

2026 ESG Report

Environmental | Social | Governance



Contents

CEO Message	3	Environment	22
		Greenhouse Gas Emissions	23
About Acumatica	4	Natural Resources Management	26
Company Overview	5		
Our Organizational Compass	6	Social	27
Awards and Recognition	10	Diversity, Equity, and Inclusion	28
Materiality Assessment	11	Employee Experience	33
UN Sustainable Development Goals	12	Talent Management	35
		Health and Safety	37
Product	13	Community Engagement	38
About Our Product	14		
Product Innovation and AI	15	Governance	39
Customer Experience	16	Corporate Governance	40
Acumatica Summit 2025	19	Business Ethics and Practices	42
		Data Privacy and Cybersecurity	43
		Index	45

About this Report

The contents of Acumatica’s third annual ESG report, published August 2026, are intended to inform the company’s stakeholders, Community members, and interested parties of our ongoing sustainability strategies, initiatives, and progress toward goals.

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, 2025. If you have any questions or would like to provide your comments, please contact us at acumatica@communiquepr.com.



CEO Message



Dear Acumatica Community,

Fortified by a strong and vibrant Community and driven by a passion for technological innovation, 2025 was a year of growth and impact for Acumatica. Our Community expanded with more than a thousand new organizations supported by an engaged network of partners, experts, and creators.

But 2025 was not business as usual. Artificial Intelligence (AI) breakthroughs accelerated the pace of change, moving new technologies from theoretical to essential and reshaping what it means to run a modern business. For the small and mid-sized companies we serve, this shift raised the stakes, and the opportunities, higher than ever.

The year also marked a defining milestone in our history. In July, we were acquired by Vista Equity Partners, a leading global investment firm focused

on enterprise software and technology-enabled businesses. This partnership is a powerful endorsement of the real-world value we deliver to the market and to our customers every day.

Backed by Vista's proven track record of growing software companies, we are advancing our [AI-first product strategy](#) and bolstering our industry-leading ecosystem of partners and developers. Together, we believe we are positioned to accelerate product development, deepen partner engagement, and extend our impact further than ever before, as we find better ways to work and redefine business management software for everyone.

Our ESG commitments—core to this next chapter of growth—remain an ongoing process of learning, adapting, and striving for greater impact. The

achievements detailed in this report are milestones on our path toward a more sustainable and equitable world.

For the Acumatica Community, this matters. By partnering with a company that prioritizes sustainability, our Community also supports a cleaner supply chain and a more ethical business ecosystem. When we reduce our emissions, we help our customers reduce theirs. When we invest in diversity, we bring a wider range of perspectives to the tools they rely on every day.

Our ESG journey is far from finished. This report reflects both what we have accomplished and where we still have work to do.

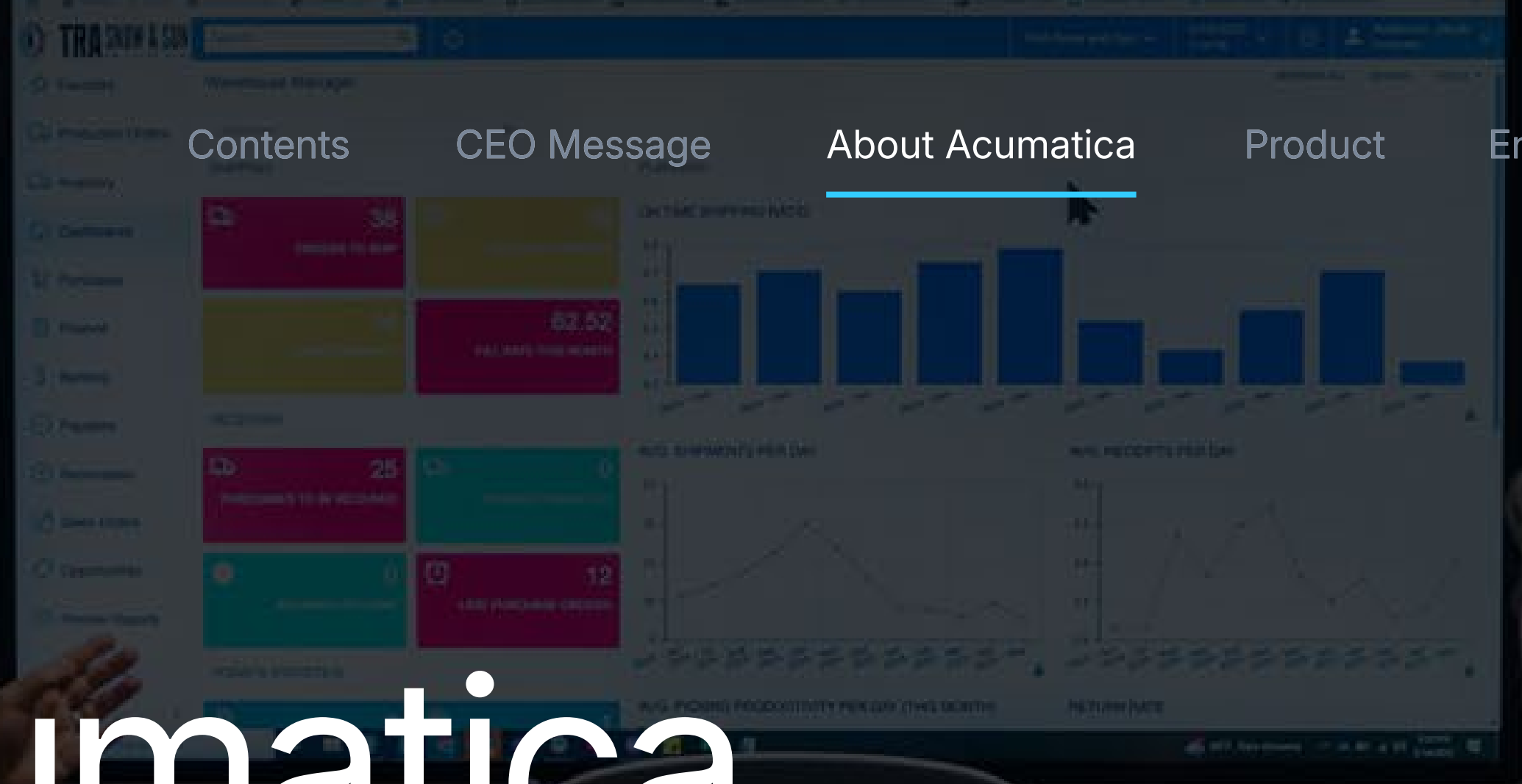
We proudly reaffirm our commitment to the Ten Principles of the United Nations Global Compact. This report serves as

our Communication on Progress, showing how those principles shape our strategy, culture, and operations.

Thank you for your continued trust and partnership. We are excited about the road ahead, realizing the promise of technology, and building the future of business together.

Warm regards,

John Case
CEO, Acumatica



About Acumatica

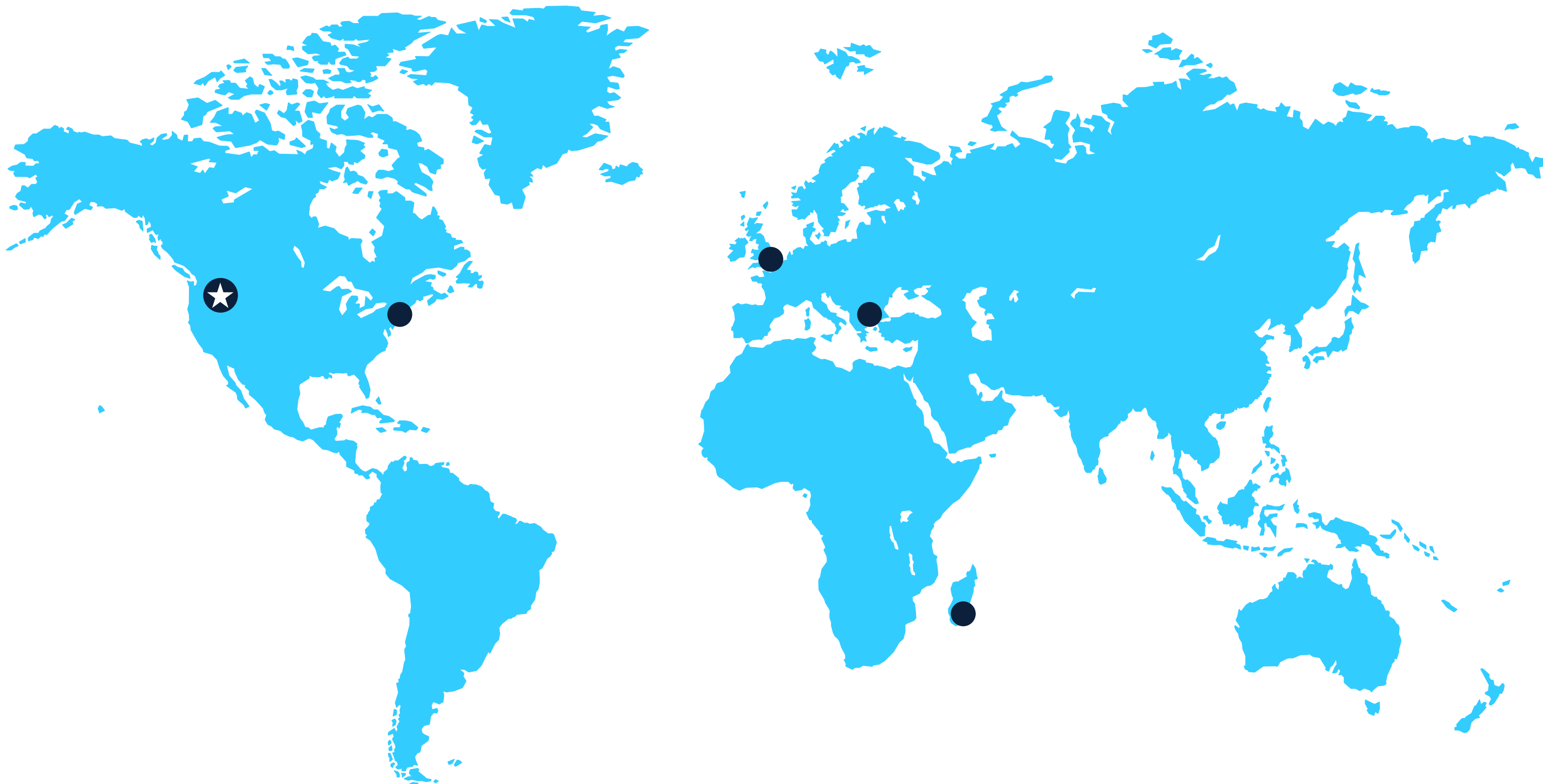
Acumatica Cloud ERP is a comprehensive business management solution built to help small and mid-sized businesses thrive in today’s digital economy. Born in the cloud and designed for more connected, collaborative ways of working, Acumatica combines industry-specific functionality, a flexible platform, and customer-friendly business practices to help growing companies adapt to change, operate more effectively, and grow on their terms.

Company Overview	5
Our Organizational Compass	6
Awards and Recognition	10
Materiality Assessment	11
UN Sustainable Development Goals	12



Company Overview

Founded in 2008 and headquartered in Bellevue, Washington, Acumatica is a cloud ERP provider serving more than 10,000 customers worldwide, with operations across the U.S., Canada, Sri Lanka, Serbia, and the United Kingdom.



By the Numbers

Founded in
2008

Employees
790

Headquartered in
Bellevue, WA

Offices
7

Customers
10,000+

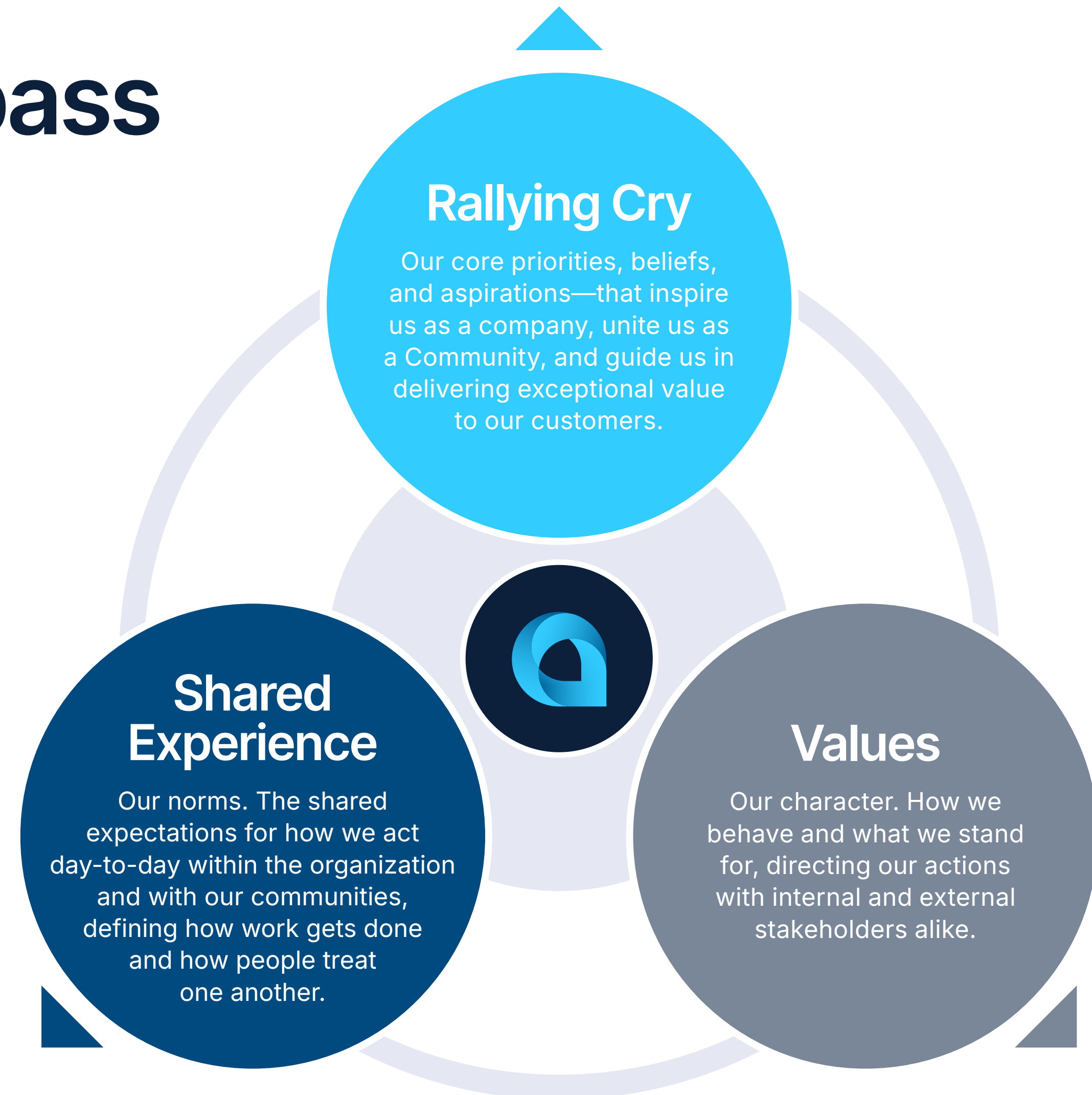
Owned by
Vista EQT Partners



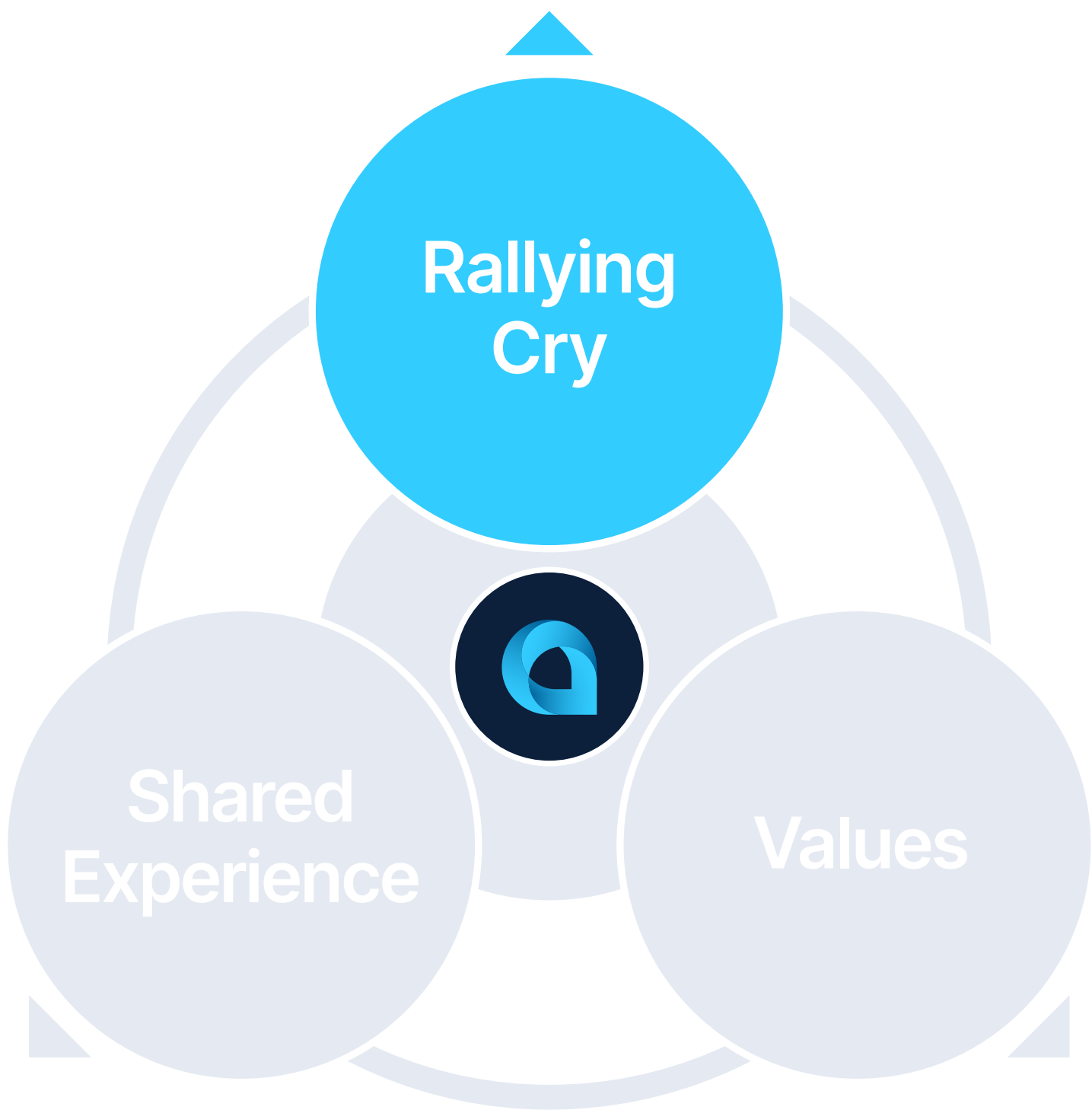
Our Organizational Compass

Acumatica's Organizational Compass brings together three elements that work in tandem to guide who we are and how we operate, including our:

- **Rallying Cry**, that captures who we are and why we are unique.
- **Values**, that represent what we stand for.
- **Shared Experience**, that reflects our culture, norms, and the expectations we strive to meet.



Our Organizational Compass (continued)



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.

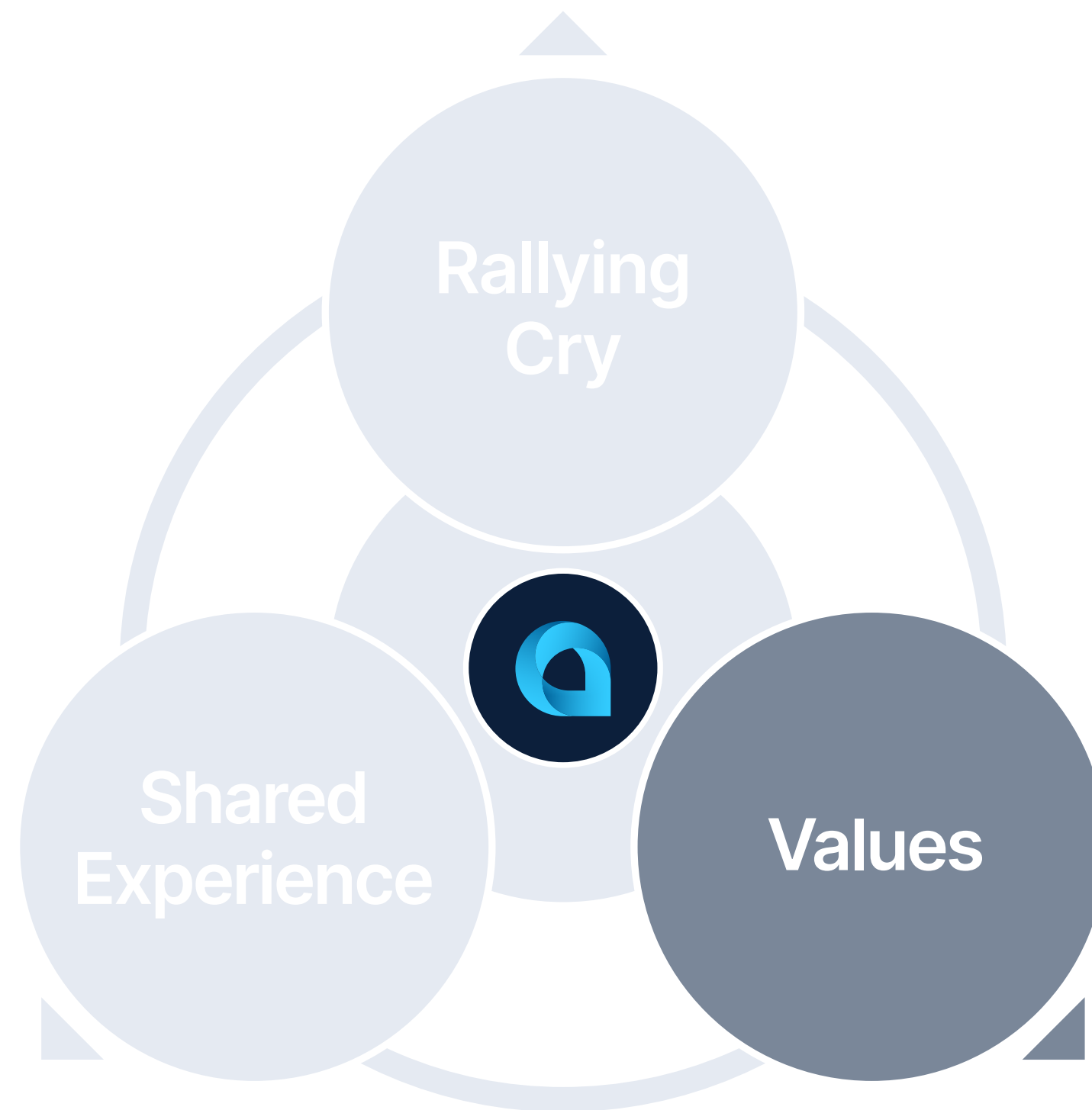
Our customer-first cloud solutions allow you to only pay for what you use, and our resilient and open platform adapts to your processes. Imagine all your data, always in your control, available anytime, anywhere—connecting everyone in your organization. With Acumatica, that's reality.

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 Organizational Compass (continued)



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

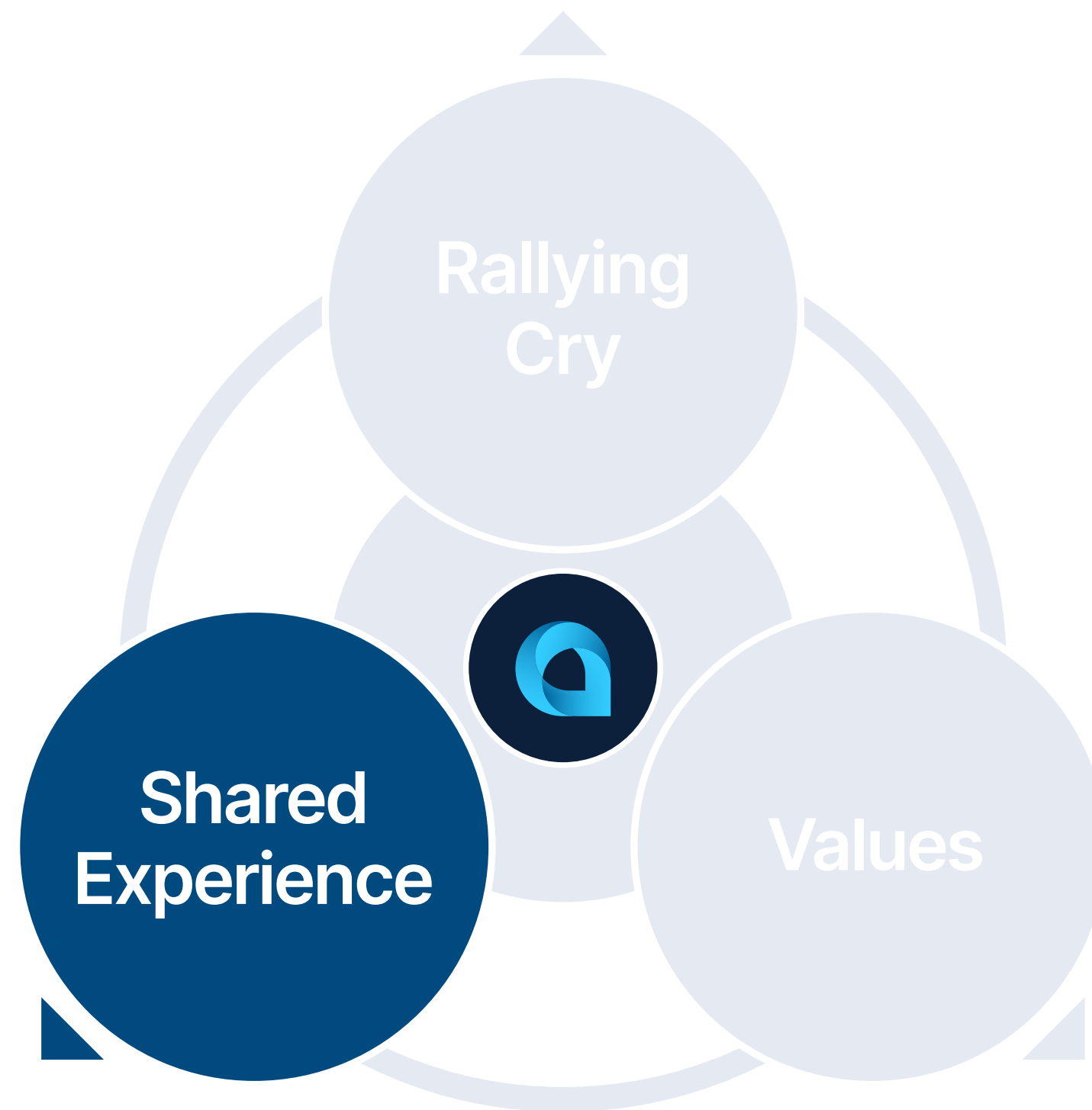
We are empowered with autonomy and decision-making in our roles,

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 Organizational Compass (continued)



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 thrilled to be recognized for our efforts, and we continue to learn from these organizations.



The Climate Label

For five consecutive years, Acumatica has proudly earned The Climate Label, administered by The Change Climate Project, demonstrating that we are funding climate solutions at a level that matches our emissions.



MeetGreen

Acumatica Summit 2025 earned MeetGreen's highest honor, the Visionary rating, recognizing our commitment to social and environmental responsibility.



TrustRadius

In 2025, TrustRadius once again honored Acumatica with the Tech Cares award, recognizing our commitment to corporate responsibility.



EcoVadis

In 2025, EcoVadis, the world's largest business sustainability ratings provider, awarded Acumatica a Silver Medal for the fifth consecutive year, with an Environmental score in the industry's top 15%.



UN Global Compact

Acumatica proudly reaffirmed its commitment to sustainability in 2025 by participating in the UN Global Compact, the world's largest corporate sustainability initiative.



Better Business Accredited

Acumatica is a Better Business Bureau (BBB) Accredited Business with an A+ rating. The BBB defines standards of marketplace trust, integrity, and performance.

Proudly Certified

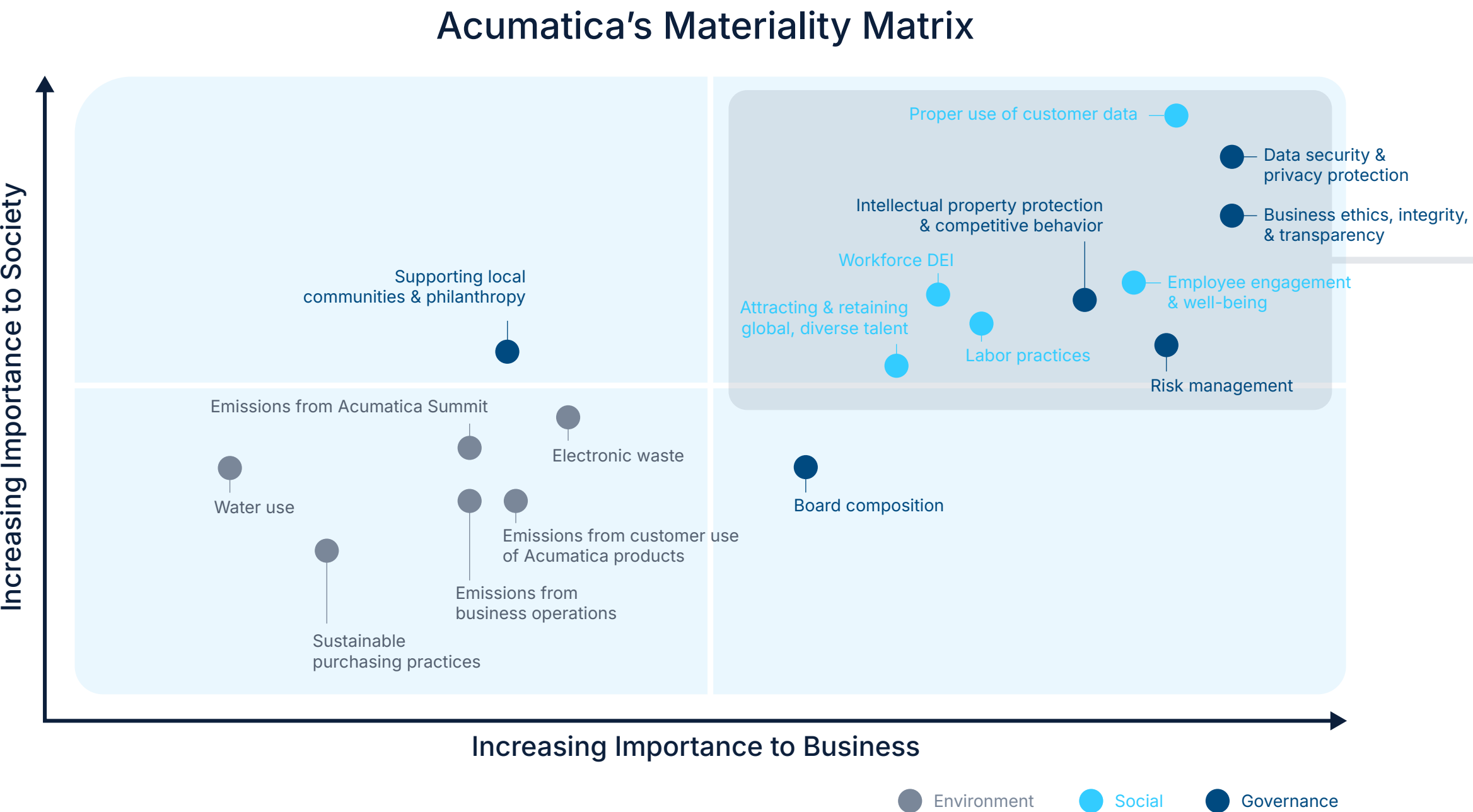
Known for our highly-rated work-life balance, collaborative remote-friendly environment, and career opportunities, we are proud to be recognized as a [Great Place to Work®](#) in the U.S., Canada, and Sri Lanka, with up to 95% of employees stating it is a great place to work.





Materiality Assessment

Our approach to sustainability mirrors our approach to technology: practical, data-driven, and focused on continuous improvement. A materiality assessment helped us identify and prioritize the ESG issues that matter most to the people and communities we impact. Those priority areas run throughout this report, reflecting our ongoing work to integrate sustainability into our products, our events, and the way we run our business.



Acumatica's Material Issues and Definitions

ESG Issue	Definition
SOCIAL	Attracting & retaining global, diverse talent
	Employee engagement & well-being
	Labor practices
	Proper use of customer data
	Workforce DEI
GOVERNANCE	Business ethics, integrity, & transparency
	Data security & privacy protection
	Intellectual property protection & competitive behavior
	Risk management



UN Sustainable Development Goals

Since joining the United Nations Global Compact (UNGC) in 2021, we’ve committed to upholding its Ten Principles across human rights, labor, environment, and anti-corruption, a commitment that continues to inform how we operate, engage with stakeholders, and report on ESG topics.

We also align our efforts with the UN Sustainable Development Goals (SDGs). Guided by our operations, our products, and our broader sphere of influence, we’ve focused our efforts on four of the 17 SDGs where Acumatica can make the most meaningful impact.



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

Sustainability is built into our product by design. Cloud delivery reduces infrastructure emissions compared to traditional on-premises systems, while our intuitive, mobile-first experience cuts training time and broadens accessibility across teams. And for our customers, AI-enabled automation, real-time insights, and cross-departmental collaboration reduce waste and streamlines resource use.

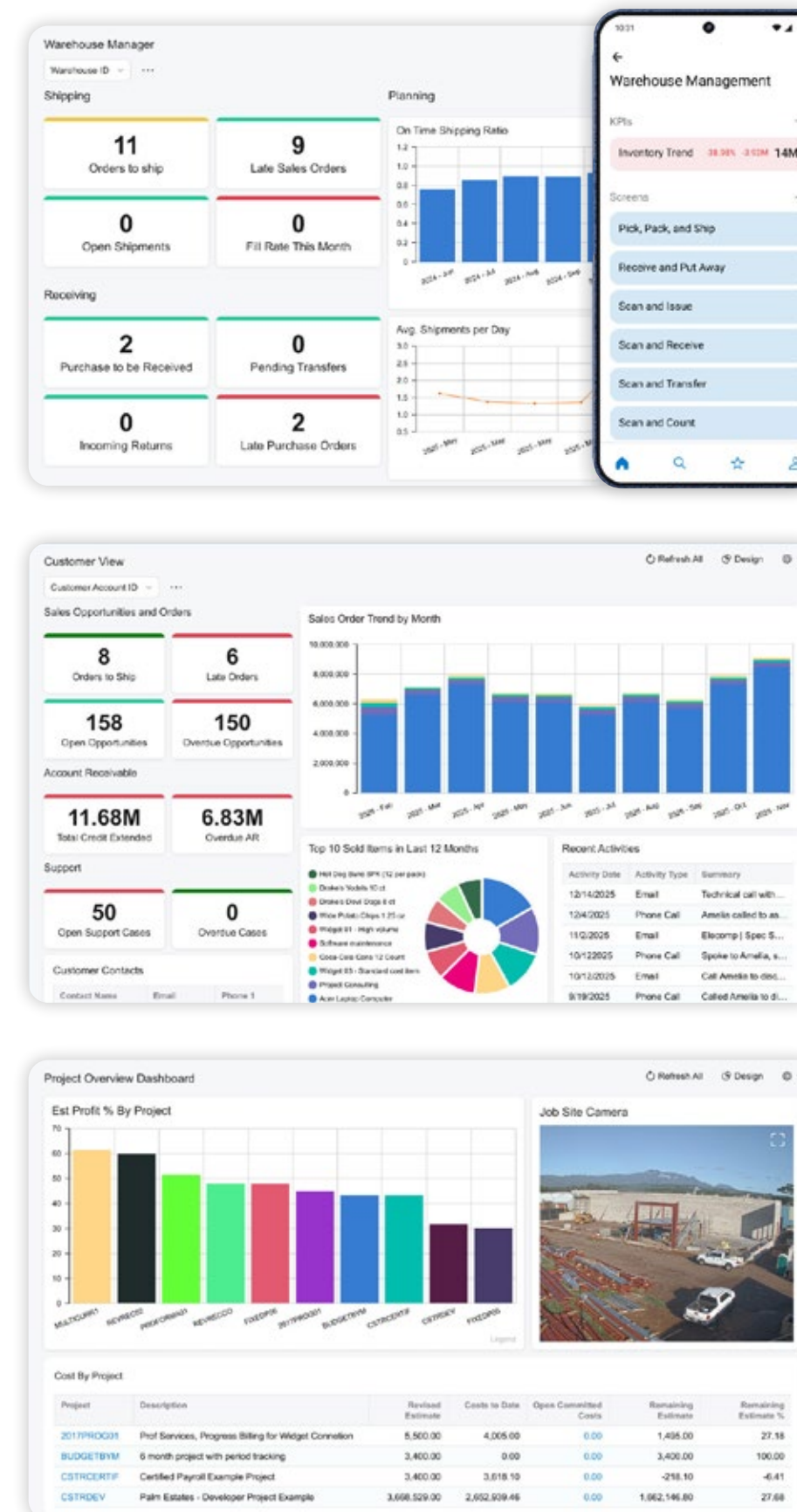
About Our Product	14
Product Innovation and AI	15
Customer Experience	16
Acumatica Summit 2025	19



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.



Carma
Acumatica customer



Product Innovation and AI

Artificial Intelligence is fundamentally reshaping how businesses operate, offering unprecedented opportunities while raising important questions about implementation, security, and control. Our [“AI-first”](#) strategy is grounded in a simple idea: it’s not about what AI can do, it’s about how AI can work for our customers. We embed AI at the core of product development rather than layering it onto existing features, building capabilities directly into our cloud ERP platform.

Trust and security are central to this approach. Safeguarding [customer data](#) is not an added feature but a foundational design principle, built on layered protections including end-to-end encryption using industry-leading protocols. Our privacy-by-design principles rely on native, private large language models (LLMs), keeping customer data isolated from public training models and never exposed to public LLMs. Every implementation undergoes rigorous security review. Customers retain full ownership and control of their data—always, with AI operating within their existing access policies and permissions.

Innovation has always been part of how Acumatica operates. Building on a long track record of challenging the ERP status quo, we keep pushing leading-edge

A Foundation of Trust and Security

As AI becomes an essential part of every business, our [Principles of Innovation](#) are more important than ever. Trust and security are central to Acumatica’s AI strategy, and our privacy-by-design principles ensure we use native, private large language models, so customer data remains isolated from public training models. Each implementation undergoes rigorous security assessments, giving customers the confidence to scale AI adoption at their own pace while protecting their sensitive data.

technologies, like AI and machine learning, into the core of our product. Twice each year, our releases bring customers the modern features and capabilities today’s businesses need, shaped directly by the real-world challenges our Community brings to us.

The 2025 R1 release introduced a modernized user interface alongside foundational AI capabilities, including anomaly detection and AI-powered recognition of project-related documents. The release also expanded mobility, connectivity, and globalization features. Building on that foundation, our next product release (2025 R2) introduced Acumatica AI Studio, a configurable tool that connects to LLMs to automate routine tasks, such as writing item descriptions or generating case

notes. The release also delivered deeper industry-specific functionality across key industries, including [Manufacturing](#), [Distribution](#), [Retail](#), [Construction](#), and [Professional Services](#).

Consistent with our responsible approach to AI development, these capabilities operate within the same data ownership principles, user access policies, and security guardrails that govern the rest of our platform, ensuring that as AI becomes more embedded in daily workflows, customers retain control over their data and how it is used. Together, these releases reflect Acumatica’s ongoing commitment to delivering innovation that helps customers work more efficiently and make better-informed decisions and do both securely.



Customer Experience

We succeed when our customers succeed. This belief drives everything about how we build long-term relationships. We listen, we learn, and we design cloud-based solutions that improve business performance, increase operational efficiency and help our customers create positive impact across their industries and communities. Through our [Acumatica Community](#), we also provide the tools, training, and support

customers need to make informed, sustainable decisions. For us, innovation carries the greatest value when it is connected to purpose, generating a broader, positive impact on the businesses we serve and the communities they touch.

Beyond the products and solutions we deliver, how we structure our own workforce plays a direct role in how well we can serve customers. A [diverse workforce](#) and inclusive culture help us understand and respond to the varied needs of our global customer base. Our teams bring different backgrounds, experiences, and ways of thinking to the table, and that range shapes how we build products and support the businesses that rely on them. Whether a small business getting started or a growing enterprise navigating complex operations across regions, we work to understand our customers specific needs and challenges. Ultimately, we make sure every customer feels seen, heard, and supported, regardless of size, sector, or region, because that kind of understanding is what turns a software relationship into a lasting partnership.

Trust is built one conversation at a time. By listening to, and learning from, user feedback, we adapt, innovate, and keep the Acumatica Community a place where

Listening is Part of the Build

More than just platitudes, Community and connection are at the core of our entire business. We believe our customers have a foundational right to knowledge and resources developed across our Community of employees, partners, and customers, and to have a real voice in influencing where the product goes next. Resource sharing is a two-way exchange of ideas and feedback, and we use the results of that feedback to determine what gets built next. We believe that is how a true Community is built.

every voice is heard. Our Net Promoter Score, an industry standard of customer satisfaction, continues to outperform the industry average, reflecting the trust we've built with the organizations we serve. Survey participation also hit an all-time high again this year, as customer feedback has tripled over a three-year period, giving us even greater confidence in the insights driving our investment in user experience, product quality, and support.



Alpha Insulation and Waterproofing
Acumatica customer

Customer Bill of Rights

Our [Customer Bill of Rights](#) reflects our ongoing commitment to redefine business software for everyone. Upholding these Rights is core to who we are as a company and what we stand for as a Community. As relationships evolve, we encourage our customers, partners, end-users, and developers to continue to share their thoughts and feedback on these Rights and on the evolution of our product and our Community as we build the future of business, together.

Here's how we stand for our customer:



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.

Customer Experience (continued)

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 2025 awardees, Storm Smart and PSI Family Services, exemplify how business success and social impact can go hand in hand.



Customer of the Year Storm Smart

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.

[Storm Smart](#) has spent nearly three decades protecting Florida homes and families from the region’s costly hurricanes and floods. The company manufactures and installs products like storm shutters, panels, and its Flood Smart™ System, guided by a mission that’s always been about keeping families safe, not just the products themselves.

Against a backdrop of 94 confirmed weather disasters in Florida between 1980 and 2024, each causing at least \$1 billion in damage, Acumatica named Storm Smart its “Customer of the Year” as the company grew from two branches to seven, bringing reliable protection to more Florida communities as extreme weather worsens.

Impact Customer of the Year PSI Family Services

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 “The Impact Customer of the Year” based on how they are using Acumatica to make a real difference.

Serving vulnerable populations in Washington, D.C. and Maryland, [PSI Family Services](#) is a community-based, nonprofit organization founded in 1979. Its mission is simple, yet powerful: “Helping People Grow®”. PSI offers training, treatment, and social services to individuals and families facing challenges such as mental illness, developmental disabilities, abuse, and neglect.

In 2019, the organization replaced its outdated, limited system with Acumatica’s comprehensive cloud ERP solution, so the team could scale its operations and expand in the communities it serves. Acumatica named PSI its “Impact Customer of the Year” for this work.



Acumatica Summit 2025

The Acumatica Summit is our flagship event bringing together customers, partners, creators, and industry analysts from around the world. Held annually, Summit is where we celebrate community, drive innovation, and shape the future of business technology together. It's also where our values come to life.

The Power of Diverse Thinking

The [Acumatica Hackathon](#) is a collaborative event that kicks off every Acumatica Summit, and its value goes beyond the applications teams build in a short amount of time. Fourteen teams of customers, partners, and developers came together in 2025 to build innovative applications and solve real-world business challenges using the Acumatica platform. The winning team was awarded a cash prize and the honor of having their names inscribed on the highly coveted Acumatica Developer Network Hackathon Cup, preserving this achievement for posterity.

Beyond the prizes, Hackathon's real value lies in who ends up in the room together. Teams are intentionally structured to bring together people who wouldn't

otherwise cross paths, let alone collaborate on solving a problem. That mix of people is the point. Participants have consistently pointed to diversity of thought as one of the event's most valuable outcomes.

This cross-pollination extends across industries as much as roles. Attendees from sectors as different as aviation maintenance, construction, and distribution use Hackathon to learn how peers in entirely different fields approach the same underlying system, often walking away with ideas they can bring back and adapt to their own business. It's a small example of something bigger. Bring different backgrounds and perspectives into the room, and the solutions that come out are better and more creative than any one viewpoint could reach alone. Acumatica sees this dynamic as a reflection of how its Community innovates together.

While representing a wide range of roles within the business world, our Hackathon participants displayed a level of camaraderie and teamwork that was a sight to behold. In fact, it embodied who we are as a Community and was an example of our [Rallying Cry](#)—Building the Future of Business, Together—in real life.



Acumatica Summit 2025 (continued)

Smaller Footprint, Same Big Event

We know that bringing together thousands of Community members carries a real environmental cost, so we’ve made a deliberate choice to continue partnering closely with MeetGreen, a certified women-owned, ISO 20121 sustainable event agency. Our commitment earned us another “Visionary” rating from MeetGreen for Summit 2025, 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.

At Summit 2025, emissions per person per day dropped 16% year-over-year, a decline that correlates with beef reduction on the menu, continued build and asset reuse, and less reliance on non-recyclable or non-reusable signage. Local labor also played a role, with 34% of labor sourced locally, preventing approximately 18.7 MT of CO₂e. Additionally, build typically accounts for 30% of an event’s carbon footprint on average, but by utilizing turnkey booths and leaning into rentals and reuse, Acumatica cut that number in half.



2026 ESG Report

To support our reduction, we implemented a range of initiatives focused on reducing our impact, including:

- ✓ Stored 100% of booth materials (8,188 kg) for future reuse
- ✓ Sourced 4,000+ kg of furniture and decor with reuse in mind
- ✓ Cut freight trucking by 50%, preventing 14 MT of CO₂e
- ✓ Printed badges on demand and reused pedestals from prior years
- ✓ Reused, stored, or recycled nearly 80% of event signage
- ✓ Replaced printed programs with a digital app and 56 digital screens
- ✓ Prevented 2,880 kg of waste using reusable service ware
- ✓ Reduced beef by 25%, saving 20,000 kg of CO₂e
- ✓ Eliminated ~20,000 plastic water bottles, saving ~7.4 MT of CO₂e



Access Without the Miles

Not everyone could make it to Summit 2025, which took place in Las Vegas, Nevada. So we brought Summit to them. By offering [virtual access](#) to our Day One and Day Two Keynotes, Acumatica Community members who couldn’t travel still had access to the same insights from their home or office. It was a win-win: broader access for our Community, and fewer miles (read: fewer greenhouse gas emissions) traveled overall.

Acumatica Summit 2025

By the Numbers

99%
of build and asset materials
were rented or reused

80%
of signage was recycled or
saved for use at future events

16%
decrease in emissions per person
per day, year over year

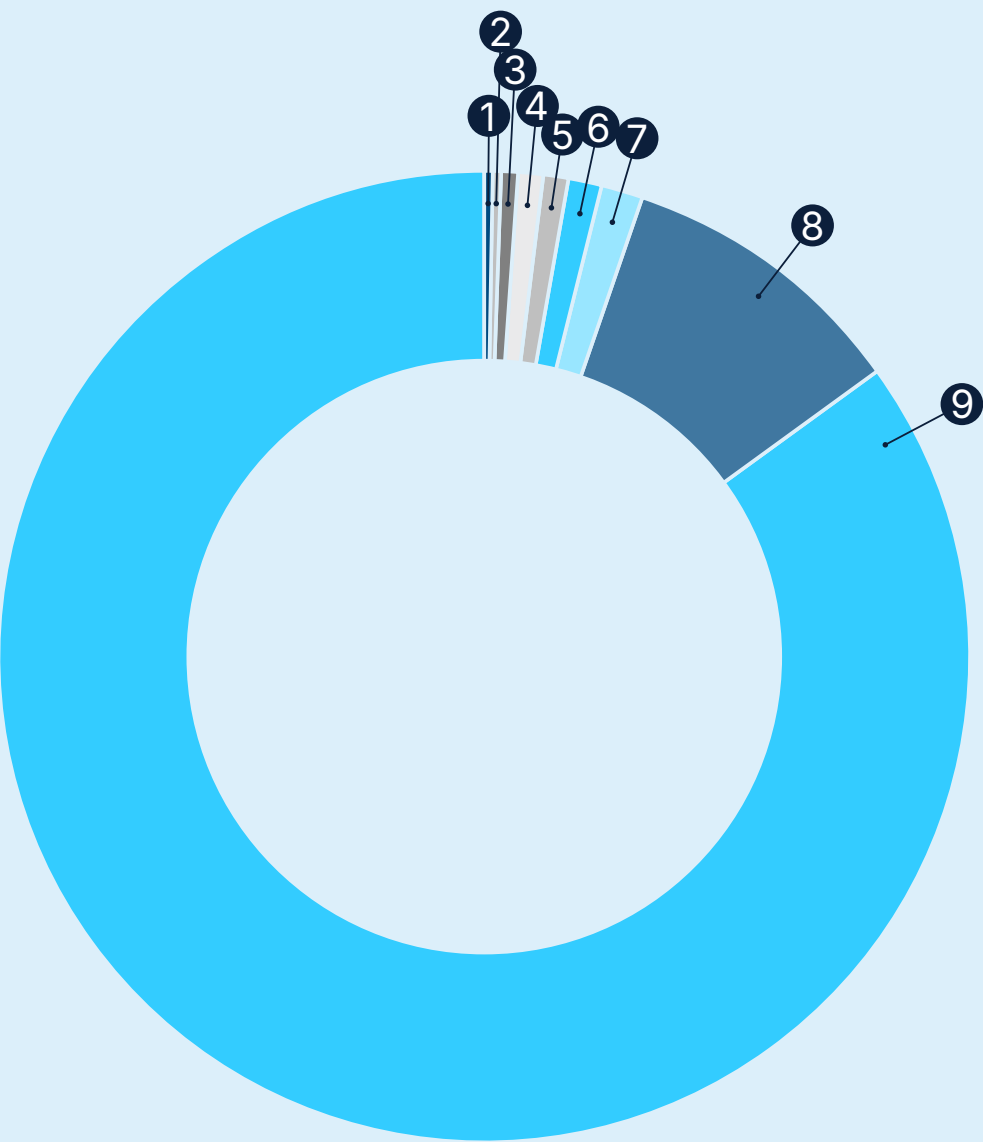
100%
of core meals were served on
reusable service ware

Summit Carbon Emissions

Total Carbon Impact by Category

1	Signage	1 MT CO ₂ e	0.04%
2	Assets	5 MT CO ₂ e	0.16%
3	Swag	9 MT CO ₂ e	0.28%
4	Energy	12 MT CO ₂ e	0.37%
5	Build	15 MT CO ₂ e	0.47%
6	Freight	15 MT CO ₂ e	0.47%
7	Food & Beverage	40 MT CO ₂ e	1.25%
8	Staff Travel	364 MT CO ₂ e	11.39%
9	Attendee Travel	2,735 MT CO ₂ e	85.57%

Total Carbon Impact: 3,196 MT CO₂e 100.00%



Offsetting Summit Travel

Attendee travel is the largest emissions source tied to our annual Summit. Getting thousands of customers and partners into one place has real value, and it also has a footprint. We measured the emissions from that travel and purchased verified carbon credits equal to 100% of it.

Environment

We believe that protecting our planet starts with taking deliberate ownership of our operational footprint. For us, that means pairing ambitious climate commitments with the discipline to measure our progress. We believe real accountability means being transparent about both our achievements and our challenges along the way.

Greenhouse Gas Emissions	23
Natural Resources Management	26



Greenhouse Gas Emissions

As a cloud-based technology company with a modest operational footprint, we hold ourselves to a high standard of climate action. Grounded in transparent reporting and continuous improvement, we're actively working to measure and reduce our impact, contributing to a more sustainable digital economy in the process. Taking ownership of our emissions today is how we lay the groundwork for long-term environmental stewardship and responsible growth.

2025 GHG Emissions Overview

In 2025, Acumatica transitioned to a new carbon accounting tool to calculate its GHG inventory. As part of this transition, we recalculated 2024 emissions to ensure consistency in methodology across both reporting years. This shift also made it possible to calculate a new category: Upstream Transportation and Distribution (S3.4), enabling a level of granularity that allowed us to separate product impact from supply chain impact within Purchased Goods & Services (S3.1) and Capital Goods (S3.2).

Total market-based emissions were 4,089 MT CO₂e in 2025, compared to 3,718 MT CO₂e in 2024, an increase of 10% year over year, driven by increased spend on Purchased Goods & Services and Capital Goods. By scope, Scope 1 accounted for approximately 1.1% of total emissions (46.5 MT CO₂e), Scope 2 (market-based) accounted for less than 0.1% (1 MT CO₂e), and Scope 3 made up the majority at approximately 98.8% (4,042 MT CO₂e). Similar to prior years, the largest contributors were Purchased Goods & Services (55%), Business Travel (26%), and Employee Commute (7%).

Our inventory follows 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) and widely regarded as the global benchmark for corporate GHG accounting. This framework keeps our emissions measurement consistent and transparent across all scopes, grounded in the core principles of relevance, completeness, consistency, transparency, and accuracy.



LiveView Technologies
Acumatica customer

Greenhouse Gas Emissions (continued)

GHG Emissions by Scope

2024

Scope 1
12 MT CO₂e

Scope 2 (Location-Based)
86 MT CO₂e

Scope 2 (Market-Based)
0 MT CO₂e*

Scope 3
3,706 MT CO₂e

- 1

Capital Goods:
- 0 MT CO₂e
- 2

Waste Generation:
- 5 MT CO₂e
- 3

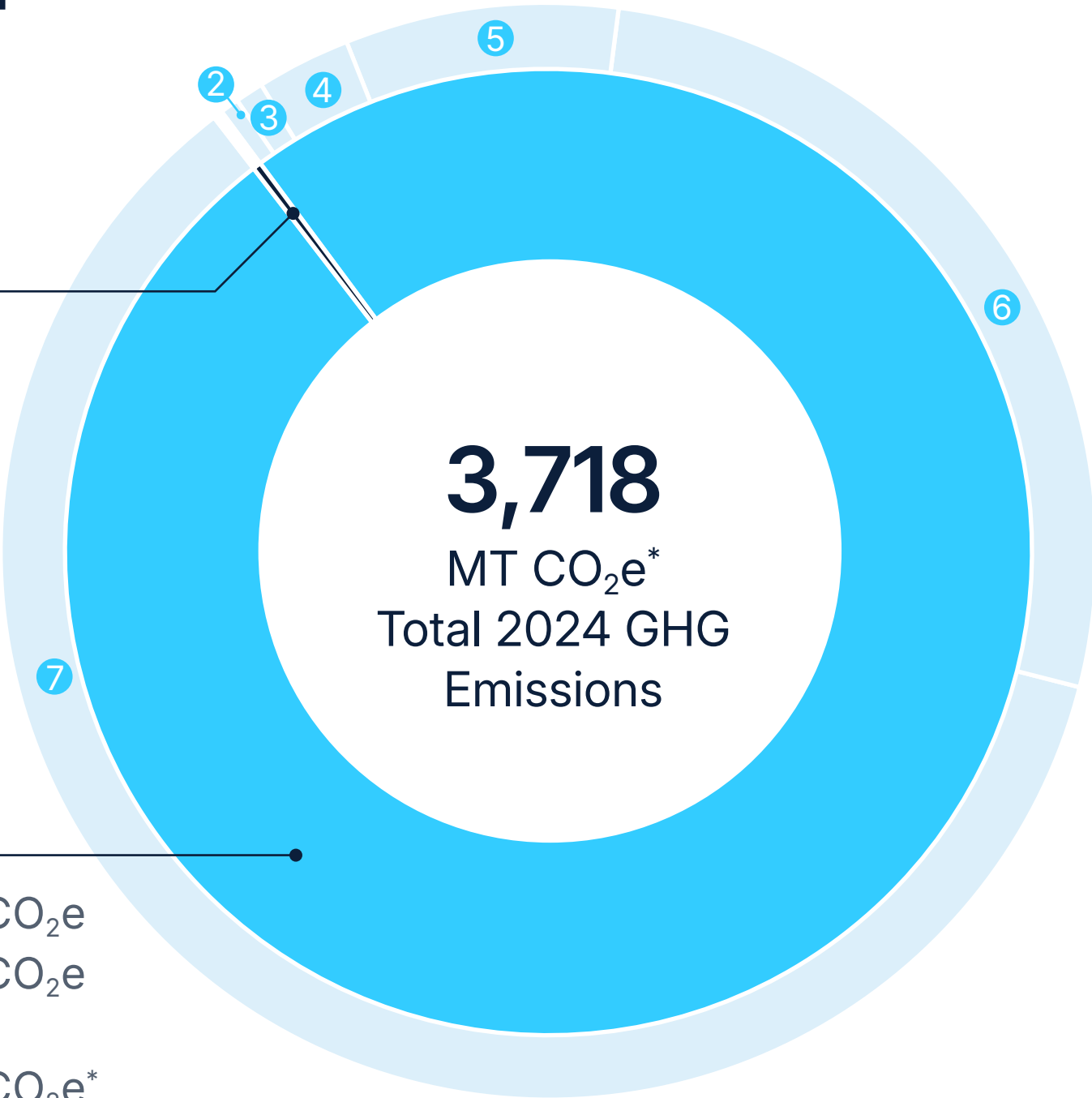
Upstream Energy Generation:
- 24 MT CO₂e*
- 4

Upstream Transport:
- 142 MT CO₂e**
- 5

Employee Commuting:
- 278 MT CO₂e
- 6

Business Travel:
- 1,095 MT CO₂e
- 7

Purchased Goods & Services:
- 2,153 MT CO₂e



Revenue Intensity
(kg CO₂e/\$ revenue)
0.022*

2025

Scope 1
47 MT CO₂e

Scope 2 (Location-Based)
85 MT CO₂e

Scope 2 (Market-Based)
1 MT CO₂e*

Scope 3
4,041 MT CO₂e

- 1

Capital Goods:
- 74 MT CO₂e
- 2

Waste Generation:
- 7 MT CO₂e
- 3

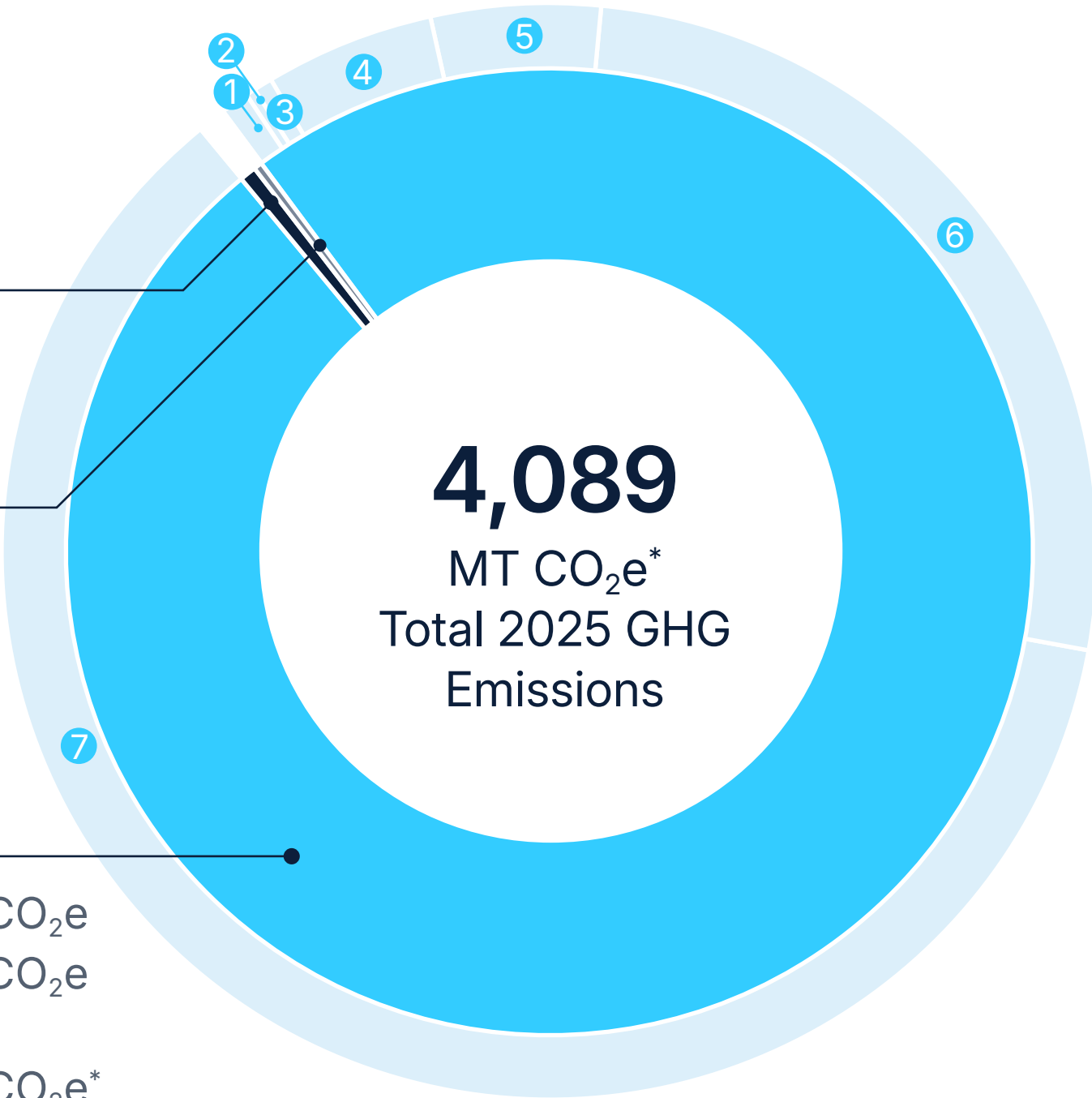
Upstream Energy Generation:
- 30 MT CO₂e*
- 4

Upstream Transport:
- 256 MT CO₂e**
- 5

Employee Commuting:
- 308 MT CO₂e
- 6

Business Travel:
- 1,070 MT CO₂e
- 7

Purchased Goods & Services:
- 2,296 MT CO₂e



Revenue Intensity
(kg CO₂e/\$ revenue)
0.024*

* Based on third-party verified Market-Based Scope 2 Emissions
** Upstream Transport (S3.4) is reported for the first time in 2025, made possible by the adoption of the database used for Product Goods & Services that allowed us to delineate between the product and the supply chain impact.

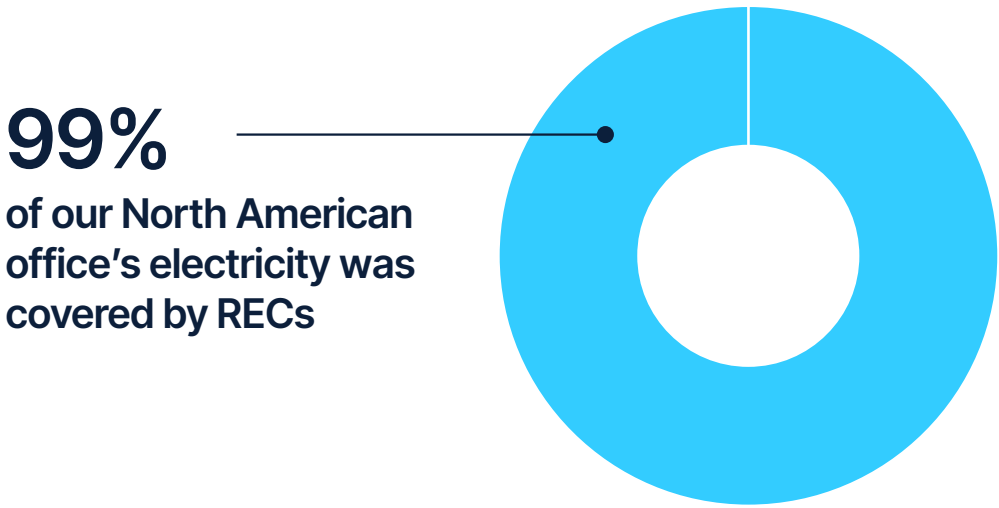
Greenhouse Gas Emissions (continued)

Carbon Offsets and RECs

We continue to demonstrate our commitment to climate responsibility by offsetting our emissions through strategic partnerships. Additionally, we are proud to be recognized as Climate Label Certified, a designation awarded by The Change Climate Project. These efforts underpin our broader environmental strategy and help ensure our digital solutions are powered as responsibly as they are delivered.

To cover calendar year 2025 emissions, 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 North America office footprint, achieving over 99% coverage of electricity consumed.





Natural Resources Management

Acumatica is committed to managing resources responsibly and continually improving the environmental performance of its operations. 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.

Energy

We have reduced energy-related emissions at the office level through targeted actions and proactive policy changes. Our hybrid work arrangements reduce both on-site energy consumption and employee commute-related emissions. We also limit non-essential business travel, extend the lifecycle of IT equipment, whenever possible, and source locally for events such as our annual [Summit](#) to reduce transportation-related emissions.

We also purchase renewable energy certificates ([RECs](#)), which help increase demand for renewable electricity generation. Although we do not own or operate data centers, we engage with our cloud service providers to better understand their energy sourcing practices and prioritize partners that demonstrate a strong commitment to renewable energy.

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 at our annual [Summit](#). In partnership with MeetGreen, we implemented a comprehensive waste strategy focused on minimizing unnecessary materials, reusing event signage, and reducing reliance on single-use items. These initiatives support our broader commitment to reducing event-related waste and advancing more sustainable event practices.

Water

We implement water efficient practices across our office environments and engage employees in conservation efforts. We view water stewardship as a key component of our environmental ethos, even in a digitally-driven business model.

We recognize the environmental impacts associated with digital infrastructure. As such, we prioritize cloud service providers that demonstrate strong environmental performance. We leverage AWS data centers designed with water-efficient technologies to help minimize freshwater consumption, supporting our efforts to reduce the indirect environmental footprint of our cloud-based operations.

Social

Technology is built by people, and fostering a diverse, equitable, and inclusive environment is essential to how we innovate. When our workforce reflects the diverse communities we serve, we build better products and solve problems more effectively. This belief shapes how we invest in our people and the culture we work to build every day.

Diversity, Equity, and Inclusion	28
Employee Experience	33
Talent Management	35
Health and Safety	37
Community Engagement	38



Diversity, Equity, and Inclusion

At Acumatica, we believe the strength of a team grows with its diversity. Diversity, equity, and inclusion (DEI) run through the fabric of our culture, shaping how we lead and how we work together every day.

A diverse workforce strengthens our ability to understand and serve a wide range of customers, build products that work equitably for everyone who uses them, and create long-term value for our stakeholders. This commitment shows up in concrete ways as a living part of how Acumatica grows and stays connected to the communities and customers we serve around the world.



Setting the Tone at the Top

Diversity in leadership starts with how we govern. Acumatica's Board DEI policy sets a clear framework for building diversity into the highest level of our governance, structured around four key pillars that shape 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

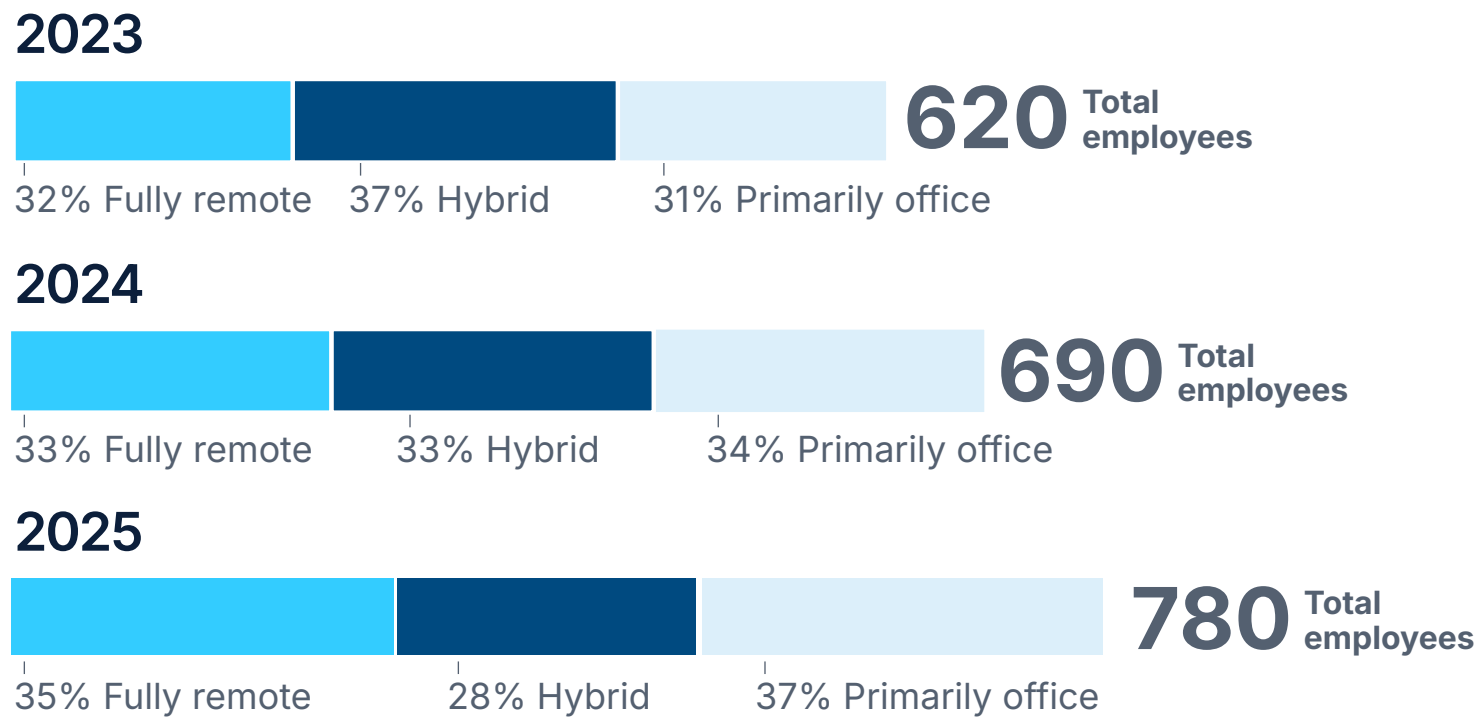
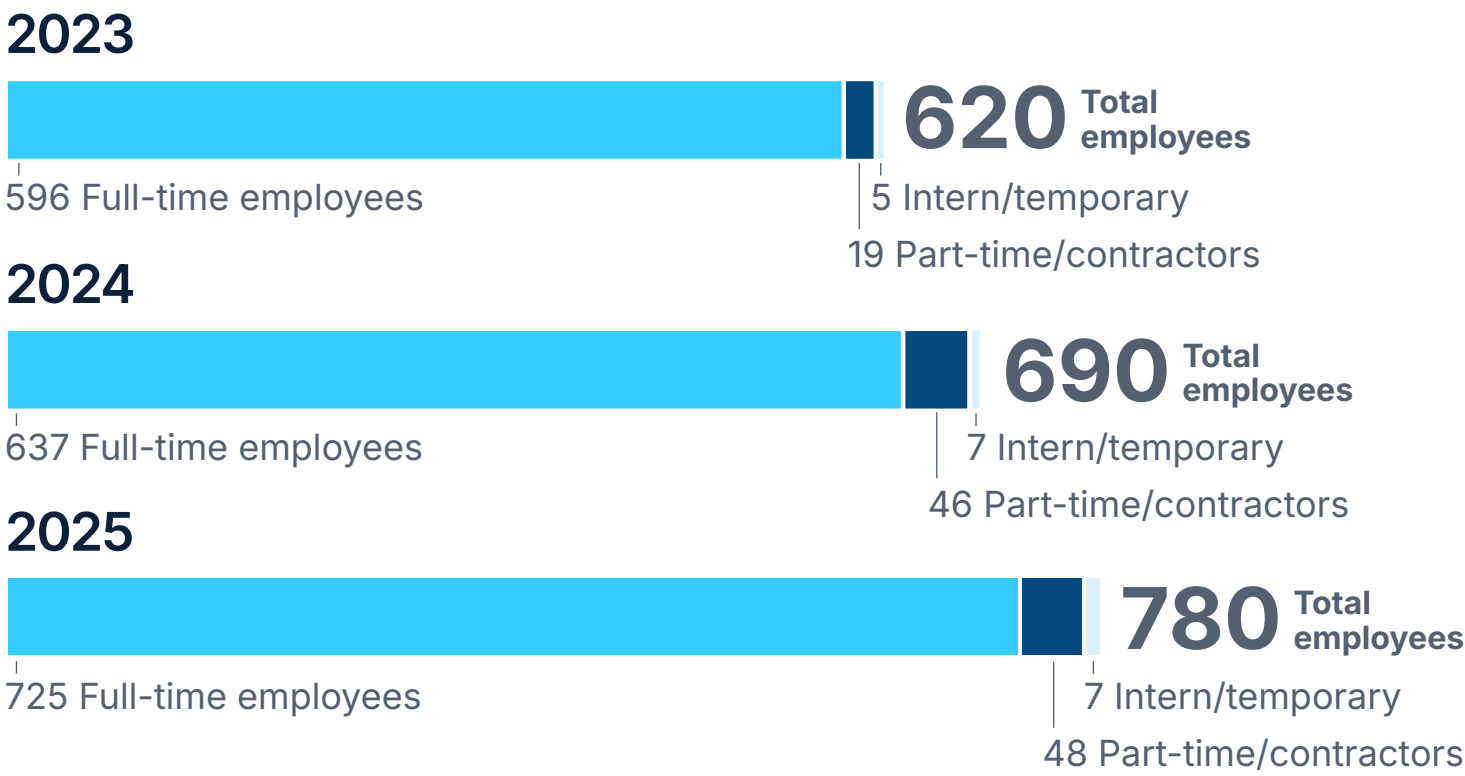
The Board actively promotes a culture of inclusion both within its own operations and across the broader organization through open dialogue, valuing differing viewpoints, and building a workplace where everyone feels empowered to contribute and lead.

Exercising Transparency

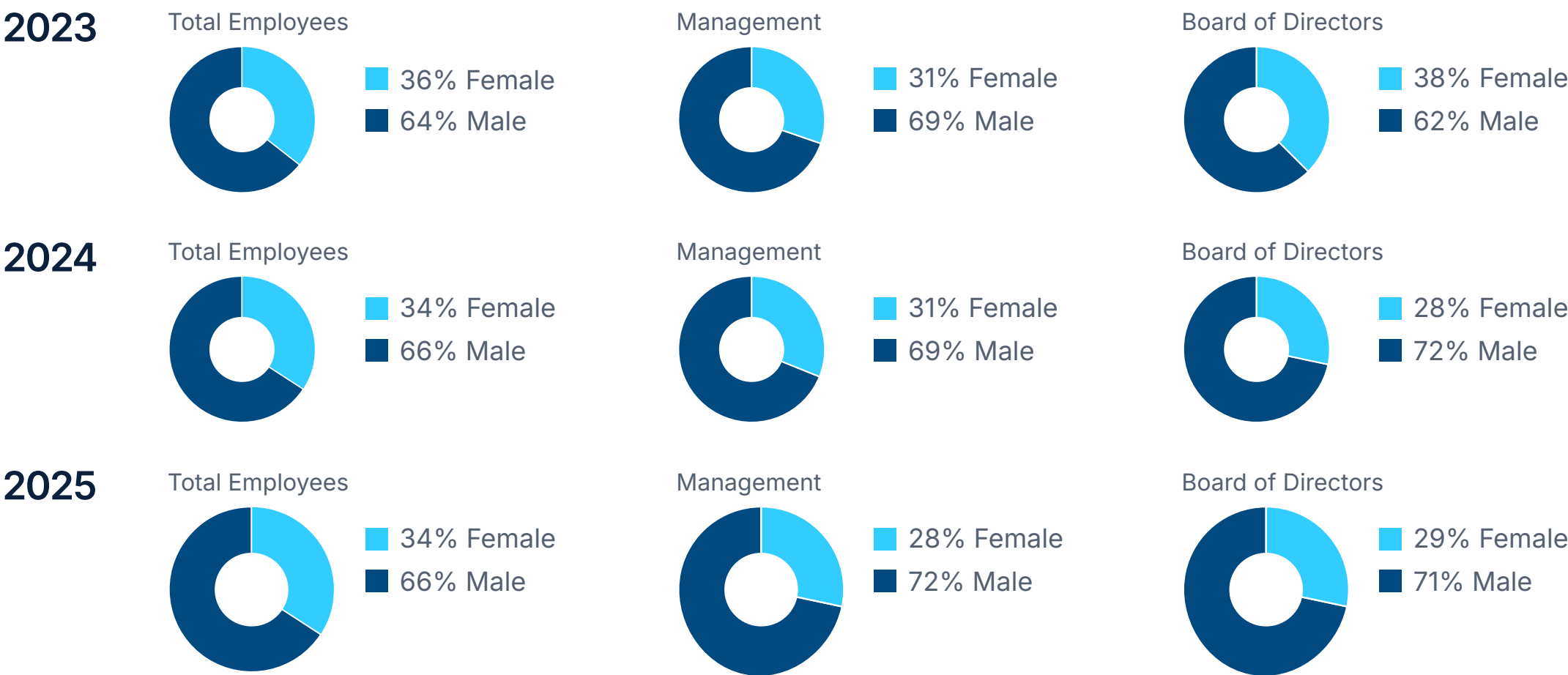
Transparency is key to accountability. We are open about our diversity and inclusion priorities, goals, and outcomes, ensuring stakeholders understand how these principles shape our governance and corporate practices.

Diversity, Equity, & Inclusion (continued)

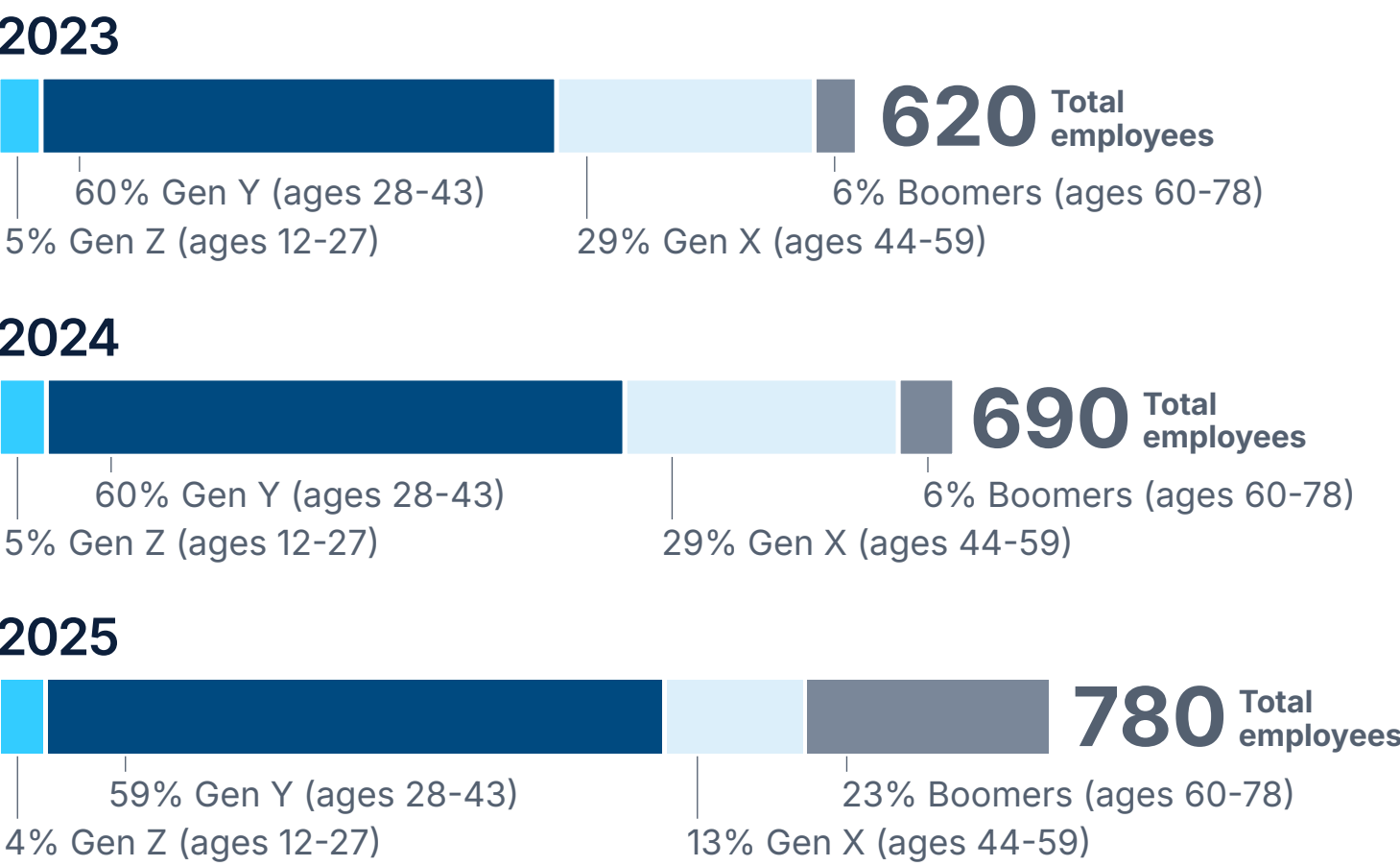
Workforce Data



Workforce Gender Diversity



Workforce Generational Cohorts



Diversity, Equity, & Inclusion (continued)



Helping Women in Tech Thrive

At Acumatica, we're steadfastly committed to helping women in tech thrive, and we do this through various forums, such as our [Women in Tech Forum](#). It's a dedicated and welcoming space for women to share with, learn from, and support each other as they work together to reshape the technology field into an equitable, inclusive place.

Women in Technology

At Acumatica, we're passionate about creating an equitable and inclusive Community of diverse voices. Our commitment to this environment powers every process we implement and every decision we make, including who we hire and how we support their growth.

WiT Events at Summit 2025

We hosted two Women in Technology (WiT) events at Summit 2025: our WiT Luncheon and our Networking Reception. Both events are designed to bring women together to network, exchange ideas, and support one another's professional growth. These events feature dedicated lounges, panels, and networking receptions where attendees can meet established female leaders to forge mentor-mentee relationships.

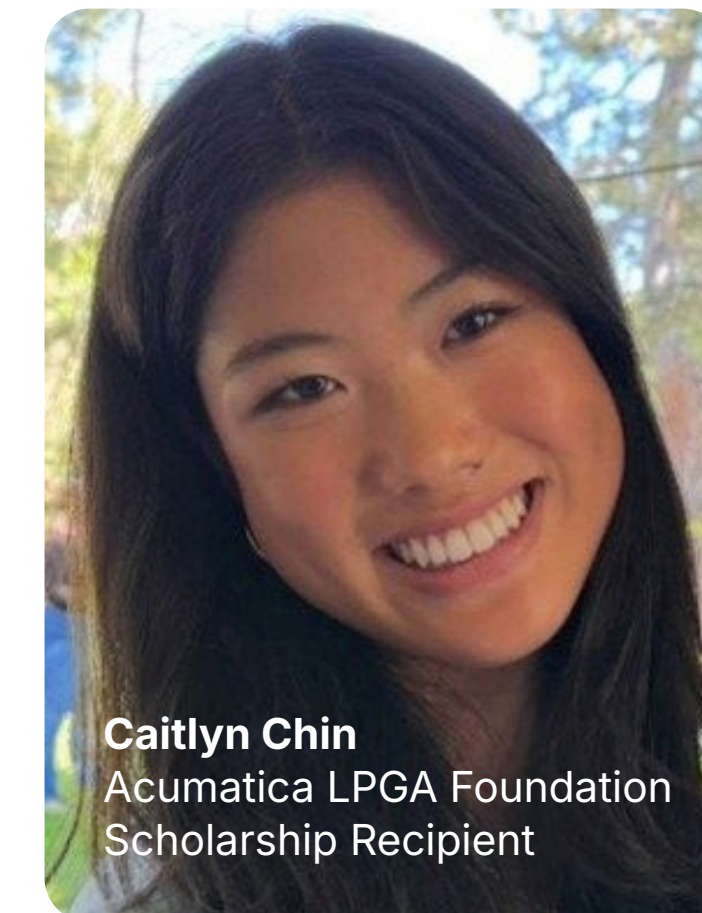
Core to our WiT initiative, the theme of the 2025 Luncheon, "Unlocking Your Potential with Mentors and Sponsors," was featured prominently during Summit. The event provided guidance, networking, and actionable strategies for career development. Our panel of leading experts shared insights into the power of mentorships and sponsorships: how to gain them, nurture them, and use them to build a Community of experts, supporters, and professional advocates.

The WiT Reception followed that evening, continuing the conversation on mentorship and sponsorship in a more informal networking setting. Together, the two events reflect our ongoing commitment to building spaces where women in our Community can support each other's growth in tech.

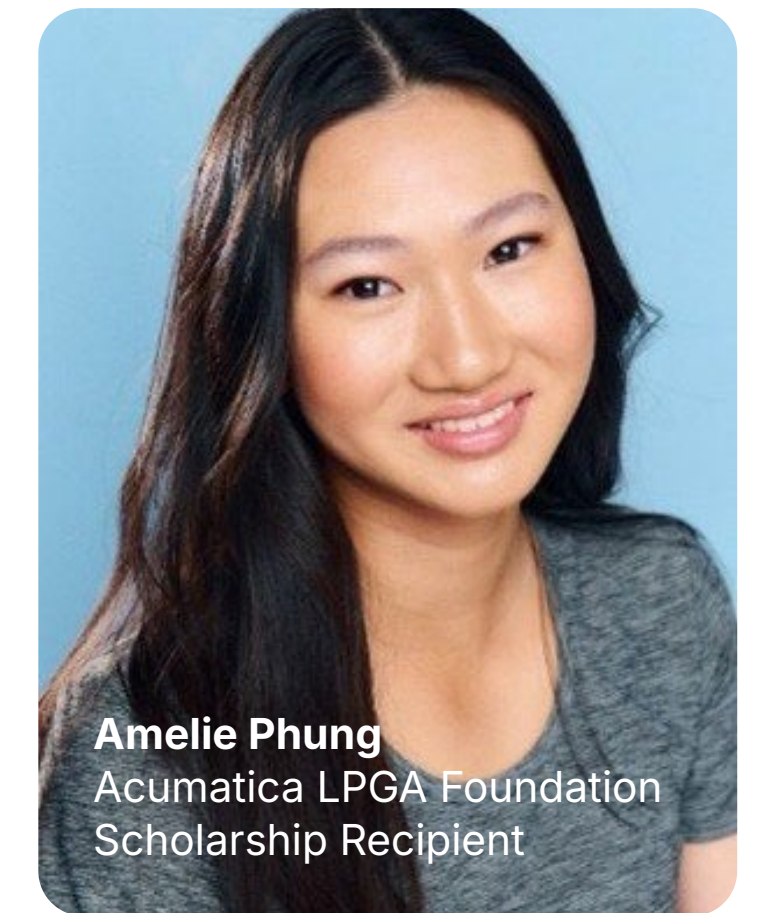
LPGA Sponsorships and Scholarship

Acumatica is proud to partner with the [LPGA Foundation](#) to present the Acumatica LPGA Scholarship, a unique opportunity aimed at supporting female high school seniors who are passionate about pursuing a STEM-focused education. This scholarship is part of Acumatica's commitment to Changing the Face of Golf and fostering greater representation of women in both golf and STEM fields.

Established in 2024, the Acumatica LPGA Scholarship awarded [two, \\$10,000 scholarships](#) to female high school seniors pursuing a full-time, STEM-focused course of study at an accredited college or university in the United States.



Caitlyn Chin
Acumatica LPGA Foundation
Scholarship Recipient



Amelie Phung
Acumatica LPGA Foundation
Scholarship Recipient

Diversity, Equity, & Inclusion (continued)

Women's Leadership Day

Once again, we sponsored Women's Leadership Day at the CME Group Tour Championship in Naples, Florida, which concluded the 2025 LGPA Tour season. We worked with the LPGA to create 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 our 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.



Diversity, Equity, & Inclusion (continued)



Accessibility

Everyone deserves a digital experience that works for them. That’s why we built our website to be accessible, flexible, and inclusive from the ground up. Users can personalize their experience through adjustable content, color schemes, and orientation settings, or select from 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 know that building a diverse and inclusive business goes beyond our own walls, extending into the partnerships we form and the suppliers we choose to work with. By actively engaging suppliers from a wide range of backgrounds, including women-owned, minority-owned, veteran-owned, and other underrepresented businesses, we’re not just meeting business objectives, we’re building a more resilient, dynamic supply chain.



Employee Engagement

We're committed to building a workplace culture that's positive, collaborative, and supportive. We value communication that is clear and values that are lived. Our approach to engagement centers on open dialogue and meaningful recognition, helping every employee feel connected to our mission.

Employee Survey

Insights from our annual employee surveys directly shape our ongoing work to build a culture that employees themselves describe as supportive, flexible, collaborative, inclusive, and diverse. Year after year, these same attributes surface consistently, reinforcing our reputation as a workplace where people feel empowered to bring their authentic selves to work.

For the past five 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. Favorability scores in all major areas remained steady or improved slightly.

Based on survey feedback, we focused on specific issues including developing opportunities to improve how we collaborate across departments, and addressing the need to balance training opportunities, resources to train, and time allocated in training.

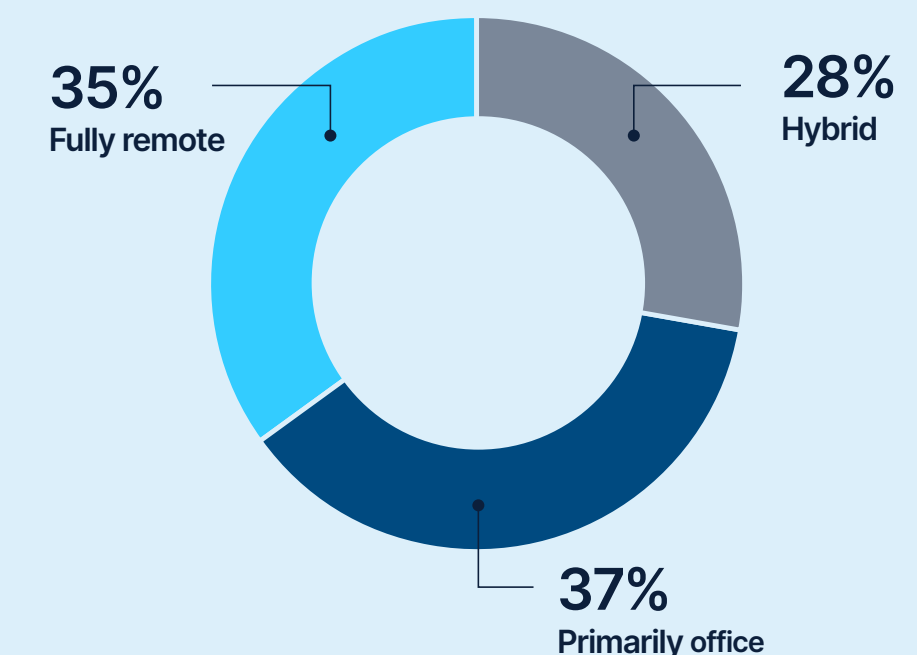
Benefits and Perks

Acumatica's [employee benefits](#) include medical, dental, and vision coverage alongside a Cigna Employee Assistance Plan, short- and long-term disability, 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.

The experience of working at Acumatica extends past the core benefits package. Free snacks, beverages, and fresh fruit are part of daily life at the office, and employees get opportunities to travel and represent Acumatica at industry events.

Built for Anywhere

Workplace flexibility is not an accommodation or a policy we adopted, it is simply how we operate. Long before remote work became a global norm, we built our processes, technology, and cloud-based products around the idea that great work can happen anywhere. That mindset shows up in how our employees work today: 35% fully remote, 28% hybrid, and 37% primarily office based. This mix reflects a culture that trusts employees to choose the environment where they do their best work



CoachComm
Acumatica customer

Employee Experience (continued)

Employee Recognition

Recognition at Acumatica takes many forms, from quarterly and annual nominations to an annual celebration that brings winners, partners, and leadership together in person. Each layer reflects the same underlying belief that great work deserves to be seen and celebrated.

Quarterly Recognition

Based entirely on peer nominations, two awards are given each quarter, one for individual contributors and one for people managers. Executives review nearly 100 submissions each quarter to select the winners. From that pool, 12 to 15 individuals are selected who best embody the values behind each award, recognized for both the impact of their work and how closely they live Acumatica's culture and values.

Annual Employee Excellence Award

Once a year, every department gets the chance to honor 15 exemplary employees across the organization with the Employee Excellence Award, as every department selects its own "MVP" for the year. Winners receive a gift certificate and an invitation to the Presidents Club, a celebratory weekend bringing together award winners, outstanding partners, and leadership.

Presidents Club

The Acumatica Presidents Club brings together our top-performing employees and top-selling partners for a dynamic, annual celebration of achievement and community. Each year, our highest-achieving partners and our Employee Excellence award winners are flown in to attend the same curated series of events, from an exclusive welcome reception to immersive daytime activities. In 2025, that celebration took place in Austin, Texas, where winners were invited to bring a plus-one for a fully-hosted, three-day experience built around informal connection, shared meals, and side-by-side activities with company leadership.

This intentional mingling builds a vibrant community, giving these key stakeholders the chance to celebrate achievements together while nurturing personal and professional relationships. By balancing individual recognition with collective engagement, the Presidents Club is a testament to how much we value our community, whose hard work and commitment help drive our shared success.





Talent Management

A resilient, values-driven organization starts with how we attract and develop talent. We prioritize inclusive hiring practices alongside ongoing opportunities for professional growth, working to make sure every employee has the knowledge and support they need to contribute to both our success and our culture.

Hiring Strategy

We attract top talent through a mix of channels. That includes online job portals, employee referrals, campus recruiting, and industry events, paired with competitive compensation, [benefits](#) and a diverse, inclusive culture. Together, these efforts help us build a high-performing, values-driven workforce.

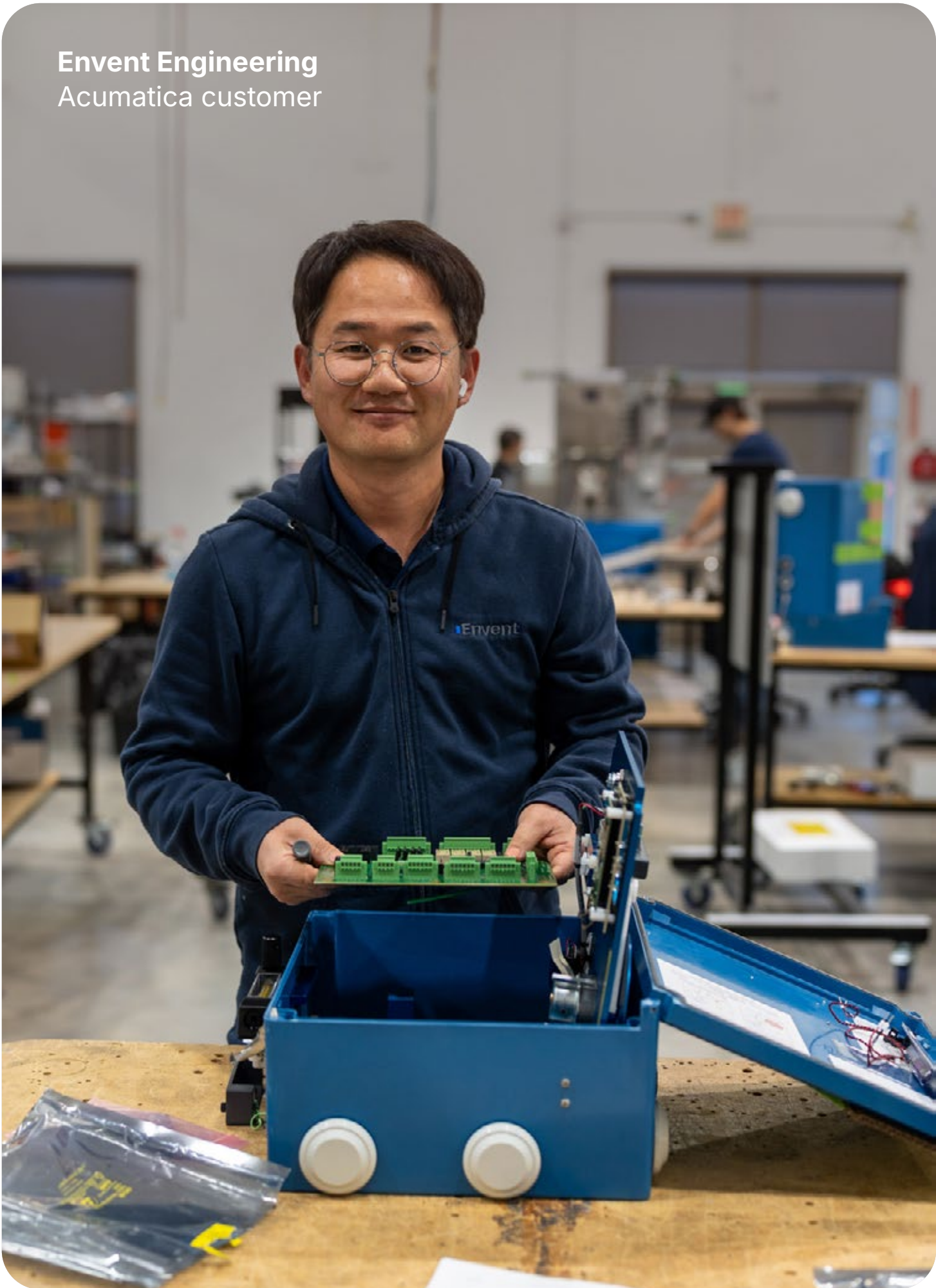
Employee Training

In 2025, we delivered over 3,603 hours of training, covering essential topics such as Harassment and Discrimination, Anti-Bribery and Anti-Corruption, DiSC assessments, Manager Capability, and Affirmative Action. These training courses are vital to building a workplace culture aligned with our values.



Eagle Fence Distributing
Acumatica customer

Talent Management (continued)



Envent Engineering
Acumatica customer

Career Advancement

Building on Acumatica’s job architecture and career taxonomy foundation, we expanded our focus to create a more comprehensive career and capability development framework for employees and managers. The taxonomy continues to provide consistent global job levels, role definitions, and career progression clarity, while serving as the foundation for several new talent development initiatives.

Key advancements include:

- ✓ Successfully rolled out job and level taxonomy company-wide, globally.
- ✓ Expanded career taxonomy implementation by developing role-based career profiles aligned to global job levels and career pathways.
- ✓ Developed an enterprise Core Capability Framework and Leadership Philosophy to clarify expectations for employees, managers, and leaders.
- ✓ Enhanced talent review processes to support succession planning, targeted development, and retention strategies.
- ✓ Developed manager enablement resources to improve career conversations, development planning, and talent decision-making.

- ✓ Increased transparency around career growth, internal mobility, and capability development to support employee advancement across the organization.
- ✓ Held annual executive meetings to align on company structure and evolving market conditions, including the impact of AI.

Through these efforts, Acumatica continues to strengthen a transparent, capability-driven approach to career development that supports employee growth, leadership effectiveness, internal mobility, and long-term organizational success.

Learning and Development

Serving as a dynamic platform, AcuNet is our company intranet and central resource hub, giving employees a single place to find departmental overviews, explore organizational functions, and access resources any time. Whether someone wants to understand marketing’s current initiatives or product management’s priorities, AcuNet offers a transparent window into the business that supports better cross-team understanding and collaboration.



Health and Safety

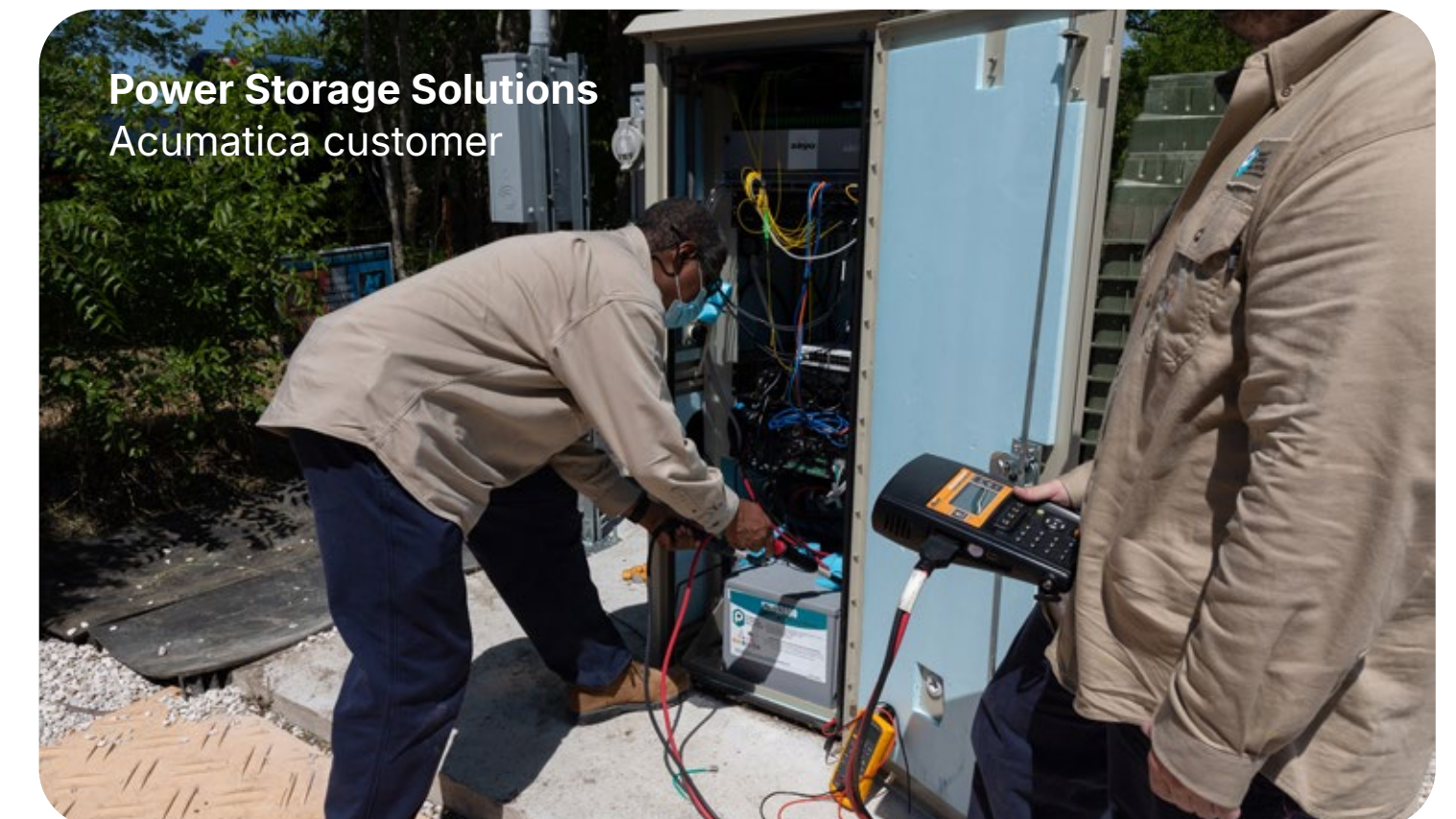
We work to provide all employees with a safe, healthy, and productive work environment. Our Employee Health & Safety Plan outlines clear responsibilities for management and staff, regular risk assessments, and protocols for accident reporting and incident response. Each office is equipped with fire extinguishers, exit signs, and first aid supplies, and new employees receive an orientation covering emergency exits and safety resources. We maintain a zero-tolerance policy for workplace violence and provide annual Harassment and Discrimination training company-wide.

For in-office employees, we provide ergonomic furniture and equipment, encourage regular breaks, and conduct routine workstation and equipment checks. Remote employees are supported with equipment provided at the start of employment and are encouraged to personalize their workspace and take regular breaks as well.

Beyond physical safety, Acumatica invests in employee mental health and wellbeing. Our AcuHealth wellness initiative hosts monthly virtual sessions on physical, nutritional, and mental health topics, and our Remote Employee Engagement program fosters connection across our distributed workforce through virtual team-

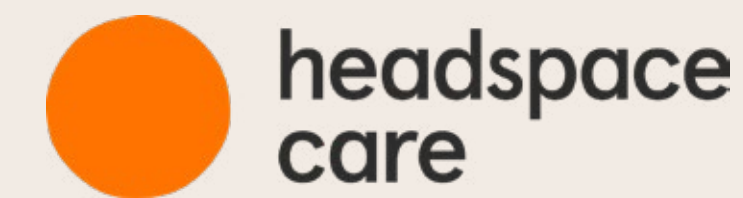
building and social events. Employees have access to mental health support through our Employee Assistance Program, flexible PTO and leave options, and dedicated quiet spaces for rest. Our offices also include private rooms for nursing parents.

Employees can report safety concerns, accidents, or incidents directly to management or through our Ethics hotline, and all reports are investigated to determine root cause and prevent recurrence. Acumatica reviews its health and safety policies and the broader Employee Handbook annually, incorporating employee feedback to ensure continuous improvement.



Wellness at Work

We invest in our employees' physical, mental, and emotional wellness through partnerships with leading platforms like Calm, Cigna EAP, Headspace Care, and Happify, offering guided meditation, therapy access, and mood-boosting resources that support stress management and work-life balance.





Community Engagement

A sustainable future starts with the connections we build. Through [AcumatiCares](#), we advance local and global causes by partnering with community-based organizations, and we target our corporate giving toward organizations whose work aligns with our values and addresses pressing community and global needs.

Our giving supports organizations across a range of causes, including:



Wellspring Family Services
Dedicated to ending family homelessness.



World Central Kitchen
Provides meals for those suffering through humanitarian and climate crises.



The Trevor Project
Offers crisis intervention and suicide prevention support for youths in need.



Pasado's Safe Haven
Investigates animal cruelty crimes and provides sanctuary and rehabilitation to animals who have suffered abuse and neglect.



The Boys and Girls Clubs
Works to develop important skills for the next generation of leaders.



Girls Who Code
Empowers young women and nonbinary individuals with tech skills.



Homes of Hope
Builds homes for families in need in over 27 nations.



Code.org
Expands access to computer science in schools, inspiring students of all backgrounds to learn coding and pursue tech careers.

Governance

We hold ourselves to a high standard of integrity in how we operate. We believe ethical practices should be embedded into everyday decisions, not treated as a separate checklist. This commitment is what allows Acumatica to remain a reliable, transparent partner to the businesses that depend on us.

Corporate Governance	40
Business Ethics and Practices	42
Data Privacy and Cybersecurity	43



Corporate Governance

Acumatica’s Board of Directors plays a central role in upholding strong governance and ethical business practices, exercising 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

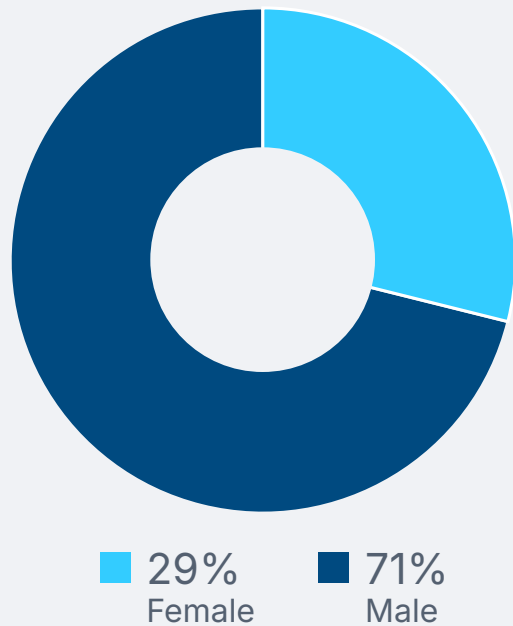
Kathy Crusco, (Independent)
Board Advisor,
Non-Executive Director

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

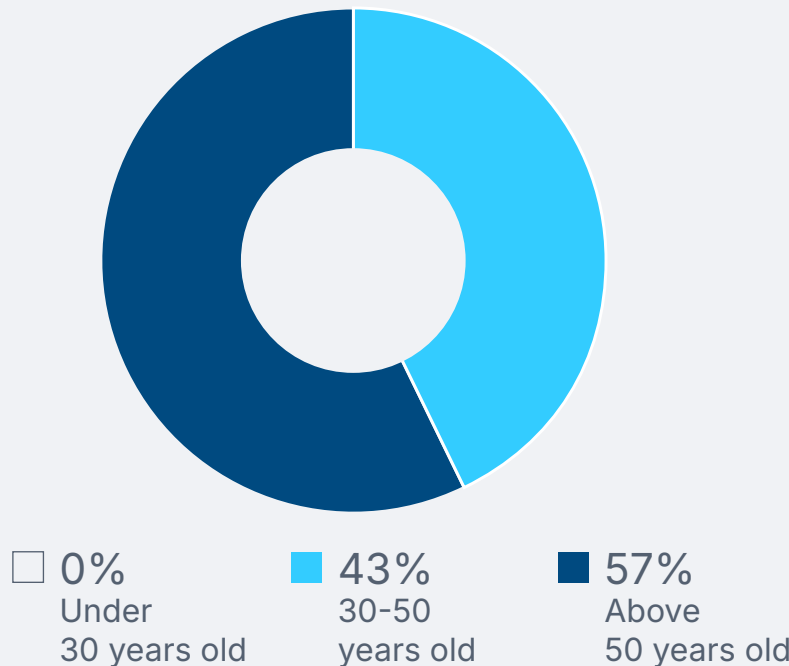
Zach Nelson (Independent)
Board Advisor,
Non-Executive Director

Our Board Composition

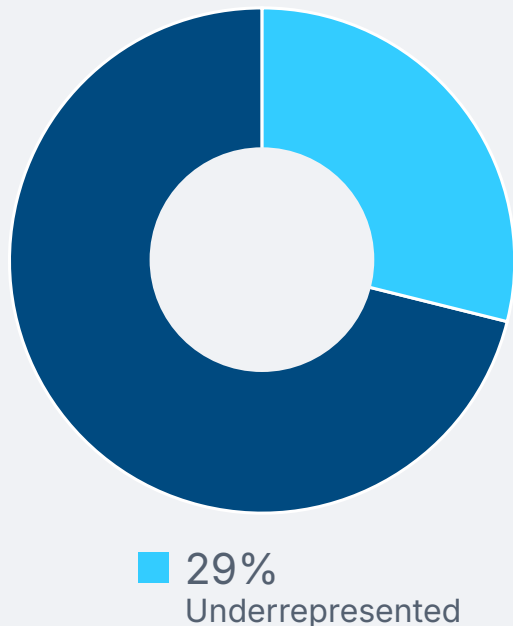
Gender Diversity



Age Diversity

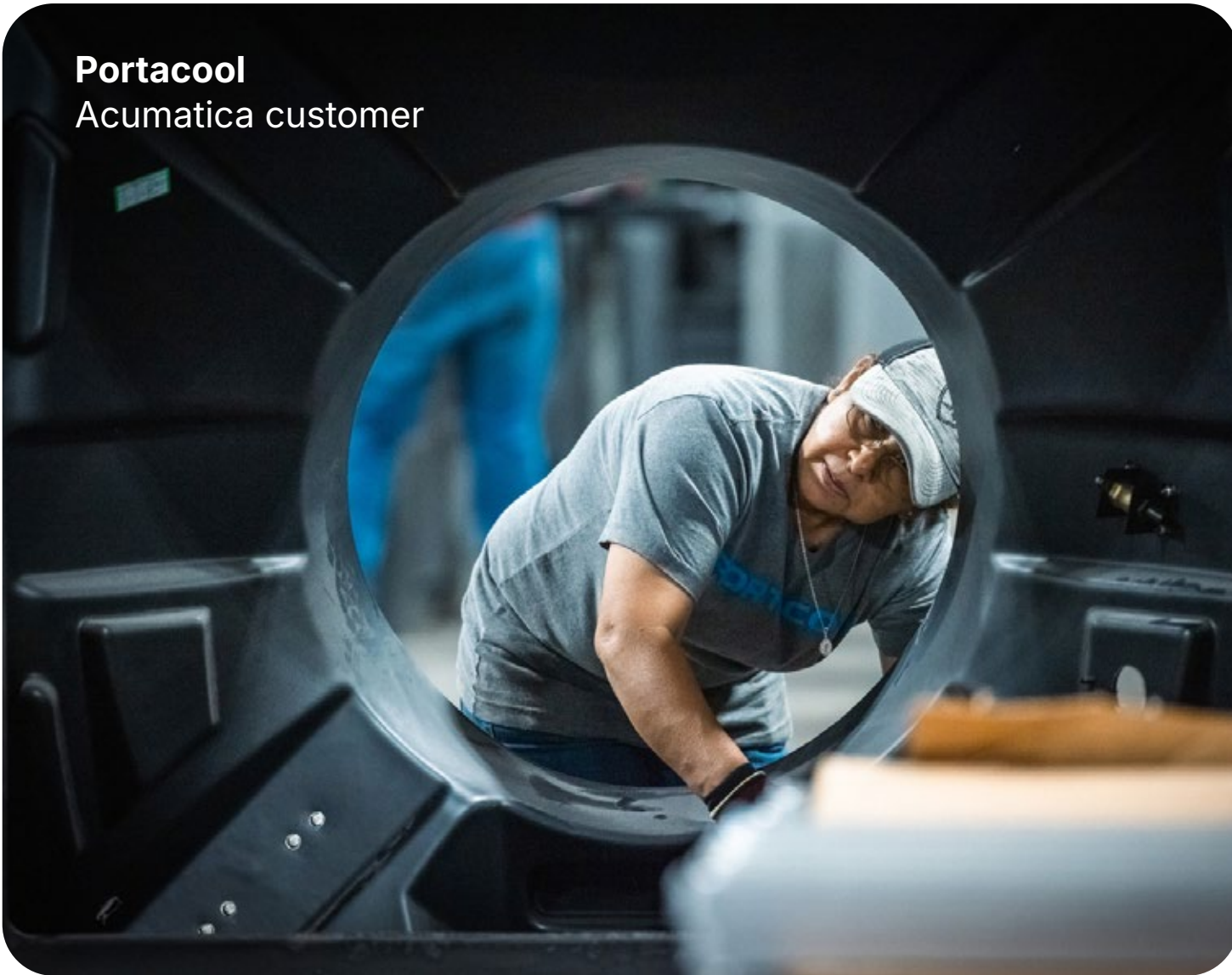


Racial/Ethnic Diversity



ESG Advisory Committee

We work to embed ESG principles into our core operations and decision-making through our specialized Board committee made up of members with relevant ESG expertise. Our CEO owns execution of Acumatica’s ESG strategy, keeping it embedded at the highest level of the organization. We report progress to the ESG Advisory Committee twice a year, giving the Board ongoing visibility into 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

Ethics shapes every decision we make and every relationship we build. Grounded in a strong governance structure and a robust Code of Conduct, we believe ethical practices are essential to both 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

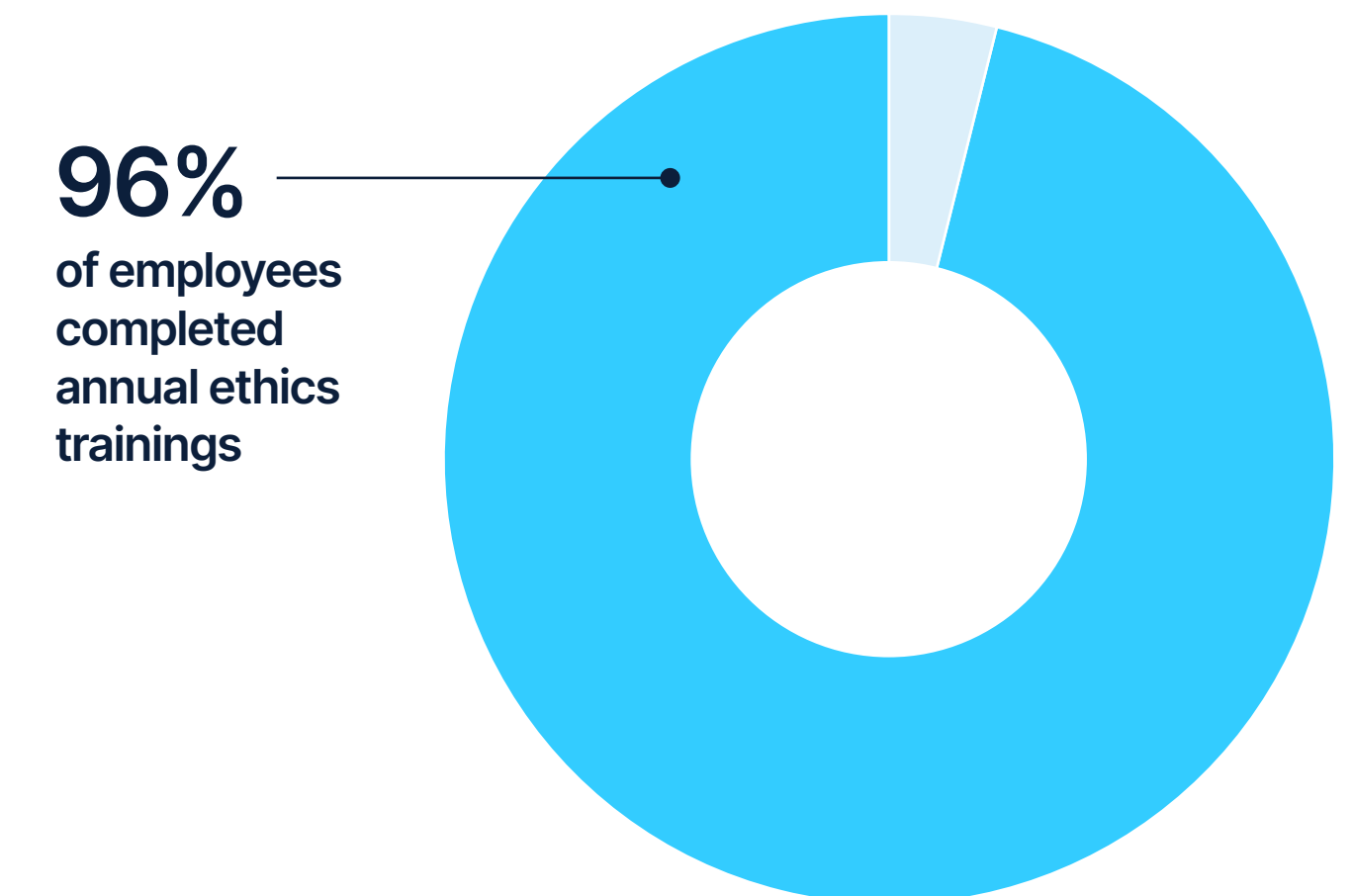
We've built a culture based on openness and accountability. Employees have confidential channels to report ethical concerns or suspected policy violations, including:

- ✔ 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

Zero tolerance for corruption backs up our broader governance framework, reinforced by strong due diligence, ethical partnership standards, and regular compliance reviews. Periodic audits help us identify gaps before they become problems.

Annual Trainings on Ethical Conduct

We conduct annual trainings on ethics, compliance, and responsible conduct to ensure our workforce remains informed and aligned with our values. 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

Security is built into everything we do. As a cloud ERP provider entrusted with sensitive customer and company data, we protect personal information, defend against cyber threats, and safeguard our own intellectual property at every level. That commitment starts with strong privacy practices: encrypting data in transit and at rest, controlling access by role, and following international standards. Our cybersecurity approach layers advanced technology with continuous monitoring and testing. We back that up with incident response, business continuity, and disaster recovery plans built to keep operations running.

Regulatory and Risk Management

We take a unified, global approach to data privacy and cybersecurity, one built on the highest international standards. Our framework starts with the EU's General Data Protection Regulation (GDPR) and extends to emerging frameworks like the EU Data Act, the California Consumer Privacy Act (CCPA), and various state-level laws, merging these requirements into one consistent standard of protection for customers and partners worldwide.

Vendor and Software Risk Management

Vendor and publisher risk assessments are how we protect our data. Before we bring any third-party product on board, we evaluate how it interacts with our systems. Our comprehensive vetting system governs the onboarding of every new vendor and piece of software, and if a vendor can't meet our requirements, we decline to move forward. This deliberate approach ensures we only work with partners who share our commitment to rigorous data protection and governance.

Trust, Verified Annually

SOC 2 certification is voluntary for Acumatica, yet we pursue it every year. The months-long process, gathering evidence, testing systems, and coordinating across teams, produces independent, third-party assurance that our safeguards are operating effectively, reinforcing the trust customers and partners place in us.



Mid-States Companies
Acumatica customer

Data Privacy and Cybersecurity (continued)

Cybersecurity Training

Employee Training and Testing

Cybersecurity at Acumatica is reinforced continuously. All staff complete annual training, backed by a quarterly newsletter that keeps security awareness active year-round. Employees with access to sensitive systems, such as those working with AI technologies, also receive specialized training. As systems evolve, targeted “point training” accompanies internal product releases to keep employees aligned with current protocols.

We also test our defenses regularly. That includes annual Red Team, Blue Team, and Purple Team exercises; third-party penetration testing across internal services, networks, email systems, and access controls; and phishing simulations that gauge employee responses to social engineering, supported by an AI-driven email protection platform.



External User Product Training

Security education extends to the customers and partners implementing our solutions every day. Because our Cloud ERP handles sensitive business and financial data, training covers more than product functionality alone. Our training builds in best practices for secure configuration, user access management, and data handling, reflecting our belief that secure usage is a shared responsibility.

Customer Education Reimagined

In 2025, we unveiled a bold new vision for Acumatica Education: one that is unified, personalized, and truly engaging. As part of that journey, we developed a more engaging and interactive approach to learning, showcasing an entirely new learning experience and interface. We also plan to extend Acumatica Badges, previously reserved for partners, to everyone in our broader Acumatica Community.

Data: Classify and Prevent

Today’s market is flooded with AI-enabled tools promising gains in efficiency and productivity. But adopting them too quickly, without fully understanding the security, privacy, or compliance implications, introduces real risks. Data classification and loss prevention remain a top priority for us precisely because of this shift.

Built on a strong foundation of traditional data loss prevention, we continue to invest 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 now extend to monitoring AI usage, including detection and processing of patterns related to AI tool activity. Built-in triggers support review, blocking, and user self-identification. This layered approach allows employees to declare legitimate use while still holding them accountable through security team oversight.

At the same time, 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.

Index

GRI and UNGC Index

Acumatica has reported the information cited in this GRI content index for the period January 1, 2025 to December 31, 2025, 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. 40
2-12	Role of the highest governance body in overseeing the management of impacts		Corporate Governance, p. 40
2-13	Delegation of responsibility for managing impacts		Corporate Governance, ESG Advisory Committee, p. 41
2-14	Role of the highest governance body in sustainability reporting		Corporate Governance, p. 40
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. 42
2-24	Embedding policy commitments	Principles 7 - 9	Business Ethics and Practices, p. 42
2-25	Processes to remediate negative impacts		Business Ethics and Practices, Reporting on Ethical Concerns, p. 42
2-26	Mechanisms for seeking advice and raising concerns	Principle 10	Business Ethics and Practices, Reporting on Ethical Concerns, p. 42
2-27	Compliance with laws and regulations		Business Ethics and Practices, p. 42 Data Privacy and Cybersecurity, p. 43
2-29	Approach to stakeholder engagement		Customer Experience, p. 16 Employee Experience, Employee Engagement, p. 33 Community Engagement, p. 38

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 2025, Summit Carbon Emissions, p. 21 Greenhouse Gas Emissions, pp. 23-24
102-6	Scope 2 GHG emissions	Principles 7 - 9	Acumatica Summit 2025, Summit Carbon Emissions, p. 21 Greenhouse Gas Emissions, pp. 23-24
102-7	Scope 3 GHG emissions	Principles 7 - 9	Acumatica Summit 2025, Summit Carbon Emissions, p. 21 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 2025, Smaller Footprint, Same Big Event, p. 20 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. 42 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. 33

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. 37
403-3	Occupational health services	Principles 3 - 6	Health and Safety, p. 37
403-4	Worker participation, consultation, and communication on occupational health and safety	Principles 3 - 6	Health and Safety, p. 37
403-5	Worker training on occupational health and safety	Principles 3 - 6	Health and Safety, p. 37
403-6	Promotion of worker health	Principles 3 - 6	Health and Safety, p. 37

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. 35
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. 36 Business Ethics and Practices, Reporting on Ethical Concerns, p. 42 Data Privacy and Cybersecurity, Cybersecurity Training, p. 44

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 11.6%.

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. 35 Business Ethics and Practices, p. 42 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. 35 Business Ethics and Practices, p. 42 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. 35 Business Ethics and Practices, p. 42 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. 38

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. 43

