

2024 ESG Report

Environmental | Social | Governance



Contents

About this Report

The contents of Acumatica's second annual ESG report, published October 2025, are intended to inform the company's stakeholders, Community members, and interested parties of our ongoing sustainability strategies, initiatives, and progress toward goals.

In this report, we outline how Acumatica is generating long-term value for our stakeholders, as well as making a positive impact on our communities, environment, and economy. This report is compiled with reference to the Global Reporting Initiative's (GRI) Sustainability Standards and is aligned with the Ten Principles of the UN Global Compact (UNGC), covering human rights, labor, environment, and anti-corruption).

Unless otherwise noted, the data provided herein represents our operations globally for the fiscal year ended December 31, 2024. If you have any questions or would like to provide your comments, please contact us at Megan@communiquepr.com.



CEO Message

Dear Acumatica Community,

As CEO of Acumatica, I take great pride in the culture we have fostered as a company and the values we live as a Community. Core to this culture and these values is our commitment to developing and delivering the best and most innovative business technology—and doing so in a responsible way. Our ESG (Environmental, Social, and Governance) reporting helps us track the meaningful progress we have made on vital sustainability issues in the products we develop, the events we manage, and the way we conduct our business.

Our Products: In helping thousands of businesses move their operations to the cloud from legacy on-premises solutions, we strive to play a positive role in dramatically reducing carbon emissions by shifting on-site servers to the cloud.

Our Events: We've adopted effective measures to responsibly reduce the carbon footprint of our largest event, Acumatica Summit. This includes closely partnering with our host facilities in areas like recycling and eliminating waste. We even buy carbon offsets for those who travel to the event. These efforts continue to

be recognized by top sustainability organizations like MeetGreen, which has given us their highest honor, the Visionary Award, three years in a row. Recognitions like these are more than just accolades; they are a reflection of our collective dedication to responsible event practices and thoughtful resource management.

Our Company: In operating our company, we believe that change starts at home. That's why Acumatica strives to reduce our operational footprint wherever possible—by managing and reducing our electricity usage; by reducing waste and promoting recycling and reuse programs; and by reducing travel and commute-related carbon emissions. Over the years, we've worked to lower our carbon footprint through energy-efficient practices, responsible resource management, and sustainable operations. In everything we do, we strive to act as citizens of the world—building technology that fosters a resilient future. From operational efficiency to ethical growth, we make decisions with the planet in mind. Our sustainability efforts protect the natural environment and make the world a better place for the people with whom we share it.



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. As we move forward, ESG remains a cornerstone of our strategy.

I am proud to reaffirm Acumatica's commitment to the Ten Principles of the United Nations Global Compact. This ESG Report serves as our Communication on Progress, demonstrating how we integrate these principles into our strategy, culture, and operations.

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

Warm regards,

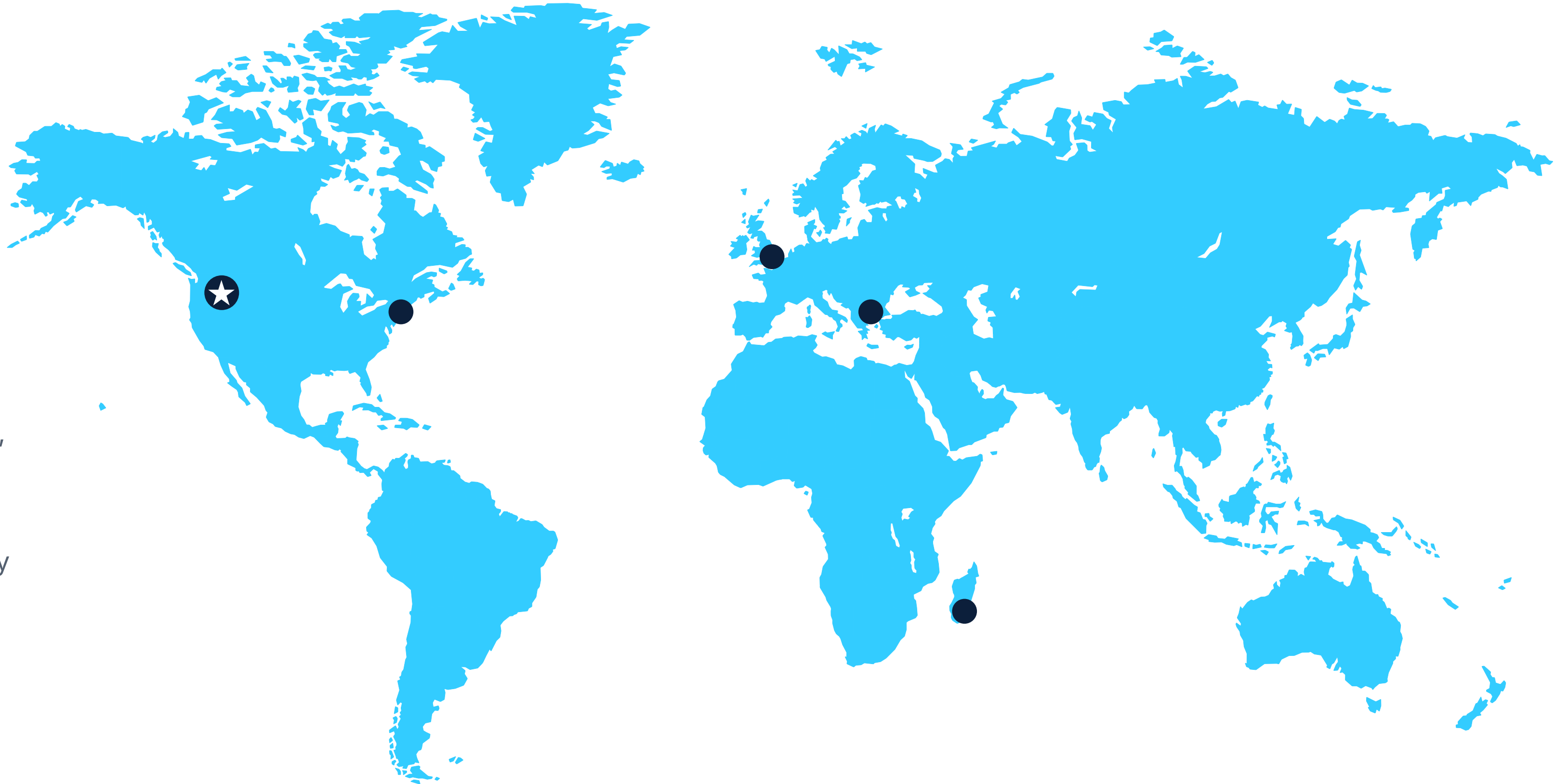
John Case
CEO, Acumatica

About Acumatica



Company Overview

Acumatica Cloud ERP is a comprehensive business management solution that was born in the cloud and built for more connected, collaborative ways of working. Designed explicitly to enable small and mid-market companies to thrive in today’s digital economy, Acumatica’s flexible solution, customer-friendly business practices, and industry-specific functionality help growing businesses adapt to fast-moving markets and take control of their future.



Globally operated in the U.S., Canada, Sri Lanka, Serbia, and United Kingdom.

Founded in

2008

Headquartered in

Bellevue, WA

Owned by

EQT Partners

Employees

690

Customers

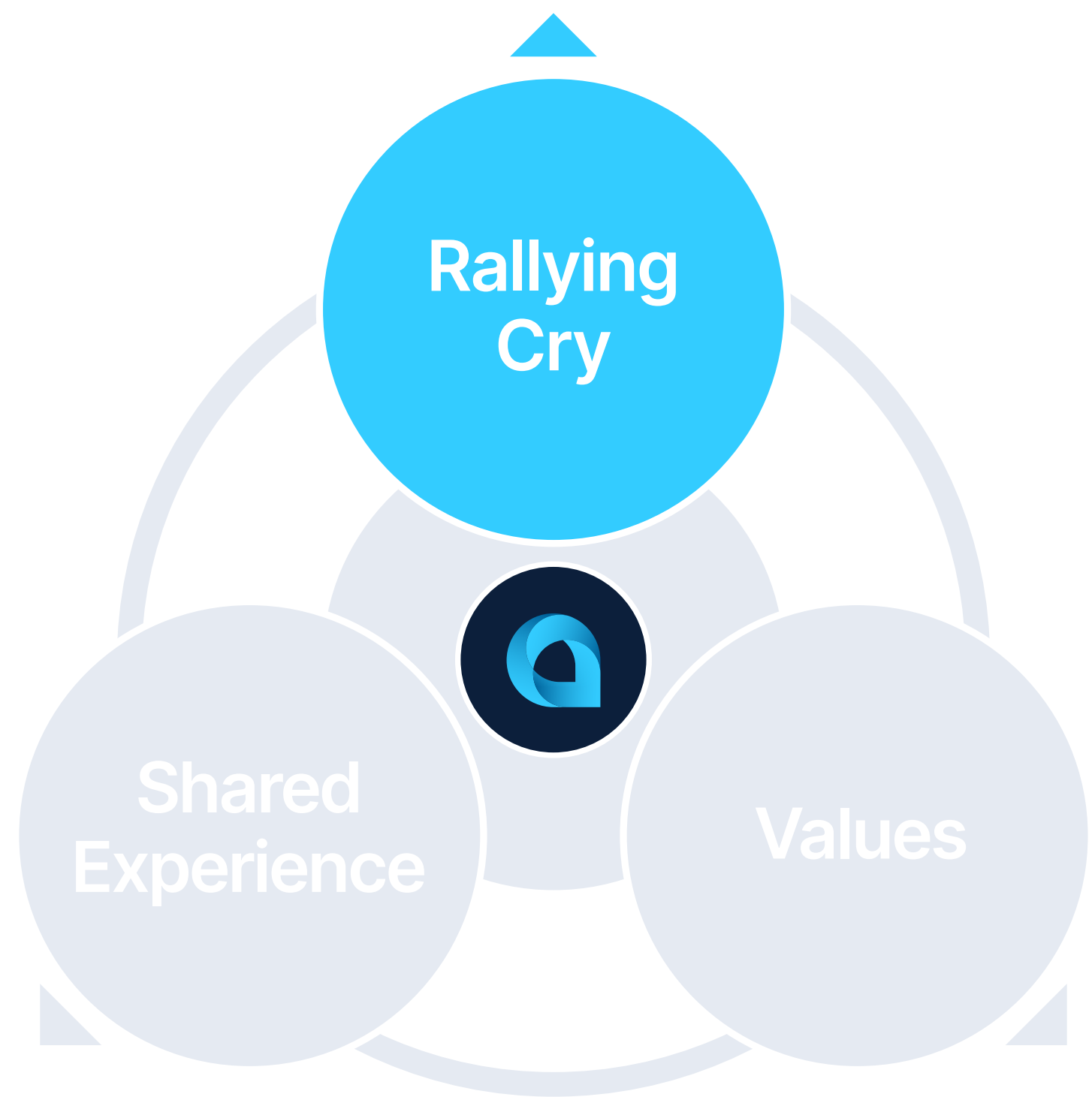
10,000+



Our Organizational Compass

Acumatica's Organizational Compass consists of our Rallying Cry, that captures who we are and why we are unique; our Values, that represent what we stand for; and our Shared Experience, that reflects our culture, norms, and the expectations we strive to meet.





Our Rallying Cry

Building the Future of Business, Together

Acumatica is different by design. We're built on the belief that small and midsize businesses are the heart of the modern economy. We're here to arm SMBs with the technology they need to thrive. As champions of growing businesses, we're not just delivering a better solution, we're equipping you to succeed.

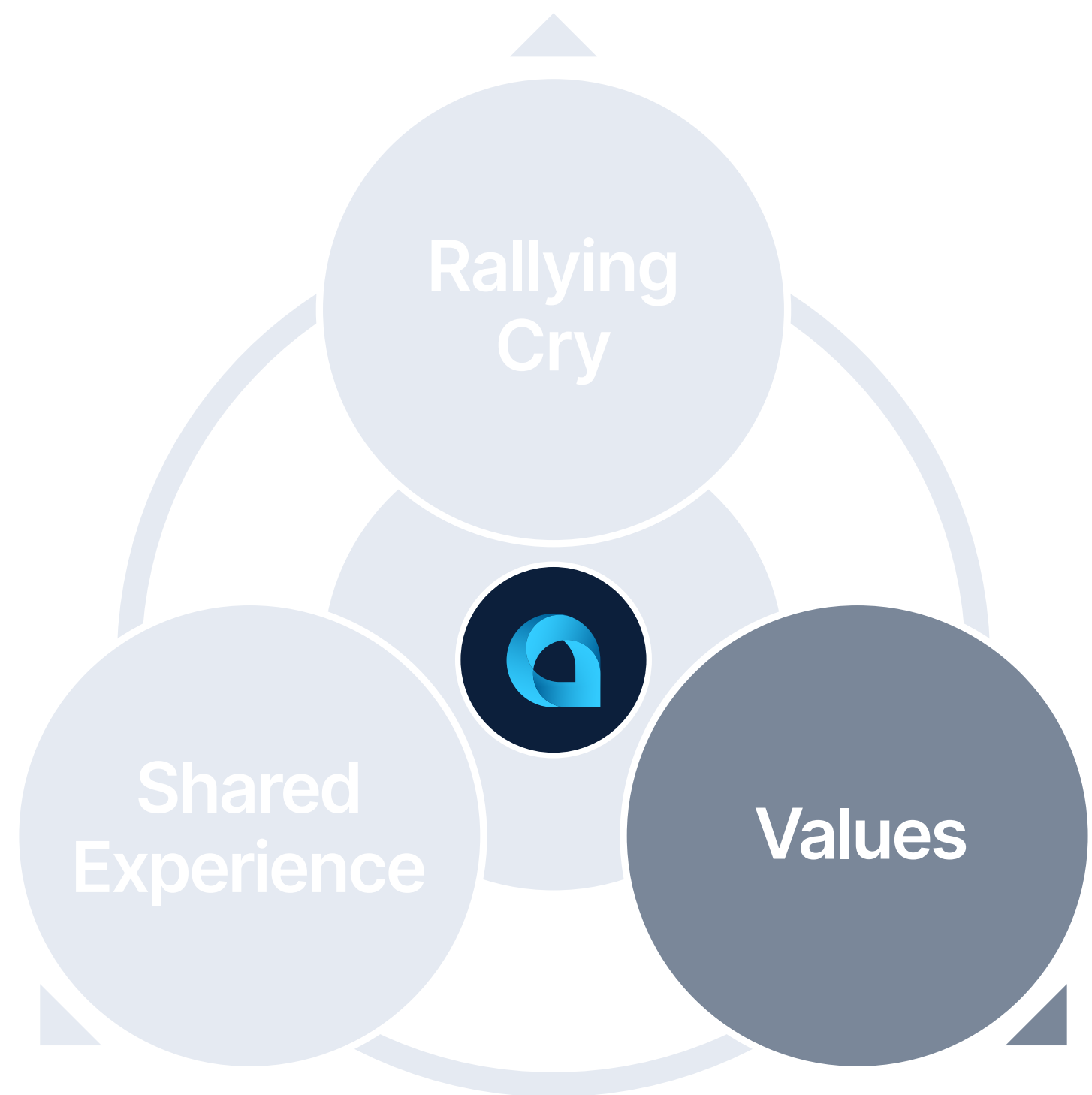
We're fully invested in your future and believe growing pains can transform into business gains. Our customer-first cloud solutions allow you to only pay for what you use,

and our resilient and open platform adapts to your processes. Imagine all your data, always in your control, available anytime, anywhere—connecting everyone in your organization. With Acumatica, that's reality.

Acumatica is more than a product—we're a community of partners, customers, and creators committed to fueling performance. Our ecosystem is driven by collaboration, merging leading technology and real-world insights to put you in control of your future.

In the journey of business growth, you should be driven by ambition, not held back by software. The time is now. Join us and embrace a solution that grows with you, and is elevated by transparency, innovation, and true partnership. Together, let's redefine how business gets done.

Together, let's get to work.



Our Values

Our values reflect our character, how we behave and what we stand for—directing our actions with internal and external stakeholders alike. Our values help shape our culture and define the manner in which we drive consistent and measurable results.

Put customers first

Our success is completely powered by a deep commitment to our customers. We are driven to understand their needs and deliver exceptional solutions that enable their growth, control, and success. We balance what customers ask for with what we know they'll need to thrive—and create tailored products that move them ahead.

Stay nimble

We are adaptable and embrace change, innovating and moving quickly to remain ahead in an ever-changing industry. Similar to our software, we maintain a flexible environment that supports modern business needs and helps us navigate uncertainty. Our creative

and dynamic workplace supports the diverse needs of our teams and allows us to meet the demands of customers.

Be pragmatic

We solve real-world issues for our customers and company with practical solutions that create tangible impact. Combining insight with action to drive results and outcomes, we're efficient and decisive when it comes to delivering value. Our focus is on what works, what's next, and what puts organizations in control of their business.

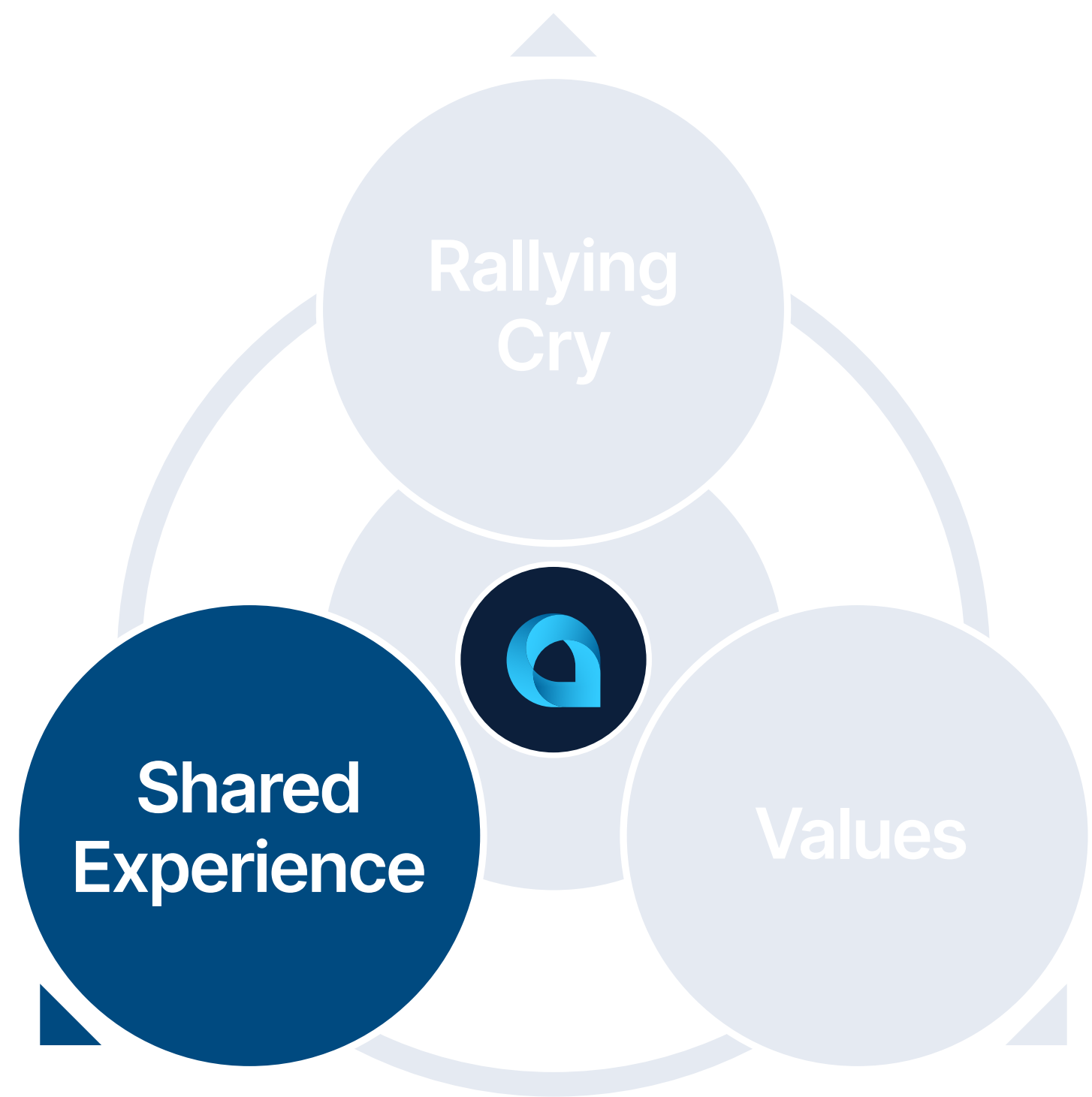
Take accountability

We are empowered with autonomy and decision-making in our roles,

creating an environment where initiative and ambition flourish. Taking ownership of our actions and outcomes drives both personal and collective success, ensuring all of us are accountable and influential in shaping our future.

Act with integrity

We build trust through transparency, honesty, and doing what's right—even when it's not the easiest path. From our pricing structure to our product promises, we are upfront and genuine with our customers and one another. Integrity is at the core of how we operate, because strong partnerships are built on truth and mutual respect.



Our Shared Experiences

Our culture comes to life through our shared experiences. These serve as the norms for how we act each day within our organization and with our communities. They define how work gets done and how we treat one another.

Foster Teamwork

We believe the best outcomes emerge from open collaboration, mutual respect, and shared accountability. Teams that align across common goals and celebrate collective wins will always lead to more productive impact.

Drive Innovation

We push boundaries by continuously seeking smarter, more adaptive solutions to real-world business challenges. We encourage curiosity, creativity, and bold thinking because progress depends on it, as do the SMBs that our technology enables.

Focus on Results

We stay focused on what matters most, delivering outcomes that advance the organization. We move with urgency, prioritize impact over activity, and bring the energy to turn ideas into results. Our work helps SMBs grow, and that drives us forward.

Lead with Persistent Positivity

We meet challenges with optimism and see setbacks as chances to learn and grow. Our resilience builds momentum and fosters a “yes” culture where solutions win over skepticism and possibilities fuel progress. With a positive mindset in every interaction, we lift each other up and move the business forward, together.

Embrace Diversity

We embrace the strength that comes from different perspectives, backgrounds, and experiences. By fostering an inclusive culture where everyone feels valued and heard, we unlock innovation and better serve our community.

Act as a Citizen of the World

We are committed to building technology that fosters a resilient future; from operational efficiency to ethical growth, we make decisions with the planet in mind. Our sustainability efforts protect the natural environment and make the world a better place for the people with whom we share it.



Awards and Recognition

We are honored to be recognized for our efforts, and we continue to learn from these organizations.



Climate Neutral

For the past four years, Acumatica has been recognized as Climate Neutral after achieving zero net carbon emissions.



MeetGreen

We are thrilled to be recognized as Visionary—the highest rating from MeetGreen—for Acumatica Summit 2024.



TrustRadius

In 2024, TrustRadius awarded Acumatica the Tech Cares award for the third consecutive year, recognizing our commitment to corporate social responsibility and making a positive impact on people and the planet.



EcoVadis

In 2025, Acumatica once again earned the EcoVadis Silver Medal, maintaining its position among top-performing companies worldwide. We ranked in the 88th percentile and within the top 15% of companies in our industry. Our overall score increased by three points—from 69 to 72—driven by the adoption of additional policies, expanded sustainability reporting, and advanced management systems addressing labor, human rights, and business ethics.



UN Global Compact

Since 2021, Acumatica has been a member of the UN Global Compact, demonstrating our commitment to the Ten Principles in human rights, labor, environment, and anti-corruption, as well as the Sustainable Development Goals.

Proudly Certified

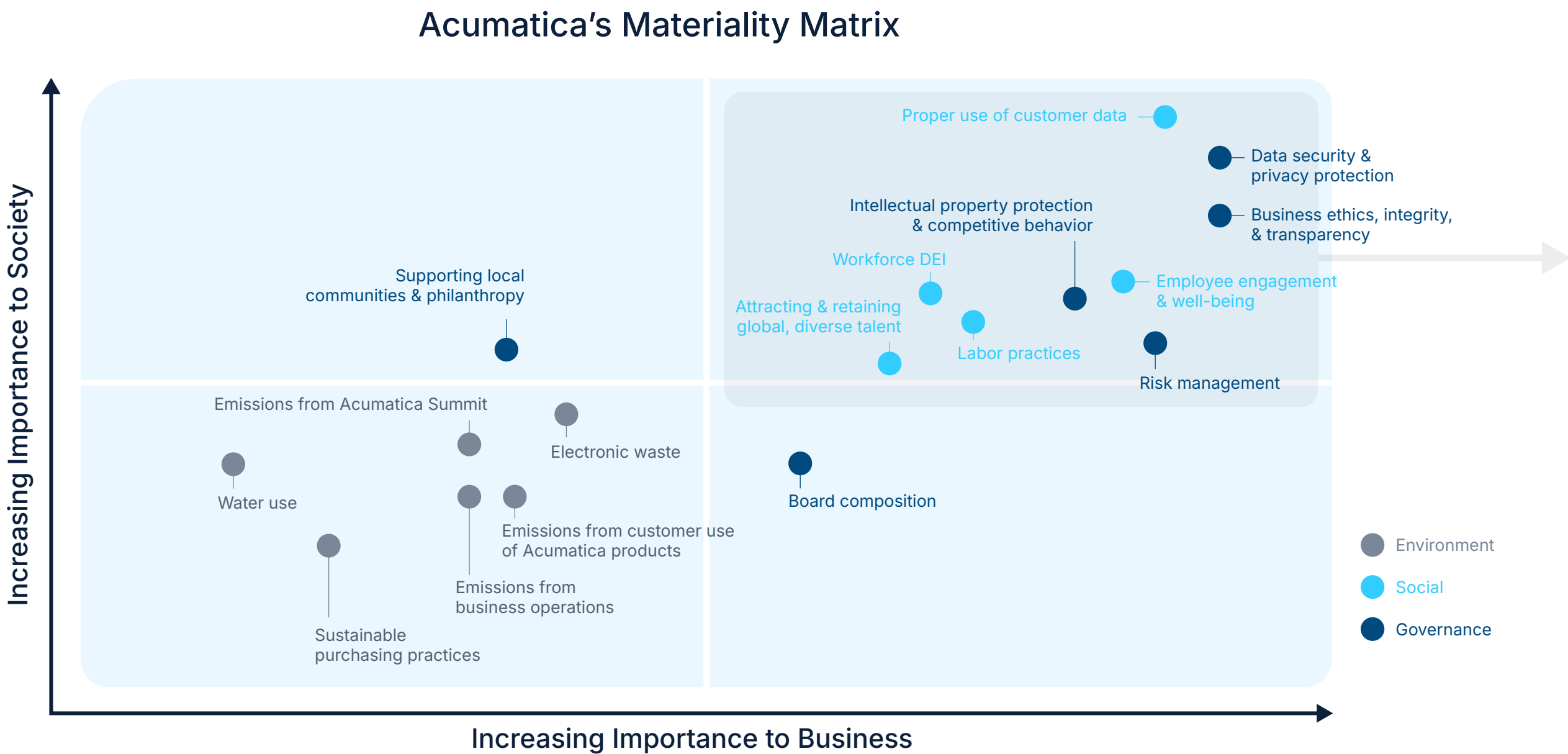
We are proud to be recognized as a Great Place to Work® in the U.S. and Sri Lanka. These certifications reflect our shared culture of collaboration, inclusivity, and growth that spans borders. Together, we’re shaping a global culture that puts people first.





Materiality Assessment

A materiality assessment conducted in 2023 has helped us better understand and prioritize ESG issues that matter most to those we impact. These priority areas are addressed throughout this report, reflecting our continued efforts to integrate material ESG issues into our corporate strategy and operations.



Acumatica's Material Issues and Definitions

ESG Issue	Definition
SOCIAL	Attracting & retaining global, diverse talent
	Attract, develop, and retain a diverse workforce that enables innovation and excellence in the global business landscape
	Employee engagement & well-being
	Create an inclusive work environment that promotes employee engagement, well-being, and a strong sense of belonging
	Labor practices
	Adhere to fair labor practices, including fair compensation, safe working conditions, and respecting workers' rights
GOVERNANCE	Proper use of customer data
	Ensure the ethical and responsible use of customer data while enhancing customer experiences
	Workforce DEI
	Foster a diverse and inclusive workforce that values the unique perspectives and backgrounds of employees
	Business ethics, integrity, & transparency
	Uphold the highest standards of business ethics, integrity, and transparency across all operations
	Data security & privacy protection
	Implement robust cybersecurity measures to safeguard customer and stakeholder data
	Intellectual property protection & competitive behavior
	Safeguard intellectual property while adhering to fair and ethical competitive practices in the marketplace
	Risk management
	Identify, assess, and manage risks effectively to ensure the continuity of operations and protection of stakeholders



UN Sustainable Development Goals

Our ESG efforts are guided by both our business priorities and our broader responsibility as a corporate citizen. In August 2021, Acumatica joined the United Nations Global Compact (UNGC), committing to uphold the UNGC’s Ten Principles in the areas of human rights, labor, environment, and anti-corruption. This commitment directly informs how we operate, engage with stakeholders, and report on ESG topics.



environmental, social, and economic challenges by 2030. We have identified four SDGs where Acumatica can make the most meaningful impact based on our operations, products, and sphere of influence.

In addition to the UNGC, we align our efforts with the UN Sustainable Development Goals (SDGs), a global framework of 17 global goals designed to address urgent

Acumatica’s Priority SDGs



Central to our DEI efforts is our Women in Tech (WiT) program, which provides year-round opportunities for mentorship, networking, and professional growth. We also promote gender equality through inclusive hiring practices, leadership development, and workplace policies that support equity and representation.



Acumatica fosters innovation by equipping small and midsize businesses with advanced digital tools that support smarter decision-making and sustainable growth. By building resilient digital infrastructure, we enable our customers to grow responsibly and shape the future of business technology.



We are committed to developing and promoting responsible technologies that reduce environmental impact. Our cloud-based delivery model minimizes physical infrastructure needs, and we continue to explore ways to improve resource efficiency across our value chain.



We continue to assess and work to reduce our carbon footprint associated with our operations, events, and digital services. We also support our customers in their own sustainability journeys through tools that enable smarter, more sustainable decision-making opportunities.

Product



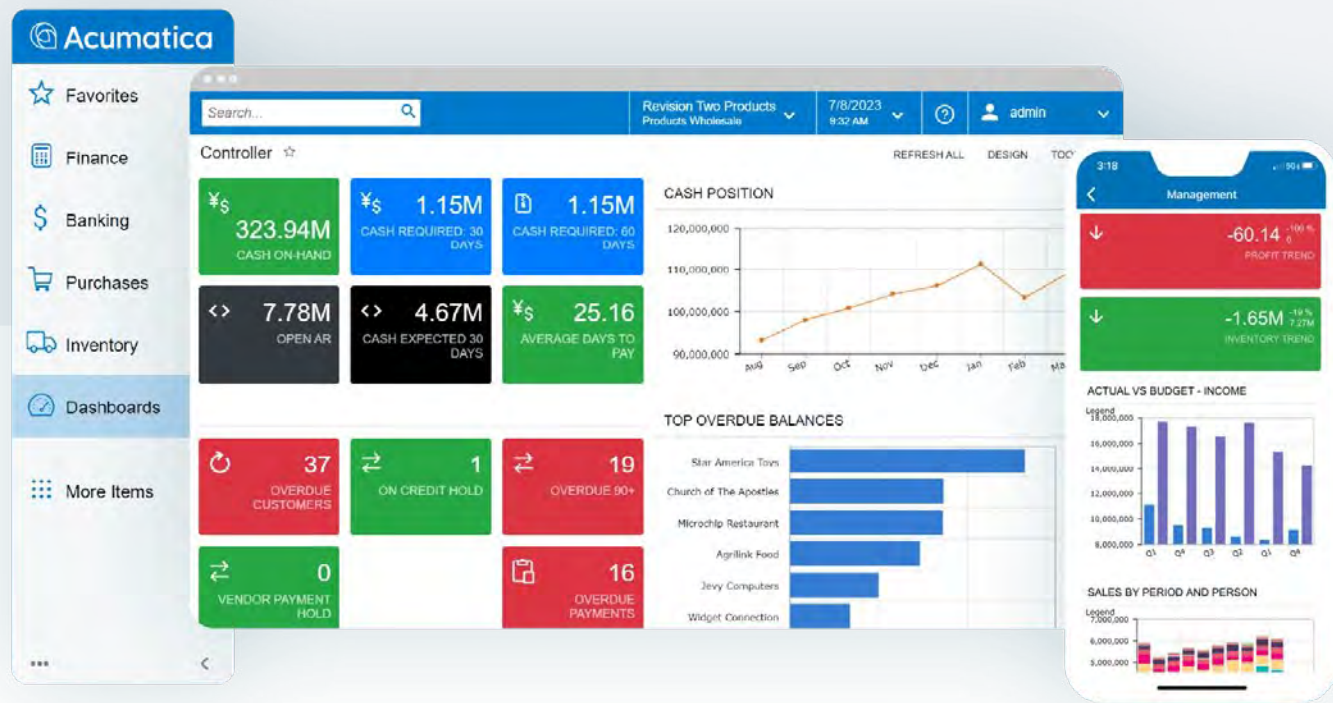
About Our Product

Acumatica provides a cloud-based Enterprise Resource Planning (ERP) platform designed to help small and midsize businesses run their operations more efficiently, intelligently, and collaboratively. As a comprehensive business management solution, Acumatica connects critical functions including finance, sales, inventory, supply chain, and project accounting within a single, unified platform.

Built on flexible and open architecture, Acumatica is designed for today's digital economy. It is fully accessible from anywhere, scales easily as businesses grow, and integrates seamlessly with other systems and tools. Whether customers operate in manufacturing, retail, distribution, construction, or professional services, Acumatica equips them with real-time visibility, mobile access, and configurable workflows to meet their specific needs.

Better Business, Lower Impact

Sustainability is inherently embedded into our product design. Cloud delivery means reduced infrastructure emissions compared to traditional on-premises systems, while our intuitive design and mobile-first experience reduce training time and increase accessibility across teams. Features that support automation, real-time insights, and cross-departmental collaboration help customers reduce waste, save energy, and streamline resource use.



Mid-State Companies
Acumatica customer





Product Innovation and Artificial Intelligence

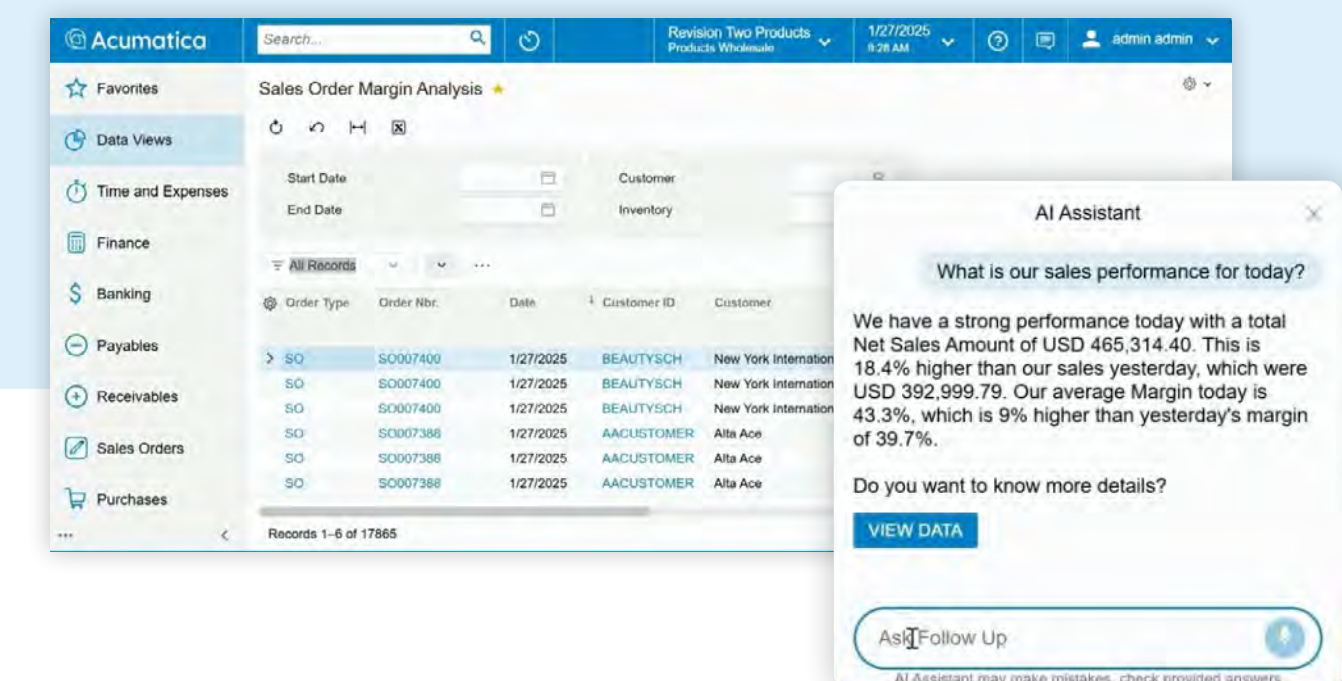
Innovation is core to Acumatica's heritage. With a storied history of disrupting the market with modern ERP technology, we continue to incorporate leading-edge technologies, like artificial intelligence (AI) and machine learning, into our product development. Our twice-yearly product releases supply customers with the state-of-the-art features and functionalities that today's organizations expect from a modern business management solution. Each release delivers improvements based on customer input that reflects real-life business challenges.

The 2024 R1 release introduced a developer preview of a modernized user interface, planning tools for manufacturers, enhanced shipping workflows, and industry-specific updates across construction, retail, and distribution. With 2024 R2, over 350 enhancements followed, highlighted by AI-powered anomaly detection, direct bank integrations, and continued improvements to support construction billing, retail returns, and manufacturing estimates. These updates reflect Acumatica's commitment to evolving alongside its customers, empowering them to lead in every release cycle.

As we push the envelope on what is possible for ERP technology, we want to make sure we do so in a responsible way. In 2024, we published our [Principles of Innovation](#), outlining the approach we take to adding new technologies to our solution. This pragmatic approach means developing and implementing capabilities that are engineered responsibly, applied practically, and built to provide value in addressing real-world needs.

Where Innovation Meets Integrity

We take a responsible approach when developing new technology and are fully committed to safeguarding the [security and privacy](#) of our customers' information. We are grounded in the firm conviction that they own their data, now and always, in usable data formats. We implement robust security and privacy measures, enforce strict guardrails, and design AI tools that operate within user access policies. Our approach aligns with international AI ethics standards, restricts third-party access, and limits data sharing to only aggregated or purpose-specific use cases.



Q-Pac
Acumatica customer



Customer Experience

We believe our customers' success is fundamentally linked to our own. This belief drives our commitment to building long-term relationships. We listen and learn, designing cloud-based solutions that enhance business performance and empower our customers to create positive impact in their industries and communities.

Our role extends beyond software delivery. We also provide the tools, training, and support customers need to make informed and sustainable decisions.

For us, innovation is most powerful when it's connected to purpose and has a broader, positive impact on the businesses we serve and the communities they impact.

Our diverse workforce and inclusive culture enable us to understand and respond to the varied needs of our global customer base. By embracing different perspectives, we strengthen our ability to deliver thoughtful, human-centered solutions, ensuring every customer feels seen, heard, and supported, regardless of size, sector, or region.

The Acumatica Ecosystem Built on Trust

A defining strength of Acumatica lies in our Community. By listening to, and learning from, user feedback, we are better able to adapt and innovate, ensuring Acumatica remains a place where every voice is heard and valued. Our Net Promoter Score—a metric that tracks customer loyalty, support and enthusiasm—continues to outperform the industry average, reflecting the mutual trust we developed with the organizations we serve over time.

We also recorded our highest-ever survey participation, with response rates up 55% year-over-year. This broader signal gives us greater confidence in the insights we glean, as we continue investing in user experience, product quality, and support.



Customer Bill of Rights

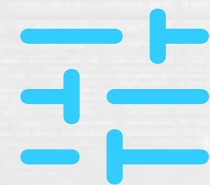
Our success is fueled by our unwavering commitment to our customers. We believe that all businesses have core rights in their dealings with ERP vendors. Here's what we offer:



A software and services proposal with clear fee structures, and no surprises.



Unlimited user access without having to purchase user licenses.



The freedom to fully adapt and customize the solution to meet your evolving business requirements.



Transparent, fair pricing and agreements without long-term commitments.



The ability to deploy the solution on a public or private cloud.



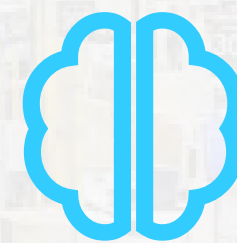
An open platform with robust APIs to rapidly integrate your other systems.



A complete security model that covers your application access, data, reports, and devices.



The ironclad right to own and access your data, now and always—in full, usable data formats.



Easy access to all knowledge and resources developed across a broad community of employees, partners, and customers.



Professional online training that is free and comprehensive.

Acumatica Customer Spotlight

Each year, we proudly recognize outstanding customer achievements through our “Customer of the Year” and “Impact Customer of the Year” awards. These honors celebrate companies that both maximize the value of Acumatica’s technology and use it as a force for good. Our 2024 awardees, Eastman Music and Republic Services, exemplify how business success and social impact can go hand in hand.



Customer of the Year Eastman Music

The Customer of the Year Award recognizes an organization that is fully using the Acumatica solution to create significant business value, contributes positively to the Community, and pushes Acumatica to make the whole Community better.

Founded in 1992, [Eastman Music Company](#) has grown from selling three violins to operating 14 companies worldwide that manufacture and distribute premium musical instruments. Using Acumatica Cloud ERP, the company has doubled revenues since 2019 while streamlining operations across its global manufacturing and distribution network.

“Enabling musicians to perform at their highest level is at the core of our business. Acumatica helps us master the fundamentals of our operations, allowing us to deliver instruments with greater precision and reliability and ultimately support musicians’ performance worldwide.”

— **Ralph Torres**
Vice president of Operations, Eastman Music Company

Impact Customer of the Year Republic Services

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

[Republic Services](#), a 42,000-employee waste management leader, has launched an ambitious initiative to transform plastics recycling with its new [Polymer Center](#) in Las Vegas, Nevada. The company implemented Acumatica Cloud ERP in just two and a half months to manage this groundbreaking facility, which processes 80,000 tons of plastics annually.

“We needed a system that would help facilitate the acquisition and processing of materials, quality control, and distribution. Acumatica’s ease of implementation, nimble nature and great user experience have been essential to managing the massive breadth and scale of recyclable plastics at our Polymer Center.”

— **Joe Riconosciut**
Director of Materials Marketing and Recycling,
Republic Services





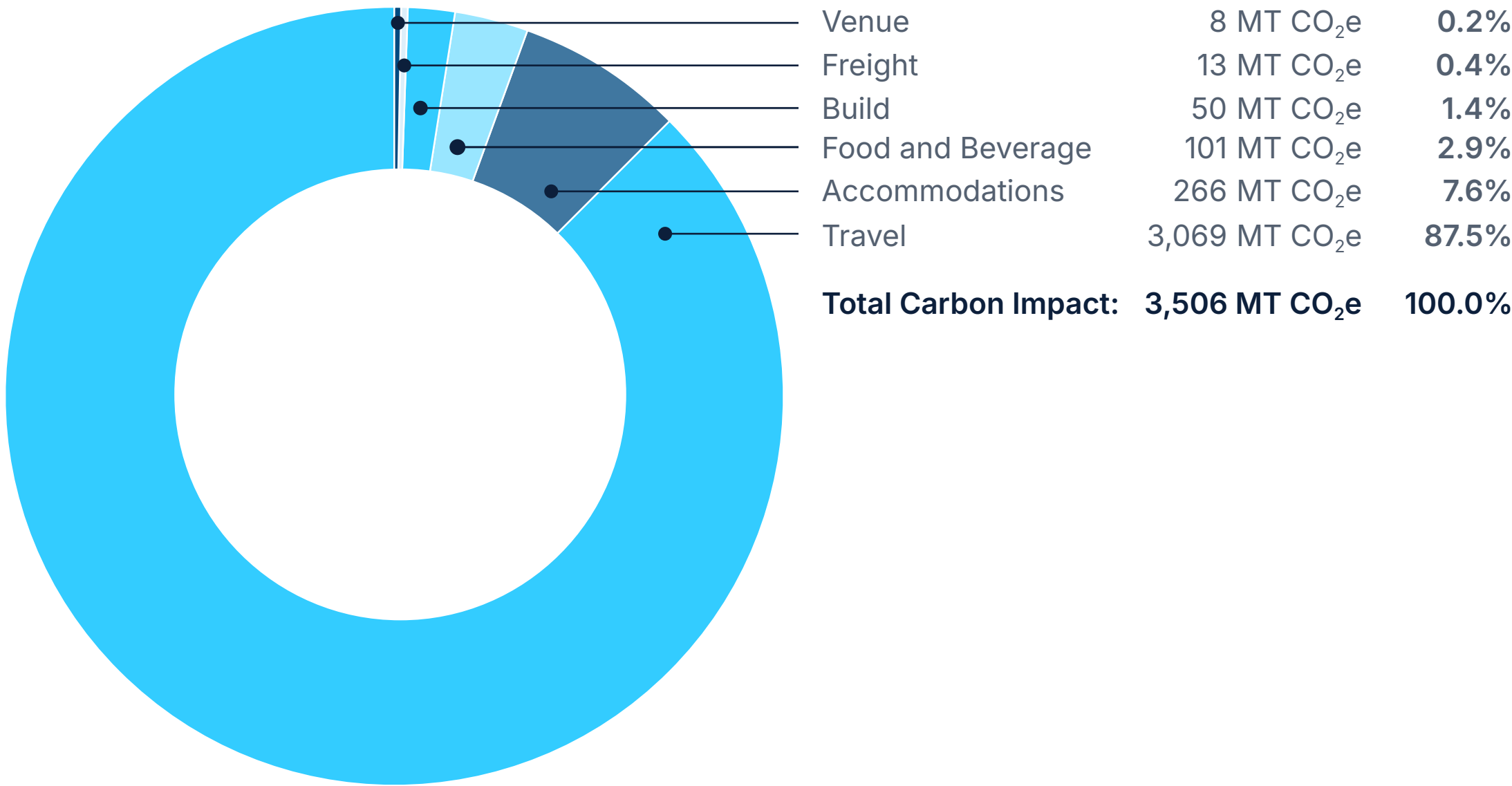
Acumatica Summit 2024

The Acumatica Summit is our flagship event that brings together customers, partners, creators, and industry analysts from around the world. Held annually, Summit is an opportunity to celebrate community, drive innovation, and shape the future of business technology.

In 2024, Summit saw our highest event attendance yet, with nearly 3,000 attendees gathering on-site in Las Vegas, Nevada. New in 2024, we expanded Summit to three full days of event activities and nearly 100 Breakout Sessions, creating more time and opportunities to connect and learn.

Summit Carbon Emissions

Total Carbon Impact by Category



4

event days

2,946

in-person attendance

1,813

digital keynote attendance

6,487

contracted room nights

100

turnkey exhibitor booths

Sustainable Practices at Summit

We recognize that a large-scale, in person event, like Summit, contributes to our overall environmental footprint. As such, we minimize impact through intentional design and planning. We partner with MeetGreen, a certified women-owned, ISO 20121 sustainable event agency to support us in the optimization of our sustainability efforts. In 2024, we implemented a range of initiatives focused on reducing our impact:

At Summit 2024, we:

- ✓ Owned, rented, and stored for reuse 100% of Summit furniture, décor, and assets.
- ✓ Used turnkey booth systems to reduce the need for custom construction, allowing for standard-sized materials to be returned to inventory.
- ✓ Chose venue carpeting instead of transporting new or reused carpet, saving approximately 75,540 square-feet from transport and potential landfill disposal.
- ✓ Printed all signage and graphics locally in the Las Vegas metro area, reducing transport miles and associated emissions.
- ✓ Doubled digital signage and wayfinding usage through a combination of built-in venue screens and supplemental monitors, minimizing printed material waste.
- ✓ Embedded diversity, equity, and inclusion (DEI) into the Summit experience through Women in Tech (WiT) programming, inclusive networking spaces, and accessible event design.
- ✓ Installed water refill stations, preventing an estimated 15,438 bottles from being discarded.
- ✓ Continued using reusable service ware, diverting more than 12,500 kg of landfill waste since 2021, equivalent to the weight of 185 washing machines.
- ✓ Chose aluminum over plastic water bottles, saving energy equivalent to charging approximately 439,275 smartphones.
- ✓ Repurposed over 350 kg of retired signage from the 2022 and 2023 Summits, retired due to the introduction of a new logo, and donated it to Las Vegas Livestock to create shade structures for farm animals.

Leading with Vision, Planning with Purpose

Acumatica’s commitment to sustainability earned a “Visionary” rating from MeetGreen for Summit 2024, recognizing our dedication to sustainable event planning. This distinction highlights our ongoing efforts to lead by example, embedding responsibility into every aspect of our flagship event.

According to MeetGreen, a sustainable events “Visionary” leads within their own industry, prioritizes measurement, works to move the sustainability dial, researches and develops new initiatives to improve environmental performance, and uses the organization’s buying power to drive change with venues and vendors.



Environment



Greenhouse Gas Emissions

While our operational footprint as a cloud-based technology company is modest, our commitment to climate action is far-reaching. Anchored in transparent reporting and continuous improvement, we’re actively working to measure and reduce our impact, ultimately contributing to a more sustainable digital economy. By taking ownership of our emissions, we are laying the groundwork for long-term environmental stewardship and responsible growth.

2024 GHG Emissions Overview

Although we’ve been calculating our GHG emissions since 2019, 2023 serves as our base year for comprehensive assessment. The inventory is prepared in alignment with the Greenhouse Gas (GHG) Protocol Corporate Accounting and Reporting Standard, developed by the World Resources Institute (WRI) and the World Business Council for Sustainable Development (WBCSD)—the global benchmark for corporate GHG

accounting. This framework ensures emissions are measured consistently and transparently across all scopes, following core principles of relevance, completeness, consistency, transparency, and accuracy.

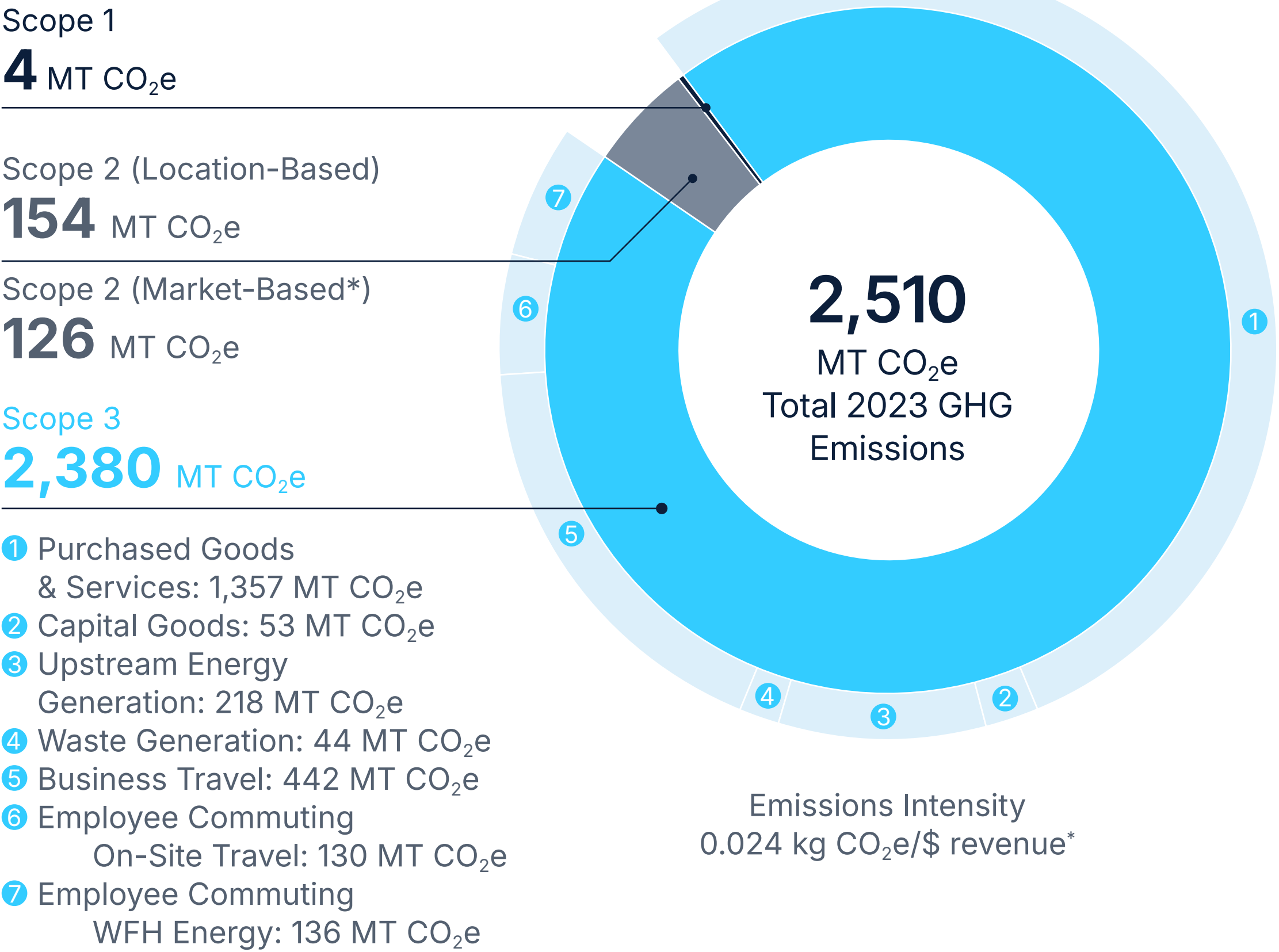
In 2024, our combined Scope 1 and 2 emissions represented less than 1% of total emissions, with 100% electricity consumption covered by renewable energy credits (RECs). The majority—99.8%—of emissions came from Scope 3 activities. Between 2023 and 2024, total Scope 3 emissions rose from 2,380 MT CO₂e to 5,934 MT CO₂e, driven by business growth and increased operational activity. The largest contributors were purchased goods and services (57%), business travel (34%), and employee commuting including work-from-home energy (4%). These increases were primarily linked to higher vendor spend, expanded marketing and business service engagements, and an increase in employee air travel activity.



Carlson LaVine
Acumatica customer

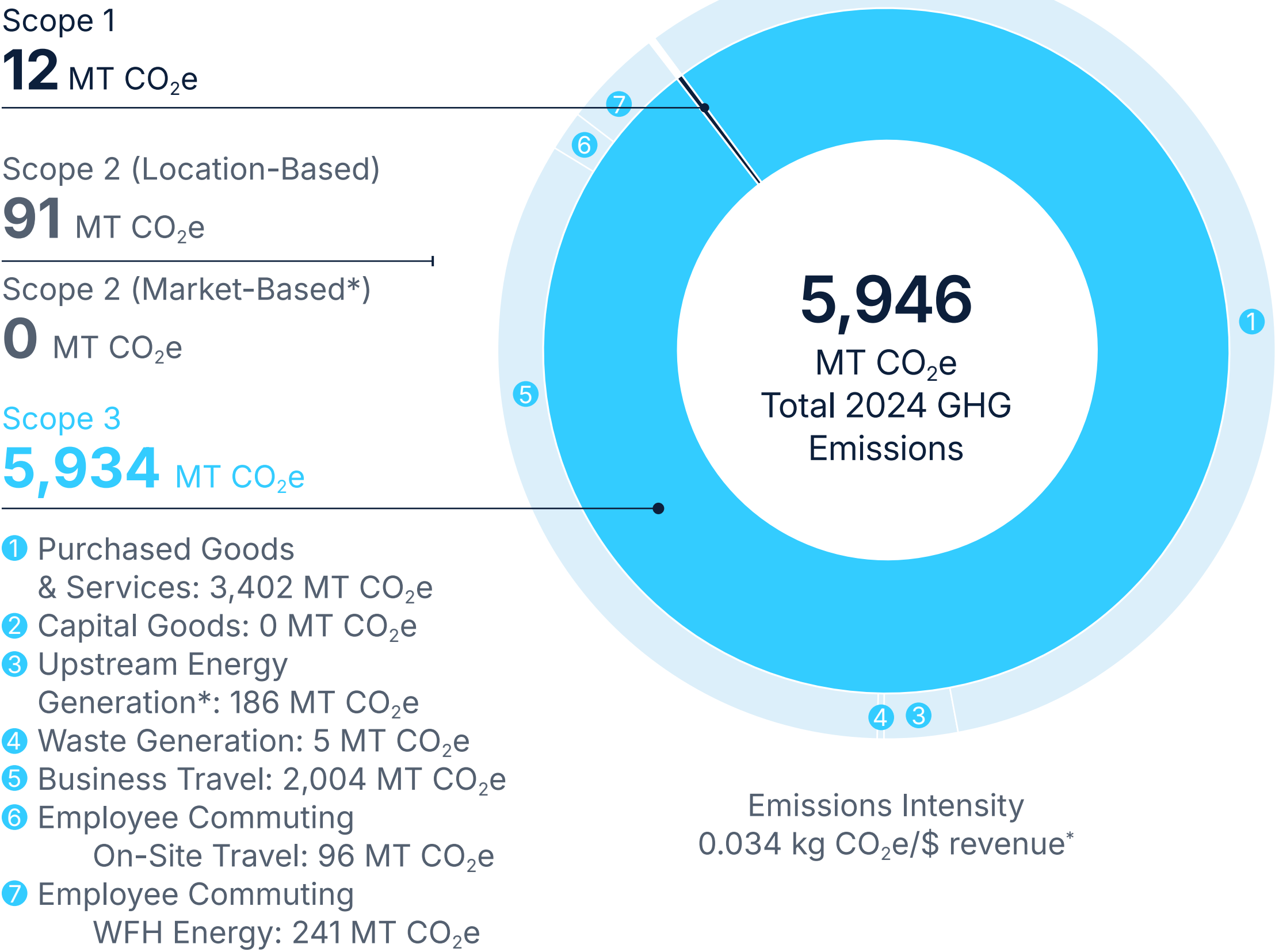
GHG Emissions by Scope

2023



*Based on third-party verified Market-Based Scope 2 Emissions

2024



*Based on third-party verified Market-Based Scope 2 Emissions

Boca Terry
Acumatica customer



Greenhouse Gas Emissions (continued)

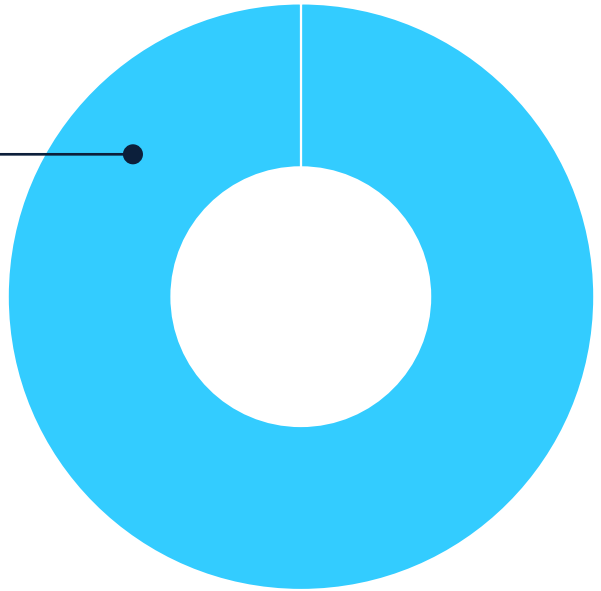
Carbon Offsets and RECs

Since 2020, we have demonstrated our commitment to climate responsibility by offsetting our emissions through strategic partnerships. These efforts underpin our broader environmental strategy and help ensure that our digital solutions are powered as responsibly as they are delivered.

In 2024, we:

- ✓ Invested in verified carbon credits for 100% of Acumatica’s carbon impact with ICVCM Core Carbon Principles (CCP) credits. In addition, we purchased verified carbon credits equal to 100% of attendee travel to our annual Summit.
- ✓ Purchased renewable energy credits (RECs) to cover the electricity consumption of our global office footprint, achieving 100% coverage of electricity consumed in our North America, Serbia, and Sri Lanka offices.

100%
of global office
electricity covered
by RECs



Cloud ERP with
Climate Credentials

We are proud to be recognized as Climate Neutral Certified—offsetting 100% of our carbon footprint—a designation awarded by The Change Climate Project (formerly known as Climate Neutral). By partnering with brands and consumers, this nonprofit organization drives meaningful climate action by helping businesses measure, offset, and reduce their GHG emissions.





Natural Resources Management

Energy

We have reduced energy-related emissions at the office level through targeted actions and proactive policy changes. For example, our hybrid work arrangements in 2024 reduced both on-site energy consumption and employee commute-related emissions. We also limited non-essential business travel, extended the lifecycle of IT equipment, whenever possible, and sourced locally for events such as our annual Summit to reduce transportation-related emissions.

We also continue to procure renewable energy through the purchase of renewable energy certificates (RECs), which play a vital role in supporting the transition to low-carbon electricity sources. While we do not operate data centers, we engage with our cloud platform partners to understand their energy sourcing practices and prioritize those aligned with renewable energy use.

Waste

While our digital-first business model generates relatively small amounts of physical waste, we are committed to minimizing the impact of our operations through policies and practices. From promoting recycling and reuse in our offices to extending the life of hardware and reducing single-use materials, we focus on practical, scalable actions that reflect our values.

Additionally, we continue to actively reduce event-related waste generated through our Acumatica Summit. In collaboration with MeetGreen, we implemented a zero-waste strategy that includes eliminating unnecessary materials, reusing signage, and minimizing single-use items. These efforts are part of a broader strategy to mitigate historical waste generation and promote sustainable event practices.

Water

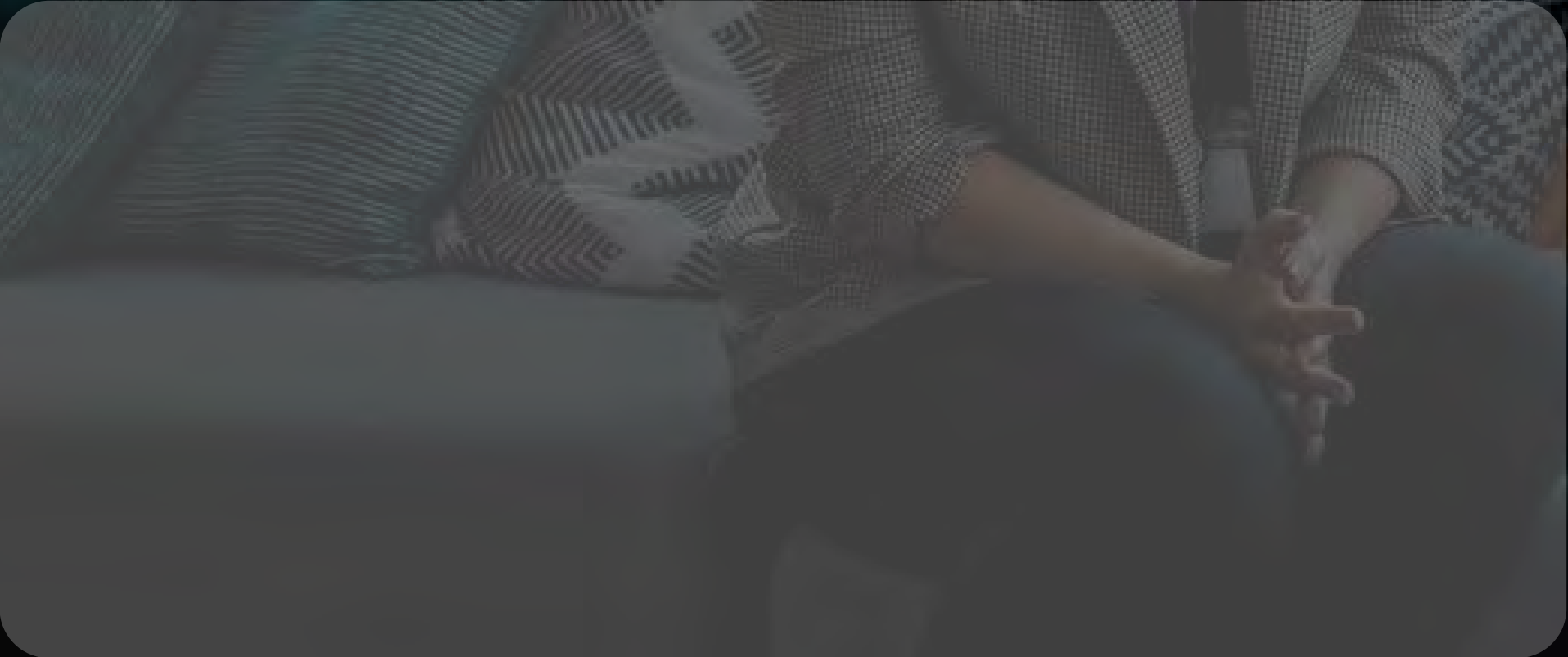
We aim to minimize our water footprint by implementing efficient practices across our office environments and engaging employees in conservation efforts. We view water stewardship as a key component of our environmental ethos, even in a digitally-driven business model.

Recognizing the resource intensity of digital infrastructure, Acumatica has selected cloud services that prioritize environmental performance. Specifically, we utilize water-efficient AWS data centers designed to minimize freshwater consumption. This decision reflects a commitment to reducing the indirect water-related impacts of our cloud-based services.

Advancing Environmentally Responsible Business Practices

Our Environmental Policy affirms our commitment to sustainability across several strategic areas: energy and emissions, waste reduction and recycling, and the environmental benefits inherent in cloud-based services and digitalization. We actively pursue operational efficiencies, partner with renewable energy providers, and empower customers to minimize their own carbon footprints by migrating to Acumatica Cloud ERP.

Social





Diversity, Equity, and Inclusion

To us, an inclusive environment means that we embrace diversity in all its forms. Our differences make us stronger. Together, we're building a workplace where every voice is heard and valued, irrespective of background or identity.

Our commitment to diversity begins at the top with our Board of Directors. We believe a strong governance structure is built not only on diverse perspectives, but with an inclusive leadership team. Through our Board DEI policy, we outline a values-driven approach to embedding diversity into our corporate culture and decision-making processes.

Beyond our governance structures, diversity and inclusion is woven into the fabric of our culture. We believe our diverse workforce strengthens our ability to serve a wide range of customers, build equitable products, and create long-term value for all stakeholders.

DEI Starts at the Top

Acumatica's Board DEI policy outlines a clear framework for fostering diversity at the highest level of governance. Structured around four key pillars, this policy guides how we define diversity, approach Board composition, cultivate inclusive leadership, and uphold transparency in our practices.

Embracing Diversity

We define diversity broadly, recognizing that meaningful inclusion stems from a wide range of characteristics, backgrounds, and life experiences that, ultimately, foster innovation and support a culture of mutual respect.

Being Thoughtful in Board Composition

Diversity is an integral factor in the selection process, ensuring our leadership reflects the range of voices needed to guide a global, customer-centric technology company.

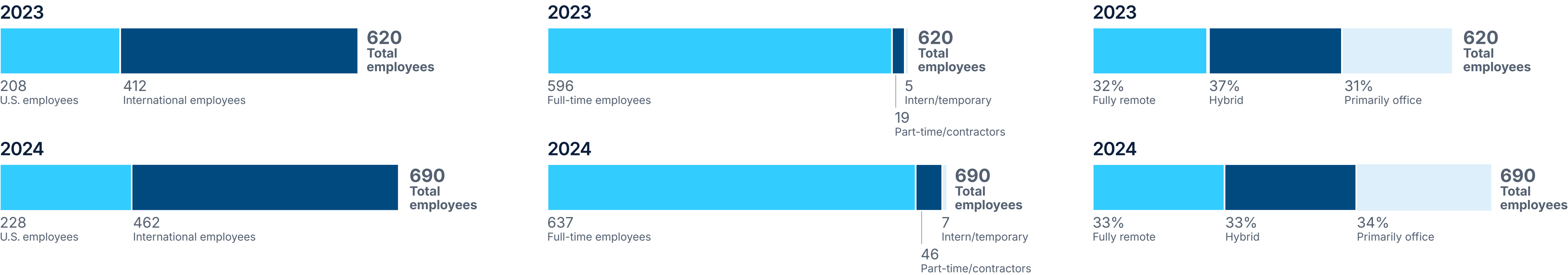
Fostering an Inclusive Environment

The Board actively promotes a culture of inclusion both within its own operations and across the broader organization through open dialogue, valuing differing viewpoints, and building a workplace where everyone feels empowered to contribute and lead.

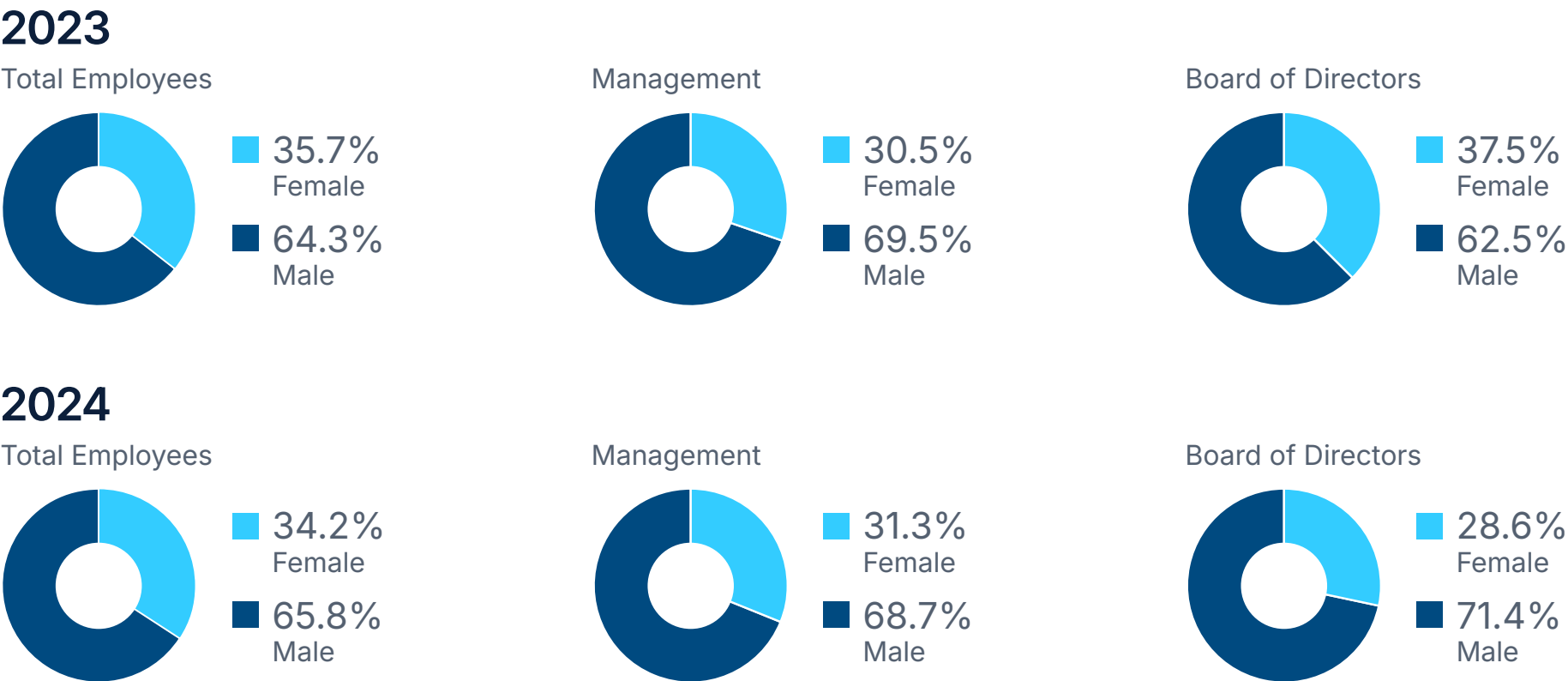
Exercising Transparency

Transparency is key to accountability. We are open about our diversity and inclusion priorities, goals, and outcomes, ensuring stakeholders understand how these principles shape our governance and corporate practices.

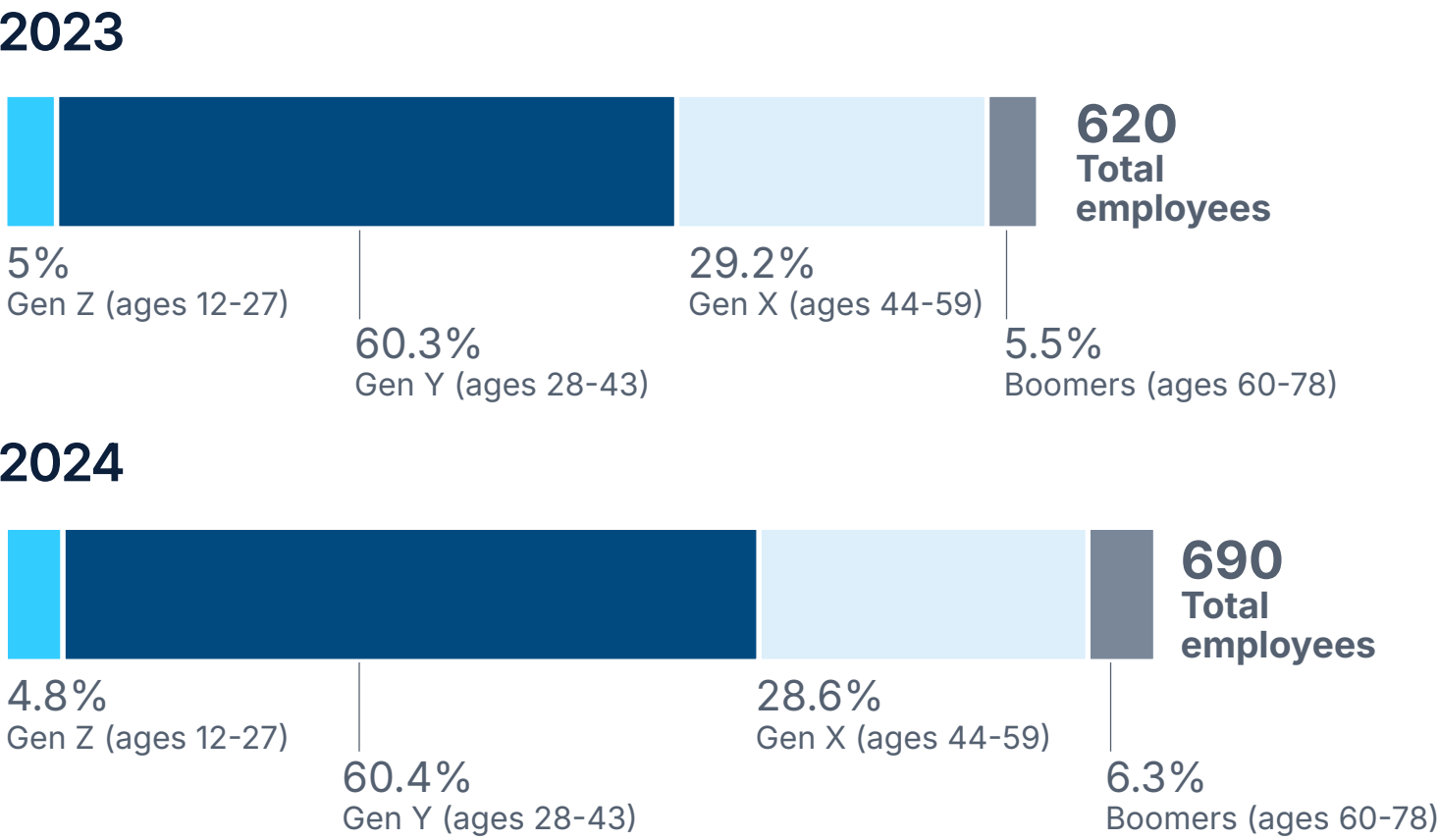
Workforce Data



Workforce Gender Diversity



Workforce Generational Cohorts



Women in Technology

We understand that fostering an inclusive workplace begins with recognizing that an equality gap exists, and then working diligently to make it a thing of the past. This belief is reflected not only in our policies, but in the programs and experiences we create to support women in technology.

WiT Events at Summit

We hosted two events for Women in Technology (WiT) at Summit, including our:

- ✓ Seventh annual WiT Luncheon
- ✓ Second annual Networking Reception

Both events are designed to bring women together to network, exchange ideas, and support one another's professional growth. With an engaging panel that included Acumatica leaders and industry experts—such as Acumatica VP of Product Support Aliya Rakimgulova, Solver VP of Global Marketing Liz Anderson, and AIM Solution's Managing Partner Audrey Idom—the Luncheon provided empowering discussions on leadership, mentorship, and navigating careers in technology.

LPGA Sponsorships and Scholarship

Our WiT Summit events represent just one facet of Acumatica's commitment to helping women build long-term, career-enhancing relationships. Beginning in 2023, we started sponsoring professional LPGA golfers Jessica Korda and Lilia Vu. In 2024, we built on these relationships by partnering with the LPGA Foundation to present the [Acumatica LPGA Scholarship](#). This scholarship supports female high school seniors who will be pursuing a full-time, STEM-focused education. Two, \$10,000 awards were given to two applicants, empowering these young women to become the next generation of leaders.



From Fairways to Firewalls, Women Lead the Way

Our [Women in Tech \(WiT\) Community](#) has long been a shining example of the thriving connections that we can build when we focus on creating a culture of equality and inclusivity.

In 2024, we reached beyond the Acumatica Community by investing in the future of women's leadership in tech through a new Acumatica LPGA Scholarship. This scholarship reflects Acumatica's commitment to supporting women in both golf and STEM fields, empowering the next generation of leaders.

As our Chief People Officer Martha Lucia Groulx notes, *"To make an impact, it takes fostering a culture of equality and inclusivity and putting the programs and processes in place to build and extend that culture."* The WiT Community is doing just that, growing 178% year-over-year and empowering women across our ecosystem to lead, learn, and thrive.

Women’s Leadership Day

We also sponsored Women’s Leadership Day at the CME Group Tour Championship in Naples, Florida, which concluded the 2024 LGPA Tour season. This was a full day of opportunities for women to network, connect, and learn from other women who share their passion for success. Attendees engaged in a meaningful dialogue about leadership development strategies.

To us, Women’s Leadership Day is more than a sponsorship; it’s a commitment where we invest company resources to send employees to the event and embed these experiences within our culture. This approach reinforces our values and energizes and empowers our workforce, fostering community and creating meaningful opportunities for growth and development.

Together, these events and initiatives serve as a powerful intersection of our dedication to women in technology, and our broader company values. By bringing together these elements: LPGA sponsorships, Women’s Leadership Day, and our Women in Technology initiatives at Summit, we create a unique, year-round ecosystem that champions gender diversity and empowerment.



Jeffree Star Killer Merch
Acumatica customer



Diversity, Equity, & Inclusion (continued)

Accessibility

Digital experiences should be enjoyed by everyone. That’s why our website is built to be accessible, flexible, and inclusive. Users can personalize their experience through adjustable content, color schemes, and orientation settings, or choose from a range of accessibility profiles tailored to specific needs, including:

- ✓ Seizure Safe Profile
- ✓ Vision Impaired Profile
- ✓ Cognitive Disability Profile
- ✓ ADHD Friendly Profile
- ✓ Blind Users (Screen-Reader) Profile
- ✓ Keyboard Navigation (Motor) Profile

Supplier Diversity

We recognize that a diverse and inclusive business environment extends beyond our internal operations, and is reflected in the partnerships we build and suppliers with whom we choose to work. By proactively engaging with suppliers from a wide range of backgrounds, including women-owned, minority-owned, veteran-owned, and other underrepresented businesses, we are not only meeting business objectives, we are building a more resilient, dynamic supply chain.



Employee Experience

Employee Engagement

We strive to cultivate a workplace culture that is positive, collaborative, and supportive. A culture where communication is clear, values are lived, and people work together with purpose. Our approach to engagement is grounded in open dialogue and meaningful recognition, helping every employee feel aligned with our mission. This culture of transparency and teamwork is a key driver of our continued growth and innovation.



Employee Survey

Employee feedback is a cornerstone of how we improve and evolve as an organization. The insights we gain from our annual employee surveys directly shape our ongoing efforts to build a culture that is—in their words—supportive, flexible, collaborative, inclusive, and diverse. Year after year, employees consistently highlight these attributes, underscoring our reputation as a welcoming environment where people feel empowered to bring their authentic selves to work each day.

Our culture is intentionally comfortable and approachable. We don't expect perfection; instead, we strive for progress. We encourage everyone to contribute ideas, take initiative, and focus on making a meaningful impact. This emphasis on continual improvement and genuine connection is central to who we are and how we enable success across our organization.

For the past four years, our employee engagement scores have consistently remained above 80—far exceeding the average for technology companies—with year-over-year changes of only one or two points. One notable variation last year appeared among managers at the senior director and VP level, where engagement

scores were slightly lower compared to other groups. This prompted us to further explore the distinct challenges faced by these leaders and focus on new ways to empower and support them.

We Act on What We Hear

Our 2024 employee survey surfaced valuable feedback regarding our office environments. In response to being asked for more conducive, connected workspaces, we upgraded the Serbia office, which resulted in significantly improved feedback in that location. The same process is underway for our Sri Lanka and Montreal offices, all because they asked for it!

Benefits and Perks

Acumatica is proud to offer a competitive and comprehensive [benefits](#) package designed to support the well-being of our global workforce. In addition to medical, dental, and vision coverage, employees have access to a Cigna Employee Assistance Plan (Cigna EAP), short- and long-term disability plans, life insurance, Health Care Flexible Spending Accounts, and 401(k) retirement benefits. We also prioritize flexibility with hybrid work arrangements and flexible paid time off, empowering each individual to maintain a healthy work-life balance no matter where they are in the world.

Beyond these core benefits, we invest in making the day-to-day experience at Acumatica positive and energizing. Employees can enjoy free snacks, beverages, and fresh fruit daily, as well as opportunities to travel and represent Acumatica at industry events. It's our people who make Acumatica a truly exceptional place. Not just as a place to work, but a place to grow, thrive, and feel a genuine sense of belonging.

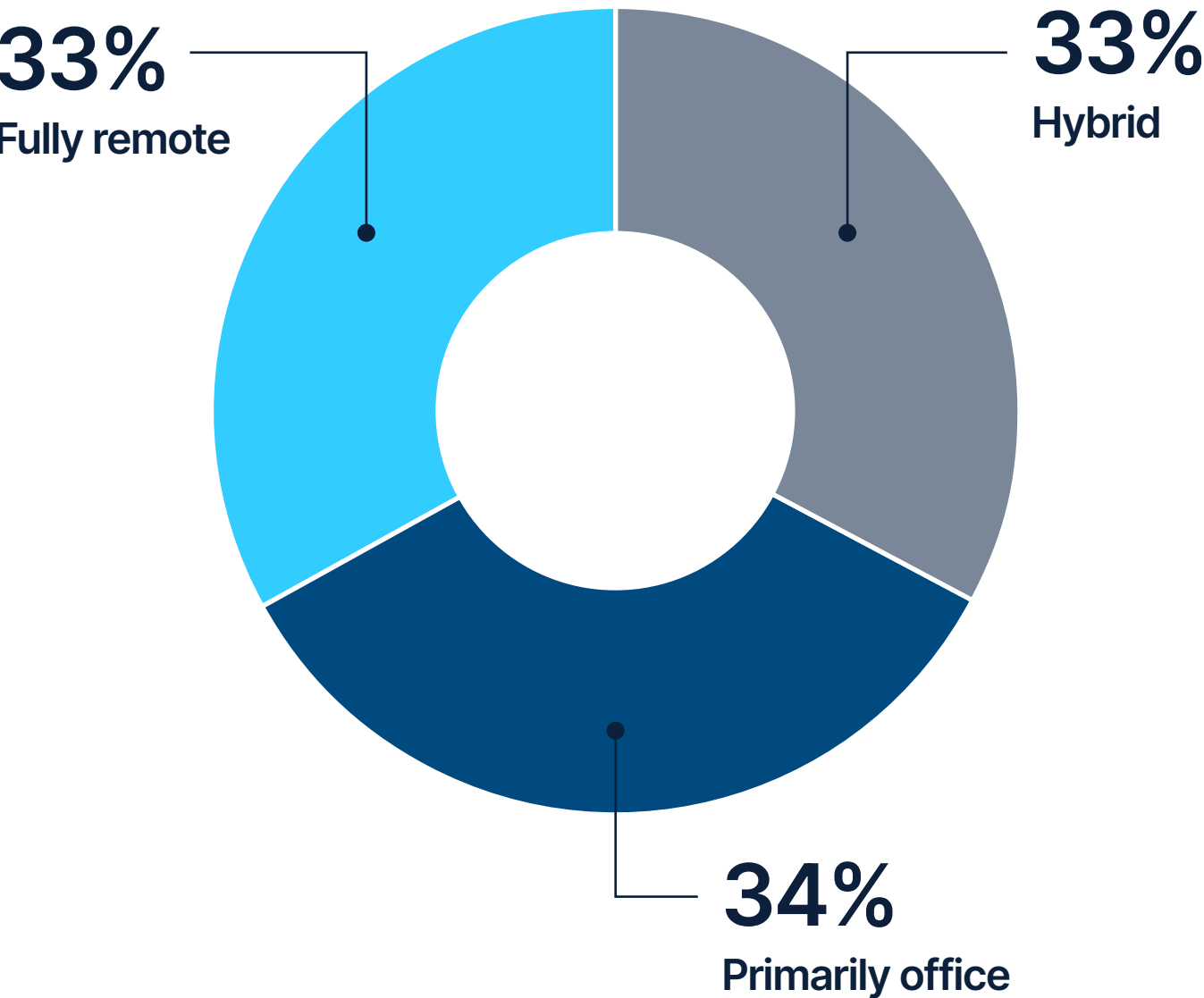
Supporting the Whole Employee

A thriving workforce starts with a healthy team, which is why we invest in programs that promote physical, mental, and emotional wellness. Through partnerships with leading platforms like Calm, Cigna EAP, Headspace Care, and Happify, we provide our employees with the tools they need to manage stress and maintain a strong work-life balance. Whether it's guided meditation, access to therapy, or mood-boosting activities, our wellness resources are designed to uplift and empower.



Workplace Flexibility

Long before remote work was a global trend, we built our processes, technology, and cloud-based products to enable seamless, effective collaboration from anywhere. Today, our approach is reflected in the way our people choose to work: 33% of employees are fully remote, 33% work in a hybrid model, and 34% are primarily office-based. This balance is intentional, supporting a culture where employees are trusted to select the work environment that best suits their needs.



Employee Engagement Without Borders

Staying connected with a hybrid workforce can be challenging, and we continue experimenting to find what works best. To push that learning forward, in 2024 we launched a remote-employee committee, with its own budget and creative mandate, designed by and for remote staff.

The committee piloted engagement ideas tailored to the realities of working at a distance. A standout was a team-based challenge series, everything from sharing outdoor activities to showing off dance moves, built to spark camaraderie and celebrate participation. Teammates earned points, swapped videos, and tracked milestones, with prizes for top-scoring teams. By investing in these employee-led programs, we learn from the experts—the remote workers—what truly works.



Employee Recognition

Each quarter, we honor excellence through two awards: one for individual contributors and one for people managers. These awards are peer nominated, with executives receiving nearly 100 nominations per quarter. From these, 12-15 individuals are selected who embody the values associated with each award, highlighting the impact of their work and their alignment with Acumatica’s culture and values.

In addition to the Quarterly Awards, we recognize 15 exemplary employees annually across the organization for the Employee Excellence Award, with each department selecting its “MVP” for the year. This honor not only comes with a \$300 gift certificate, but also includes an invitation to attend the Presidents Club event, a celebratory weekend that brings together award winners and leadership. Held in Scottsdale, Arizona in 2024, winners were invited to bring a plus-one, and were treated to a fully-hosted, three-day celebration. This annual experience is designed to create opportunities for informal interactions, as company leaders and award winners participate in side-by-side activities, share meals, and enjoy time together throughout the event.





Presidents Club: Celebrating Excellence and Building Community

The Acumatica Presidents Club is a distinctive event that brings together our top-performing employees and our top-selling partners in a dynamic celebration of achievement and community. This annual gathering, held in Scottsdale, Arizona in 2024, is designed as two complementary experiences that intersect to foster connection and shared success.

Each year, our highest-achieving partners are flown in for a curated series of events, including an exclusive welcome reception and immersive daytime activities. Simultaneously, our Employee Excellence award winners are flown in to attend the same events, creating a unique environment where top partners, recognized employees, and Acumatica executives converge.

This intentional mingling builds a vibrant community, allowing these key stakeholders to celebrate achievements together, while also nurturing personal and professional relationships. By balancing individual recognition with collective engagement, the Presidents Club exemplifies Acumatica's commitment to fostering a positive, inclusive culture that empowers and recognizes excellence.



Talent Management

Attracting and developing talent is essential to building a resilient, values-driven organization. That's why we prioritize both ongoing inclusive hiring practices and numerous opportunities for professional growth. Our approach works toward ensuring that every employee is equipped with the knowledge and support they need to contribute to our success and culture.

Hiring Strategy

We attract top talent through online job portals, employee referrals, campus recruiting, and industry events. We pair these channels with competitive compensation and a diverse, inclusive culture to cultivate a high-performing, values-driven workforce.

Career Advancement

In 2024, we laid the groundwork for a comprehensive career taxonomy aimed at clarifying progression opportunities across roles. Designed to provide personalized, transparent career paths, this initiative is helping employees understand exactly what it takes to advance to the next level.

This playbook for career pathways is also enabling leaders to think deliberately about the specific capabilities required at each level, aligning business needs with individual qualifications. By building this muscle within our managers and leadership organization, we foster a more strategic and consistent approach to talent management. An approach that seeks to align each hire with immediate goals and long-term growth.

Learning and Development

We launched AcuNet in 2024, which is our company intranet and central resource hub. AcuNet serves as a dynamic platform where employees can easily find departmental overviews, explore organizational functions, and access valuable resources, any time. Whether an individual wants to learn about marketing's current initiatives or understand product management's priorities, AcuNet provides a transparent window into the business, fostering better cross-team understanding and collaboration. The platform's ongoing development reflects our dedication to creating communication channels that support our growing organization.

Employee Training

In 2024, we delivered over 2,770 hours of training, covering essential topics such as Harassment and Discrimination, Anti-Bribery and Anti-Corruption, DiSC assessments, Manager Capability, and Affirmative Action. These trainings are vital to building a workplace culture aligned with our values.





Health and Safety

The health, safety, and well-being of our employees is a top priority and a shared responsibility at Acumatica. We provide a secure, supportive work environment where every employee feels protected and empowered to do their best work.

We uphold a zero-tolerance policy for workplace violence and maintain clear procedures for accident reporting and incident response. Any safety threat or concern is taken seriously and investigated promptly. Rigorous safety protocols, regular communication, and employee training reinforce our commitment to maintaining safe working conditions, whether in the office or working remotely.



Eagle Fence
Acumatica customer



Community Engagement

We believe that building a sustainable and inclusive future starts with meaningful community connections. That's why we actively foster partnerships with suppliers, distributors, educational institutions, and nonprofit organizations to support local and global development initiatives. From environmental stewardship and accessibility to youth empowerment and crisis relief, community engagement is a vital part of our ESG efforts.



Dukathole Group
Acumatica customer

We realize that our impact on the climate and our community is made more powerful when we partner with others. Through [AcumatiCares](#), we are advancing local and global causes by partnering with community-based organizations. We target our corporate giving through contributions to organizations that are aligned with our values and address pressing community and global needs.

These include organizations such as:

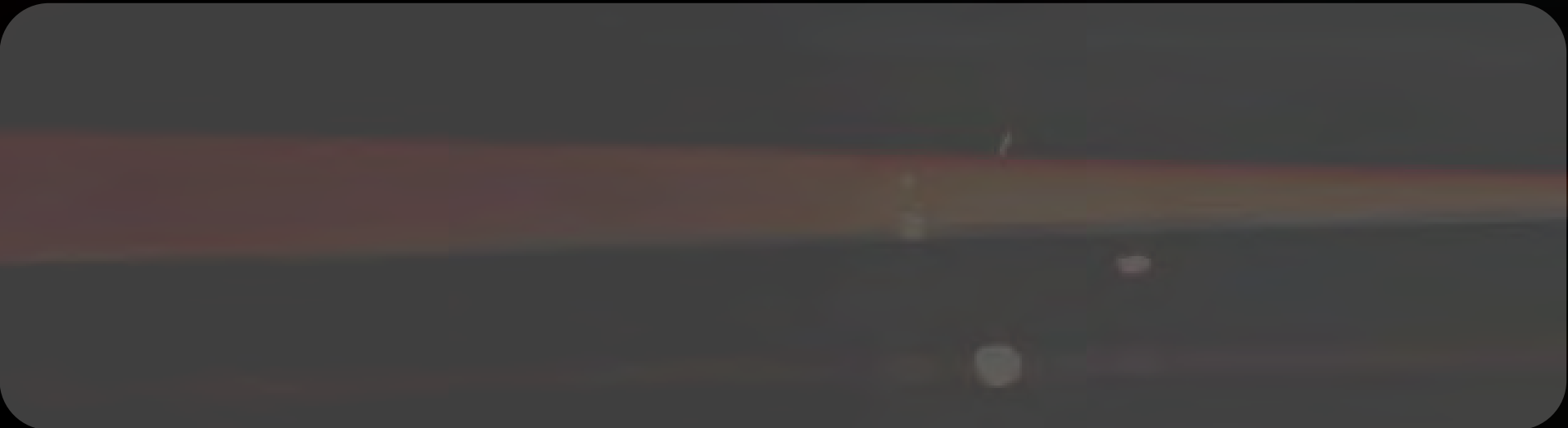
- ✓ **Wellspring Family Services**, dedicated to ending family homelessness.
- ✓ **World Central Kitchen**, focused on providing meals to those suffering through humanitarian and climate crises.
- ✓ **The Trevor Project**, providing crisis intervention and suicide prevention support for youths in need.
- ✓ **Posada's Safe Haven**, an animal shelter and rescue organization.
- ✓ **The Boys and Girls Clubs**, working to develop important skills for the next generation of leaders.

Building a Better Future, Together

To support and leverage broader social efforts, we have aligned our AcumatiCares initiatives with the [UN SDGs](#), identifying four specific goals that directly affect our industry in the areas where we feel we can make the greatest impact. These include gender equality (SDG 5), responsible consumption and production (SDG 9), industry innovation and infrastructure (SDG 12), and climate action (SDG 13).



Governance





Corporate Governance

Acumatica's Board of Directors plays a central role in ensuring strong governance and ethical business practices. The Board exercises strategic oversight to uphold transparency, accountability, and alignment with corporate values and policies. The Board is supported by a fully independent Nominating Committee and an ESG Advisory Committee.

The following best practices form the foundation of our commitment to strong 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

Our Board & Advisors

Robert Maclean (EQT)
Partner, EQT Partners

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

Tyler Parker (EQT)
Partner, EQT Partners

John Case
CEO, Acumatica

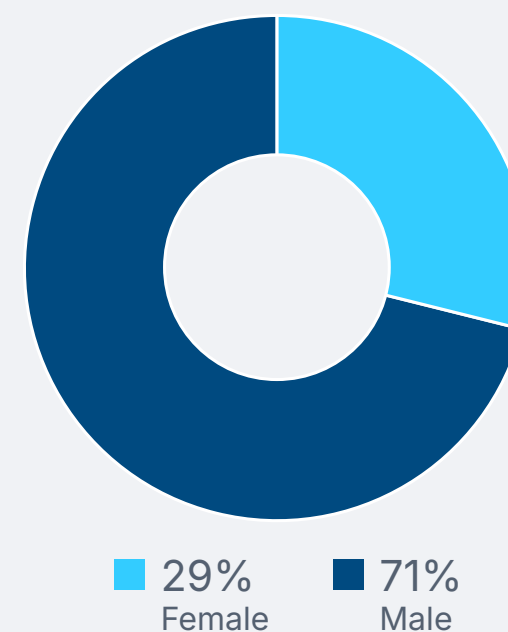
Kathy Crusco, (Independent)
Board Advisor,
Non-Executive Director

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

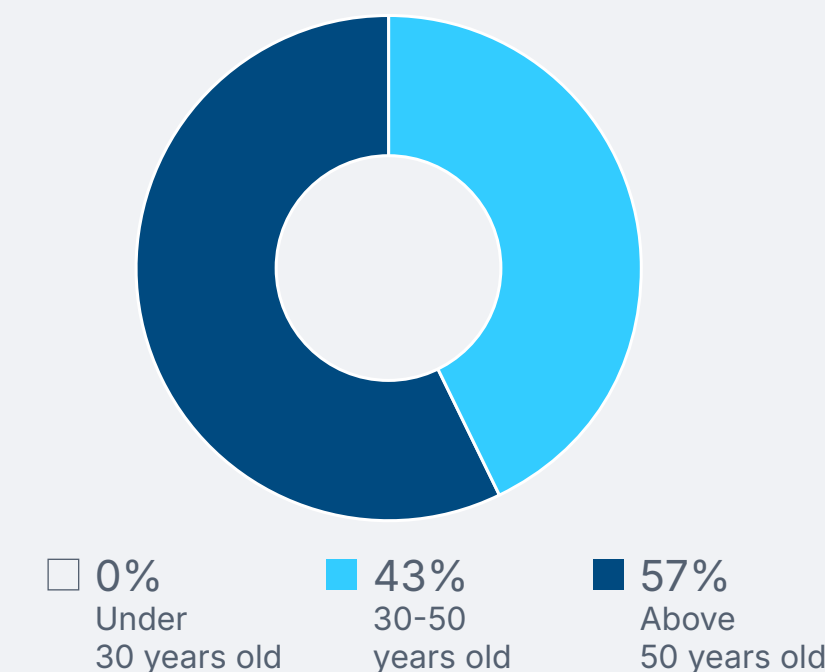
Zach Nelson (Independent)
Board Advisor,
Non-Executive Director

Our Board Composition

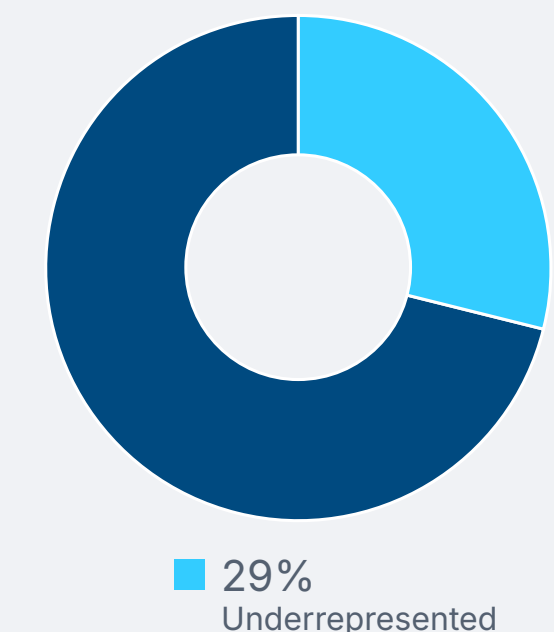
Gender Diversity



Age Diversity



Racial/Ethnic Diversity



ESG Advisory Committee

Strong governance practices are the foundation of our ESG strategy. We are committed to integrating ESG principles into our core business operations and decision-making processes. To formalize this commitment, we established a specialized Board committee in 2023 comprised of members with relevant expertise in ESG.

Our CEO is responsible for executing Acumatica’s ESG strategy, providing the strategic direction to ensure ESG remains embedded at the highest level of the organization. We report our progress on ESG initiatives to the ESG Advisory Committee on a bi-annual basis, which enables the Board to maintain ongoing visibility on our performance.

ESG Advisory Committee Responsibilities

The ESG Advisory Committee is tasked with the following responsibilities:

Oversight and Strategic Alignment

The Committee provides oversight and guidance on ESG-related matters, ensuring that our approach to ESG integration is aligned with Acumatica’s mission, values, and business objectives.

Strategy Development and Execution

The Committee guides the design and implementation of our ESG strategy, including the setting of measurable goals and key performance indicators.

Risk and Opportunity Assessment

The Committee evaluates ESG-related risks and opportunities to ensure they are integrated into our broader enterprise risk management framework.

Disclosure and Transparency

The Committee reviews and approves ESG disclosures and reporting, helping to ensure accuracy, transparency, and compliance with relevant regulatory frameworks and global standards.

Stakeholder Engagement

The Committee plays a critical role in fostering dialogue with key stakeholder groups to incorporate diverse perspectives and address emerging ESG concerns.



Business Ethics and Practices

More than a compliance requirement, ethics inform every decision we make and every relationship we build. Rooted in a strong governance structure and supported by a robust Code of Conduct, we believe ethical practices are essential to long-term success and responsible corporate citizenship.

Acumatica's Policies

- Code of Conduct
- Anti-Corruption Policy
- Anti-Bribery Policy
- Environmental Policy
- Purchasing and Procurement Policy
- Board and Employee DEI Policy
- Privacy Policy
- Intellectual Property Policy

Reporting on Ethical Concerns

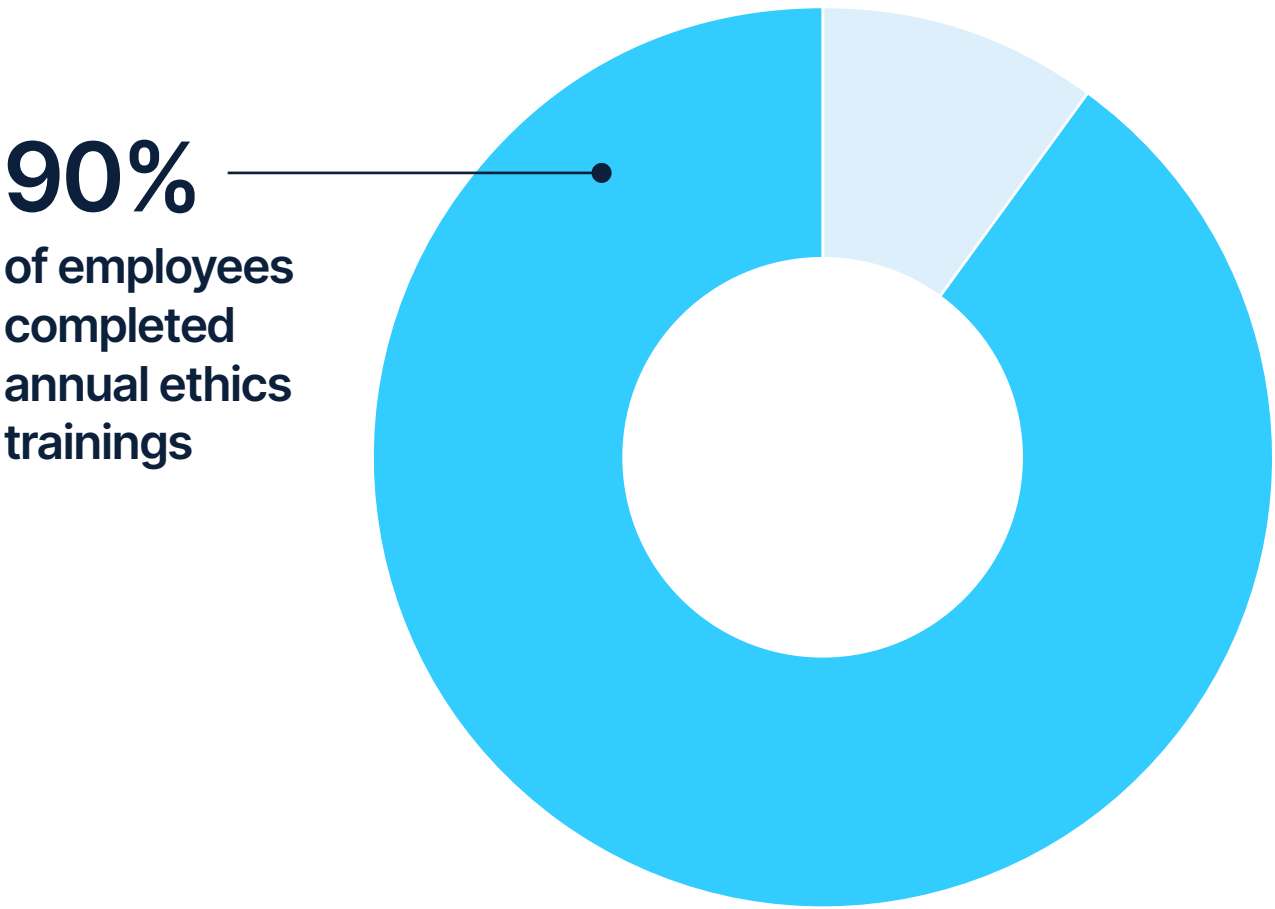
We foster a company culture that encourages openness and accountability. Employees are empowered to speak up about ethical concerns and are provided with confidential channels to report issues or suspected violations of policies. For example, we provide employees:

- ✓ Direct reporting to Human Resources and the Chief People Officer
- ✓ Access to a confidential Ethics Hotline for anonymous concerns
- ✓ Whistleblower protection to safeguard individuals who report in good faith

Our anti-corruption and anti-bribery policies further strengthen our governance framework. We take a zero-tolerance stance on corruption, underscored by strong due diligence processes, ethical partnership standards, and regular compliance reviews. To reinforce these practices, we conduct periodic audits to identify gaps.

Annual Trainings on Ethical Conduct

To ensure our workforce remains informed and aligned with our values, we conduct annual trainings on ethics, compliance, and responsible conduct. Training participation is mandatory and monitored for completion across all levels of the organization. We also embed ethical training into our onboarding processes and offer role-specific guidance, as needed, throughout the year.





Data Privacy and Cybersecurity

As a cloud ERP provider, we prioritize the protection of customer and company data. We build security into everything we do, from safeguarding personal information to defending against cyber threats and protecting our own intellectual property. Our privacy practices include encrypting data in transit and at rest, controlling access based on role, and following international standards.

We use a multi-layered cybersecurity approach with advanced technology, round-the-clock monitoring, and regular testing to identify and stop threats. Our plans for incident response, business continuity, and disaster recovery help keep operations running smoothly. By combining prevention, strong governance, and readiness for the unexpected, Acumatica gives customers and partners confidence that their information is secure.

Regulatory and Risk Management

At Acumatica, we uphold a unified global approach to data privacy and cybersecurity that reflects the highest international standards. Our framework is guided by principles established under the EU's General Data Protection Regulation (GDPR) and extends beyond it to incorporate emerging privacy frameworks such as the EU Data Act, the California Consumer Privacy Act (CCPA), and various state-level laws. By merging these requirements into a single global standard of excellence, we ensure consistent and rigorous protection for customers and partners worldwide.

As regulatory expectations and industry practices continue to evolve, we routinely evaluate new and emerging standards to determine their relevance to our unified framework. For example, in 2024, we conducted a thorough review of the Payment Card Industry Data Security Standard (PCI DSS) to assess its applicability to Acumatica. Our evaluation confirmed that, because we use a third-party processor and do not directly manage credit card data, PCI DSS does not apply to our operations. This proactive approach demonstrates our ongoing commitment to aligning our cybersecurity practices with—and often exceeding—global regulatory and industry benchmarks.

SOC 2 Certification: Annual Governance Milestone

Achieving SOC 2 certification each year is one of Acumatica's most significant governance accomplishments. While it is a voluntary standard for us, the benefits are substantial, from strengthening internal controls to building trust with customers and partners.

The months-long process involves evidence gathering, thorough testing, and cross-team collaboration to validate that our systems meet the highest benchmarks. The result is independent, third-party assurance that Acumatica's safeguards are operating effectively.

Vendor and Software Risk Management

We introduced enhanced vendor and publisher risk assessment controls in 2024 to evaluate how third-party products interact with our data. Although these safeguards already existed, we have significantly increased our focus on assessing risks. Our comprehensive vetting system now governs the onboarding of new vendors and software. If a vendor cannot meet our requirements, we will decline to move forward. This deliberate approach ensures we only work with partners who share our commitment to rigorous data protection and governance.

Spohn Associates
Acumatica customer



Cybersecurity Training

Employee Training and Testing

Acumatica equips employees with the knowledge and skills needed to uphold strong cybersecurity practices through a layered training program. All staff complete annual cybersecurity training, which is complemented by a quarterly newsletter that reinforces best practices and keeps security awareness active year-round. Specialized training is provided for employees with access to sensitive systems, such as those interacting with AI technologies. These trainings ensure employees understand how to interact with data responsibly in all environments.

As systems evolve, additional “point training” is provided alongside internal product releases and updates to keep employees aligned with security protocols. To ensure readiness, Acumatica conducts rigorous testing of its defenses, including annual

Red Team, Blue Team, and Purple Team exercises, as well as third-party penetration testing across internal services, networks, email systems, and access controls. Phishing simulations test employee responses to social engineering attempts, supported by an advanced AI-driven email protection platform.

External User Product Training

Acumatica also extends its commitment to security education to external users, ensuring customers and partners can confidently and securely implement its solutions. Because Acumatica’s cloud ERP solutions often manage sensitive business and financial data, this training emphasizes both product functionality, as well as best practices for secure configuration, user access management, and data handling. This proactive investment in customer and partner education ensures that secure usage of Acumatica products becomes a shared responsibility.

Quarterly Newsletter: Your Guide to Staying Secure

Acumatica’s quarterly cybersecurity newsletter is designed to keep security top of mind and empower every employee to be an active defender of the company’s digital environment. These newsletters offer timely insights on a range of topics, including new security solutions, spotting suspicious mails, and clarifying security myths, thereby fostering a culture of vigilance and shared responsibility.

Data Classification and Loss Prevention

In 2024, data classification and loss prevention remained a top priority for Acumatica. Today’s marketplace is flooded with AI-enabled tools that offer gains in efficiency, productivity, and business outcomes. While these capabilities can be transformative, they also introduce new risks, especially if adopted too quickly without fully understanding their security, privacy, or compliance implications.

We take a proactive approach by implementing robust systems to classify and monitor data movement.

Building on a strong foundation of traditional data loss prevention, we have invested in advanced classification capabilities to assess the risk of data moving from one point to another and to implement controls that prevent

sensitive data from leaving approved boundaries. These measures extend to monitoring AI usage, and now include detection and processing of patterns related to AI tool usage, with built-in triggers for review, blocking, and user self-identification. This layered approach allows employees to declare legitimate use while still holding them accountable through security team oversight.

In parallel, Acumatica continues to strengthen protections for data at rest and maintain enterprise-wide security controls. Through the integration of technology, process, and accountability, we ensure innovation is pursued responsibly, balancing the need to enable the business with the responsibility to protect it.



Smartnumbers
Acumatica customer since 20##

Index

GRI and UNGC Index

Acumatica has reported the information cited in this GRI content index for the period January 1, 2024 to December 31, 2024, with reference to the GRI Standards.

GRI 2: General Disclosures 2021

GRI Disclosure		UNGC Principle	Location and/or Answer
2-1	Organizational details		Company Overview, p. 5
2-2	Entities included in the organization’s sustainability reporting		Company Overview, p. 5
2-3	Reporting period, frequency and contact point		About this Report, p. 2
2-4	Restatements of information		None.
2-6	Activities, value chain and other business relationships		Company Overview, p. 5
2-7	Employees		Diversity, Equity, and Inclusion, Workforce Data, p. 29
2-8	Workers who are not employees		Diversity, Equity, and Inclusion, Workforce Data, p. 29
2-9	Governance structure and composition		Corporate Governance, p. 42
2-12	Role of the highest governance body in overseeing the management of impacts		Corporate Governance, p. 42
2-13	Delegation of responsibility for managing impacts		Corporate Governance, ESG Advisory Committee, p. 43
2-14	Role of the highest governance body in sustainability reporting		Corporate Governance, p. 42
2-22	Statement on sustainable development strategy		CEO Message, p. 3

GRI 2: General Disclosures 2021 (continued)

GRI Disclosure		UNGC Principle	Location and/or Answer
2-23	Policy commitments	Principles 1 - 2	Business Ethics and Practices, p. 44
2-24	Embedding policy commitments	Principles 7 - 9	Business Ethics and Practices, p. 44
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2-27	Compliance with laws and regulations		Business Ethics and Practices, p. 44 Data Privacy and Cybersecurity, p. 45
2-29	Approach to stakeholder engagement		Customer Experience, p. 16 Employee Experience, Employee Engagement, p. 33 Community Engagement, p. 40

GRI 3: Material Topics 2021

GRI Disclosure		UNGC Principle	Location and/or Answer
3-1	Process to determine material topics		Materiality Assessment, p. 11
3-2	List of material topics		Materiality Assessment, p. 11

GRI 102: Climate Change 2025

GRI Disclosure		UNGC Principle	Location and/or Answer
102-5	Scope 1 GHG emissions	Principles 7 - 9	Acumatica Summit 2024, Summit Carbon Emissions, p. 20 Greenhouse Gas Emissions, pp. 23-24
102-6	Scope 2 GHG emissions	Principles 7 - 9	Acumatica Summit 2024, Summit Carbon Emissions, p. 20 Greenhouse Gas Emissions, pp. 23-24
102-7	Scope 3 GHG emissions	Principles 7 - 9	Acumatica Summit 2024, Summit Carbon Emissions, p. 20 Greenhouse Gas Emissions, pp. 23-24
102-8	GHG emissions intensity	Principles 7 - 9	Greenhouse Gas Emissions, p. 24
102-10	Carbon credits	Principles 7 - 9	Greenhouse Gas Emissions, Carbon Offsets and RECs, p. 25

GRI 103: Energy 2025

GRI Disclosure		UNGC Principle	Location and/or Answer
103-5	Reduction in energy consumption	Principles 7 - 9	Acumatica Summit 2024, Sustainable Practices at Summit, p. 21 Natural Resources Management, Energy, p. 26

GRI 205: Anti-corruption 2016

GRI Disclosure		UNGC Principle	Location and/or Answer
205-2	Communication and training about anti-corruption policies and procedures	Principle 10	Business Ethics and Practices, Reporting on Ethical Concerns, p. 44 Acumatica monitors its anti-corruption compliance program through mechanisms that promote accountability and transparency. We provide employees with access to EthicsPoint, a confidential third-party reporting platform that allows for the submission of concerns or complaints, including those related to unethical or corrupt practices. Reports are reviewed and addressed by the appropriate internal teams, and findings are used to inform continuous improvement of our compliance efforts. This process helps ensure that potential issues are identified, investigated, and remediated in a timely and structured manner. All Acumatica employees are required to complete anti-corruption and integrity training on a bi-annual basis. In addition, new hires are required to complete this training as part of their onboarding process to ensure awareness of our ethical standards and compliance expectations from the outset. This training covers topics such as bribery, conflicts of interest, and responsible business conduct, and is part of our broader commitment to maintaining a culture of integrity across the organization.

GRI 401: Employment 2016

GRI Disclosure		UNGC Principle	Location and/or Answer
401-2	Benefits provided to full-time employees that are not provided to temporary or part-time employees	Principles 3 - 6	Employee Experience, Employee Engagement, p. 34

GRI 403: Occupational Health and Safety 2018

GRI Disclosure		UNGC Principle	Location and/or Answer
403-1	Occupational health and safety management system	Principles 3 - 6	Health and Safety, p. 39
403-3	Occupational health services	Principles 3 - 6	Employee Experience, Employee Engagement, p. 34 Health and Safety, p. 39
403-4	Worker participation, consultation, and communication on occupational health and safety	Principles 3 - 6	Health and Safety, p. 39
403-5	Worker training on occupational health and safety	Principles 3 - 6	Health and Safety, p. 39
403-6	Promotion of worker health	Principles 3 - 6	Employee Experience, Employee Engagement, p. 34

GRI 404: Training and Education 2016

GRI Disclosure		UNGC Principle	Location and/or Answer
404-1	Average hours of training per year per employee	Principles 1 - 6	Talent Management, Employee Training, p. 38
404-2	Programs for upgrading employee skills and transition assistance programs	Principles 3 - 6	Diversity, Equity, and Inclusion, Women in Technology, p. 30 Talent Management, Learning and Development, p. 38 Business Ethics and Practices, Reporting on Ethical Concerns, p. 44 Data Privacy and Cybersecurity, Cybersecurity Training, p. 46

GRI 405: Diversity and Equal Opportunity 2016

GRI Disclosure		UNGC Principle	Location and/or Answer
405-1	Diversity of governance bodies and employees	Principles 3 - 6	Diversity, Equity, and Inclusion, p. 28 Diversity, Equity, and Inclusion, Workforce Data, p. 29
405-2	Ratio of basic salary and remuneration of women to men	Principle 6	Average gender pay gap is 14%.

GRI 406: Non-discrimination 2016

GRI Disclosure		UNGC Principle	Location and/or Answer
406-1	Incidents of discrimination and corrective actions taken	Principles 3 - 6	Diversity, Equity, and Inclusion, Women in Technology, p. 30 Talent Management, Employee Training, p. 38 Business Ethics and Practices, p. 44 Acumatica enforces a Policy Against Unlawful Harassment, Discrimination, and Retaliation, housed in the Multi-State Employee Handbook and approved at the most senior level of the company. This policy is applied to all company operations and supported by employee training programs covering non-discrimination, gender equality, health and safety, and inclusion. Internal training and capacity-building reinforce Acumatica’s focus on an inclusive, respectful workplace, particularly advancing Women in Technology.

GRI 408: Child Labor 2016

GRI Disclosure		UNGC Principle	Location and/or Answer
408-1	Operations and suppliers at significant risk for incidents of child labor	Principles 3 - 6	Talent Management, Employee Training, p. 38 Business Ethics and Practices, p. 44 Acumatica’s policy commitments prohibiting child labor apply to both its own operations and the value chain, and are approved at the highest company level. Internal training and capacity building are provided to the direct workforce to increase awareness and prevention. These commitments are actively implemented and reinforced through ongoing training and risk assessment.

GRI 409: Forced or Compulsory Labor 2016

GRI Disclosure		UNGC Principle	Location and/or Answer
409-1	Operations and suppliers at significant risk for incidents of forced or compulsory labor	Principles 3 - 6	Talent Management, Employee Training, p. 38 Business Ethics and Practices, p. 44 Acumatica applies forced labor policy commitments across its global operations and supply chain, with senior executive approval. The company provides workforce training focused on preventing forced labor, while reviewing policies and risks ad hoc to ensure continuous effectiveness.

GRI 413: Local Communities 2016

GRI Disclosure		UNGC Principle	Location and/or Answer
413-1	Operations with local community engagement, impact assessments, and development programs		Community Engagement, p. 40

GRI 418: Customer Privacy 2016

GRI Disclosure		UNGC Principle	Location and/or Answer
418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data		Data Privacy and Cybersecurity, p. 45

