS employs renewable energy for its data centers, contributing significantly to reducing its carbon footprint.

Minimizing waste while fostering a circular economy

Acumatica minimizes waste and promotes a circular economy by prioritizing material reuse when waste is generated.

Diverted 98.98% of total event waste

Diverted 98.98% of total event waste, making Acumatica Summit 2023 a MeetGreen Verified Zero Waste Event. This effort saved an estimated 9,429 pounds of waste, kept 22,029 pounds of waste out of landfills, and saved 33,112 kg CO2e.

2,000 meals were donated

Leftover food at Acumatica Summit 2023 was recovered for donation to food banks in Clark County. Since 2021 Acumatica has donated more than 2,000 meals to those in need across the Las Vegas metro region.

Composting with Terra Firma Organics

All of the compostable cups, leaf ware, and boxed lunches from the Acumatica Summit in 2023 were bio-composted into high quality topsoil in Las Vegas via the Wynn's partnership with Terra Firma Organics.

Promoting a Circular Economy

Nearly 100% of all Acumatica Summit furniture, furnishings, AV, décor, and kiosk elements were returned directly to inventory post-event.



2023 "zero waste" verified



2.48 tons of materials recycled



5.58 tons of materials composted



2,000 meals recovered & donated

12,000 PET bottles saved



DID YOU KNOW?
Eliminating single-use plastic bottles at Acumatica Summit meals is estimated to save more than 12,000 PET bottles from our event's waste stream and supply chains.

Resource efficiency



Preserving water, one of the planet's most precious resources.

Acumatica has minimal water usage in its operations, and we maintain a strong commitment to environmental responsibility wherever it has an impact.

Acumatica Summit 2023 estimates saving 394,000 liters of water via our digital app, and therefore not printing 2,000 physical programs. That is equivalent to the volume of about 1,300 filled bathtubs!

394,000 L of water saved

Nearly every gallon of water used inside Acumatica Summit 2023 is collected, treated, and returned back to its source in Lake Mead via Southern Nevada Water Authority infrastructure.

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Doing our part

Proud to be climate neutral certified



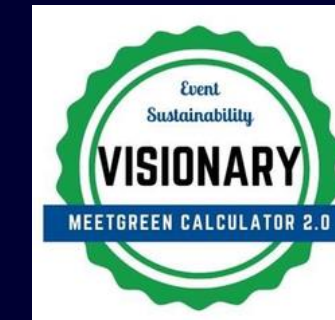
Climate Neutral, a nonprofit, partners with brands and consumers to reduce global greenhouse gas emissions. Their certification, "Climate Neutral Certified," is the universal standard for carbon neutrality, earned by brands that measure, offset, and reduce their entire carbon footprint, helping consumers identify those with net-zero emissions.

EcoVadis



Acumatica received a silver medal for sustainability from EcoVadis, a prominent sustainability rating provider. EcoVadis ranks companies in environment, labor, procurement, and ethics, placing Acumatica in the top 23%. This showcases Acumatica's dedication to sustainability and environmental impact reduction.

MeetGreen



Acumatica's commitment to sustainability earned a "Visionary" rating from MeetGreen, highlighting their efforts for an eco-friendly Summit 2023, showcasing dedication to hosting sustainable events in their pursuit of excellence.

Sustainable events

With combined efforts from both Wynn Las Vegas and Acumatica, we have diverted 98%+ of controlled event waste from landfill.



Procurement policy and sustainable design

Acumatica's green procurement and product design

Purchasing and procurement policy

Acumatica's purchasing and procurement policy exists to guide employees with their purchasing practices in their role at Acumatica, balancing decision-making criteria related to the economic, environmental, and social impacts of the products and services we procure.

Suppliers and Vendors

Acumatica evaluates potential vendors on a variety of items, including pricing, quality, capability, innovation, and social and environmental factors. With all other aspects being equal, Acumatica prioritizes vendors who have established environmental or social programs. This applies to all purchases including, but not limited to, areas such as:

- Services; for example, Acumatica utilizes the AWS platform which has a dedicated sustainability program in place that is focused on renewable energy, efficiency, and water.
- Company Culture (team building, catering, celebrations, etc.); for example, when purchasing food and beverages for employees in the office, Acumatica aims to prioritize local restaurants (as opposed to regional or national chains) and avoid the use of delivery services in favor of directly supporting local businesses.
- Office supplies and technology; for example, prioritizing energy efficient laptop computers

Summit

One of our largest areas of spend as a company is the annual Acumatica Summit. We aim to host an environmentally sustainable Summit event each year and have made conscious choices over the last several years which have helped us to achieve Meet Green's Visionary award. Some of these activities include:

- Hosting the event at a sustainability-oriented hotel (The Wynn Las Vegas) with a history of deep retrofits for optimizing energy and water efficiency.
- Partnering with Meet Green to verify zero-waste efforts which include designing reusable signage, advocating for recycling and composting, and donating leftover meals to local charities.
- Minimizing Summit-related swag giveaways for participants and opting for durable, reusable, and attractive swag items as opposed to single use throwaways.
- Sourcing equipment and swag that is geographically near to Summit location to reduce impacts related to shipping and support national businesses.

Forbidden Territories

Acumatica does not purchase services from forbidden territories including those covered by the FATF grey and blacklist and the Dodd-Frank Act: Albania, Angola, Barbados, Burkina Faso, Burundi, Cambodia, Cayman Islands, Central African Republic, Haiti, Iran, Jamaica, Jordan, Mali, Malta, Morocco, Myanmar, Nicaragua, North Korea, Pakistan, Panama, Philippines, the Republic of Congo, Rwanda, Senegal, South Sudan, Syria, Tanzania, Turkey, Uganda, Yemen, Zambia, and Zimbabwe.

Sustainable product design

At Acumatica, we prioritize sustainable product design through practices such as cloud-based architecture, modular design, and efficient resource management. Our commitment extends to paperless operations, remote accessibility, and scalability for minimal resource waste. We employ resource efficiency tools, manage supply chains sustainably, and use data analytics to optimize consumption patterns. Compliance with environmental standards ensures our products meet stringent criteria.



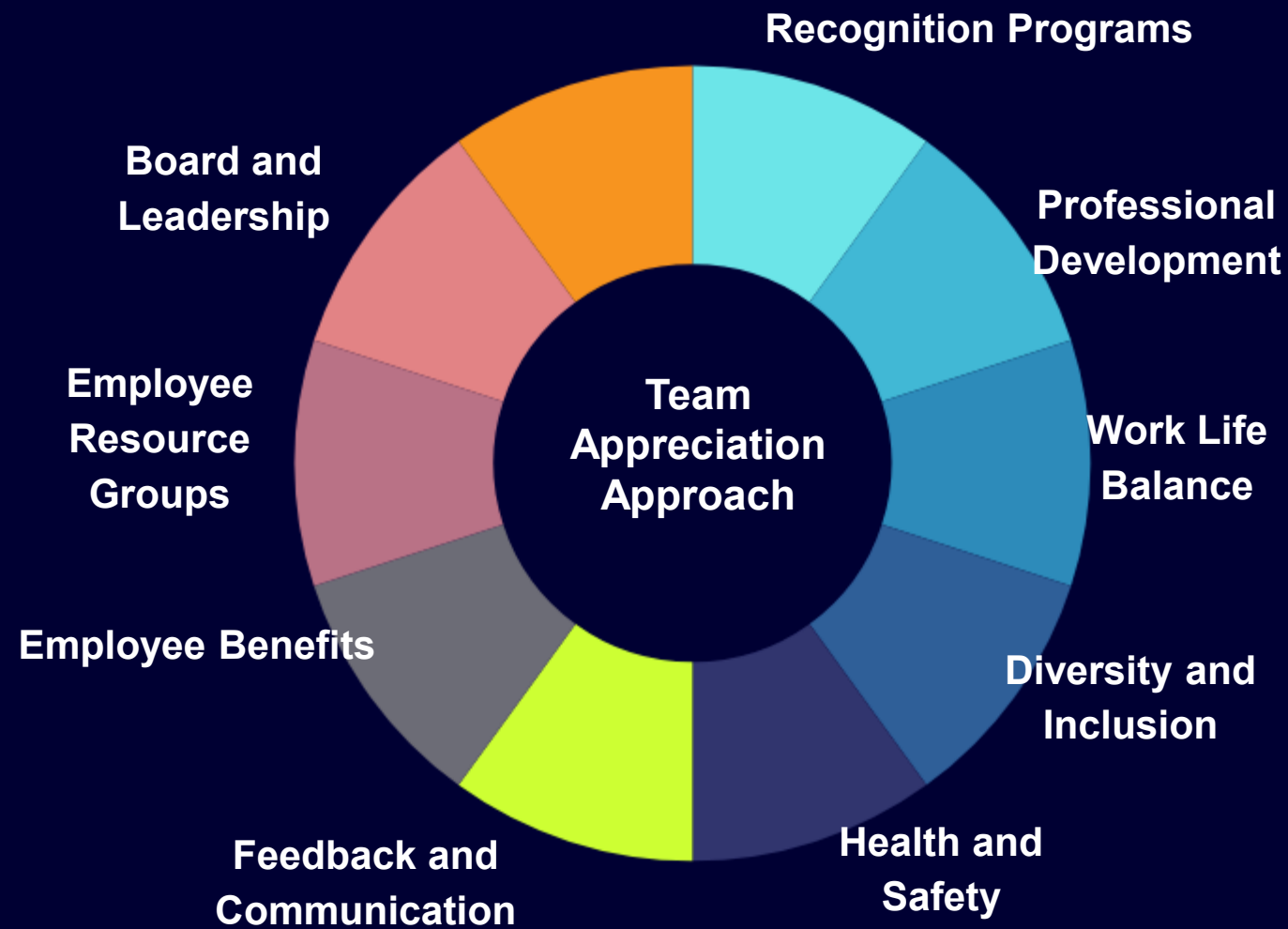
Social impact

The power of opportunity

Acumatica focuses on ESG's social aspects - valuing team members, partners, communities, and customers. The company emphasizes employee well-being, supports local communities, fosters diversity and inclusion, provides training and growth opportunities, and promotes leadership roles for women in technology. These commitments, seen in the Board of Directors' composition, align corporate success with societal progress.

Commitment to the Community

Team appreciation



Acumatica Open University

Acumatica provides training and educational resources related to Acumatica's cloud ERP software through the Acumatica Open University Platform.

Did you know?

Acumatica provided 3,901 professional development hours to employees in 2023.

3,901 hours

Training and Attracting talent

Acumatica prioritizes professional development, providing 3,901 hours of diverse training to >500 team members in areas like Harassment and Discrimination, Anti-bribery/Corruption, DiSC, Manager Capability, and Affirmative Action. The company actively attracts talent through online job portals, employee referrals, campus recruitment, industry events, competitive compensation, and a commitment to diversity and inclusion. This approach fosters a dynamic work environment that encourages continuous learning and attracts skilled professionals.

Diversity and inclusion

Acumatica is committed to fostering diversity and inclusion at all levels of our organization, including the Board of Directors.

Compensation and benefits

Acumatica offers additional benefits to our global work force including hybrid work, 401K, flexible PTO and a Health Care Flexible Spending Account.

Employee survey

The employee survey results indicate that the majority of employees at Acumatica feel involved in decision-making, know what is required for success in their roles, and are content with job descriptions.

87% of Acumatica's employee agreed with, "I have access to the learning and development I need to do my job well."

Family benefits

Acumatica provides excellent benefits for their workers and includes medical, dental, vision care, a Cigna Employee Assistance Plan, short- and long-term disability plan, life insurance, Health Care Flexible Spending Account and 401K benefits.

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Social commitment

Our commitment

Making well-being a priority

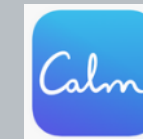
We prioritize the well-being of our employees at Acumatica and believe it is core to a thriving workplace culture. Recognizing that a healthy and happy workforce is key to sustained success, we promote initiatives that foster physical, mental, and emotional well-being. Through robust wellness programs, mental health resources, and a supportive environment, we aim not only to enhance the quality of life for our team but also to cultivate a positive, engaged, and resilient workforce. By valuing our employees, Acumatica ensures a foundation for sustained productivity, creativity, and overall success in our collective journey.

Mental health programs

We invest in comprehensive mental health programs to provide valuable resources and support, fostering a positive work environment. Our commitment to employee mental health is exemplified through partnerships with leading platforms such as Calm, Cigna Employee Assistance Program (EAP), Ginger, and Happify.



Employee engagement and happiness are central to our workplace culture. Happify is integrated into our well-being initiatives, offering science-based activities and games designed to improve mood, reduce stress, and enhance overall emotional well-being.



We understand the importance of mindfulness and stress reduction in today's fast-paced work environment. The Calm app offers our employees access to guided meditations, relaxation exercises, and sleep aid features, promoting mental clarity and resilience.



Acumatica recognizes the significance of on-demand mental health support. The Ginger app connects our teams with certified behavioral health coaches, therapists, and psychiatrists. This resource facilitates timely access to professional guidance, reducing barriers to seeking mental health care.



As part of our commitment to employee well-being, we offer Cigna EAP to provide confidential counseling services and resources. This program assists employees in managing various life challenges, from personal issues to work-related stress, contributing to a healthier work-life balance.

Recognizing and awarding talent

Acumatica's quarterly award program fosters a culture of appreciation and acknowledgement and exemplifies the company's commitment to recognizing and celebrating exceptional contributions across the company. Employees are nominated by their peers and managers for various categories -- such as Excellence in People Management and Top Contributor -- with final decisions made by the executive team.



Glassdoor score

Acumatica achieved an impressive 4.3 out of 5 rating on Glassdoor, a testament to the positive employee experiences and satisfaction within the company.

Our commitment to health and safety

Acumatica prioritizes the safety and well-being of our employees, with a clear commitment to promoting safe working conditions and a zero-tolerance policy for workplace violence. The company maintains rigorous safety practices, encourages accident reporting, and promptly investigates any threats or incidents, reflecting its dedication to ensuring a secure and healthy work environment for all employees.

Safety comes first



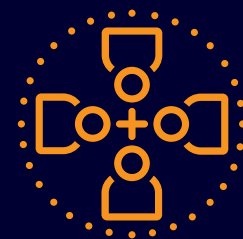
It is our policy to promote safety on the job. The health and well-being of our employees is our top concern.



Health and safety at the Summit event

Acumatica ensures health and safety at the Summit by implementing contactless check-in, outdoor celebrations with ample airflow, and rigorous air filtration systems, exceeding recommended standards to provide a secure and comfortable experience for attendees. Additionally, we follow COVID-19 health and safety guidelines for food and beverage service, including self-serving food stations with readily available hand sanitizing stations, ensuring a safe and enjoyable event.

Safety is everyone's responsibility



Safety is a state of mind and requires constant vigilance and common sense. Acumatica believes that safety is everyone's responsibility.

Reporting unsafe conditions



Each employee is expected to assist the company in maintaining safe working conditions.

Commitment to health and safety



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The Board of Directors: taking the lead in cultivating diversity, equity, and inclusion (DEI)

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Being diverse and inclusive at Acumatica means valuing a wide range of characteristics and perspectives, such as gender, race, age, nationality, sexual orientation, and professional backgrounds. Our commitment to diversity is reflected in our Board of Directors, where we actively seek diverse candidates and ensure an inclusive environment that encourages open dialogue and embraces different viewpoints. Through ongoing education and transparency in reporting, we aim to create an inclusive culture where diversity is celebrated, and all voices are heard.

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4 Key components of our Board DEI policy

- Embracing diversity: Acumatica's definition of diversity encompasses a wide range of characteristics and perspectives, fostering innovation and promoting an inclusive culture.
- Being thoughtful in Board Composition: Acumatica's Nominating and Corporate Governance Committee, along with the full Board, carefully considers diversity when selecting individuals for board positions.
- Fostering an inclusive environment: Acumatica's Board champions an inclusive environment that values diverse perspectives and encourages open dialogue.
- Exercising Transparency: Acumatica maintains transparency and accountability in its diversity and inclusion efforts, highlighting its dedication to diversity's positive impact on the Board.

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Board of Directors' commitment

Gender diversity

At Acumatica, women play a pivotal role in advancing Diversity, Equity, and Inclusion (DEI) within the organization - reflecting our belief that a diverse leadership team results in better decision-making and long-term success. We are committed to fostering an inclusive culture, empowering diverse voices, and driving our DEI efforts, leading the way toward a more equitable and innovative future.

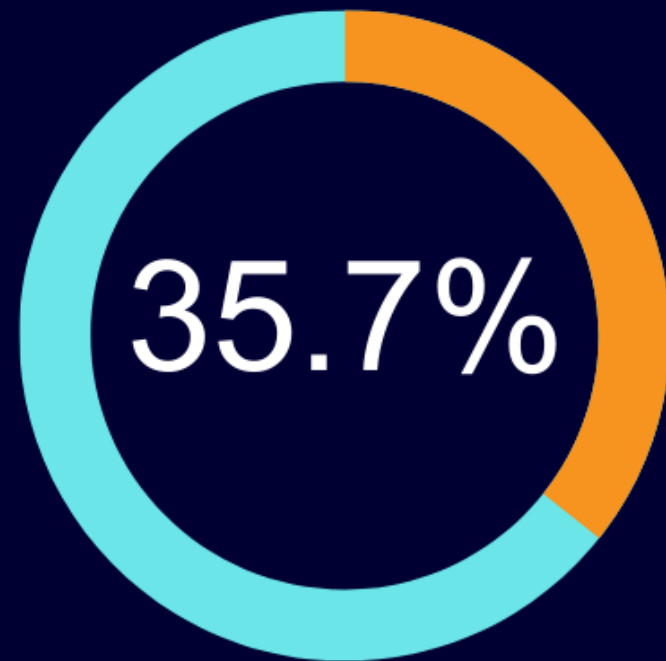
Women in Tech Program

Acumatica strongly advocates for the empowerment of women in technology and has formed a dedicated Women in Tech program. The program actively supports women within the organization to overcome barriers and orchestrates events tailored to help women network, connect, share best practices and develop their skills and careers.

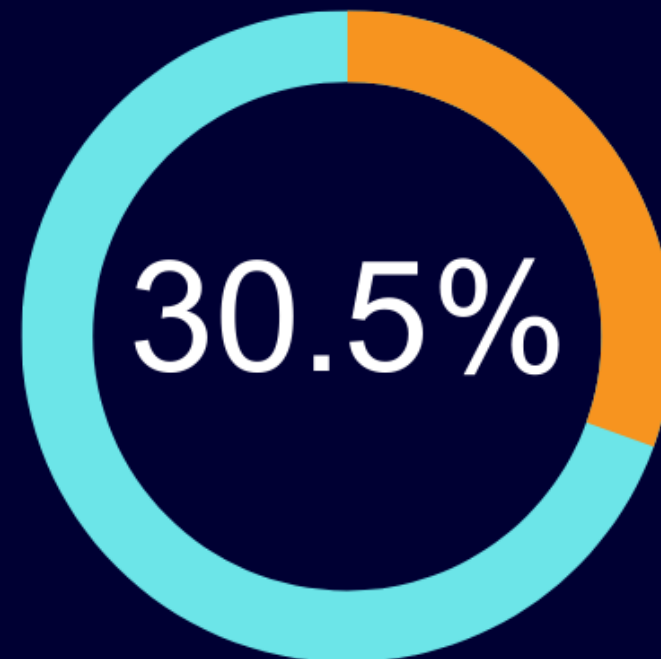
“What I love most about Acumatica is the flexibility to work from home and the ability to adjust my hours. This has been a great benefit for my family and allows me to be both a mother and to have a career. The company strives to give a good work-life balance, which as a new mom is very important for me. I can do my job nearly anywhere and can take the time I need for family items without question.”

-Tejal Rastogi, Marketing Manager

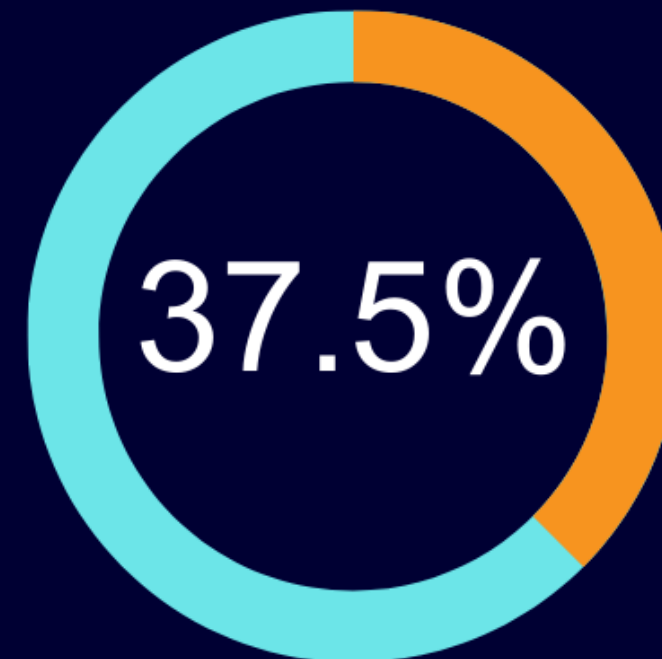
Female overall



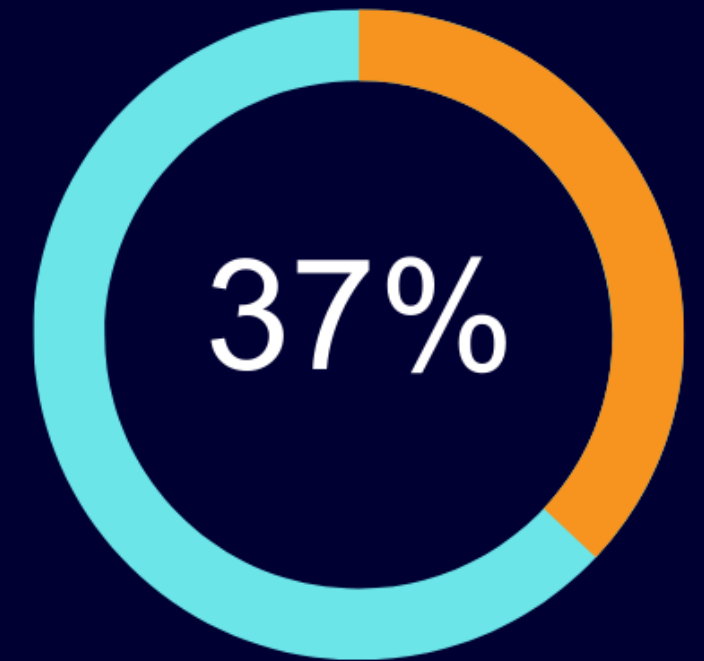
Female management



Females on Board



Target for 2025 - overall



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Building the future of business with diversity, equity, and inclusion (DEI)

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The company is committed to promoting equity and inclusivity throughout its workforce, offering training, growth opportunities, and support for underrepresented groups, while actively working to ensure gender diversity in technology leadership roles.

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Acumatica's DEI initiatives reflect our dedication to achieving a workplace that aligns corporate success with societal progress, striving for an equitable and inclusive future.

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In a changing world, a significant gender gap persists in the tech industry, with only 26.7% of the workforce being women. At Acumatica, we address this disparity through a culture that celebrates and unites women in technology.

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Acumatica builds a culture of inclusivity, gender equality by empowering women.

- Offering flexible support for mothers: Providing flexible schedules and modern lactation stations helps working mothers achieve work-life balance.
- Empowering through opportunities: Encouraging women to seize career opportunities, offering training and resources, and promoting them into leadership roles.
- Promoting women in leadership: Actively advancing women into leadership positions, eliminating gender barriers.
- Developing an inclusive team: Fostering a welcoming, inclusive team culture where every member is valued, and collaboration is encouraged.
- Supporting the community: Supporting organizations like Girls Who Code and launching the Women in Tech (WIT) program, and promoting mentorship and growth in the tech community.

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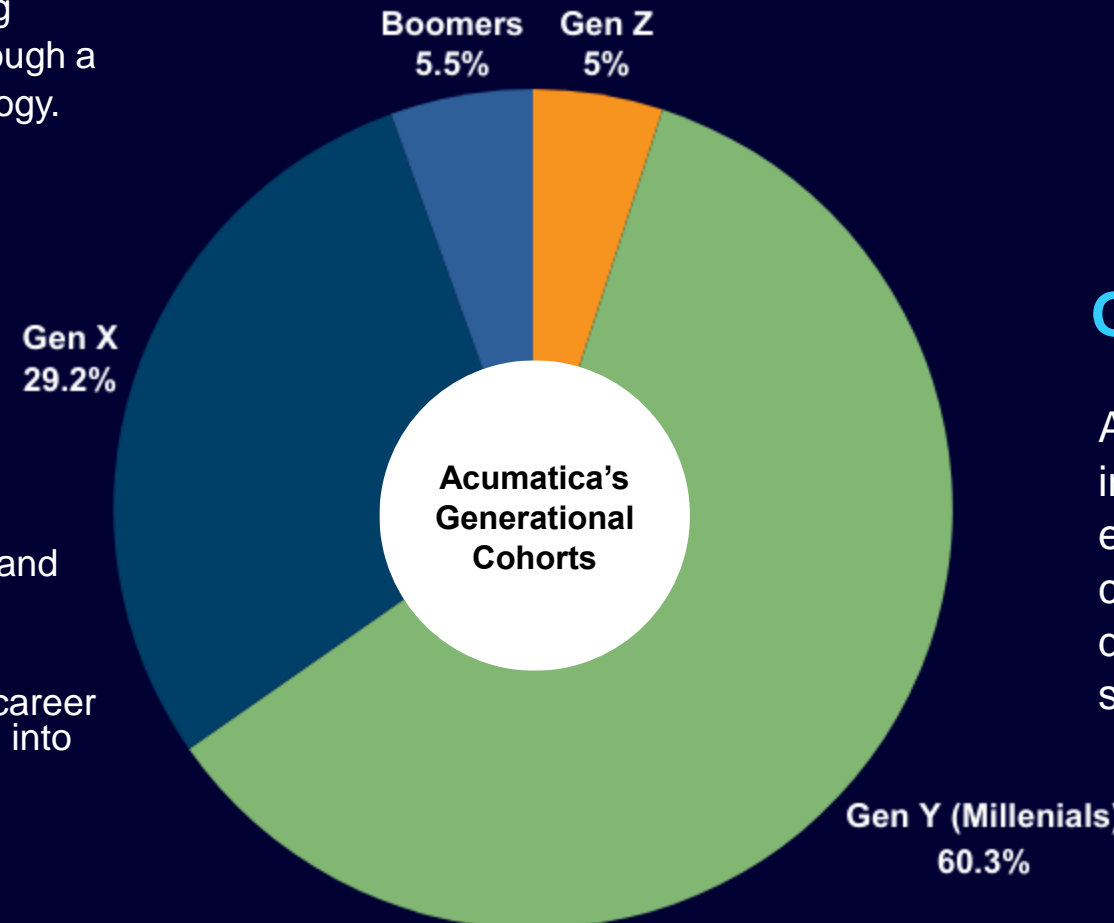
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“When I was expecting my third baby, the company invested in a state-of-the-art Mamava lactation station so that I and other mothers could come to the office when we wanted to and equally participate in business meetings.”

-Irina Barber, Senior Director of Integrated Marketing and Demand Generation



Generational cohort ages

- Gen Z - age 11-26
- Gen Y - age 27-42
- Gen X - age 43-58
- Boomers - age 59-77

Generational cohorts

Acumatica is committed to fostering an inclusive workplace culture that values employees across age cohorts, actively combating ageism, and recognizing the diverse contributions of individuals at every stage of their professional journey.

Women in Tech

Women in Tech Program

Benefits of Acumatica's Women in Technology Luncheon and networking workshops

- **Professional Growth:** Attendees acquire valuable insights and skills, fostering their professional development in the tech industry.
- **Networking Opportunities:** The events provide a platform for women to connect with peers, mentors, and industry leaders, cultivating important professional relationships.
- **Empowerment and Inspiration:** Women are empowered through shared experiences, inspirational stories, and practical advice from successful figures in tech.
- **Career Advancement:** Access to resources and guidance helps women navigate their careers, opening doors for advancement within the tech sector.
- **Community Building:** The events foster a sense of community, enabling women to establish a supportive network and tackle challenges collaboratively.
- **Skill Enhancement:** Workshops focus on developing specific skills, ensuring women stay competitive and proficient in the continually evolving tech landscape.
- **Visibility and Recognition:** Opportunities for visibility and recognition within the industry arise, highlighting the accomplishments of women in technology.
- **Diversity and Inclusion Advocacy:** By participating, women contribute to the broader advocacy for diversity and inclusion in the tech field, influencing positive change.
- **Access to Role Models:** Exposure to successful role models provides inspiration and guidance for women's professional journeys.
- **Increased Confidence:** Through learning and networking, women build confidence in their abilities, empowering them to assume leadership roles and make meaningful contributions to the tech community.

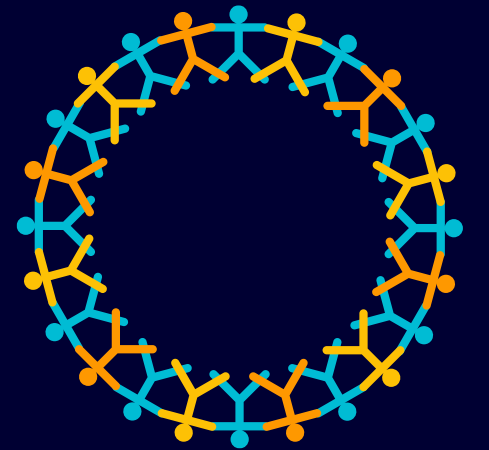
Women in Tech Forum

The journey of learning, growth, and innovation does not conclude with the Summit. It extends year-round in the Women in Tech Forum—a virtual space designed for mentorship and networking, providing a platform for female professionals to learn, support one another, and thrive within the tech community.

Committed to uniting women

“At Acumatica, we’re building a culture that celebrates, inspires, and unites women in technology. And we’re creating processes and programs that will sustain and grow these efforts. Women—their skills, talents, ideas, innovations, and insights—are keys to unlocking the future of technology. Acumatica wants to be a driving force behind making this future a reality.”

*-Martha Lucia Groulx
Chief People Officer*



Empowering our employees through ongoing training and sustainability excellence

Acumatica's employee training courses help shape Acumatica's culture, mitigate risks, and promote a responsible, diverse, and inclusive environment that bolsters our ESG commitment and overall sustainability.

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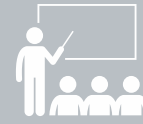
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3,901 training hours

Acumatica is committed to ongoing training of our employees on essential topics, including Harassment and Discrimination, Anti-bribery/Corruption, DiSC (Dominance, Influence, Steadiness, Conscientiousness), Manager Capability, and Affirmative Action.

These courses are vital for creating an ethical and inclusive workplace culture that upholds Acumatica's ESG values.



92% trained

In June 2022, Acumatica initiated a company-wide Anti-Bribery and Anti-Corruption training as part of our ESG reporting commitment. 92% of our workforce has successfully completed this training.



Extending our sustainability impact

As a Climate Neutral recognized and certified organization, we know operating efficiently requires consistent action. The Acumatica Sustainability Plan includes continuing to support our partially remote workforce (thus, eliminating employee commutes), reducing our electricity use, limiting business travel, holding virtual meetings, and promoting recycling and reuse programs. We also continually work to identify new green business initiatives to add to our sustainability strategies.



Honoring Earth Day

Earth Day 2023 was an opportunity to rededicate ourselves to our ongoing commitment to care for our planet. We are committed throughout the year to making a meaningful impact, like partnering with organizations such as ForestNation and Tree-Nation, dedicated to reforestation – and achieving the following milestones:

- Planted 875 trees, absorbing 22 tons of CO2 and generating 88 tons of oxygen annually; created 35 work hours and reforested 0.88 hectares of land through ForestNation.
- Planted 1,709 trees, reforested 1.63 hectares, and offset 529.63 tons of CO2 emissions through Tree-Nation.

Empowerment
through education

Community engagement and social partnerships

As part of our broader commitment to support our local community and global causes, Acumatica actively engages with a number of social partners and community organizations. These include educational institutions, non-profits, and local community initiatives. This support and engagement -- a vital part of our ESG efforts -- aligns the company's operations with social and community needs and contributes to a sustainable and inclusive ecosystem.

Support for local and global organizations

Acumatica proudly supports Wellspring Family Services, Boys & Girls Clubs, the World Central Kitchen, The Trevor Project, and Pasado's Safe Haven.

Acumatica is also focused on broader AcumatiCares initiatives that make a positive impact in areas like environmental stewardship and accessibility. For example, we've taken steps to make our website content more accessible for every individuals based on their specific needs.

We've also aligned ourselves with the United Nations' Sustainable Development Goals (SDGs), which promote prosperity and the protection of our planet. Of the 17 SDGs, there are four that directly affect our industry and organization:

- Gender equality (SDG 5).
- Industry, innovation, and infrastructure (SDG 9).
- Responsible consumption and production (SDG 12).
- Climate action (SDG 13).



Increasing Impact: The dual benefits of workplace giving for community and employee well-being

Acumatica partners with Bright Funds, an efficient donation platform for individual donors, to facilitate workplace giving. Bright Funds streamlines the process, empowering employees to make impactful contributions to causes they care about, ensuring effective allocation of donor dollars.

This partnership enhances employee engagement, fostering a workplace culture where charitable giving contributes to positive societal and environmental impacts.

Over the course of 2022 and 2023, Acumatica and its employees have donated over \$23,000 to various organizations including World Kitchen, Washington Trails Association, the Canadian Red Cross Society, Ukraine Relief Fund, International Rescue Committee, Humanitarian Support for Ukraine Fund, Childhood Leukemia and Lymphoma Foundation etc.

Supporting our community through strong partnerships



Acumatica fosters robust partnerships with suppliers, distributors, and local communities to advance sustainability objectives. We remain committed to engaging and supporting local communities, understanding their needs and concerns, and actively participating in community development initiatives.

Partnerships with top-ranked professional golfers

In February 2023, Acumatica announced a two-year partnership with Jessica Korda, a highly ranked professional golfer with the Ladies Professional Golf Association (LPGA). This was a perfect match given Korda's impressive performance on the golf course and Acumatica's commitment to delivering high-performance solutions that help businesses modernize processes and increase revenue.

In November 2023, the company entered into a sponsorship agreement with the top-ranked LPGA player and No.1 golfer in the world, Lilia Vu. The partnership deepened the company's ties to and support of women's golf, reflecting Acumatica's dedication to working with the best and fostering a culture of excellence throughout its community.

"As a professional golfer, I'm always looking for ways to optimize my performance on and off the course. Acumatica is a great partner for me because it values performance and is dedicated to continuous improvement. Not only that, but Acumatica also holds values such as resilience and inclusion that resonate deeply with me. I'm proud to wear Acumatica's logo as I compete in LPGA tournaments worldwide."

Jessica Korda

"It's an honor to work for an organization like Acumatica that shares my passion for winning and is also focused on empowering women through its diversity, equity and inclusion initiatives."

Lilia Vu

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Recognizing partner excellence

From its inception, Acumatica has relied on our Value Added Resellers (VARs) to be the exclusive sellers and implementers of our cloud ERP software and on Independent Software Vendors (ISVs) to produce innovative third-party applications found at the Acumatica Marketplace.

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Value-added resellers

Acumatica VARs (Value-Added Resellers) are a vital link to our customers and they are our partners in delivering our cutting-edge cloud ERP solution. We work together with our VARs to introduce our ERP software capabilities to businesses, implement our solution for new customers, and ensure the ongoing delivery of new features and innovations to help these companies thrive and succeed.



Independent software vendors

Independent Software Vendors (ISVs) enhance and extend the Acumatica ERP solution by developing integrated solutions that expand functionality and cater to industry-specific needs. This collaboration fosters continuous innovation, enables global reach, and includes joint marketing efforts -- providing businesses with a versatile and tailored ERP experience.



2023 award winning partners

Partner of the year

SWK Technologies, Inc.

The Partner of the Year is a recognition of the partner that has the highest combination of new customer additions, customer renewals, overall revenue contribution to Acumatica, and customer satisfaction score.

International partner of the year

Cedar Bay

The International Partner of the Year is recognition of the international partner outside of North America that has the highest combination of new customer additions, customer renewals, overall revenue contribution to Acumatica, and customer satisfaction score.

ISV partner of the year

eWorkplace Apps

The ISV Partner of the Year Award recognizes a partner whose certified Always Current solution(s) generated the largest deal expansion revenue ratio in a calendar year.

Investing in customer success

Acumatica customers are core to our business approach, our product development and our community evolution. Our commitment to social responsibility is intrinsically tied to these valued relationships. Their needs and goals guide our innovations – and by empowering our customers to make meaningful, sustainable choices, we foster a more responsible future for all.



Customer of the year

Avante Heath Solutions

The Customer of the Year Award recognizes an organization that is fully using the Acumatica solution to create significant business value, has leveraged their technology investments to grow and scale their operations and contributes to Acumatica’s product development through engagement and input.



Impact customer of the year

LifeSource

Acumatica is proud of the many organizations that use our product to do amazing work in our communities. Each year we recognize and award one organization with The Impact Customer of the Year based on how they are using Acumatica to make a real difference.



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Customer empowerment

Empowering our customers is a driving force behind our ESG efforts. We provide them with the tools, education, and support they need to make sustainable choices, optimize their operations, and contribute positively to society.

Inclusivity and diversity

We embrace diversity and inclusion, not only within our organization but also in our approach to serving customers. Our diverse workforce ensures that we can better understand and cater to the unique needs of a broad customer base.

Social responsibility

Our commitment to social responsibility goes hand in hand with our dedication to customers. We actively support community engagement and philanthropic initiatives, demonstrating our role as a responsible corporate citizen.

Customer - Centric Approach

At Acumatica, our customer-centric approach is not just a business strategy; it's a core ESG principle. We believe in fostering strong relationships with our customers, understanding their needs, and delivering solutions that empower their success.

95% reduction of energy for our customers

Acumatica's cloud-based ERP reduces CO2 emissions by transitioning thousands of customers to the cloud, and achieving a remarkable 95% carbon emissions reduction. Our product also empowers customers like MiiR and Dukathole Group to support environmental and humanitarian initiatives, such as clean water projects and addressing homelessness in South Africa.

Success stories

Boca Terry



"Acumatica made my life so much easier. It's unbelievable."
Edward Cohen, CEO
Boca Terry

Acumatica Implemented a modern, connected commerce platform for Boca Terry that streamlined operations, providing instant visibility and data-driven decision-making. This transformation also resulted in significant time and cost savings.

Redmond Inc.



Redmond Inc. deploys Acumatica Cloud ERP in 10 Companies, Saves Millions with Improved Inventory

Supplier diversity

At Acumatica, one of the ways we are committed to fostering a diverse and inclusive business environment is by actively engaging with suppliers from various backgrounds. We believe supplier diversity helps promote equity, innovation, and economic growth. Our approach and commitment aligns with Environmental, Social, and Governance (ESG) principles, contributing to a resilient and dynamic supply chain while fostering economic equality. By championing diversity, Acumatica creates a positive impact on the communities we serve.

Supplier Diversity is Integral to Acumatica



Acumatica's commitment to supplier diversity naturally aligns with ESG principles, fostering inclusivity and creating opportunities for underrepresented businesses. This dedication stimulates economic development, supports environmental sustainability, ensures workforce diversity, and upholds ethical governance. In prioritizing supplier diversity, Acumatica not only contributes positively to ESG initiatives but also exemplifies a commitment to responsible business practices.

Certified Women Owned

Acumatica partners with MeetGreen, a sustainable event agency that is a certified women-owned, ISO 20121, net zero emissions business to optimize sustainability initiatives during the annual Summit event.



Sourcing Local

Acumatica is committed to supporting local businesses whenever possible. This commitment is reflected in our sourcing practices, such as purchasing local fruits and vegetables for the Summit event as well as local merchandise. By prioritizing local procurement, we aim to minimize our environmental impact and contribute to the growth of local economies.

Driving Economic Equality

Supplier diversity at Acumatica goes beyond business objectives; it plays a crucial role in promoting economic equality. Partnering with a diverse array of suppliers empowers women-owned businesses, minority-owned enterprises, and other underrepresented groups, stimulating economic growth and inclusivity.

Diversity drives excellence

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Governance

Integrity and responsibility

At Acumatica, we prioritize best-in-class governance practices, emphasizing accountability, integrity, and transparency in our cloud-based ERP operations. Our commitment spans from the leadership team to every employee, working collaboratively to adopt and standardize responsible principles and practices into our business. To fulfill this commitment, we regularly measure progress toward specific goals, leveraging data to assess risks and guide strategic decision-making.

Board of Directors and governance best practices

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Board composition and independence

Acumatica's Board of Directors plays a pivotal role in our governance structure, providing strategic oversight and guidance to ensure the integrity and effectiveness of our operations. Composed of experienced and diverse leaders, our Board actively contributes to the formulation and execution of key policies, fostering accountability and transparency. By upholding best practices and aligning with Acumatica's values, the Board of Directors reinforces our commitment to delivering excellence in cloud-based business solutions while safeguarding the interests of our stakeholders and promoting long-term sustainability.

The Board is supported by a fully independent Nominating Committee and an ESG Advisory Committee.

Critical oversight

The Board of Directors at Acumatica exercises crucial oversight in governance, ensuring adherence to ethical business practices, sound decision-making, and the maintenance of a robust corporate governance framework. Their vigilance promotes transparency, accountability, and the alignment of corporate actions with established policies and principles.

Board members

John Case, CEO, Acumatica

Jonas Persson (Board Chairman), Chairman of the Board, IFS

Robert Maclean (EQT), Partner, EQT Partners

Tyler Parker (EQT), Partner, EQT Partners

Kim Clarke (MYOB), Co-Founder, White Rabbit Pty Ltd.

Franck Cohen (Independent), Venture Capital Partner, Board Advisor, Non-Executive Director

Kathy Crusco (Independent), Board Advisor, Non-Executive Director

Nancy Harris (Independent), Board Advisory, Non-Executive Director

FEMALES ON BOARD



Best practices

The following best practices serve as the cornerstone for Acumatica to actively pursue excellence in corporate governance.

- Independent Board and committees with diversity policy
- Shareholder engagement and separate Chair/CEO positions
- Code of ethics with Ethics Line, privacy management
- Enterprise risk governance and oversight
- Board recruitment, orientation, and education
- Succession planning for Board, committees, and CEO
- Director evaluations with term limits

Structure for ESG communications



Navigating the future: Acumatica's comprehensive approach to risk management

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Approach

Acumatica employs a comprehensive approach to risk management at all levels of the organization -- integrating environmental, social, and governance (ESG) considerations into its decision-making processes. Here are the key aspects of Acumatica's risk management approach:

Risk identification:

- **Techniques:** Utilizing a variety of techniques, including surveys, workshops, research, and analysis, Acumatica identifies risks across different operational facets.
- **Materiality approach:** The materiality approach, as detailed on pages 13 and 14, is a central element in pinpointing ESG risks and opportunities. This approach ensures that risks are assessed based on their potential impact on both the company and our stakeholders.

Comprehensive analysis:

Acumatica conducts thorough analyses of identified risks, considering their potential impact on the business, financial implications, and the broader ecosystem.

Integration of ESG factors:

ESG factors are seamlessly integrated into the risk management process. This includes considerations related to environmental impact, social responsibility, and adherence to governance principles.

Stakeholder engagement:

Acumatica actively engages with stakeholders to gain insights into ESG-related concerns. This inclusive approach ensures a holistic understanding of potential risks and opportunities.

Continuous monitoring:

Risks related to environmental and social factors are continually monitored to stay abreast of changes in the business landscape and regulatory environment.

Scenario planning:

Acumatica employs scenario planning to assess the potential outcomes of various risk scenarios, especially those linked to environmental and social factors. This proactive approach allows us to formulate strategies to mitigate and adapt to potential challenges.

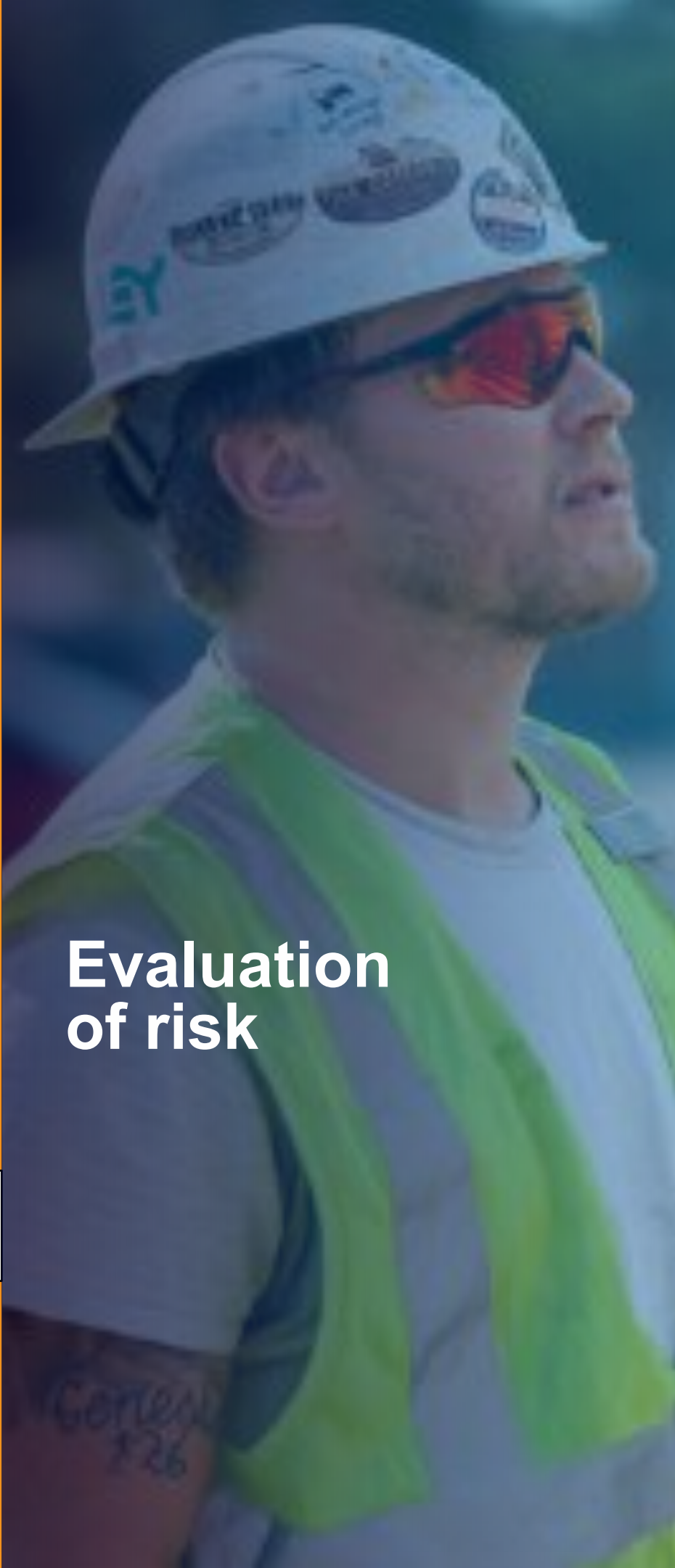
Decision-making integration:

ESG considerations are integral to the decision-making processes. Before making significant decisions, we evaluate the associated ESG risks and opportunities to ensure alignment with our commitment to sustainability and responsible business practices.

Transparent reporting:

Acumatica maintains transparency in reporting, detailing the identified risks, the measures taken to address them, and the company's progress in managing ESG-related challenges.

Risk management and mitigation



Evaluation of risk

Risk evaluation and mitigation

Approach

Acumatica takes a comprehensive approach to risk management at all levels of the organization -- integrating environmental, social, and governance (ESG) considerations into its decision-making processes. The following outlines key aspects of the risk management approach:

Evaluating and managing risk across the business

Acumatica's comprehensive approach to risk evaluation and management involves understanding material risks, implementing management steps, and establishing risk thresholds.

With the Board of Directors having ultimate responsibility, the Nominating Committee ensures Board members have the needed expertise for effective risk oversight. Our ESG Advisory Committee, comprising experts in environmental, social, and governance issues, actively shapes risk management strategies in line with our commitment to sustainable practices. Through ongoing collaboration, these committees enhance Acumatica's ability to navigate and mitigate risks.

Evaluating ESG related risks

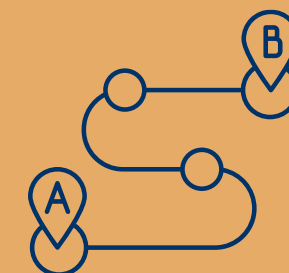
At Acumatica, we prioritize evaluating material ESG risks, which we seamlessly integrate into our risk management framework alongside traditional financial risks. A materiality assessment helps gauge the significance of these ESG risks, offering crucial insights. These evaluations, central to our strategic planning, enhance resilience and foster sustainable practices.

Proactively managing ESG risks aligns our strategies with environmental stewardship, social responsibility, and ethical governance, reflecting Acumatica's commitment to a responsible and inclusive business environment.

Mitigating supply chain risk

Acumatica prioritizes a resilient and responsible supply chain through supplier vetting, diversification strategies, and technological integration for enhanced traceability. Our comprehensive contingency planning addresses potential disruptions, while a materiality assessment identifies critical areas impacting operations and stakeholders.

Regular collaboration with key stakeholders ensures a holistic understanding of risks, promoting responsible sourcing practices and continuous improvement. Through these measures, Acumatica fortifies its supply chain, upholding a commitment to ethical and sustainable business practices.



Ethical policies, integrity and Code of Conduct

Our commitment to ethical business practices

Acumatica's commitment to ethical business practices is ingrained in the core of our governance structure. We believe that ethical conduct is not just a set of rules -- it is a fundamental aspect of how we operate, make decisions, and contribute to the world around us.



Acumatica's Ethics Hotline is essential for helping to combat any violations of the Code of Conduct.

Our Code of Conduct

Our Code of Conduct serves as the cornerstone of our ethical framework. It outlines the principles and values that guide our behavior, emphasizing integrity, transparency, and respect. Every member of the Acumatica family is expected to uphold these standards, fostering a culture of trust and accountability.

Integrity in Action

Integrity is more than a concept; it's a daily practice at Acumatica. We emphasize the importance of honesty, fairness, and consistency in all interactions, whether internal or external. Our commitment to integrity ensures that our actions align with our values, contributing to a culture of mutual trust and credibility.

Ethical Policies

Acumatica's governance is fortified by a robust set of ethical policies. These policies extend beyond compliance requirements, addressing the broader spectrum of ethical considerations related to our operations, relationships, and impact on society. By adhering to these policies, we demonstrate our dedication to responsible and principled business practices.

Ethics & Integrity

Acumatica upholds high standards of ethics, integrity, and judgment among all employees, cultivating a professional and productive environment. We promote open communication, encouraging employees to report any concerns internally for swift resolution. This includes violations or suspected violations of our ethics, expectations, and policies. Employees may contact the HR Manager or Chief People Officer with complaints, and an Ethics Hotline is also available for assistance.

Anti-Corruption and Bribery

Acumatica is resolute in our ethical governance stance against corruption and bribery. With robust anti-corruption policies, we set clear standards for employees and partners. Our approach involves proactive training, due diligence in partnerships, and fostering a zero-tolerance culture. Encouraging transparency through a whistleblower protection program, we conduct regular audits for continuous improvement, solidifying Acumatica's commitment to responsible and ethical corporate conduct.

Transparency and Accountability

We embrace transparency as a guiding principle in our governance. Our commitment to accountability means that we openly communicate our ethical standards, actions, and outcomes. Through transparent reporting, we provide stakeholders with a clear understanding of how Acumatica upholds ethical principles in every facet of our operations.

Customer Bill of Rights

In 2019, Acumatica released a "Customer Bill of Rights" based on the belief that customers deserve better cloud ERP vendor practices. In setting forth these principles, we not only codified our approach to the businesses we serve, but we also challenged other cloud ERP software vendors to follow our lead.

Our updated Customer Bill of Rights in 2023 publicly sets forth the basic rights that customers should expect from their ERP vendor.

At Acumatica, we are focused on delivering value to our customers in everything we do. We believe all customers deserve a level of service and assurance that puts their interests first.

Strategic alliances: nurturing sustainable partnerships

In our commitment to environmental, social, and governance (ESG) principles, Acumatica places significant emphasis on fostering strategic partnerships that align with our core values and sustainability goals. Our approach to governance extends beyond internal structures -- it encompasses building meaningful relationships with partners who share our dedication to responsible business practices.

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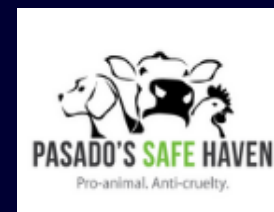
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Strategic alliances

Acumatica places significant emphasis on fostering strategic partnerships that align with our core values and sustainability goals. Our approach to governance extends beyond internal structures; it encompasses building meaningful relationships with partners who share our dedication to responsible business practices.

Shared values in action

Our partnerships go beyond transactional arrangements. We seek partners who not only share our commitment to ESG but also actively contribute to making a difference. Whether it's adopting sustainable business practices or supporting social initiatives, our partnerships exemplify shared values in action.



Continuous assessment

Acumatica continuously assesses the impact of partnerships on ESG factors. This involves evaluating the environmental footprint, social contributions, and alignment with governance standards. Through rigorous assessment, we ensure that our partnerships remain in harmony with our broader sustainability objectives.

Transparency and reporting

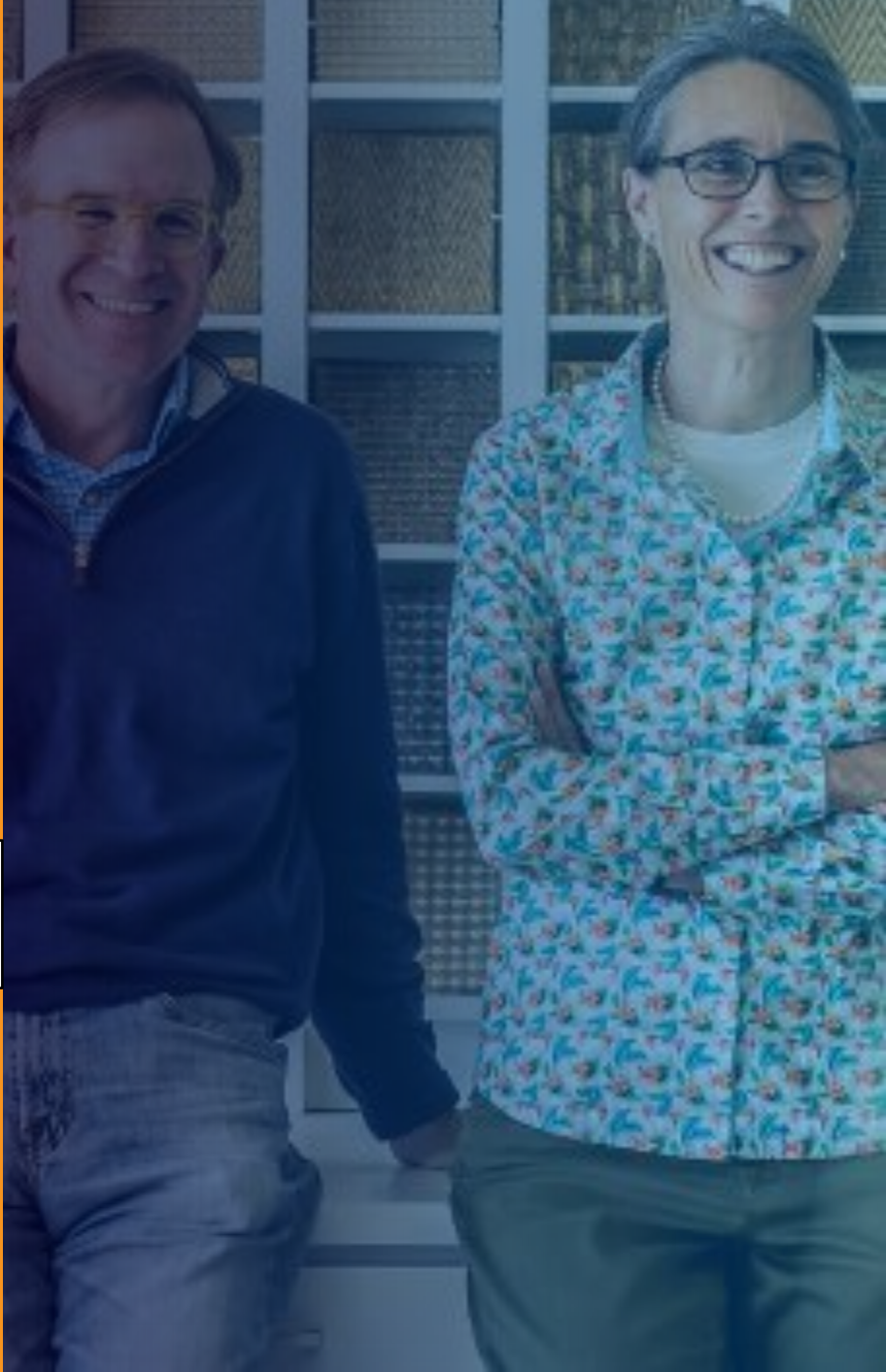
We are committed to transparency in our partnerships. In our ESG reporting, we provide stakeholders with clear insights into the nature of our collaborations, the shared values that underpin them, and the positive outcomes we collectively strive to achieve. This transparency reinforces our accountability and dedication to responsible governance.

Driving sustainable innovation

Our partnerships are integral to driving sustainable innovation. By collaborating with forward-thinking organizations, we aim to push the boundaries of what is possible in terms of environmental conservation, social impact, and governance excellence.

The importance of partnerships

Stakeholder engagement

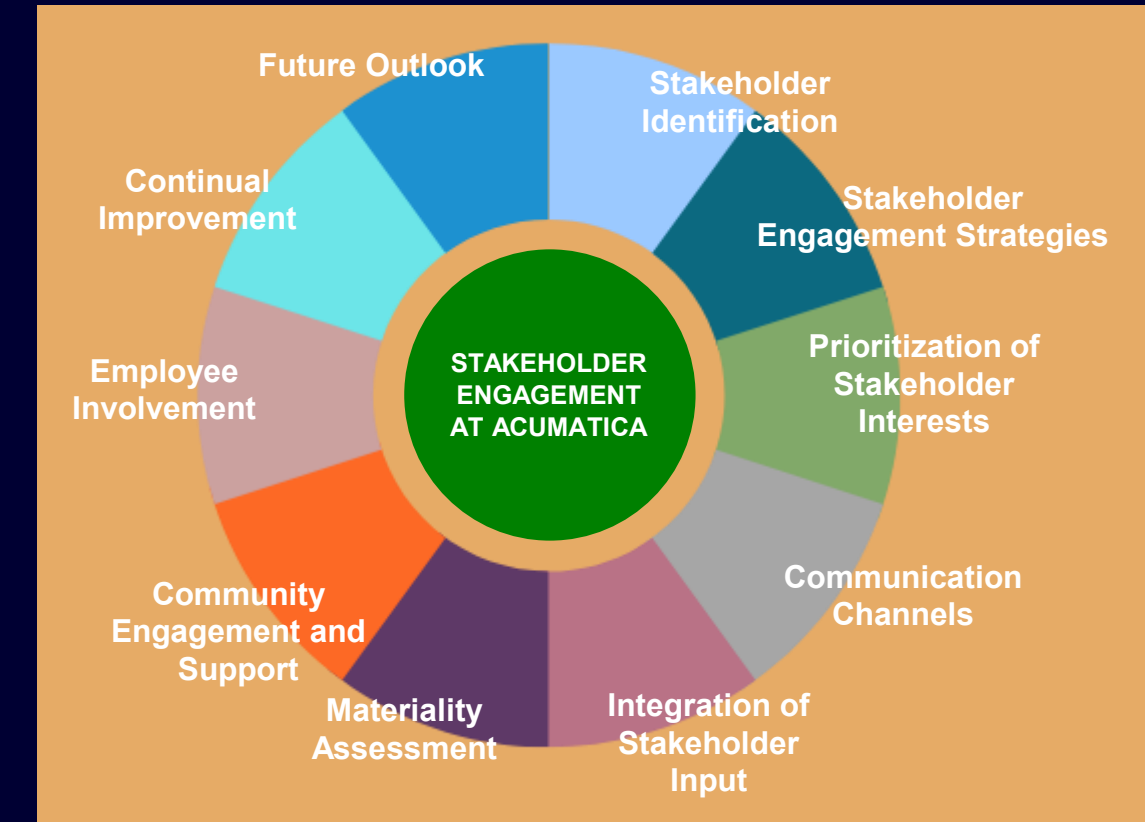


Stakeholder engagement -- nurturing collaboration and shared values

We recognize that our success relies on the success of our customers as well as meeting and exceeding the expectations of our diverse set of stakeholders. This section outlines our robust approach to stakeholder engagement, emphasizing transparency, collaboration, and the pursuit of shared values.

The Acumatica approach to stakeholder engagement

Our success hinges on a diverse array of stakeholders who are crucial to our business success and our efforts to stay true to our commitments and values. We customize strategies and communications for customers, employees, investors, suppliers, communities, and regulatory bodies through a wide variety of business and ESG activities. Our dedication extends across community engagement, employee participation, and ongoing improvement, ensuring alignment with crucial ESG considerations.



Customer-driven innovation

Acumatica's 2023 product releases (R1 and R2) highlight the crucial role of the community and customers, such as Deslaurier, Curran, Fabuwood, Spohn Associates, Dakota Red Corporation, Jeffree Star Cosmetics, Opus Art Supplies, and American Meadows, in fostering innovation. Customer-driven innovation drives our approach to product development and innovation -- leveraging user feedback to shape new product capabilities. This collaborative approach is reflected in new product features and continuous updates to Industry Editions, addressing real-world needs identified by customers and partners.



Our commitment to data privacy, security, and intellectual property rights

Acumatica's commitment to data privacy, system security and protection of intellectual property is ironclad. Our governance framework encompasses robust measures to ensure the integrity and security of the digital landscape.

Acumatica's cloud ERP solution ensures data security through features such as authentication, encryption, and automatic backups. The system operates on secure platforms like AWS and complies with industry regulations like PCI DSS, HIPAA, and GDPR. Acumatica proactively identifies and addresses potential security threats through constant monitoring and frequent testing. We are committed to ESG principles and recognizes the severe consequences of failing to protect user information.

Data privacy assurance

Acumatica prioritizes data privacy and employs encryption, access controls, and regular audits to ensure the confidentiality and integrity of sensitive information. We maintain transparent online privacy statements for its website and platform to provide a comprehensive understanding of data practices.

Cyber security vigilance

Our commitment to cybersecurity is unwavering. Acumatica invests in state-of-the-art technologies and cybersecurity protocols to fortify our digital defenses. Regular assessments, vulnerability testing, and incident response plans form a multi-layered approach to preempt and mitigate potential threats.

Intellectual property guardianship

In the realm of technology, intellectual property is a cornerstone of innovation. Acumatica is dedicated to protecting our intellectual assets. Through stringent IP policies, employee training, and legal safeguards, we ensure the preservation and responsible use of our technological innovations.

Technology disruption preparedness

In an ever-evolving tech landscape, Acumatica embraces innovation while prioritizing disruption preparedness. We actively monitor emerging technologies, assess potential impacts, and adapt our strategies to stay at the forefront of positive technological advancements.

Resilience against disruptions

Our governance strategy extends beyond prevention to include resilience against disruptions. Acumatica implements robust business continuity and disaster recovery plans to ensure seamless operations even in the face of unforeseen challenges, reinforcing our commitment to uninterrupted service.

As stewards of technological integrity, Acumatica places data privacy, cybersecurity, and intellectual property protection at the forefront of our governance efforts. Through a combination of proactive measures, ongoing assessments, and a dedication to innovation, we responsibly navigate the digital landscape.



Customer testimony

Acumatica customer Elena Mheidze (CFO, Erickson International) experienced firsthand the relief Acumatica's safeguards and security layers provide.

Mheidze and her team were relying on Sage 100, which was difficult to implement and ran slowly on Erickson International's on-premises servers. Mheidze says, "With Sage 100, we had to maintain a server, and that server had a lot of associated costs. So, removing the headache to maintain the on-premises system was the number one reason we chose to go with Acumatica."

Today, Erickson International relies on Acumatica and AWS for automatic back up and security procedures. Says Mheidze, "Before, there were a lot of costs, maintenance, and roadblocks about security. I was constantly worried. Now, all I need is a solid internet connection to get to the ERP [solution] from anywhere."

Data privacy, cyber security and technology disruption

Conclusion and next steps: Building on our ESG progress

Acumatica's commitment to Environmental, Social, and Governance (ESG) principles impacts and influences how we conduct our business, build our product and evolve our Community.

This report highlights our achievements, ongoing initiatives, and the collaborative efforts that underpin our ESG journey. As we navigate the complex landscape of sustainability, transparency, and responsibility, Acumatica recognizes that this an ongoing journey.

We look to build on our current achievements. We aspire to set higher benchmarks for ourselves, continually refine our ESG strategies, align with emerging trends and adopt successful best practices. Engaging with stakeholders remains core to our approach, ensuring that their expectations and input shape our future endeavors. By fostering a culture of innovation, inclusivity, and responsible leadership, Acumatica aims to be a leader in our industry, inspiring positive change from partners and competitors alike.

As we embark on the next phase of our ESG journey, Acumatica invites stakeholders, partners, and the broader community to work together in creating a sustainable and prosperous future – navigating challenges, embracing opportunities, and contributing to a world where businesses thrive, communities prosper, and the environment flourishes. This report is not just a reflection on the progress we have made, it's a roadmap for where we want to go in the years ahead and a foundation to realize our company rallying cry –

Building the Future of Business, Together.