

ESG

Databook

2024



Sage

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This document complements our FY24 Sustainability and Society Report and our FY24 Climate Report. It contains information on Sage's FY24 performance with a focus on our most material topics, including quantitative metrics and related narrative. It includes our Global Reporting Initiative (GRI) content index, Sustainability Accounting Standards Board (SASB) Sustainability Accounting Standard for the Software and IT Services Industry index, and mapping of our activities in relation to relevant UN Sustainable Development Goals (SDGs). This year, as part of the assurance process, we have prepared "Basis of Reporting" information, which defines each of the assured metrics, as well as the approach and scope used for data collection. This information forms the basis for assurance of our sustainability performance data.

Limited Assurance

GRI 2-5

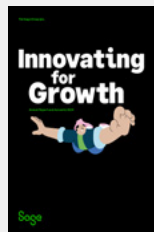
In addition to external "limited assurance" for key metrics in the reporting ecosystem, for the first time this year we have engaged our external assurance provider to verify key statements and claims across the Sustainability and Society Report and Climate Report.



Limited Assurance Summary Statement from Bureau Veritas UK Limited

Bureau Veritas UK Limited (Bureau Veritas) has provided limited assurance of selected sustainability disclosures included in The Sage Group plc. (Sage) Sustainability and Society Report, Climate Report, and ESG Databook for FY24 (collectively the "Report"). The information and data reviewed in this assurance engagement covered the period 1 October 2023 to 30 September 2024. The full Independent Assurance Report, including Bureau Veritas's assurance conclusion, assessment standard, scope of work, summary of work, and exclusions and limitations, can be found in the **FY24 Sustainability and Society Report on pages 43 to 46**.

Our reporting ecosystem



Annual Report and Accounts (ARA)



Sustainability and Society Report



Climate Report¹



UK Gender Pay Gap Report



UK Ethnicity Pay Gap Report



Materiality Assessment Methodology



Human Rights Charter



1. Includes Task Force on Climate-related Financial Disclosures (TCFD), and Transition Plan Taskforce (TPT) disclosures.

Performance data

- 1 Protect the Planet
- 2 Tech for Good
- 3 Human by Design
- 4 Sustainability by Design



Protect the Planet

Energy consumption within the organisation

GRI 302-1

Source	Unit	2021	2022	2023	2024
Total energy consumption within the organisation					
Electricity	GJ	49,872	42,755	40,371	39,299
Gas	GJ	15,975	5,994	7,060	10,668
Total	GJ	65,848	48,749	47,430	49,967
Total fuel consumption within the organisation from non-renewable sources, and including fuel types used					
Liquid Petroleum Gas (LPG)	GJ	–	3	–	–
Diesel Fuel	GJ	27	3,009	4,522	412
Petroleum	GJ	18	195	5,574	204
Other	GJ	52	1,104	1,580	1,471
Total	GJ	97	4,311	11,676	2,087
Total electricity consumption within the organisation, including renewable sources					
Electricity from Certified Renewable sources	GJ	16,981	19,380	27,333	21,316
Electricity from Non-Renewable Sources	GJ	32,891	23,375	13,038	17,983
Total Electricity Consumption	GJ	49,872	42,755	40,371	39,299
Renewable %	%	35%	45%	68%	54%

Note: Please see standards, methodologies, assumptions, and/or calculation tools used on page 10. The total energy consumption within the organisation including total fuel consumption from non-renewable sources and including fuel types used = 52,054GJ.

Energy consumption outside of the organisation

GRI 302-2

Disclosure	Unit	2023	2024
Total energy consumption outside of the organisation	GJ	1,267,183	1,240,290

Note: This calculation is based on energy consumed through the use of our sold products, as captured within Scope 3—Category 11 Use of Sold Products. Please see standards, methodologies, assumptions, and/or calculation tools used for Scope 3 on pages 16 and 17.

Energy intensity

GRI 302-3

Disclosure	Unit	2021	2022	2023	2024
Revenue (GBP £m)	£	1,846	1,949	2,184	2,332
Energy Used (MWh)	MWh	18,291	13,541	13,175	13,880
Energy Intensity (MWh/Revenue)	Ratio	9.9	6.9	6.0	5.9

Note: Types of energy included in the intensity ratio are natural gas and electricity and the ratio uses energy consumption within the organisation.

Reduction of energy consumption

GRI 302-4

Disclosure	Unit	2023	2024
Amount of reductions in energy consumption achieved as a direct result of conservation and efficiency initiatives			
Electricity	GJ	147.3	52

Note: Calculation based on estimated model reduction taking into account volume of products installed and the direct energy saving per product compared with base product energy consumption. This energy reduction initiative is in relation to an LED project in our Cobalt office.

Reductions in energy requirements of products and services

GRI 302-5

Disclosure	Unit	2023	2024
Reductions in energy requirements of sold products and services achieved during the reporting period, in gigajoules.	GJ	112,565	46,367

Note: Total GJ reduction is estimated reduction in energy required to support Scope 3—Category 11 Use of Sold Products in 2024 compared with 2023. See methodology statement on pages 16 and 17.

Protect the Planet continued

Emissions (Scope 1, 2, and 3)

GRI 305-1, 305-2, 305-3

Disclosure	Unit	2021	2022	2023	2024
Direct (Scope 1)					
Natural gas	tCO ₂ e	812.8	303.9	315.8	542.0
Refrigerants	tCO ₂ e	187.6	187.2	157.0	698.4
Fuels (diesel, kerosene, LPG)	tCO ₂ e	8.3	186	75.2	103.8
Company-owned vehicles	tCO ₂ e	52	121.2	677.6	54.9
Subtotal	tCO ₂ e	1,060.7	798.3	1,225.6	1,399.1
Indirect (Scope 2)					
Location-based emissions	tCO ₂ e	4,326.3	3,505.1	3,255.5	3,236.0
Market-based emissions	tCO ₂ e	3,300.2	2,040.6	1,408	1,879.0
Subtotal (location based)	tCO ₂ e	4,326.3	3,505.1	3,255.5	3,236.0
Indirect (Scope 3)					
Cat. 1—Purchased Goods and Services	tCO ₂ e	92,613.0	88,851.0	84,060.1	79,527.4
Cat. 2—Capital Goods	tCO ₂ e	7,974.7	100.7	83.0	1,056.3
Cat. 3—Energy-Related Activities—Transport & Distribution (T&D) and Well to Tank (WTT)	tCO ₂ e	1,624.8	1,098.4	1,158.3	1,017.0
Cat. 4—Upstream Transportation and Distribution	tCO ₂ e	493.5	390.3	402.0	398.4
Cat. 5—Waste	tCO ₂ e	107.6	116.5	53.6	31.0
Cat. 6—Business Travel	tCO ₂ e	411.3	6,080.0	7,583.1	9,286.0
Cat. 7—Employee Commuting and Homeworking	tCO ₂ e	14,734.3	11,746.2	10,078.8	10,189.2
Cat. 11—Use of Sold Products (direct)	tCO ₂ e	2,113.9	2,131.0	1,845.2	1,878.5
Cat. 11—Use of Sold Products (indirect)	tCO ₂ e	97,736.0	100,828.7	86,021.2	86,662.4
Cat. 15—Investments	tCO ₂ e	35.0	35.0	32.4	105.9
Subtotal	tCO ₂ e	217,864	201,998	191,317.8	190,152.1
Total gross emissions market-based (tCO₂e)	tCO ₂ e	222,225	204,837	193,951.4	193,430
Total gross emissions location-based (tCO₂e)	tCO ₂ e	222,224	206,301	195,799.9	194,787
Summary					
Gross direct (Scope 1) greenhouse gas (GHG) emissions (tCO₂e)	tCO ₂ e	1,060.7	798.30	1,225.6	1,399.1
Gross indirect (Scope 2) GHG emissions (tCO₂e)	tCO ₂ e	4,326.3	3,505.1	3,255.5	3,236.0
Gross other indirect (Scope 3) GHG emissions (tCO₂e)	tCO ₂ e	217,864	201,998	191,317.8	190,152.1

Please see standards, methodologies, assumptions, and/or calculation tools used on pages 6 to 17.

Protect the Planet continued

GHG emissions intensity

GRI 305-4

Disclosure	Unit	2021	2022	2023	2024
GHG emissions intensity ratio for the organisation	Ratio	121.00	111.00	89.7	83.5

Note: Carbon intensity ratio: location-based CO₂e emissions per total GBP £1,000,000 revenue (Scope 1, 2, and 3) (tonnes/revenue). FY24 Global revenue is £2,332m for Sage during the reporting period. Global revenue for FY23 was £2,184m.

Reduction of GHG emissions

GRI 305-5

Disclosure	Unit	2023	2024
Emissions reduced as a direct result of reduction initiatives			
Scope 1 GHG emissions	tCO ₂ e	N/A	N/A
Scope 2 GHG emissions	tCO ₂ e	249,6	N/A
Scope 3 GHG emissions	tCO ₂ e	15,093.3	1,165
Total GHG emissions	tCO ₂ e	15,342.9	1,165

Note: Scope 2 methodology: the difference between location-based emissions in FY23 and FY24. Scope 3 methodology: the difference between Use of Sold Products in FY23 and FY24.

Emissions of ozone-depleting substances (ODS)

GRI 305-6

Disclosure	Unit	2023	2024
Production, imports, and exports of ODS in metric tons of CFC-11 (trichlorofluoromethane) equivalent	tonnes	0	0

Note: No production or export of ODS.

New suppliers that were screened using environmental criteria

GRI 308-1

Disclosure	Unit	2023	2024
New suppliers that were screened using environmental criteria	%	17	12

Note: In FY24, we had 1,042 new vendors. Of these, 122 were screened on either Dun and Bradstreet (D&B), EcoVadis, SBTi, or CDP platforms.

Negative environmental impacts in the supply chain and actions taken (for emissions)

GRI 308-2

Disclosure	Unit	2023	2024
Suppliers assessed for environmental impacts ¹	#	1,235	1,020
Suppliers identified as having significant actual and potential negative environmental impacts ²	#	0	0
Significant actual and potential negative environmental impacts identified in the supply chain ³	#	0	0
Suppliers identified as having significant actual and potential negative environmental impacts with which improvements were agreed upon as a result of assessment ⁴	%	N/A	N/A
Suppliers identified as having significant actual and potential negative environmental impacts with which relationships were terminated as a result of assessment, and why ⁵	%	0	0

Note:

- In FY24, we had spend with 3,431 normalised vendors. Of these, we had data from either D&B, SBTi, EcoVadis, or CDP on 1,020 (30%).
- and 3. We have not identified any actual or potential negative issues.
- We continue to improve our reporting methodology and will look to report against this in the future.
- Sage has not terminated any agreements as a result of an assessment.

Protect the Planet continued

Water and marine resources

Water consumption

GRI 303-5

Disclosure	Unit	2021	2022	2023	2024
Total water consumption	Megalitres	19	21	57	48

Note: Water consumption is from Sage office portfolio.

Resource use and circular economy

Waste generated

GRI 306-3

Disclosure	Unit	2021	2022	2023	2024
Total waste generated	Metric tons	298	446	354	270

Note: Waste consumption is from Sage office portfolio.

Emissions methodology

FY24 emissions data

GRI 305-1, 305-2, 305-3

Sage recognises the importance of reporting against Scopes 1, 2, and 3 emissions, and we committed to continually review our data collection processes across global operations to enhance the Sage carbon footprint.

As with most companies, Scope 3 indirect emissions from our value chain account for the largest proportion (~98%). Within Scope 3, the 2 largest categories of total emissions accounting for 86% are Category 1—Purchased Goods and Services emissions (42% of the total carbon footprint) and Category 11—Use of Sold Products (both direct and indirect emissions from our cloud, on-premise and desktop products), which accounts for 46% of our total carbon footprint.

We are continuously working to address data gaps in Scope 3 reporting. For the first time, in FY24 we used our suppliers' primary emissions data directly collected through the CDP Supply Chain questionnaire for 24 suppliers. This builds on our previous method of supplier data collection providing a more accurate underlying picture of our supply chain emissions which suppliers have allocated to our business. We continued to use the CDP Database to calculate supplier-specific emissions for a further 76 suppliers.

In FY25, we will continue developing our methodology as part of our data improvement efforts in pursuit of primary data.

Sage secured third-party assurance and verification for its carbon footprint in FY24.

Narrative on percentage change of Scopes 1, 2, and 3 emissions

GRI 305-1, 305-2, 305-3, 305-5

In FY24, total market-based emissions decreased by 0.3% (location-based decreased by 0.5%). The main cause behind the smaller decrease is the impact of Scope 3 emissions related to higher electricity "grid" emissions across the key markets of France, Canada and South Africa related to the use of our sold products; increased supply chain capital expenditure related to our Property; and an increase in business travel, caused by growth in international air travel as colleagues return to pre-covid working patterns.

We saw a small increase in a few Scope 3 categories including Category 11—Use of Sold Products (+1%), underlying energy consumption reduced by 4%, on trend with previous years but higher electricity emission factors have resulted in a flat trend.

The accuracy of our footprint changes as we continually develop our data collection processes; therefore, each year we may have additional and improved data to include that was previously unattainable. This year we have again increased the granularity of our suppliers' data through requesting data from suppliers through the CDP Supply Chain questionnaire. More information is available in the methodology section that follows.

Protect the Planet continued

Emissions methodology continued

Overview of Scopes 1, 2, and 3 emissions

GRI 305-1, 305-2, 305-3, 305-5

In FY24, total market-based emissions from all scopes were 193,430 (location-based 194,787) tco₂e.

Scope 1 emissions include direct emissions from natural gas, refrigerants, fuels (diesel), and company cars totalling 1,399 tCO₂e (<1% of emissions). Scope 2 location-based emissions from our purchased electricity were 3,236 tCO₂e (2% of emissions), and Scope 3 indirect emissions were 190,152 tCO₂e and therefore the principal source of emissions (98%).

We saw an increase in Scope 1, largely driven by an increase in one-off refrigerant use across out sites. Company car emissions account for 16% of Scope 1 and are therefore material for the category.

Our Scope 2 reductions are driven by our property strategy, where we are progressively moving operations to more efficient offices. This creates less energy intensive office spaces and plays a role in reducing our direct emissions.

Sage's Scope 3 emissions include all upstream categories as defined by the Greenhouse Gas Protocol (categories 1-7). Scope 3 downstream emissions include Category 11—Use of Sold Products and Category 15—Investments.

Category 11—Use of Sold Products was the main source of emissions, accounting for 46% in FY24. This was introduced in FY22 to recognise the indirect emissions related to the use of our products, recognising that a proportion of our products are hosted and managed outside of our cloud-native environments. The model includes both usage associated with cloud, desktop, and on-premises products and indirect emissions associated with the servers that host our products. The calculation model provides good insight into our downstream impact from our customers. We expect this model to continue to evolve in accuracy in FY245, building on the software product lifecycle carbon assessments completed in FY24, and further integrating direct primary data from our cloud operations partners.

Category 1—Purchased Goods and Services was our second largest emissions source, accounting for 42% of total emissions.

Data from our suppliers accounts for ~19% of Purchased Goods and Services emissions ~3% CDP Supply Chain questionnaire and ~16% CDP Database), the remaining emissions ~81% were calculated using spend data and an environmental extended input-output model. The principal hotspot categories within Purchased Goods and Services spend data remain from our business services, marketing, and IT product purchases.

Category 7—Employee Commuting and Homeworking accounts for 5% of emissions and increased by 1% during FY24. Emissions are calculated using a Homeworking Emissions Tool created by our partner consultancy EcoAct. The tool is a widely accepted methodology, which has been developed with industry partners, to calculate emissions used in employees' homes relating to electricity (home office set up, lighting, air conditioning) and natural gas based on country-specific data and full-time employee numbers.

Within our calculations where primary data was unavailable, we have used the Greenhouse Gas Protocol's data hierarchy to extrapolate for missing regions. The hierarchy favours primary data where possible. Where primary data was unavailable, extrapolations were made using regional intensities based on floor area or full-time employees (depending on which is most relevant to the emissions source). Due to our reporting cycle, data is missing for some months within the final quarter of the year. Missing data is extrapolated based on the hierarchy described above.

We continually review data management processes across our global operations to better capture voluntary Scope 3 data such as water, waste, and travel information.

Protect the Planet continued

Emissions methodology continued

Supplier-specific data

GRI 305-3, 308-1, 308-2

As we continue to improve the data from our carbon footprint, we endeavour to increase the quantity of supplier-specific data within our calculations. Supplier specific-data was received from 100 suppliers in total from CDP, with 45 suppliers removed from the calculations through our quality assurance process, as described below.

We therefore utilised supplier-specific data for 55 of our most material suppliers this year compared with 49 in FY23.

We updated the methodology to use a hierarchy to determine the most appropriate data: 1) Supplier emissions data allocated to Sage by suppliers; 2) Supplier emissions data allocated using revenue; and 3) Spend data to fill gaps. The data was quality assured and included within our Purchased Goods and Services calculation if it passed the quality checks. If it did not pass the criteria, we revert to the spend-based approach for the remaining suppliers. We plan to engage with our material suppliers to obtain more data in FY24.

➔ Further details on our methodologies can be found on pages 11 to 13.

Scope of carbon reporting

GRI 305-1, 305-2, 305-3, 305-4, 305-5

The Greenhouse Gas Protocol recommends that emissions are calculated, where possible, from the reporting organisation's activity data. In the case of Sage, this includes emissions data from global operations including Australia, Austria, Belgium, Canada, France, Germany, India, Ireland, Israel, Malaysia, Morocco, Poland, Portugal, Romania, Singapore, South Africa, Spain, the UK, and the US.

Emissions sources included in the operational footprint are energy, refrigerants & fuel consumption, water usage, waste generated from activities, and the impacts of business travel, whether from distance travelled or fuel used.

Sage additionally calculates Scope 3 indirect emissions for all upstream emissions sources including Purchased Goods and Services, Capital Goods, Fuel and Energy-Related emissions, Upstream Logistics, Employee Commuting and Homeworking. Our downstream footprint includes the Use of Sold Products and Investments.

Sage reports on both market and location based emissions, market based emissions are used to report against overall emission reduction progress.

Control approach

GRI 305-1, 305-2, 305-3, 305-4, 305-5

Carbon footprints are calculated according to a control approach which can be defined as either operational control (the organisation or 1 of its subsidiaries has the full authority to introduce and implement its operating policies at the operation) or financial control (the organisation has the ability to direct the financial and operating policies of the operation with a view to gaining economic benefits from its activities).

The operational control approach is used in this footprint. Under this approach, we have accounted for 100% of the GHG emissions from operations over which Sage has control.

Emissions factors

GRI 305-1, 305-2, 305-3, 305-4, 305-5

The UK government emissions factors for company reporting (published by BEIS) have been used. The most recent International Energy Agency (IEA 2022) international conversion factors were applied for non-UK electricity.

In FY22, BEIS stopped publishing well to tank (WTT) factors for overseas electricity. The BEIS methodology previously relied on applying a ratio of direct/indirect WTT emissions for UK electricity and applying this to the rest of the world. In the absence of BEIS data, our GHG reporting partner EcoAct has developed a methodology to calculate WTT emissions based on the specific fuel mix of each country's electricity generation. This relies on fewer assumptions than the BEIS methodology and is also more specific to the country and so may result in some changes compared with previous years. However, this will track more accurately to each country's grid decarbonisation over time, instead of relating to the UK only.

Scope 3 emissions sources apply a combination of the Comprehensive Environmental Data Archive using a 2018 baseline year and uplifted for inflation to 2024 (CEDA Global—version 6) and UK government factors, depending on the data provided, e.g. expense data or primary data. Where supplier-specific data was used, this was obtained from the supply chain questionnaire from CDP and the CDP Database.

Spend is removed from the calculation based on Greenhouse Gas Protocol Scope 3 Category 1 accounting principles, for example where the spend relates to activity already covered elsewhere within our footprint, e.g. utility spend.

Protect the Planet continued

Direct (Scope 1)

GRI 305-1, 302-1

Emission data by activity	Activity	Methodology
Direct (Scope 1)	Natural gas	<p>Data Received: Monthly consumption values of gas per site.</p> <p>Approach:</p> <ul style="list-style-type: none"> Used primary data where available. Where primary data did not cover the entire reporting period, we have extrapolated by month for the remaining months of the year (based on the previous 3 months to take into account seasonal variances in natural gas consumption). Where raw data was not provided, extrapolations have been conducted in line with the following: <ul style="list-style-type: none"> Where no primary data was available, extrapolations were made using regional intensities based on floor area. Where floor area is unavailable, full-time equivalent (FTE) intensities have been used. Sites reporting actual data which were closed or opened during the reporting year were excluded from these intensities to avoid skewing the data. For sites in regions with no regional intensity due to no actual data, a global intensity has been applied. For sites requiring extrapolation which were opened/closed during the reporting year, the extrapolated value has been adjusted to reflect the months that the site was open. An assumption is made at a regional level on whether natural gas is relevant or not, for sites where data owners could not confirm whether natural gas is relevant. For example, no Indian sites consume natural gas, so it is assumed that the serviced offices in Bangalore and Pune do not consume natural gas. It is assumed Brighton serviced offices consume gas (to be estimated) as most UK&I sites consume gas.
Direct (Scope 1)	Refrigerants	<p>Data Received: Refrigerant leakage top up in the reporting year.</p> <p>Approach:</p> <ul style="list-style-type: none"> Used primary data where available. Where primary data was not provided, extrapolations have been conducted in line with the following: <ul style="list-style-type: none"> Where no primary data was available, extrapolations were made using regional intensities based on floor area. Where floor area is unavailable, FTE intensities have been used. Sites reporting actual data which were closed or opened during the reporting year were excluded from these intensities to avoid skewing the data. For sites in regions with no regional intensity due to no actual data, a global intensity has been applied. For sites requiring extrapolation which were opened/closed during the reporting year, the extrapolated value has been adjusted to reflect the months that the site was open.
Direct (Scope 1)	Fuels (diesel)	<p>Data Received: Diesel consumption in kWh per site.</p> <p>Approach:</p> <ul style="list-style-type: none"> Used primary data where available. Where primary data did not cover the entire reporting period, we have pro-rated the daily usage for the remaining months of the year. The number of months with missing data varies on a site-by-site basis. Where primary data was not provided, extrapolations have been conducted in line with the following: <ul style="list-style-type: none"> Where no data was available, extrapolations were made using regional intensities based on floor area. Where floor area is unavailable, FTE intensities have been used. Sites reporting actual data which were closed or opened during the reporting year were excluded from these intensities to avoid skewing the data. Where regional intensities are not available due to lack of actual data, the global average intensity has been applied. For sites requiring extrapolation which were opened/closed during the reporting year, the extrapolated value has been adjusted to reflect the months that the site was open.
Direct (Scope 1)	Company-owned vehicles (diesel, petrol, LPG, electric)	<p>Data Received: Global mileage per fuel type and vehicle size for October 2023 to September 2024.</p> <p>Approach:</p> <ul style="list-style-type: none"> The data covered the whole reporting period, therefore there was no need for extrapolations. Calculated the emissions using the mileage by fuel type or vehicle size. <p>Assumptions:</p> <ul style="list-style-type: none"> LPG up to 1400cc—used average car size as notes suggest there are no small LPG cars with engine sizes up to 1.4 litre engines. WTT emissions included in line with best practice. WTT is included in Scope 3 Category 3.

Protect the Planet continued

Indirect (Scope 2)

GRI 305-2, 302-1

Emission data by activity	Activity	Methodology
Indirect (Scope 2)	Electricity	<p>Data Received: Monthly consumption values of electricity per site.</p> <p>Approach: Used primary data where available. Where primary data did not cover the entire reporting period, we extrapolated the raw consumption data taking an annual average (as electricity is not seasonal) for the remaining months of the year.</p> <p>Where primary data was not provided, extrapolations have been conducted in line with the following:</p> <p>Assumptions:</p> <ul style="list-style-type: none"> Where no data was available, extrapolations were made using regional intensities based on floor area. Where floor area is unavailable, FTE intensities have been used. Sites reporting actual data which were closed or opened during the reporting year were excluded from these intensities to avoid skewing the data. For sites in regions with no regional intensity due to no actual data, a global intensity has been applied. For sites requiring extrapolation which were opened/closed during the reporting year, the extrapolated value has been adjusted to reflect the months that the site was open. Chilled water: Chilled water has been provided for the Atlanta site in refrigeration tons. This refers to the energy consumed for water cooling. The site provided the conversion 1 Refrigeration Tons (RT) = 3.517 kWh. The value provided has therefore been converted into kWh. Parking space electricity was excluded as it was not provided and on the basis it is immaterial. Parking space electricity was included for Newcastle—Cobalt as it was provided by the data owners. It represents 0.8% of total Newcastle electricity consumption.
Indirect (Scope 2)	Electricity (market-based)	<ul style="list-style-type: none"> For market-based accounting, where electricity supply was confirmed to be renewable and proven through evidence (renewable certificates), we have used a “0” emissions factor. Where renewable energy is not confirmed, under the market-based accounting methodology we have used the residual mix where available and the grid mix for countries where no residual mix is available. Emission factor sources are AIB 2022 for the EU regions and the e-grid emission factors for the US (2022 Green-e Residual Mix EFs using 2020 data).

Protect the Planet continued

Scope 3

GRI 305-3

Emission data by activity	Activity	Methodology
Scope 3	Cat. 1— Purchased Goods and Services	<p>Hierarchy for data inclusion: Our accounting methodology aligns to GHG calculation guidance, taking a hierarchical approach combining supplier-specific and spend-based data. Our ambition is to continually increase the use of supply chain primary data from our suppliers to: 1) Improve the accuracy of our footprint, relevant to the products and service we purchase; and 2) Provide a mechanism for suppliers to report consistently on carbon reductions and the progress they are making towards net zero.</p> <p>In FY24, we continued using expanded our hierarchical approach to include CDP Supply Chain data, subject to a number of quality controls as documented below. Emissions are calculated using the following hierarchy below. Where they are not appropriate at the higher level, they fall down the hierarchy.</p> <ol style="list-style-type: none"> 1. Direct primary data from the supplier. 2. CDP Supply Chain (Primary Data)—IF of adequate quality in line with inclusion criteria below. 3. CDP Database (Primary Data)—IF of adequate quality in line with inclusion criteria below. 4. Spend data—IF deemed relevant to the category and GHG footprint overall in line with list of exclusions. 5. Exclude totally based on GHG accounting principles. <p>Step 1: Direct primary from the supplier: In FY24 Sage utilised data direct from one supplier, Microsoft. This was using the Microsoft Emissions Dashboard. The dashboard calculates the Scope 1, 2 and Scope 3 emissions related to the products consumed through our purchase of Azure services. Further information can be found on the Microsoft methodology here.</p> <p>Step 2: CDP Supply Chain CDP Supply Chain—Methodology: Emissions from suppliers are included within the calculation if the following statements are true:</p> <ul style="list-style-type: none"> • Where suppliers have not provided any GHG data—exclude these emissions, revert to either CDP or spend data. • Scope 1—figures are provided and verified—where Scope 1 figures are not provided, if there is a justification of “relevance” ONLY such as no Scope 1 emissions exist, companies have been included. • Scope 2—Market-based figures are provided and verified—where Scope 2 market-based figures are not provided, if there is a justification of “relevance” ONLY such as no Scope 2 emissions exist, companies have been included. • Scope 2—Market-based accounting figures are used over location-based figures as Sage reports market-based figures and is using a market-based approach to track against its science-based target (SBT). • Where Scope 2 market-based figures are not provided or not verified, Scope 2 location-based figures are used (if verified). • Scope 3 figures are included for categories 1–8 (upstream only). As verification is less established for Scope 3 emissions, all Scope 3 categories are included where figures are provided if verified or not. • Therefore, suppliers are excluded from the supply chain calculation if Scope 1 or 2 data is unverified. <p>CDP Supply Chain—Allocation Approach: <i>Where the CDP apportionment methodology is defined as “Revenue Apportionment”</i></p> <ul style="list-style-type: none"> • Revenue for the reporting period relating to the emissions data (listed in CDP) is used. The revenue used is in line with the following: • The CDP revenue is looked up from the CDP Database—this is included in the intensity question and therefore relates to the correct reporting period. • Revenue allocation is also checked within FactSet—an online database of company revenues. • Where FactSet was unavailable, EcoAct has also researched the revenue from publicly available resources and converted to millions of EUR. <p><i>Where CDP intensities are not using revenue (e.g. FTE):</i> EcoAct has used desk-based research to look up the revenue based on the reporting period listed in CDP in order to match the emissions.</p> <ul style="list-style-type: none"> • Emissions are allocated to Sage by using the spend by supplier. • Where CDP Database revenue appears inaccurate, the desk-based research into revenue is used.

Protect the Planet continued
Scope 3 continued

GRI 305-3

Emission data by activity	Activity	Methodology
Scope 3	Cat. 1— Purchased Goods and Services— continued	<p>CDP Supply Chain—Calculation Approach: Suppliers’ Scope 1, 2, and upstream Scope 3/suppliers’ revenue * Sage spend by supplier.</p> <p>CDP Supply Chain—Data Received:</p> <ul style="list-style-type: none"> • CDP 2024 Supply Chain questionnaire extracts. • CDP 2023 Database. • Sage supplier spend. <p>Step 3: CDP Database:</p> <p>CDP Database—Methodology:</p> <ul style="list-style-type: none"> • Emissions from suppliers using the CDP Database are included if the following statements are true: • Scope 1 figures are provided and verified—where Scope 1 figures are not provided, if there is a justification of “relevance” ONLY such as no Scope 1 emissions exist, companies have been included. • Scope 2—Market-based figures are provided and verified—where Scope 2 market-based figures are not provided, if there is a justification of “relevance” ONLY such as no Scope 2 emissions exist, companies have been included. • Scope 2—Market-based accounting figures are used over location-based figures as Sage reports market-based figures and is using a market-based approach to track against its SBT. • Scope 3 figures are included for categories 1–8 (upstream only). As verification is less established for Scope 3 emissions, all Scope 3 categories are included where figures are provided if verified or not. • Therefore excluded suppliers are: suppliers without verified Scope 1 and 2 emissions. • Where Scope 3 emissions are not calculated but are deemed “relevant” by the client in C6.5 of the CDP submission, EcoAct estimates the missing Scope 3 data. This will be done by uplifting Scope 1 and 2 for each supplier based on an industry average factorial. Anomalies are addressed removing the top and bottom 10% of outliers from this data. <p>CDP Database—Allocation Approach:</p> <ul style="list-style-type: none"> • Revenue allocation is now provided within FactSet. This is used for the allocation of emissions based on revenue apportionment. • Where FactSet was unavailable, EcoAct has researched the revenue from publicly available resources and converted to millions of EUR. • Uplift for Scope 3—where Scope 3 emissions are not provided but the status notes they are relevant but not yet calculated or not evaluated. These suppliers are given an uplift of Scope 3 based on the % of each category in the average sector listed by CDP. <p>CDP Database—Calculation Approach:</p> <ul style="list-style-type: none"> • Suppliers’ Scope 1, 2, and upstream Scope 3/suppliers’ revenue * Sage spend by supplier. • Most recent year is extracted for supplier name. Where info is older than 2x years, these are excluded and revert back to spend, e.g. Exclerc. <p>CDP Database—Data Received:</p> <ul style="list-style-type: none"> • CDP 2023 Database. • Sage supplier spend.

Protect the Planet continued

Scope 3 continued

GRI 305-3

Emission data by activity	Activity	Methodology
Scope 3	Cat. 1— Purchased Goods and Services— continued	<p>Step 4: Spend-based approach</p> <p>Spend-based—methodology:</p> <ul style="list-style-type: none"> • The methodology includes both Category 1 (spend only), 2, and 4. • Sage provided EcoAct with spend data for the reporting period October 2023 to September 2024. This was reviewed and the same assumptions applied as 2023. • Spend is multiplied by emissions factors from CEDA v6. • Spend categories are excluded where they are accounted for elsewhere in the footprint—this was based on the same assumptions as the 2023 footprint, e.g. waste expenses removed as accounted for in Category 5, business travel in Category 6. • Local data on postage was received for a few sites, therefore this has been calculated separately for inclusion in Category 4. • Water emissions were calculated using primary data on the consumption of water in each office (m³). Where primary data was not available, EcoAct has undertaken extrapolations on a regional basis by floor area. <p>Spend-based—Data Received:</p> <ul style="list-style-type: none"> • CEDA v6 emission factors. • Sage supplier spend. <p>Impact of supplier-specific primary data on calculation</p> <p>During FY24, Sage received supplier-specific primary data from 100 suppliers in total. Following the above criteria, a total of 22 suppliers were removed from our CDP primary data calculation due to data quality and assurance criteria.</p> <p>In total, emissions from 78 suppliers were calculated using CDP Supply Chain or CDP Database data, accounting for 27% of our overall spend.</p> <p>Total emissions calculated using CDP Supply Chain were 1,415 MtCO₂e, 2% of total emissions.</p> <p>Total emissions calculated using CDP Database were 10,218 MtCO₂e, 13% of total emissions.</p> <p>Total emissions calculated using data direct from the supplier totalled 625 MtCO₂e, 1% of total emissions</p> <p>Total emissions calculated using spend data and CEDA v6 emissions factors were 61,487 MtCO₂e, 76% of total emissions.</p> <p>Total emissions from taking a hybrid CDP and spend-based approach were 80,937 tCO₂e, compared with 96,372 tCO₂e if a spend-only approach was taken across all suppliers.</p>
Scope 3	Cat. 2— Capital Goods	See Category 1 description. Emissions from Capital Goods were minimal during the reporting period but the same methodology using spend was applied.
Scope 3	Cat. 3— Energy-Related Activities (T&D/WTT)	<p>Data Received: Primary data from the Scope 1 and 2 footprint was used to calculate this emissions category, e.g. kWh of electricity, gas, and consumption of fuel.</p> <p>The calculation includes the emissions from electricity and fuel, and includes the emissions from upstream generation, WTT, and T&D losses.</p> <p>From 2022, BEIS has stopped publishing WTT factors for overseas electricity. The BEIS methodology previously relied on applying a ratio of direct/indirect WTT emissions for UK electricity and applying this to the rest of the world. In the absence of BEIS data, EcoAct has developed a methodology to calculate WTT emissions based on the specific fuel mix of each country’s electricity generation. This relies on fewer assumptions than the BEIS methodology and is also more specific to the country, and so may result in some changes compared with previous years. However, this will track more accurately to each country’s grid decarbonisation over time, instead of relating to the UK only.</p>
Scope 3	Cat. 4— Upstream Transportation and Distribution	<p>Data Received: Category 4 includes both spend data from Sage’s purchase ledger and some primary data from offices, including letters and parcels. See Category 1 methodology for spend-based calculation approach. The methodology for the letters and parcels is below:</p> <ul style="list-style-type: none"> • Sage provided data on the number of letters and parcels that were delivered during 2023 on an office basis. • For international parcels and letters, we have used the International Post Corporation’s Sustainability Management Proficiency Report, which gives an emissions factor per parcel and per letter. https://www.ipc.be/services/sustainability/smms/group-results. • For national parcels in the UK only—we have used the Royal Mail’s intensity of carbon per parcel and per letter. https://www.royalmail.com/sustainability/environment/net-zero.

Protect the Planet continued

Scope 3 continued

GRI 305-3

Emission data by activity	Activity	Methodology
<p>Scope 3</p>	<p>Cat. 5—Waste</p>	<p>Data Received: Annual waste generated per site categorised by waste disposal method and waste type where known.</p> <p>Approach: Where primary data was not provided, extrapolations have been conducted in line with the following:</p> <ul style="list-style-type: none"> • Where no primary data was available, extrapolations were made using regional intensities based on FTEs. Sites reporting actual data which were closed or opened during the reporting year were excluded from these intensities to avoid skewing the data. • Where regional intensities were not available due to lack of actual data, the global average intensity has been applied. • Desk-based research into country-specific waste recycling rates was undertaken using publicly available resources to categorise waste estimations into landfill and recycled waste based on national recycling rates. • For sites requiring extrapolation which were opened/closed during the reporting year, the extrapolated value has been adjusted to reflect the months that the site was open. • For sites reporting landfill waste with no indication of waste type, this has been assumed as the commercial/industrial emissions factor from the UK government (BEIS 2024).
<p>Scope 3</p>	<p>Cat. 6—Business Travel</p>	<p>Primary data was provided for air travel, hotel stays, taxis, train and grey fleet. This was a combination of mileage and spend data. Where mileage was provided, we have used BEIS 2024 factors, where spend data was provided, we have used CEDA v6.</p> <p>The calculations are based on the following assumptions:</p> <p>Flights:</p> <ul style="list-style-type: none"> • For UK flights, the “to/from UK” emission factors have been used. • For non-UK flights, the “international to/from non-UK” emission factor has been used. • Where no flight class information was provided, the “average passenger” emission factor has been used. • Where mileage was not provided by Sage, mileage was calculated using our partner consultancy’s flight distance calculator delivery tool (a database of flight distances between airports). • Flight haul was determined following DEFRA’s logic: <ul style="list-style-type: none"> • Short haul (to/from UK): Up to 3,700 km. • Long haul (to/from UK): Over 3,700 km. <p>Hotel stays:</p> <ul style="list-style-type: none"> • Number of nights was received by country and multiplied by BEIS 2023 emissions factors. <p>Taxis:</p> <ul style="list-style-type: none"> • Spend data was received and multiplied by CEDA v6 emissions factors. • Mileage data was also received and calculated using BEIS 2024 emissions factors. <p>Trains:</p> <ul style="list-style-type: none"> • If the train journey was UK based, use the “national rail” emission factor. • If the train journey was non-UK based, use the “international rail” emission factor. • Mileage data was multiplied by BEIS 2024 emissions factors. <p>Grey fleet:</p> <ul style="list-style-type: none"> • Mileage by fuel type and car size was provided and multiplied by BEIS 2024 factors.

Protect the Planet continued
Scope 3 continued

GRI 305-3

Emission data by activity	Activity	Methodology
Scope 3	Cat. 7— Employee Commuting and Homeworking	<p>EcoAct has used the Homeworking and Commuting tool which has been developed with industry partners. Emissions are calculated using the % of employees who worked from home in each month of the year provided by Sage.</p> <p>The following assumptions are based on best available information at the time of tool creation. Represents “average” country conditions and does not take into account business type (e.g. service based corporate versus manufacturing) and the impact this may have on commuting. See the EcoAct whitepaper (https://info.eco-act.com/en/homeworking-emissions-whitepaper-2020) on homeworking for full methodology.</p> <p>Approach: Commuting methodology:</p> <ul style="list-style-type: none"> • Data received includes the number of FTEs in each region and the no. of working days (assumed 256 for a 5-day week). The tool includes average commute times by region from DALIA research into extensive transportation surveys worldwide covering 52 countries in 2017. • Data for the average speed of modes of transport was taken from a published paper, which has taken data from the Mobility in Cities Database. Data was available from the European commission on Transport statistics for the EU compared with several world countries. This data was used to calculate the comparative proportion of car, bus, rail, and tram/metro journeys taken. This was done by summing the car, bus, rail, and tram + metro categories to work out a percentage usage for each region. • Annual distances by transport type are multiplied by BEIS factors. • This additionally includes the WTT emissions associated with each transport type in line with best practice. <p>Work From Home (WFH) methodology:</p> <ul style="list-style-type: none"> • Data from Sage includes the FTE per region and the % of employees WFH in each region. • WFH data was provided where available—where this data was unavailable, e.g. for the 2 remaining months of the year—this is extrapolated based on the previous 3 months of data. For certain sites with missing months in the same region, we have extrapolated the percentages based on countries in the same region or the same country. • Where sites were closed—this assumes that 100% of employees are WFH. • Emissions from home working include office equipment, lighting, heating energy (natural gas and electricity), and cooling energy (where air-conditioning in homes is appropriate based on desk-based research). • The tool assumed 256 working days per year, this can be amended on a regional basis if working days differ by region. We have assumed a standard 5-day, 40-hour week (8 hours/day). Incremental energy should not be calculated for periods of annual leave, therefore the UK’s statutory 28 days (4 weeks) of annual leave entitlement is deducted from the base case calculation of working hours: 256 working days. • Office equipment—assumes that all employees use the same office equipment. The average “in use” power load per desk has been calculated in CIBSE Guide F (2012) as 140W—laptop, PC, monitor, phone, and printer. • Lighting is based on the assumption of 10 watts for lighting throughout the year. Wattage multiplied by the FTE by month. Location-based grid factors from BEIS and the IEA. • Heating energy—natural gas, typical homes heating energy. Typical gas usage from Ofgem in 2020: 12,000 kWh and that the heating is on 10 hours a day on average. Heating is restricted to the northern hemisphere from October to March. • Cooling energy—air conditioning is included where regionally appropriate—based on desk-based research of the regions with air conditioning within homes. • Emissions factors are from the IEA (for non-UK) and BEIS (for the UK).

Protect the Planet continued
Scope 3 continued

GRI 305-3

Emission data by activity	Activity	Methodology
Scope 3	Cat. 11— Use of Sold Products	<p>Approach: Our approach considers the emissions related to use of our Sage products by our customers across 3 deployment types:</p> <ol style="list-style-type: none"> 1) Cloud-based customers: Device emissions are assumed only, cloud hosting emissions are calculated as part of Scope 3—Category 1 Purchased Goods and Services. 2) On-premise customers: Device and server emissions are assumed. 3) Desktop customers: Device emissions are assumed only. Where a customer is cloud connected, any cloud-related emissions are calculated as part of Scope 3—Category 1 Purchased Goods and Services: <p>Step 1: Customer data Country level customer numbers for FY23 were provided by Sage split out by customer, product, and country and deployment type, as defined above.</p> <p>Step 2: Power and energy consumption assumptions Device assumptions: Average device usage was calculated using a sample of 200,000+ customers to determine the number of annual “active” sessions and average length of each session. An average customer usage of 46 hours was determined per customer account. (This accounts for multiple users per customer account and is used as a consistent assumption for all products.) The average power of 65 watts was used for a laptop device. Server assumptions: We have used an industry standard 350 watts per server, and an assumption that the server is powered 24/7, 365 days a year. kWh hours are calculated by multiplying the wattage by the hours used divided by 1,000.</p> <p>Step 3: Emission calculation We have accounted for the server power and laptop power (360+65 watts) for on-premise products. The desktop and on cloud products only accounts for the laptop power. The total energy required per customer is calculated by multiplying the assumed power usage by the annual usage, based on deployment type. For on-premise, this includes both server and device ((8,760 hours x 350 watts) + (46 hours x 65 watts)). This figure is multiplied by the total number of on-premise customers. For desktop and cloud deployment, the carbon emissions are calculated by usage multiplied by power (46 hours x 65 watts). This figure is multiplied by the total number of desktop/cloud customers. This provides total energy in kWh for each product by deployment type, by country. Emissions factors per country as per the Scope 2 methodology above were used to estimate total emissions.</p>

Protect the Planet continued

Scope 3 continued

GRI 305-3

Emission data by activity	Activity	Methodology
Scope 3	Cat. 11— Use of Sold Products —continued	<p>Data Received: Sage customer data by product, deployment type, and country.</p> <p>WTT and T&D have been included in the calculations as per the calculation in Scope 3—Category 3.</p> <p>IEA Factors—https://www.iea.org/data-and-statistics/data-product/emissions-factors-2021#schedule.</p> <p>EcoAct purchases a database containing Scope 2 and Scope 3 T&D emission factors for worldwide electricity. This is updated on a yearly basis.</p> <p>OurWorldInData—https://ourworldindata.org/electricity-mix. This data source is updated on a yearly basis, using third-party research.</p> <p>IPCC Factors—https://www.ipcc.ch/site/assets/uploads/2018/02/ipcc_wg3_ar5_annex-iii.pdf.</p>
Scope 3	Cat. 15— Investments	<p>Approach: Sage has minority investments in a few small companies. These minority investments do not report on their Scope 1 and 2 data, therefore, the average data method based on revenue has been applied. The calculation took the following into consideration for the calculation:</p> <ul style="list-style-type: none"> • Sector(s) the investee company operates in. • Revenue (£) for each investment for the year 2024. • Sage’s proportional share of equity in the investee company (%). <p>The average data method involves using revenue data combined with EEIO data (CEDA v6 emissions factors) to estimate the Scope 1 and 2 emissions from the investee company and allocating emissions based upon share of investment. Emissions factors are sourced from CEDA v6.</p>

Tech for Good

Cyber security and data privacy

Substantiated complaints concerning breaches of customer privacy and losses of customer data

GRI 418-1

Disclosure	Unit	2024
Total number of complaints received concerning breaches of customer privacy from outside parties and substantiated by the organisation.	#	Sage does not generally disclose this information due to customer and commercial confidentiality unless required by law. To the extent that any relevant regulator should find fault with our data breach management and/or data security practices, they will publish their findings/sanctions. There were no such findings in FY24.
i. complaints received from outside parties and substantiated by the organisation;		
ii. complaints from regulatory bodies.		
Total number of complaints received concerning breaches of customer privacy from regulatory bodies.	#	
Total number of identified leaks, thefts, or losses of customer data.	#	

Local community investment and support

Sage Foundation performance

GRI 2-4; 413-1

Sage Foundation	FY22	FY23	FY24
Number of hours volunteered across significant locations	141,226 ²	154,620	159,714
Funds raised to support non-profit organisations	\$1,044,665	\$777,167 ¹	\$644,858
Underserved entrepreneurs supported	13,993 ²	10,581	13,455
People equipped to access further opportunity	6,574 ²	12,029 ²	18,750

Note:

Underserved entrepreneurs supported - Over the three years leading up to the end of FY24, Sage Foundation exceeded its target of 34,000 underserved entrepreneurs by supporting 38,029.

People equipped to access further opportunity - Over the three years leading up to the end of FY24, Sage Foundation exceeded its target of 33,000 people by equipping 37,353 individuals with the skills they needed to access further opportunity.

1. The FY23 fundraising figures that contribute to our \$5 million by 2030 target have been updated due to an identified summation error, which has resulted in a small increase to the FY23 data.
2. Restatement—following a third-party Agreed Upon Procedures engagement for the FY22-24 data, Sage Foundation has carried out a recalculation of the FY22 and FY23 data which has presented minor changes to previously published data. Therefore, the above data is to be considered the updated final data.

Human by Design

Diversity, equity, and inclusion (DEI)

Diversity of governance bodies and employees

GRI 405-1

Disclosure	Unit	2023	2024
Total number of senior management and governance body members (by gender)			
Male (NED)	#	5	4
Male (ELT)	#	6	6
Male (ET)	#	48	42
Female (NED)	#	4	4
Female (ELT)	#	4	4
Female (ET)	#	34	29
Total	#	101	89
Total number of senior management and governance body members (by age group)			
NED			
46–55	#	3	3
≥ 56	#	6	5
ELT			
36–45	#	3	2
46–55	#	2	3
≥ 56	#	5	5
ET			
26–35	#	5	4
36–45	#	18	18
46–55	#	43	35
≥ 56	#	16	14
Total	#	101	89

Note: Senior management and governance body members refer to NED, ELT, and ET (excluding ELT members who are part of the ET and who are already counted in the ELT group). Please note, the reduction in numbers from FY23 to FY24 is due to an updated calculation methodology. For further information on employee categories, see page 69.

GRI 405-1

Disclosure	Unit	2022	2023	2024
Total number of employees per employee category broken down (by gender)				
Females				
Senior management positions	#	–	56	58
Middle management positions	#	–	1,044	1,029
Staff (Professional, Operational, and Administrative)	#	–	3,674	3,464
Males				
Senior management positions	#	–	103	92
Middle management positions	#	–	1,699	1,648
Staff (Professional, Operational, and Administrative)	#	–	4,597	4,364
Undisclosed gender				
Total number of employees with undisclosed gender in senior management positions	#	–	0	31
Total number of employees with undisclosed gender in middle management positions	#	–	29	70
Total number of employees with undisclosed gender in staff (Professional, Operational, and Administrative)	#	–	53	30
No available data	#			3
Total	#	11,574	11,255	10,789 ¹
Total number of employees per employee category broken down by (age group)				
≤25 years	#		630	575
26–35 years	#		3,143	2,955
36–45 years	#		3,470	3,329
46–55 years	#		2,704	2,669
≥ 56 years	#		1,249	1,216
N/A (data not available)			139	45
Total	#		11,355	10,789 ²

Note:

1. Senior management includes EVPs, and VPs. Middle management includes Managers, Senior Managers, Directors, and Senior Directors. Staff includes all other employees.
2. 10,789—this represents the total headcount excluding NEDs as at September 2024 year end.

For further information on employee categories see, page 69.

Human by Design continued Diversity, equity, and inclusion continued

GRI 405-1 SASB TC-SI-330a.3

Category	Male		Female		Undisclosed	
	2023	2024	2023	2024	2023	2024
Gender representation for all employees and racial/ethnic group representation by following 3 employee categories.						
(1) management						
Asian	56	91	41	77		1
Black/African/Black S. African/Caribbean/Black British/African American	31	13	34	26		0
I do not wish to self-identify my race or ethnicity	45	51	15	24	4	3
Indigenous	5	15	5	14		2
Multiple Ethnic Groups	20	22	20	16		1
Other Ethnic Group	11	13	9	13		0
White	511	655	336	474	3	8
Unknown	480	880	310	443	4	16
Total	1,159	1,740	770	1,087	11	31
(2) technical staff						
Asian	94	97	82	61	1	0
Black/African/Black S. African/Caribbean/Black British/African American	9	15	14	16	1	0
I do not wish to self-identify my race or ethnicity	31	25	18	8	3	3
Indigenous	21	14	8	3	1	0
Multiple Ethnic Groups	18	13	10	8		0
Other Ethnic Group	5	14	3	5		0
White	427	368	185	125	3	0
Unknown	1,408	1,098	554	437	27	14
Total	2,013	1,644	874	663	36	17

Category	Male		Female		Undisclosed	
	2023	2024	2023	2024	2023	2024
(3) all other employees						
Asian	91	67	83	63	1	1
Black/African/Black S. African/Caribbean/Black British/African American	75	74	96	107	1	1
I do not wish to self-identify my race or ethnicity	46	59	26	32	3	5
Indigenous	29	37	25	24	1	0
Multiple Ethnic Groups	26	26	41	39	2	1
Other Ethnic Group	27	18	36	23		0
White	785	703	748	699	7	6
Unknown	2,198	1,737	2,105	1,816	20	69
Total	3,277	2,721	3,160	2,803	35	83

Note:

Management refers to the total number of senior and middle management colleagues (as previously defined). Technical staff refers to colleagues who work in IT, Information Security, and Data, who are not captured in the management category. For further information on employee categories, see page 69.

Race and ethnicity colleague self-disclosure information is now being provided by colleagues in the UK, Ireland, the US, Canada (Indigenous and Visible Minority), and South Africa. We report on race and ethnicity against all employing entities in the UK in our FY24 Gender Pay Gap Report and the FY24 Ethnicity Pay Gap Report.

Human by Design continued
Diversity, equity, and inclusion continued
Ratio of the basic salary and remuneration of women to men

GRI 405-2

Disclosure	Unit	Apr-20	Apr-21	Apr-22	Apr-23	Apr-24	Year on year
Gender Pay Gap							
Reward gaps							
Mean pay gap	%	7.6%	7.3%	9.2%	7.3%	4.8%	-2.4%
Mean bonus gap	%	9.2%	8.6%	10.8%	12.6%	16.0%	3.5%
UK Ethnicity Pay Gap							
Reward gaps							
Mean pay gap	%		7.8%	0.6%	2.1%	5.4%	3.3%
Mean bonus gap	%		19.8%	18.8%	29.8%	34%	4.2%

Note: At the time of reporting, we had 3,315 UK-based colleagues. Only 2 of our employing entities—Sage UK Limited and Sage Global Services Limited—exceed the reporting threshold of 250 colleagues. However, in the spirit of transparency and to equip ourselves with meaningful data to reduce our gender pay gap, we publish data for all our UK colleagues irrespective of the size of the business entity they fall under. The table above shows our combined Gender Pay Gap data across all our UK employing entities, and shows the Bonus Pay Gap data for this reporting period.

Ethnicity data for colleagues is gathered on a voluntary basis via our People system throughout the year. This data is based on 79% of our UK-based colleagues who met the reporting calculation criteria and who have chosen to share their ethnicity with us. Bonus pay data is provided by payroll for the Reward team to complete the analysis. Analysis is completed in line with government regulations.

Inclusion score

Disclosure	Unit	2022	2023	2024
Global DEI Glint score	#	79.00	77.67	77.67

Note: Glint score is an inclusion score that is a measurement of how included colleagues feel in the company. The metric is an average derived from the total scores of 3 specific DEI-related questions asked in the full annual Glint Engagement survey. Whilst the individual scoring patterns changed, the net impact of the overall score remained unchanged from FY23 to FY24. (Scope: Global colleagues.)

Diversity target

Diversity target of no more than 60% of men, women, or non-binary people, in any leadership team (ELT to ELT-4), anywhere at Sage, by the end of FY26.

Disclosure	Unit	2022	2023	2024
Diversity target	%	33%	34%	41%

Note: The calculation methodology defines a team meeting a 'diverse' status when no gender category surpasses 60%. Calculation rules and exclusions are explained in the Basis of Reporting on page 61 of this ESG Databook. We are currently reporting on 706 teams. An additional 17 teams containing colleagues with undisclosed gender and gender identities equating to 2.3% are not included. We recognise this will introduce a margin of error positively or negatively into our progress reporting and we will continue to review and reduce inaccuracies in FY25.

Other metrics of diversity

Disclosure	Unit	2022	2023	2024
Colleague Success Network Membership	%	4%	18%	22%
Glassdoor DEI Score	#	4.1	4.3	4.2

Note: Colleague Success Network Membership refers to the number of Sage colleagues who participate in volunteer-led communities of colleagues in regions, and are formed based on shared identity and/or lived experience.

Human by Design continued
Diversity, equity, and inclusion continued
Non-discrimination

GRI 406-1

Disclosure	Unit	2022	2023	2024
Northern Europe	#	4	17	19
Central Europe	#	0	0	0
Southern Europe	#	0	0	0
North America—US	#	6	10	5
North America—Canada	#		2	2
Africa and Middle East	#	0	0	1
Total	#	10	29	27

Status of the incidents and actions taken with reference to the following:

Total number of incidents of discrimination reviewed by Sage in the last year	#	10	29	27
Number of incidents with remediation plans currently being implemented (active)	#	3	5	10
Number of remediation plans that have been implemented, with ongoing follow up to check that all remains well	#	1	4	1
Number of incidents closed and no longer being monitored	#	6	20	16

Note: Discrimination in the workplace is based on certain prejudices and occurs when a colleague is treated unfavourably because of sex, gender identity, pregnancy and maternity, race, ethnicity, sexual orientation, disability, religion, or veteran status. Sage has a global DEI policy which states its zero-tolerance approach to discrimination and commits to treating all colleagues with care and dignity, regardless of a colleagues' characteristics, background, and experiences. The data presented here has been derived from the grievances reported by colleagues into our regional People teams. We have seen a small reduction in total case numbers, with a 50% reduction in our number of discrimination-related grievance cases in North America during the year. We believe this is due to increased discrimination-specific leader training, enhanced educational resources, and colleague success network activity. We believe that the increase in our numbers of discrimination-related grievance cases in Northern Europe during the year is due to an increased awareness and confidence to speak up rather than a material difference in behaviour or culture. Our priority is to handle these concerns on a case-by-case basis and provide additional leader training whilst continuing to improve awareness of the support available to colleagues.

Colleague development and retention

Information on employees and other workers

GRI 2-7, 2-8

Disclosure	2022	2023	2024
Total number of employees by employment contract (permanent and temporary), by gender			
Male			
Permanent	6,442	6,356	5,991
Temporary	111	93	114
Female			
Permanent	4,700	4,327	4,441
Temporary	132	477	112
Undisclosed			
Permanent	102	82	73
Temporary	87	0	58
Total number of employees by employment contract (permanent and temporary), by region			
Africa and Middle East			
Permanent	944	1,055	935
Temporary	95	12	106
Asia and Australia			
Permanent	636	720	616
Temporary	4	2	1
Central Europe			
Permanent	808	720	758
Temporary	24	60	31
North America			
Permanent	2,554	2,471	2,320
Temporary	49	14	34
Northern Europe			
Permanent	3,516	3,350	3,350
Temporary	113	191	59
Southern Europe			
Permanent	2,786	2,449	2,526
Temporary	45	291	53

Human by Design continued
Colleague development and retention continued
Information on employees and other workers continued

GRI 2-7, 2-8

Disclosure	2022	2023	2024
Total number of employees by employment type (full-time and part-time), by gender			
Full-time			
Male	6,455	6,356	5,995
Female	4,310	4,327	4,067
Undisclosed	188	82	131
Full-time (%)			
Male	55.77%	56.07%	55.57%
Female	37.24%	38.17%	37.70%
Undisclosed	1.62%	0.72%	1.21%
Part-time			
Male	98	93	110
Female	522	477	486
Undisclosed	1	0	0
Part-time (%)			
Male	0.85%	0.82%	1.02%
Female	4.51%	4.21%	4.50%
Undisclosed	0.01%	0%	0.00%
Whether a significant portion of the organisation's activities are performed by workers who are not employees. If applicable, a description of the nature and scale of work performed by workers who are not employees.			
Contractors		87	82

Note: Data is compiled using the workforce headcount figures from the September 2024 month end. We recognise that gender is not binary but, in this report, we are reporting on gender derived from "sex assigned at birth" data, whilst we continue to promote and increase the self-declaration rates for gender identity. The region is based on the region of the office location of the colleague. Total headcount is inclusive of active colleagues, inactive colleagues (parental leave, long-term ill health or sabbaticals), students and contractors. It excludes consultants but includes colleagues who have not yet been integrated from Mergers and Acquisitions (M&A). Full-time and part-time breakdown includes contractors but excludes NEDs. For further information on employee categories, see page 69.

New employee hires and employee turnover

12-month average headcount has been considered for the purpose of calculating turnover.

GRI 401-1

Disclosure	Unit	2022	2023	2024
Full-time				
Total turnover	#	2,127	1,587	1,447
Total number of full-time employees	#	10,953	10,972	10,391
Part-time				
Total turnover	#	110	31	32
Total number of part-time employees	#	621	363	602
Contractors/consultants (Contractors only; complete consultant data not recorded in our human capital management (HCM))				
Total turnover	#	136	73	42
Total number of contractors	#	114	87	48
Turnover (by gender)				
Female				
Left the organisation	#	524	646	631
Average number of females in the organisation during the reporting period	#	4,727	4,862	4,434
Turnover of female employees (%)	%	12.3%	13%	14.2%
Male				
Left the organisation	#	786	917	754
Average number of males in the organisation during the reporting period	#	6,274	6,520	5,935
Turnover of male employees (%)	%	14.2%	14%	12.7%
Undisclosed				
Left the organisation	#	18	15	13
Average number of employees with undisclosed gender in the organisation during the reporting period	#	–	86	77
Turnover of employees with undisclosed gender employees (%)	%	22.2%	18%	16.9%
Turnover (by age group)				

Note: 10,993 (10,391 full time employees plus 602 part time employees) represents the 12-month average headcount for the period under review. For further information on employee categories, see page 69.

Human by Design continued

Colleague development and retention continued

New employee hires and employee turnover continued

12-month average headcount has been considered for the purpose of calculating turnover.

GRI 401-1

Disclosure	Unit	2022	2023	2024
≤25 years				
Number of employees that left	#	141	184	160
12-month average headcount	#	–	790	670
Percentage of employees that left	%	18.4%	23%	23.9%
26–35 years				
Number of employees that left	#	627	580	512
12-month average headcount	#	–	3,233	3,057
Percentage of employees that left	%	20.4%	18%	16.7%
36–45 years				
Number of employees that left	#	401	370	351
12-month average headcount	#	–	3,504	3,357
Percentage of employees that left	%	11.6%	11%	10.5%
46–55 years				
Number of employees that left	#	171	193	264
12-month average headcount	#	–	2,648	2,627
Percentage of employees that left	%	6.8%	7%	10%
≥ 56 years				
Number of employees that left	#	128	251	192
12-month average headcount	#	–	1,293	1,279
Percentage of employees that left	%	10.4%	19%	15%
Total turnover (number)	#	1,468	1,587	1,479
Total 12-month average headcount	#	–	11,469	10,993
Total turnover rate	%	–	14%	13.5%
Turnover (by region)				
Africa and Middle East				
Number of employees that left the organisation	#	119	144	153
12-month average headcount	#	–	1,070	1,067
Percentage of employees that left the organisation	%	19.3%	13%	14.3%

Note: 10,993 (10,391 full time employees plus 602 part time employees) represents the 12-month average headcount for the period under review. For further information on employee categories, see page 69.

Disclosure	Unit	2022	2023	2024
Asia and Australia				
Number of employees that left the organisation	#	118	147	141
12-month average headcount	#	–	694	642
Percentage of employees that left the organisation	%	10.6%	21%	22%
Central Europe				
Number of employees that left the organisation	#	147	202	70
12-month average headcount	#	–	788	785
Percentage of employees that left the organisation	%	15.9%	26%	8.9%
North America				
Number of employees that left the organisation	#	425	394	431
12-month average headcount	#	–	2,494	2,374
Percentage of employees that left the organisation	%	18.4%	16%	18.2%
Northern Europe				
Number of employees that left the organisation	#	443	445	408
12-month average headcount	#	–	3,625	3,492
Percentage of employees that left the organisation	%	13.7%	12%	11.7%
Southern Europe				
Number of employees that left the organisation	#	217	246	276
12-month average headcount	#	–	2,799	2,632
Percentage of employees that left the organisation	%	7.5%	9%	10.5%
Total turnover (number)	#	1,469	1,434	1,479
Total 12-month average headcount	#	11,084	11,469	10,993
Total turnover rate	%	20%	14%	13.5%

Human by Design continued
Colleague development and retention continued
New employee hires and employee turnover continued

12-month average headcount has been considered for the purpose of calculating turnover.

GRI 401-1

Disclosure	Unit	2022	2023	2024
Total new hires (by gender)				
(Data included is based on staff headcount, excludes contractors and consultants)				
Female				
Number of new hires	#	1,084	734	407
New hire rate	%	–	42%	46.67%
Male				
Number of new hires	#	1,374	974	450
New hire rate	%	–	57%	51.61%
Undisclosed				
Number of new hires	#	743	20	15
New hire rate	%	–	1%	1.72%
Total new hires (by age group)				
≤25 years				
Number of new hires	#	479	346	219
New hire rate	%	–	20%	25.11%
26–35 years				
Number of new hires	#	1,246	779	388
New hire rate	%	–	45%	44.50%
36–45 years				
Number of new hires	#	805	374	160
New hire rate	%	–	22%	18.35%
46–55 years				
Number of new hires	#	345	141	79
New hire rate	%	–	8%	9.06%
≥ 56 years				
Number of new hires	#	94	50	24
New hire rate	%	–	3%	2.75%

Disclosure	Unit	2022	2023	2024
Undisclosed				
Number of new hires ¹	#	228	38	2
New hire rate	%	–	2%	0.23%
Total number of new hires	#	3,197	1,728	872
Total new hire rate	%	20%	15%	8.08%
Total new hires (by region)				
Africa and Middle East				
Number of new hires	#	174	262	160
New hire rate	%	16%	24%	18.35%
Asia and Australia				
Number of new hires	#	147	234	33
New hire rate	%	24%	34%	3.78%
Central Europe				
Number of new hires	#	81	64	73
New hire rate	%	9%	8%	8.37%
North America				
Number of new hires	#	612	480	249
New hire rate	%	26%	19%	28.56%
Northern Europe				
Number of new hires	#	953	519	268
New hire rate	%	29%	14%	30.73%
Southern Europe				
Number of new hires	#	222	169	89
New hire rate	%	8%	6%	10.21%
Total number of new hires	#	2,189	1,728	872
Total new hire rate	%	20%	15%	8.08%

Human by Design continued
Colleague development and retention continued
Average hours of training per year per employee

GRI 404-1

Disclosure	Unit	2022	2023	2024
By gender				
Male		43.78	13.31	10.26
Female	hours	35.80	13.34	12.78
Undisclosed		31.04	9.64	8.69
By employee category				
Senior management		20.20	7.60	8.06
Middle management	hours	19.42	11.77	11.26
Staff (Professional, Operational, and Administrative)		43.35	11.32	11.68
Average hours of training per employee per year		36.8	12.1	11.30

Note: The data is collected from various learning platforms (Sage Learning, Sage University, Pluralsight, LinkedIn Learning, and Saleshood). The total number of colleagues is received from Sage People. All data is tracked on Power BI. For FY23, data from Sage University has not been included. Data collected from these platforms can include both completed and in progress learning, depending on the reporting capabilities of the platform. For FY24 onwards, the data collected includes only Sage colleagues. Contractors and consultants are no longer included. Training is frequently delivered and budgeted directly within local regions and specific functions, often outside our scope and data collection processes. As a result, the average figures we have do not fully capture all the training activities happening across Sage. When looking at the year-on-year trend for colleague only training data (that we do collect), training hours have increased in FY24 compared to FY23.

Percentage of employees receiving regular performance and career development reviews

GRI 404-3

Disclosure	Unit	%	2023	%	2024
Males that receive regular performance and career development reviews	%	56.90%	6,444	56.89%	6,091
Females that receive regular performance and career development reviews	%	42.38%	4,800	42.36%	4,535
Employees with undisclosed gender that receive regular performance development reviews	%	0.72%	82	0.76%	81
Total		100%	11,326	100%	10,707
Senior management that receive regular performance and career development reviews	%	1.41%	159	1.40%	150
Middle management that receive regular performance and career development reviews	%	24.63%	2,772	25.25%	2,704
Staff (Professional, Operational, and Administrative) that receive regular performance and career development reviews	%	73.96%	8,324	73.34%	7,853
Total		100%	11,255	100%	10,707

Note:

- 10,707 employees represents the total headcount excluding NEDs and contractors, as these groups do not participate in our regular performance and career development reviews as at the September year end. For further information on employee categories, see page 69.

Human by Design continued

Wellbeing and colleague health and safety

GRI 401-2

Benefits provided to full-time employees that are not provided to temporary or part-time employees

Sage offers life insurance, disability and invalidity coverage/income protection, stock ownership programmes, and parental leave to employees in all significant locations of operation. Other material benefits provided to employees across significant locations of operation include retirement provision (including employer-contributory pensions, 401k accounts, and provident funds), healthcare (including vision and dental care), tuition reimbursement, parental support, and mental health wellbeing services. Where relevant, benefits for part-time employees are pro-rated. Temporary employees may be eligible for the same benefits depending on the benefit and the location. Benefits are reported where in excess of statutory minima. For the purposes of 401-2, significant locations of operation include the UK, US, France, Spain, South Africa, India, Germany, Canada, and Ireland.

Parental leave

GRI 401-3

Disclosure	Unit	2022	2023	2024
Employees who are entitled to parental leave				
Female	#	3,153	3,045	4,535
Male	#	3,957	4,015	6,091
Undisclosed	#	–	–	81
Employees who took parental leave				
Female	#	273	153	124
Male	#	234	172	164
Employees who returned to work in the reporting period after their parental leave ended				
Female	#	259	138	130
Male	#	243	155	162
Employees still employed 12 months after return to work from parental leave				
Female	#	238	160	121
Male	#	176	137	159
Return to work rate (females)	%	77%	82%	97.58%
Return to work rate (males)	%	93%	95%	96.95%

Note: “Employees who took parental leave” refers to colleagues who took parental leave during the reporting period (FY24: 1 October 2023 to 30 September 2024); “Employees who returned to work in the reporting period” refers to colleagues whose parental leave ended in the reporting period (FY24: 1 October 2023 to 30 September 2024)

and are currently employed; “Employees still employed 12 months after return to work from parental leave” refers to colleagues who took parental leave in FY24 and are currently employed in the reporting period (FY24: 1 October 2023 to 30 September 2024). Employees entitled to parental leave include all colleagues but excludes NEDs and contractors.

Workers covered by an occupational health and safety management system

GRI 403-8

Disclosure	Unit	2023	2024
Number of employees	#	11,335	10,707
Number of workers who are not employees but whose work and/or workplace is controlled by the organisation	#	47	90
Total number of employees and workers	#	11,382	10,707
Number of all employees who are covered by the occupational health and safety system	#	11,335	10,707
Number of workers who are not employees but whose work and/or workplace is controlled by the organisation, who are covered by the occupational health and safety system	#	47	90
Total number of employees and workers covered by the occupational health and safety system	#	11,382	10,707
Percentage of all employees and workers who are covered by the occupational health and safety system	%	100%	100%

Work-related injuries

GRI 403-9

Disclosure	Unit	2023	2024
Total number of recordable work-related injuries	#	36	20
Total number of recordable work-related injuries to workers who are not employees but whose work and/or workplace is controlled by the organisation	#	3	0

Note: During FY24, there were no employee fatalities as a result of work-related injuries, work-related ill health, and high-consequence work injury. 10,707 employees represents the total headcount excluding NED and contractors.

Sustainability by Design

Business conduct

Communication and training about anti-corruption policies and procedures

GRI 205-2

Disclosure	Unit	2023	2024
Employees that the organisation’s anti-corruption policies and procedures have been communicated to, and employees that have received training on anti-corruption, broken down by employee category and region.			
Governance body members			
Total number	#	101	89
Percentage	%	100%	100%
Senior management (who are not governance body members)			
Total number	#	58	61
Percentage	%	100%	100%
Middle management			
Total number	#	2,772	2,704
Percentage	%	100%	100%
All other colleagues			
Total number	#	8,324	7,853
Percentage	%	100%	100%

Disclosure	Unit	2023	2024
Africa and Middle East			
Total number	#	1,067	1,021
Percentage	%	100%	100%
Asia and Australia			
Total number	#	722	617
Percentage	%	100%	100.0%
Central Europe			
Total number	#	780	789
Percentage	%	100%	100%
North America			
Total number	#	2,485	2,322
Percentage	%	100%	100%
Northern Europe			
Total number	#	3,541	3,403
Percentage	%	100%	100%
Southern Europe			
Total number	#	2,740	2,555
Percentage	%	100%	100%
Total		11,335	10,707

Note: Governance body members refer to NED, ELT and ET. Senior management who are not governance body members are VPs who do not sit on the ET. Middle management includes Managers, Senior Managers, Directors and Senior Directors. Staff includes all other employees. For further information on employee categories, see page 69.

Sustainability by Design continued

Business conduct continued

Confirmed incidents of corruption and actions taken

GRI 205-3

Disclosure	Unit	2023	2024
Total number and nature of confirmed incidents of corruption	#	–	Sage has an anti-bribery and corruption policy, together with associated whistleblowing procedures and grievance mechanisms. We do not report quantitative information on corruption incidents and further detail on incidents, fraud, and whistleblowing can be found in the Governance Report within the ARA.

Legal actions for anti-competitive behaviour, anti-trust, and monopoly practices

GRI 206-1

Disclosure	Unit	2023	2024
Number of legal actions pending or completed during the reporting period regarding anti-competitive behaviour and violations of anti-trust and monopoly legislation in which the organisation has been identified as a participant	#	0	0

Political contributions

GRI 415-1

Disclosure	Unit	2023	2024
Total monetary value of financial and in-kind political contributions made directly and indirectly by the organisation by country and recipient/beneficiary	#	0	0

Reporting frameworks

- 1 GRI content index
- 2 SASB index
- 3 UN SDGs index



GRI content index

Material topic significance key: ● General disclosures ● Strategically significant ● Very important ● Foundational



2024

For the Content Index – Advanced Service, GRI Services reviewed that the GRI content index has been presented in a way consistent with the requirements for reporting in accordance with the GRI Standards, and that the information in the index is clearly presented and accessible to the stakeholders.

Statement of use	Sage has reported in accordance with the GRI Standards for the period 1 October 2023 to 30 September 2024
GRI 1 used	GRI 1: Foundation 2021
Applicable GRI Sector Standard(s)	Not applicable
Publication date	3 December 2024

Sage has developed this GRI content index based on the results of our double materiality assessment ([see our Materiality Methodology here](#)). We have organised the topics identified in our assessment based on their level of significance to Sage, our stakeholders, the environment, and society. When Sage’s ESG Strategy Impact measures that we refer to in our ARA were set, we used the GRI 2016 Standards which differentiated between “Core” and “Comprehensive” options, and hence our ARA still refers to this language. Our FY24 reporting is focused on our “**strategically significant**” and “**very important**” material topics. With regard to the “foundational” topics identified in our materiality assessment, these are operational/business-as-usual or emerging topics and we have only included relevant information where available. Unless stated otherwise, the period covered is the fiscal year 1 October 2023 to 30 September 2024. All of the reports cited below can be accessed [here](#).

GRI Standard/ other source	Disclosure	Location and direct answers	Omission
General disclosures			
The organization and its reporting practices			
GRI 2: General Disclosures 2021	2-1 Organizational details	Annual Report and Accounts Sage at a glance, Our global reach (pages 2 to 3) Directors’ Report, Major shareholdings, Share capital (pages 157 to 158) Notes to the consolidated financial statements, Group undertakings (pages 249 to 252) Back cover	
	2-2 Entities included in the organization’s sustainability reporting	Sustainability and Society Report Welcome, Transparent disclosure (page 1) Annual Report and Accounts Group undertakings (pages 249 to 252)	
	2-3 Reporting period, frequency, and contact point	Sustainability and Society Report Welcome, Transparent disclosure (page 1) Back cover, Get in touch	
	2-4 Restatements of information	ESG Databook Local community investment and support (page 18) Following a third-party Agreed Upon Procedures engagement for the FY22-24 data, Sage Foundation has carried out a recalculation of the FY22 and FY23 data which has presented minor changes to previously published data. Therefore, the data included in the above reference is to be considered the updated final data.	
	2-5 External assurance	Sustainability and Society Report Welcome, Transparent disclosure (page 1) Bureau Veritas independent assurance report (pages 43 to 46) ESG Databook Basis of reporting (pages 57 to 68)	

GRI content index continued

Material topic significance key: ● General disclosures ● Strategically significant ● Very important ● Foundational

GRI Standard/ other source	Disclosure	Location and direct answers	Omission
Activities and workers			
	2-6 Activities, value chain, and other business relationships	<p>Annual Report and Accounts Innovating for growth (inside front cover) Sage at a glance (pages 2 to 3) Our solutions (pages 4 to 5)</p> <p>Sustainability and Society Report A purpose-driven business model (page 5) FY23 Sustainability and Society Report Visibility across the value chain (page 10)</p>	
	2-7 Employees	<p>ESG Databook Performance data, Human by Design Colleague development and retention (pages 22 to 23)</p> <p>Annual Report and Accounts Our people and culture (pages 24 to 29)</p>	
	2-8 Workers who are not employees	<p>ESG Databook Performance data, Human by Design Colleague development and retention (pages 22 to 23)</p>	
Governance			
	2-9 Governance structure and composition	<p>Sustainability and Society Report Sustainability governance and risk, Sustainability and Society strategy governance framework (page 8)</p> <p>Annual Report and Accounts Sustainability and Society, Sustainability by Design (page 34) TCFD, The Task Force on Climate-related Financial Disclosures, Governance (page 35) Our leadership (pages 78 to 82) Roles and division of responsibilities (page 83) Corporate governance report (pages 82 to 93) Nomination Committee (pages 100 to 107)</p>	
	2-10 Nomination and selection of the highest governance body	<p>Annual Report and Accounts Corporate governance report (pages 84 to 85) Nomination Committee (pages 100 to 107)</p>	
	2-11 Chair of the highest governance body	<p>Annual Report and Accounts Board of Directors (pages 78 to 79) Executive Leadership Team (pages 80 to 81)</p>	

GRI content index continued

Material topic significance key: ● General disclosures ● Strategically significant ● Very important ● Foundational

GRI Standard/ other source	Disclosure	Location and direct answers	Omission
Governance continued			
	2-12 Role of the highest governance body in overseeing the management of impacts	<p>Sustainability and Society Report Sustainability governance and risk, Ensuring accountability, ESG as a Principal Risk (page 8)</p> <p>Climate Report Strategy, Governance and risk management (page 7)</p> <p>UK Ethnicity Pay Gap Report Our progress, Our governance (page 4)</p> <p>UK Gender Pay Gap Report Our progress, Our governance (page 4)</p>	
	2-13 Delegation of responsibility for managing impacts	<p>Sustainability and Society Report Sustainability governance and risk, Ensuring accountability, ESG as a Principal Risk (page 8)</p> <p>Climate Report Strategy, Governance and risk management (page 7)</p> <p>UK Ethnicity Pay Gap Report Our progress, Our governance (page 4)</p> <p>UK Gender Pay Gap Report Our progress, Our governance (page 4)</p>	
	2-14 Role of the highest governance body in sustainability reporting	<p>Sustainability and Society Report Sustainability governance and risk, Ensuring accountability, ESG as a Principal Risk (page 8)</p> <p>Climate Report Strategy, Governance and Risk management (page 7)</p> <p>Annual Report and Accounts Corporate governance report, Governance framework (page 82)</p>	
	2-15 Conflicts of interest	<p>Annual Report and Accounts Non-financial and sustainability information statement (page 43) Corporate governance report, Managing conflicts of interest (pages 86 to 87) Directors' Report, Directors and their interests, Major shareholdings (page 157)</p>	

GRI content index continued

Material topic significance key: ● General disclosures ● Strategically significant ● Very important ● Foundational

GRI Standard/ other source	Disclosure	Location and direct answers	Omission
Governance continued			
	2-16 Communication of critical concerns	<p>Annual Report and Accounts Non-financial and sustainability information statement (page 43)</p> <p>Sustainability and Society Report Business conduct, Overview (page 39)</p> <p>a. Describe whether and how critical concerns are communicated to highest governance body. There are a number of routes through which concerns and allegations can be reported to Sage, including through our independently operated whistle-blower hotline and through internal reporting mechanisms such speaking with a line manager, raising a formal grievance or raising an incident on our online systems. Critical concerns would be triaged by the General Counsel & Company and Chief Risk Officer or the Strategic People Business Partner. Any allegations relating to potential fraud, bribery or misconduct would be shared with the Audit and Risk Committee as part of regular reporting.</p> <p>b. Report the total number and the nature of critical concerns that were communicated to the highest governance body during the reporting period. There were no critical concerns during the reporting period.</p>	
	2-17 Collective knowledge of the highest governance body	<p>Annual Report and Accounts Corporate governance report, Board composition (pages 84 to 85) Nomination Committee, Succession planning for the Executive Leadership Team and senior management (pages 102 to 103)</p>	
	2-18 Evaluation of the performance of the highest governance body	<p>Annual Report and Accounts Corporate Governance Report, Board evaluation (pages 98 to 99) Nomination Committee, Committee effectiveness and evaluation (page 103)</p>	
	2-19 Remuneration policies	<p>FY23 Annual Report and Accounts Remuneration Committee (pages 116 to 123) Directors' Annual Remuneration Report (pages 137 to 155) Remuneration Policy 2025 (pages 129 to 136)</p> <p>Sustainability and Society Report Sage Remuneration Policy: https://www.sage.com/investors/governance/remuneration-policy/ Sustainability governance and risk (page 8)</p> <p>Climate Report Strategy, Governance and risk management (page 7)</p>	

GRI content index continued

Material topic significance key: ● General disclosures ● Strategically significant ● Very important ● Foundational

GRI Standard/ other source	Disclosure	Location and direct answers	Omission
Strategy, policies, and practices			
	2-20 Process to determine remuneration	<p>Annual Report and Accounts Remuneration Committee (pages 116 to 123) Directors' Annual Remuneration Report (pages 137 to 155) Remuneration Policy 2025 (pages 129 to 136)</p>	
	2-21 Annual total compensation ratio	<p>Annual Report and Accounts Directors' Annual Remuneration Report (page 146)</p>	
	2-22 Statement on sustainable development strategy	<p>Sustainability and Society Report Leadership reflections (pages 3 to 6) Our Sustainability and Society strategy (page 6)</p> <p>Annual Report and Accounts Chair's statement (pages 10 to 11) CEO's Review (pages 12 to 14)</p> <p>Climate Report Leadership reflections (page 2) Sage engages, In conversation with our sustainability and climate leaders (page 3)</p>	
	2-23 Policy commitments	<p>Sustainability and Society Report Business conduct, Overview, ESG Due diligence, Sustainable supply chain, Human rights risk management (pages 39 to 40) Sustainability Governance and Risk, Ensuring Accountability (page 8)</p> <p>Sustainability and Society Report 2022 Sage Policies (page 10)</p> <p>Climate Report Strategy, Environmental stewardship (page 6)</p> <p>Code of Conduct: https://www.sage.com/investors/governance/code-of-conduct/</p> <p>Supplier Code of Conduct: https://www.sage.com/en-gb/-/media/files/company/documents/pdf/about%20sage/supplier%20terms/supplier-code-of-conduct-en-2022.pdf</p>	
	2-24 Embedding policy commitments	<p>Sustainability and Society Report Our Sustainability and Society strategy, Hardwiring sustainability (page 6) Business conduct, Overview (page 40) Business conduct, Policies and protocols (page 40)</p> <p>Climate Report Strategy, Environmental stewardship (page 6)</p>	

GRI content index continued

Material topic significance key: ● General disclosures ● Strategically significant ● Very important ● Foundational

GRI Standard/ other source	Disclosure	Location and direct answers	Omission
	2-25 Processes to remediate negative impacts	<p>Sustainability and Society Report Business conduct, Reporting and remediation (page 40)</p> <p>Annual Report and Accounts Non-financial and sustainability information statement (page 43)</p>	
Strategy, policies, and practices continued			
	2-26 Mechanisms for seeking advice and raising concerns	<p>Sustainability and Society Report Business conduct, Reporting and remediation (page 40)</p> <p>Annual Report and Accounts Non-financial and sustainability information statement (page 43)</p>	
	2-27 Compliance with laws and regulations	There were no significant instances of non-compliance during the reporting period.	
	2-28 Membership associations	<p>EU/Global: World Business Council for Sustainable Development Organisation for Economic Co-operation and Development (OECD) Business and Industry OECD D4SME (digital for SME initiative) International Chamber of Commerce Committee on SMEs</p> <p>France: Medef (Movement of the Enterprises of France) France Digitale FNFE-MPE (Le Forum National de la Facture Électronique et des Marchés Publics Électroniques)</p> <p>Spain: Confederación Española de Organizaciones Empresariales (CEOE): Business Association AMETIC: ICT Industry Association Chamber of Commerce of Spain Foment del Treball: Business Association in Catalunya Asociación Española de Directivos (AED): Spanish Association of Directors Asociación para el Progreso de la Dirección (APD): Spanish Association for Direction Progress</p> <p>US: Information Technology Industry Council (ITI) Metropolitan Atlanta Chamber of Commerce Technology Association of Georgia</p> <p>UK: Confederation of British Industry (CBI) TechUK North East England Chamber of Commerce Newcastle Gateshead Initiative Enterprise Forum All-Party Parliamentary Group on Environmental, Social and Governance (APPG on ESG)</p>	

GRI content index continued

Material topic significance key: ● General disclosures ● Strategically significant ● Very important ● Foundational

GRI Standard/ other source	Disclosure	Location and direct answers	Omission
Stakeholder engagement			
	2-29 Approach to stakeholder engagement	<p>Sustainability and Society Report Materiality review (page 7)</p> <p>Materiality assessment methodology Methodology and results, Stakeholder engagement (pages 4 to 5)</p> <p>Annual Report and Accounts Sustainability and Society (pages 30 to 34) Stakeholder engagement (pages 48 to 54) Board composition and governance (pages 84 to 89) How the board monitors culture (pages 94 to 95) Board associate, Rendezvous with Amy Cosgrove, VP North America and Product (pages 96 to 97) Directors' Report, Engagement with colleagues (page 157) Remuneration Committee governance (pages 126 to 128) Directors' Annual Remuneration Report (pages 138 to 141)</p>	
	2-30 Collective bargaining agreements	We continue to cooperate closely with our Works Councils and we respect the right to collective bargaining. All colleagues in the EU are covered by collective bargaining agreements but none are covered by such agreements in the UK or North America.	
Material topics			
GRI 3: Material Topics 2021	3-1 Process to determine material topics	<p>Sustainability and Society Report Materiality review (page 7)</p> <p>Annual Report and Accounts Sustainability and Society, Strategy and materiality review (page 30)</p> <p>Materiality Methodology Introduction (page 2) Methodology and results (pages 3 to 6) Next steps (page 7)</p>	
	3-2 List of material topics	<p>Sustainability and Society Report Materiality review (page 7)</p> <p>FY23 Sustainability and Society Report Strategy, Materiality, Visibility across the value chain (page 10)</p> <p>Materiality Methodology Methodology and results (page 6) Material topics—definitions (pages 8 to 9)</p>	

GRI content index continued

Material topic significance key: ● General disclosures ● Strategically significant ● Very important ● Foundational

GRI Standard/ other source	Disclosure	Location and direct answers	Omission
Material topic: Climate change			
GRI 3: Material Topics 2021	3-3 Management of material topics	<p>Sustainability and Society Report</p> <ul style="list-style-type: none"> • a, b, e and f. Climate change, Overview (page 12) • c, d, e and f. Protect the Planet, Climate change (pages 12 to 14), How are we doing? (page 11), What's next? (page 16) <p>Climate Report</p> <ul style="list-style-type: none"> • c and e. Strategy, Climate at Sage (page 6) • d, e and f. Get Sage to Net Zero (pages 8 to 21), Get SMBs to Net Zero (pages 22 to 25), Policy and advocacy (pages 26 to 28) • e. Strategy, Governance and risk management, Climate risks and opportunities (page 7) <p>Annual Report and Accounts</p> <p>Sustainability and Society, Protect the Planet (page 31) TCFD, The Task Force on Climate-related Financial Disclosures (pages 35 to 42) Principal Risks and uncertainties, Environment, social, and governance (page 72)</p>	
GRI 201: Economic Performance 2016	201-2 Financial implications and other risks and opportunities due to climate change	<p>Climate Report</p> <p>Strategy, Governance and risk management, Climate risks and opportunities (page 7) Risks and opportunities (pages 29 to 34)</p> <p>Annual Report and Accounts</p> <p>TCFD, The Task Force on Climate-related Financial Disclosures disclosure (pages 35 to 42) Principal Risks and uncertainties, Environment, social, and governance (page 72) Notes to the consolidated financial statements, Climate change (page 183)</p>	
GRI 302: Energy 2016	302-1 Energy consumption within the organization	<p>ESG Databook</p> <p>Performance data, Protect the Planet, Climate change (page 3)</p>	
	302-2 Energy consumption outside of the organization	<p>ESG Databook</p> <p>Performance data, Protect the Planet, Climate change (page 3)</p>	
	302-3 Energy intensity	<p>ESG Databook</p> <p>Performance data, Protect the Planet, Climate change (page 3)</p>	
	302-4 Reduction of energy consumption	<p>ESG Databook</p> <p>Performance data, Protect the Planet, Climate change (page 3)</p>	
	302-5 Reductions in energy requirements of products and services	<p>ESG Databook</p> <p>Performance data, Protect the Planet, Climate change (page 3)</p>	

GRI content index continued

Material topic significance key: ● General disclosures ● Strategically significant ● Very important ● Foundational

GRI Standard/ other source	Disclosure	Location and direct answers	Omission
Material topic: Climate change continued			
GRI 305: Emissions 2016	305-1 Direct (Scope 1) GHG emissions	<p>ESG Databook Performance data, Protect the Planet, Climate change (pages 4 to 17)</p> <p>Climate Report Get Sage to net zero, Emissions performance, Products, Supply chain, Colleagues, Property (pages 11 to 21)</p> <p>Annual Report and Accounts TCFD, The Task Force on Climate-related Financial Disclosures (page 39)</p>	
	305-2 Energy indirect (Scope 2) GHG emissions	<p>ESG Databook Performance data, Protect the Planet, Climate change (pages 4 to 17)</p> <p>Climate Report Get Sage to net zero, Emissions performance, Products, Supply chain, Colleagues, Property (pages 11 to 21)</p> <p>Annual Report and Accounts TCFD, The Task Force on Climate-related Financial Disclosures (page 39)</p>	
	305-3 Other indirect (Scope 3) GHG emissions	<p>ESG Databook Performance data, Protect the Planet, Climate change (pages 4 to 17)</p> <p>Climate Report Get Sage to net zero, Emissions performance, Products, Supply chain, Colleagues, Property (pages 11 to 21) Get SMBs to net zero (page 25)</p> <p>Annual Report and Accounts TCFD, The Task Force on Climate-related Financial Disclosures (page 39)</p>	
	305-4 GHG emissions intensity	<p>ESG Databook Performance data, Protect the Planet, Climate change (pages 4 to 17)</p> <p>Annual Report and Accounts TCFD, The Task Force on Climate-related Financial Disclosures (page 39)</p>	
	305-5 Reduction of GHG emissions	<p>ESG Databook Performance data, Protect the Planet, Climate change (pages 5 to 17)</p> <p>Climate Report Get Sage to net zero, Net zero glide path (page 10)</p> <p>Annual Report and Accounts TCFD, The Task Force on Climate-related Financial Disclosures (pages 35 to 42)</p>	
	305-6 Emissions of ODS	<p>ESG Databook Performance data, Protect the Planet, Climate change (pages 5 to 17)</p>	

GRI content index continued

Material topic significance key: ● General disclosures ● Strategically significant ● Very important ● Foundational

GRI Standard/ other source	Disclosure	Location and direct answers	Omission
Material topic: Climate change continued			
GRI 308: Supplier Environmental Assessment 2016	308-1 New suppliers that were screened using environmental criteria	ESG Databook Performance data, Protect the Planet, Climate change (page 6) Sustainability and Society Report Business conduct, Sustainable supply chain (page 39)	
	308-2 Negative environmental impacts in the supply chain and actions taken	ESG Databook Performance data, Protect the Planet, Climate change (pages 5 and 8) Climate Report Get Sage to net zero, Supply chain (page 14)	
Material topic: Cyber security and data privacy			
GRI 3: Material Topics 2021	3-3 Management of material topics	Sustainability and Society Report <ul style="list-style-type: none"> • a, b, c, d, e, f. Cyber security and data privacy (pages 22 to 23) • d, e, f. Tech for Good, How are we doing? (page 17), What's next? (page 29) Annual Report and Accounts Sustainability and Society, Tech for Good (page 32) Stakeholder engagement (pages 48 to 54) Principal Risks and uncertainties (page 70)	
GRI 418: Customer Privacy 2016	418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data		Confidentiality constraints: Sage does not generally disclose this information due to customer and commercial confidentiality unless required by law. To the extent that any relevant regulator should find fault with our data breach management and/or data security practices, they will publish their findings/sanctions. There were no such findings in FY24.

GRI content index continued

Material topic significance key: ● General disclosures ● Strategically significant ● Very important ● Foundational

GRI Standard/ other source	Disclosure	Location and direct answers	Omission
Material topic: Diversity, equity, and inclusion			
GRI 3: Material Topics 2021	3-3 Management of material topics	<p>Sustainability and Society Report</p> <ul style="list-style-type: none"> • a, b, and c. Diversity, equity, and inclusion, Overview, Diverse teams (page 30) • d, e and f. Diversity, equity and Inclusion, Equity by design, Inclusive culture, Strategy in action, Expanding DEI self-disclosure, Getting more gender and ethnic diversity into cyber security (pages 30 to 31) • e. Diversity, equity and inclusion, Commitments and progress (page 30), What's next? (page 37) • d, e and f. Human by Design, How are we doing? (page 31) <p>UK Ethnicity Pay Gap Report</p> <ul style="list-style-type: none"> • c, d, e, and f. Our progress, (page 4) <p>UK Gender Pay Gap Report</p> <ul style="list-style-type: none"> • d, e, and f. Our progress (pages 4 to 5) <p>Annual Report and Accounts</p> <p>Our people and culture (pages 24 to 29) Sustainability and Society, Human by design (page 33) Chair's introduction to governance (pages 76 to 77) Corporate governance report (pages 82 and 93) Nomination Committee (pages 98 to 107) Stakeholder engagement (pages 48 to 54)</p>	
GRI 405: Diversity and Equal Opportunity 2016	405-1 Diversity of governance bodies and employees	<p>ESG Databook</p> <p>Performance data, Human by Design (pages 19 to 21)</p>	
	405-2 Ratio of basic salary and remuneration of women to men	<p>UK Ethnicity Pay Gap Report</p> <p>An overview of our Ethnicity Pay Gap data (pages 2 to 3)</p> <p>UK Gender Pay Gap Report</p> <p>An overview of our Gender Pay Gap data (pages 2 to 3)</p> <p>Annual Report and Accounts</p> <p>Our people and culture (pages 24 to 29) Nomination Committee (pages 98 to 107)</p>	<p>Reason for omission: Information unavailable/incomplete</p> <p>Sage does not calculate or report this disclosure by employee category or by significant location of operation due to potential risks to data privacy and competitive advantage.</p>
GRI 406: Non- discrimination 2016	406-1 Incidents of discrimination and corrective actions taken	<p>Sustainability and Society Report</p> <p>Human by Design, Diversity, equity and inclusion, Anti-discrimination and harassment (page 33)</p> <p>ESG Databook</p> <p>Performance data, Human by Design, Diversity, equity and inclusion (page 22)</p>	

GRI content index continued

Material topic significance key: ● General disclosures ● Strategically significant ● Very important ● Foundational

GRI Standard/ other source	Disclosure	Location and direct answers	Omission
Material topic: Innovation to empower customers and SMBs			
GRI 3: Material Topics 2021	3-3 Management of material topics	<p>Sustainability and Society Report</p> <ul style="list-style-type: none"> • a, b and c. Innovation to empower customers and SMBs, Overview (page 18) • d, e and f. Innovation to empower customers and SMBs, Commitments and progress, Data for Good, AI: Powering Innovation, Enabling entrepreneurs to focus on growth, Working Smarter with Sage CoPilot (pages 18 to 19) • d, e and f. Tech for Good, How are we doing? (page 17), What's next? (page 29) <p>Annual Report and Accounts</p> <p>Sustainability and Society, Protect the Planet (page 31)</p> <p>Sustainability and Society, Tech for Good (page 32)</p>	
Material topic: Colleague development and retention			
GRI 3: Material Topics 2021	3-3 Management of material topics	<p>Sustainability and Society Report</p> <ul style="list-style-type: none"> • a, b, c, d & f. Future-fit work, Overview, Career-long learning at Sage Skills pipeline, Pathways to bridge the talent gap, Future-fit working practices (pages 36 to 37) • e. Future-fit work, Commitments and progress (page 36), What's next? (page 37) • d, e and f. Human by Design, How are we doing? (page 31) <p>Annual Report and Accounts</p> <p>Our people and culture (pages 24 to 29)</p> <p>Sustainability and society, Human by Design (page 33)</p> <p>Stakeholder engagement, Colleagues (pages 50 to 51)</p> <p>How the Board monitors culture (pages 94 to 95)</p>	
GRI 401: Employment 2016	401-1 New employee hires and employee turnover	<p>ESG Databook</p> <p>Performance data, Human by Design, Colleague development and retention (pages 23 to 26)</p>	
GRI 402: Labor/ Management Relations 2016	402-1 Minimum notice periods regarding operational changes	<p>a. Minimum number of weeks' notice typically provided to employees and their representatives prior to the implementation of significant operational changes that could substantially affect them: We do not have an overarching policy at group level on notice periods regarding operational changes. Each of our operating countries has its own individual policy.</p> <p>b. For organizations with collective bargaining agreements, report whether the notice period and provisions for consultation and negotiation are specified in collective agreements: Around 23% of our global workforce—predominantly those in Austria, Belgium, France, and Spain—are covered by collective bargaining agreements. Points on specific areas of terms and conditions are addressed by following local regulatory requirements.</p>	
GRI 404: Training and Education 2016	404-1 Average hours of training per year per employee	<p>ESG Databook</p> <p>Performance data, Human by Design, Colleague development and retention (page 26)</p>	
	404-2 Programs for upgrading employee skills and transition assistance programs	<p>Sustainability and Society Report</p> <p>Human by Design, Future fit work, Career-long learning at Sage, Skills pipeline (page 36)</p>	
	404-3 Percentage of employees receiving regular performance and career development reviews	<p>ESG Databook</p> <p>Performance data, Human by Design, Colleague development and retention (page 26)</p>	

GRI content index continued

Material topic significance key: ● General disclosures ● Strategically significant ● Very important ● Foundational

GRI Standard/ other source	Disclosure	Location and direct answers	Omission
Material topic: Digital equality			
GRI 3: Material Topics 2021	3-3 Management of material topics	<p>Sustainability and Society Report</p> <ul style="list-style-type: none"> • a, b, and c. Digital equality, Overview (page 24) • e. Digital equality, Commitments and progress, What's next? (page 29) • d, e and f. Digital equality, Product accessibility, Inclusive tele-servicing, Tackling STEM stereotypes around the world, Global Accessibility Awareness Day (pages 24 to 26) • d, e and f. Tech for Good, How are we doing? (page 17) <p>Annual Report and Accounts</p> <p>Sustainability and Society, Tech for Good (page 32)</p>	
Material topic: Data and AI ethics			
GRI 3: Material Topics 2021	3-3 Management of material topics	<p>Sustainability and Society Report</p> <ul style="list-style-type: none"> • a, b, c, d, e and f. AI and Data Ethics, Overview, Commitments and progress, Ethics by design, Balancing the risks and opportunities of AI (pages 20 to 21) • d, e. & f. Tech for Good, How are we doing? (page 17), What's next? (page 29) <p>Annual Report and Accounts</p> <p>Market review, Creating trusted technology (page 7)</p> <p>Our strategy (pages 15 to 17)</p> <p>Accelerating the pace of innovation (pages 20 to 21)</p> <p>Sustainability and Society, Tech for Good (page 32)</p> <p>TCFD, The Task Force on Climate-related Financial Disclosures, Governance (page 35)</p> <p>Stakeholder engagement, Society (pages 52 to 53)</p> <p>Principal Risks and uncertainties (page 71)</p> <p>Corporate governance report, The Sustainability, AI and Data Ethics Committee (page 84)</p> <p>Corporate governance report, Board evaluation (pages 98 to 99)</p>	
Material topic: Local community investment and support			
GRI 3: Material Topics 2021	3-3 Management of material topics	<p>Sustainability and Society Report</p> <ul style="list-style-type: none"> • a, b, c, d, e and f. Local community investment and support, Overview, Commitments and progress, Sage Foundation governance and risk management, A new chapter for Sage Foundation (pages 27 to 29) • d, e and f. Local community investment and support, Investing in BOSS women US, Boosting access to microfinance in undeserved communities (pages 27 to 29) • d, e and f. Tech for Good, How are we doing? (page 17) What's next? (page 29) <p>Annual Report and Accounts</p> <p>Sustainability and Society, Tech for Good (page 32)</p> <p>Stakeholder engagement, Society (pages 52 to 53)</p>	

GRI content index continued

Material topic significance key: ● General disclosures ● Strategically significant ● Very important ● Foundational

GRI Standard/ other source	Disclosure	Location and direct answers	Omission
Material topic: Local community investment and support continued			
GRI 413: Local Communities 2016	413-1 Operations with local community engagement, impact assessments, and development programs	<p>Through Sage Foundation’s stakeholder engagement plans, we have conducted research and established partnerships that increase our ability to make an impact. We have reported internally developed metrics in relation to Sage Foundation’s performance during the reporting period which are summarised in the ESG Databook.</p> <p>Sustainability and Society Report Local community investment and support (pages 27 to 29) Digital equality (page 24)</p> <p>ESG Databook Performance data, Tech for Good, Local community investment and support (page 18)</p>	
Material topic: Biodiversity and ecosystems			
GRI 3: Material Topics 2021	3-3 Management of material topics	<p>Sustainability and Society Report Materiality review, Foundational and emerging topics, Biodiversity and ecosystems (page 7)</p> <ul style="list-style-type: none"> • a, b, c, d, e and f. Environmental stewardship, Overview, Assessing nature related risks, What’s next? (page 15) <p>Climate Report Strategy, Environmental stewardship (page 6)</p>	
Material topic: Business conduct			
GRI 3: Material Topics 2021	3-3 Management of material topics	<p>Sustainability and Society Report</p> <ul style="list-style-type: none"> • a, b, c, d, e and f. Business conduct, Overview, ESG Due diligence, Human rights risk assessment, Avoiding the greenwashing trap, Continuous improvement (pages 39 to 40) <p>Annual Report and Accounts Sustainability and Society, Sustainability by Design (page 34) Non-financial and sustainability information statement (page 43)</p> <p>Code of Conduct: https://www.sage.com/investors/governance/code-of-conduct/</p> <p>Supplier Code of Conduct: https://www.sage.com/en-gb/-/media/files/company/documents/pdf/about%20sage/supplier%20terms/supplier-code-of-conduct-en-2022.pdf</p>	

GRI content index continued

Material topic significance key: ● General disclosures ● Strategically significant ● Very important ● Foundational

GRI Standard/ other source	Disclosure	Location and direct answers	Omission
Material topic: Business conduct continued			
GRI 205: Anti-corruption 2016	205-1 Operations assessed for risks related to corruption	<p>b. Total number and percentage of operations assessed for risks related to corruption. Sage response: Key operations are screened for risks related to corruption through the Fraud Risk Assessment process.</p> <p>b. Significant risks related to corruption identified through the risk assessment. Sage response: Based on a risk assessment conducted in FY24, Sage's most significant risks related to corruption are linked to falsifying financial figures, and theft of customer data through a cyber incident. For these areas, internal controls are in place to prevent and detect material fraud and have had a measured effect on reducing the residual risk exposure.</p>	
	205-2 Communication and training about anti-corruption policies and procedures	<p>ESG Databook Performance data, Sustainability by Design, Business conduct (pages 28 to 29)</p>	
	205-3 Confirmed incidents of corruption and actions taken	<p>ESG Databook Performance data, Sustainability by Design, Business conduct (pages 28 to 29)</p>	
GRI 206: Anti-competitive Behavior 2016	206-1 Legal actions for anti-competitive behaviour, anti-trust, and monopoly practices	<p>ESG Databook Performance data, Sustainability by Design, Business conduct (page 29)</p>	
GRI 415: Public Policy 2016	415-1 Political contributions	<p>ESG Databook Performance data, Sustainability by Design, Business conduct (page 29)</p> <p>Annual Report and Accounts Directors' Report, Political donations (page 157)</p>	
Material topic: Governance effectiveness			
GRI 3: Material Topics 2021	3-3 Management of material topics	<p>Sustainability and Society Report Sustainability governance and risk, Ensuring accountability, ESG as a Principal Risk (page 8)</p> <p>Annual Report and Accounts Corporate governance report, Time commitment (page 85)</p>	
Material topic: Human rights			
GRI 3: Material Topics 2021	3-3 Management of material topics	<p>Sustainability and Society Report Materiality review, Foundational and emerging topics, Human rights (page 7) Business conduct, ESG Due diligence, Sustainable supply chain, Human rights risk assessment (pages 39 to 40) Business conduct, What's next? (page 41)</p> <p>Annual Report and Accounts Sustainability and Society, Sustainability by Design (page 34) Non-financial and sustainability information statement (page 43)</p>	
Material topic: Pollution			
GRI 3: Material Topics 2021	3-3 Management of material topics	<p>Sustainability and Society Report Environmental stewardship, Overview, Assessing nature-related risks, What's next? (page 15)</p>	

GRI content index continued

Material topic significance key: ● General disclosures ● Strategically significant ● Very important ● Foundational

GRI Standard/ other source	Disclosure	Location and direct answers	Omission
Material topic: Resource use and circular economy			
GRI 3: Material Topics 2021	3-3 Management of material topics	Sustainability and Society Report Environmental stewardship, Overview, Assessing nature-related risks, What's next? (page 15)	
GRI 306: Waste 2020	306-3 Waste generated	ESG Databook Performance data, Protect the Planet, Resource use and circular economy (page 6)	
Material topic: Tax and regulatory compliance			
GRI 3: Material Topics 2021	3-3 Management of material topics	Sustainability and Society Report Sustainability by Design, Tax transparency, Tax strategy (page 41)	
GRI 207: Tax 2019	207-1 Approach to tax	Sustainability and Society Report Sustainability by Design, Tax transparency, Tax strategy (page 41) Annual Report and Accounts Non-financial and sustainability information statement (page 43) Sage website https://www.sage.com/investors/governance/tax-strategy/	
	207-2 Tax governance, control, and risk management	Annual Report and Accounts Non-financial and sustainability information statement (page 43) Sage website https://www.sage.com/investors/governance/tax-strategy/	
	207-3 Stakeholder engagement and management of concerns related to tax	Annual Report and Accounts Non-financial and sustainability information statement (page 43) Sage website https://www.sage.com/investors/governance/tax-strategy/	
	207-4 Country-by-country reporting		Reason for omission: Confidentiality constraints Sage does not currently publish CbCR. We provide full tax transparency to tax authorities and will comply with the public CbCR regulations as they are enacted. The EU proposals for public CbCR have been enacted by member states and will be applicable to Sage's EU operations from FY25.

GRI content index continued

Material topic significance key: ● General disclosures ● Strategically significant ● Very important ● Foundational

GRI Standard/ other source	Disclosure	Location and direct answers	Omission
Material topic: Water and marine resources			
GRI 3: Material Topics 2021	3-3 Management of material topics	Sustainability and Society Report Materiality review, Foundational and emerging topics, Water and marine resources (page 7) Environmental stewardship, Overview, Assessing nature-related risks, What's next? (page 15)	
GRI 303: Water and Effluents 2018	303-5 Water consumption	ESG Databook Performance data, Protect the Planet, Water and marine resources (page 6)	
Material topic: Wellbeing and colleague health and safety			
GRI 3: Material Topics 2021	3-3 Management of material topics	Sustainability and Society Report <ul style="list-style-type: none"> a, b, c, d, e and f. Wellbeing and colleague health and safety, Overview, Commitments and progress, Equitable access, Amplifying wellbeing support, Continuous improvement, Supporting our healthy mind coaches, Winnersh: a wellbeing blueprint (pages 34 to 35) d, e, and f. How are we doing? (page 31), What's next? (page 37) Annual Report and Accounts Our people and culture, How we engage and retain talent (pages 28 to 29) Sustainability and Society, Human by Design (page 33)	
GRI 401: Employment 2016	401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees	ESG Databook Performance data, Human by Design, Wellbeing and colleague health and safety (page 27)	
	401-3 Parental leave	ESG Databook Performance data, Human by Design, Wellbeing and colleague health and safety (page 27)	
GRI 201: Economic Performance 2016	201-3 Defined benefit plan obligations and other retirement plans	Annual Report and Accounts Directors' Remuneration Report (pages 116 to 155) Notes to the consolidated financial statements (pages 218 to 220)	
GRI 403: Occupational Health and Safety 2018	403-1 Occupational health and safety management system	Sustainability and Society Report Human by Design, Wellbeing and colleague health and safety, Overview (page 34)	
	403-9 Work-related injuries	ESG Databook Performance data, Human by Design, Wellbeing and colleague health and safety (page 27)	

SASB index

Sustainability Accounting Standards Board

Topic	Code	Accounting metric	FY24 performance	FY24 further information
Environmental Footprint of Hardware Infrastructure	TC-SI-130a.1	(1) Total energy consumed, (2) percentage grid electricity, (3) percentage renewable	(1) Total GJ of energy: 52,061 (2) Percentage grid electricity: 54% (3) Percentage Renewable: 41%	Total energy consumption relates to Sage’s global office portfolio and is captured under Scope 1 and 2, as per the GHG Reporting Protocol. Total energy consumed comprises fuels, natural gas and electricity. All purchased Renewable Energy comes with the appropriate certification for guarantees of origin.
Environmental Footprint of Hardware Infrastructure	TC-SI-130a.2	(1) Total water withdrawn, (2) total water consumed, percentage of each in regions with High or Extremely High Baseline Water Stress	(1) 47,937m ³ , (2) 28.857m ³ is consumed in regions with High or Extremely High Baseline Water Stress	The figures relate to total water usage across Sage operations. Sage has a number of serviced offices where landlords do not meter for the Sage office area, hence we use estimated data. Sage uses regional intensity rates when estimating water consumption. Approx 49% of Sage’s water consumption calculation is extrapolated.
Environmental Footprint of Hardware Infrastructure	TC-SI-130a.3	Discussion of the integration of environmental considerations into strategic planning for data centre needs	Sage production environments are hosted on a combination of leased co-location and public cloud providers. Having completed an assessment of climate risks across our datacentre estate, work has continued to enhance the environmental reporting from our datacentre providers. This has included the evaluation of primary carbon emission data across our core providers such as AWS and Microsoft. During FY24, we worked alongside our Sustainable Supply Chain programme to integrate this primary data into our GHG reporting processes. This allowed transition away from spend based to primary data reporting.	For further information, please see FY24 Climate Report TCFD section pages 29 to 34.

SASB index continued

Topic	Code	Accounting metric	FY24 performance	FY24 further information
Data Privacy & Freedom of Expression	TC-SI-220a.1	Description of policies and practices relating to behavioural advertising and user privacy	<p>We maintain a Personal Data Protection Policy and data protection accountability framework to ensure our customers and colleagues, and other individuals, are able to trust Sage to process their personal data responsibly. We recognise individuals’ rights to privacy and to control their own personal data. Information on how Sage manages the collection, use, retention, processing, disclosure, and destruction of user information can be found in Sage’s privacy notices here: https://www.sage.com/en-gb/trust-security/privacy/privacy-notices/#globalprivacynotices</p> <p>There is a specific section giving details on how we process personal data to communicate with and provide marketing to our customers. Further information can also be found on our Trust and Security pages relating to Privacy including Privacy FAQs for our customers: https://www.sage.com/en-gb/trust-security/privacy/</p>	Our Data and AI Ethics Principles stress the importance of data privacy and security at Sage, and are overseen and governed by a dedicated Sustainability, AI, and Data Ethics Committee, comprising members from the Executive Leadership Team (ELT). At Sage, we commit to doing the right thing for our customers, colleagues, partners, and shareholders. As part of this commitment, we treat people fairly and apply inclusivity principles.
Data Privacy & Freedom of Expression	TC-SI-220a.2	Number of users whose information is used for secondary purposes	<p>Sage is committed to data protection and user privacy. We process personal data in accordance with our privacy policies and ensure we have a lawful basis for processing, whether in respect of the original purpose for which we have obtained that data or for any secondary purpose(s). Information on our process could be found in our Privacy Notice available at: https://www.sage.com/en-gb/legal/privacy/</p>	
Data Privacy & Freedom of Expression	TC-SI-220a.3	Total amount of monetary losses as a result of legal proceedings associated with user privacy	<p>There have been no monetary losses as a result of legal proceedings associated with user privacy during FY24.</p>	
Data Privacy & Freedom of Expression	TC-SI-220a.4	(1) Number of law enforcement requests for user information, (2) number of users whose information was requested, (3) percentage resulting in disclosure	<p>From time to time we may receive law enforcement requests in certain jurisdictions. Due to their sensitivity we would ordinarily only release metrics relating to such requests where there is a legal or regulatory requirement to do so. We will respond to or support those requests in circumstances where the relevant law enforcement body has provided us with satisfactory evidence of the legal or regulatory requirement compelling us to do so.</p>	

SASB index continued

Topic	Code	Accounting metric	FY24 performance	FY24 further information
Data Privacy & Freedom of Expression	TC-SI-220a.5	List of countries where core products or services are subject to government required monitoring, blocking, content filtering, or censoring	Sage is not aware of any such current country-specific restrictions on its products and services. In countries where products and services are offered by Sage, any applicable local legal and regulatory requirements are respected and adhered to.	
Data Security	TC-SI-230a.1	(1) Number of data breaches, (2) percentage involving personally identifiable information (PII), (3) number of users affected	<p>Sage does not generally disclose the information on data breaches for reasons of customer and commercial confidentiality unless required by law. Qualifying incidents would be reported to the relevant regulators (e.g. the Information Commissioner’s Office in the UK) and impacted individuals, where we are legally required to do so and within the timeframes mandated. To the extent that any relevant regulator should find fault with our data breach management and/or data security practices, they will publish their findings/sanctions.</p> <p>There were no such findings or sanctions in FY24.</p> <p><u>For general information about data security risk management, please refer to the Sage FY24 Annual Report.</u></p>	

SASB index continued

Topic	Code	Accounting metric	FY24 performance	FY24 further information
Data Security	TC-SI-220a.5	Description of approach to identifying and addressing data security risks, including use of third-party cyber security standards	<p>Sage is committed to maintaining and continually improving its data security programme. Cyber security is a Group Principal Risk, and a Global Risk Committee (GRC) is established to provide internal governance of these issues. The GRC is a management-level committee which provides overall oversight of cyber and information security risk management within Sage, with day to day operations managed by the Information Security team led by the EVP Global Chief Information Security Officer (CISO). The CISO advises management and Sage’s Board on Sage’s current cyber and information risk exposure, ensuring that the appropriate technical and organisational measures are in place. Key security indicators and metrics are reported to the Board and discussed at every meeting. Sage’s security controls are aligned to industry best practice and standards, and are continually reviewed. Sage products are managed under an Information Security Management System (ISMS) that is aligned and certified to ISO 27001. 24 of our strategic products are listed on 1 of 3 separate certificates. We have SOC 2 Type 1 and SOC 2 Type 2 certification for our flagship product (Intacct Financials) and SOC 2 certification for 3 additional products and the global shared controls. Our security controls are mapped to industry standards.</p> <p><u>Further information can be found in Sage’s FY24 Annual Report.</u></p>	
Recruiting & Managing a Global, Diverse & Skilled Workforce	TC-SI-330a.1	Percentage of employees that require a work visa	% of employees that require a work visa = 5.55%	<p>Having a global resource pool is key to Sage’s growth agenda, enabling the right person to be placed in the right role. Sage employs a robust Talent Acquisition process, and a comprehensive Global Mobility framework is under development to manage the compliance and governance of risks associated with having colleagues reside in countries which are not their own—for example, immigration, tax, and employment law. Sage also partners with external specialist advisors to oversee and provide counsel. The procedures within the framework ensure parity across the colleagues and locations, and the management information enables accurate and timely reporting.</p>

SASB index continued

Topic	Code	Accounting metric	FY24 performance	FY24 further information
Recruiting & Managing a Global, Diverse & Skilled Workforce	TC-SI-330a.2	Employee engagement as a percentage	Our FY24 eSAT score is 76% and is our primary metric of colleague engagement and satisfaction. The score is a response to the question in our Glint survey titled “How happy are you working at Sage”. The question is proven to have the highest correlation with drivers of engagement, along with outcomes such as retention and productivity. The eSAT question is asked with every employee engagement survey and allows us to continuously track colleague engagement. All colleagues (excl. contractors, consultants, interns, and those on long-term leave) are invited to take part and are asked for voluntary feedback, at least twice each year. After each survey, feedback is aggregated and action plans are agreed at levels across the business by managers, and at a function and region/country level. We are transparent with our results and share these with colleagues to support ideas generation for improvements via our current third-party provider, Glint. We received an 86% response rate in March and an 85% response rate in September for this survey metric.	
Recruiting & Managing a Global, Diverse & Skilled Workforce	TC-SI-330a.3	Percentage of gender and racial/ethnic group representation for (1) management, (2) technical colleagues, and (3) all other employees	At Sage, Executive Management refers to our ELT team and Non-executive management refers to our NEDs. On pages 19 to 22 in the ESG Databook we report on gender, age and racial/ethnic group representation across senior management, middle management and all other employees. Senior management includes EVPs and VPs. Middle Management includes managers, senior managers, directors, and senior directors. Staff includes all other colleagues. NED gender and age is disclosed on page 19 in the ESG Databook. For further information on colleague categories, please visit page 69 of the ESG Databook. There is a slight variance in reporting against this Standard due to data availability.	
Intellectual Property Protection & Competitive Behaviour	TC-SI-520a.1	Total amount of monetary losses as a result of legal proceedings associated with anti-competitive behaviour regulations	There have been no monetary losses as a result of legal proceedings associated with anti-competitive behaviour in FY24.	At Sage, we are committed to promoting open and fair competition. We work in compliance with the applicable competition laws in the countries where we operate.
Managing Systemic Risks from Technology Disruptions	TC-SI-550a.1	Number of (1) performance issues, (2) service disruptions, and (3) total customer downtime		All incidents, major, minor are published externally on the Sage Status page— status.sage.com . This includes availability, incident history, live incident notifications. Further information on number of incidents is. This includes availability, incident history, live incident notifications. Further information on number of incidents is not disclosed due to potential competitiveness issues.

SASB index continued

Topic	Code	Accounting metric	FY24 performance	FY24 further information
Managing Systemic Risks from Technology Disruptions	TC-SI-550a.2	Description of business continuity risks related to disruptions of operations		All incidents, major, minor are published externally on the Sage Status page— status.sage.com . This includes availability, incident history, live incident notifications. Further information on number of incidents is not disclosed due to potential competitiveness issues.
	TC-SI-000.A	(1) Number of licences or subscriptions, (2) percentage cloud based	Penetration Subscription: penetration 82%, +3pts year-on-year Sage Business Cloud: penetration 88%, +4pts year-on-year	This SASB metric has been modified to align with our business priorities and is represented by: (1) Subscription Penetration: Subscription revenue (no license sales included) as a % of our Total Revenue (which includes license sales). Calculated as the underlying software subscription revenue as a percentage of underlying total revenue. This metric shows the progress of migrating our customer base from licence and maintenance to a subscription relationship, and; (2) Sage Business Cloud penetration: the underlying recurring revenue from the Sage Business Cloud as a percentage of the underlying recurring revenue of the Future Sage Business Cloud Opportunity. This metric measures the progress in the migration of our revenue base to the Sage Business Cloud by connecting our solutions to the cloud and/or migrating our customers to cloud connected and cloud native solutions.
	TC-SI-000.B	(1) Data processing capacity, (2) percentage outsourced	The vast majority of data processing is outsourced to public cloud providers. FY24 has been the middle of multi-year effort to migrate Sage Intacct away from co-location hosting to public cloud hosting. Approximately 80% of Intacct customers are now on cloud hosting. Sage currently has 20,000 virtual central processing units (vCPUs) in use. Over 90% of these are outsourced.	As the vast majority of Sage infrastructure is in public clouds, access to processing capacity data is more limited. At this time, vCPU counts are the most specific data that can be collected across all providers.
	TC-SI-000.C	(1) Amount of data storage, (2) percentage outsourced	The vast majority of data storage is outsourced to public cloud providers. FY24 has been the middle of multi-year effort to migrate Sage Intacct away from co-location hosting to public cloud hosting. Approximately 80% of Intacct customers are now on cloud hosting. Sage has 6PB of data storage. Over 90% of this is outsourced.	

UN SDGs index

Mapping to the UN Sustainable Development Goals (SDGs)

Gender equality



Definition of SDG

Achieve gender equality and empower all women and girls.

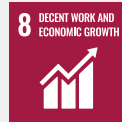
Target and our response

- We have a target to achieve representation of no more than 60% of men, women, or non-binary people in any leadership team, anywhere at Sage, by the end of FY26.
- We are also working to reduce ethnic and gender pay gaps, and continue to promote equality through our DEI strategy. Creating teams with a wide range of backgrounds is a further commitment of Sage's DEI strategy.
- In FY24, we were listed as a Top Employer for Women by Forbes and were named as FT Diversity Leaders 2024.
- 41% of our teams are meeting their gender diversity target against a FY24 target of 40% (34% in FY23).
- We are partnering with Journi, an organisation that focuses on improving the career progression of high-potential professionals who are Black, female, or from low-income households, to recruit for our graduate programme. We also sponsored the Reframe Women in Technology conference.

Strategic pillar

Human by Design

Decent work and economic growth



Definition of SDG

Promote sustained, inclusive, and sustainable economic growth, full and productive employment, and decent work for all.

Target and our response

- Sage is an accredited Living Wage Foundation employer, meaning we pay the real Living Wage to all colleagues in the UK, and contract with suppliers who pay the real Living Wage to all regularly contracted staff who are not employees.
- As part of our DEI strategy, we have a commitment to provide mentoring, financial, and digital support for individuals from underrepresented groups who want to start businesses, and to create opportunities for young people from all backgrounds to learn life-changing digital skills.
- In FY24, we launched the Sage Career Returners programme, an initiative that falls under the umbrella of the Pathways programme and seeks to engage potential candidates for Sage. Returners are experienced professionals re-entering the workforce after a career break. They bring a unique blend of transferable skills acquired through previous work experience and personal development during their time away. This offers a significant opportunity to enhance diversity and support individuals who may face challenges accessing traditional employment channels.

Strategic pillar

Human by Design

Reduced inequalities



Definition of SDG

Reduce inequalities within and among countries.

Target and our response

- Sage is working to promote female entrepreneurs and Science, Technology, Engineering, and Mathematics (STEM) education for women and girls through the work of Sage Foundation.
- In its 3rd year, Sage Foundation's partnership with The BOSS Network is making venture capital funding more equitable for businesswomen of colour with a \$1.5m commitment alongside mentorship, coaching, and education.
- For the past 3 years, Sage Foundation has provided \$1m in loans, grants, and direct support for social entrepreneurs through its partnership with Kiva. In addition, the Kiva Credits Programme is bringing together Sage colleagues, customers, and partners who have collectively reached more than 13,420 small business owners in less developed countries since 2021.

Strategic pillar

Tech for Good

UN SDGs index continued

Climate action



Definition of SDG

Take urgent action to combat climate change and its impacts.

Target and our response

- Reduced our market-based emissions by a further 0.3% in FY24 and 16.6% since our 2019 baseline.
- Launched a low-emission commuting and lift-sharing pilot in Newcastle and Dublin, with a global roll out underway.
- Launched a personal carbon tracker app for colleagues across our global sites.
- Used the planetary boundaries approach to assess our nature-related risks.
- Launched Sage Earth Benchmarking Services, providing generic industry carbon footprints, into the NatWest Carbon Planner.
- Sustainability Masterclasses launched in France, Germany and Spain.
- We engaged in the EU's public consultation on the Corporate Sustainability Reporting Directive (CSRD) Voluntary Standard for small and mid-sized businesses (SMBs).

Strategic pillar

Protect the Planet

Peace, justice, and strong institutions



Definition of SDG

Business thrives in peaceful environments with effective institutions where operating costs are predictable and working environments are stable.

Target and our response

- Our Group-wide principles go beyond complying with laws and regulations to include mandatory training for all colleagues on our Code of Conduct. Sage has a governance structure that is strengthened by its clear roles and responsibilities across the organisation, demonstrating how oversight, challenge, and assurance are provided alongside business activities, including ethical conduct.
- In FY24, the Global Risk Committee oversaw the evolution of the ESG Principal Risk, including the assessment of risk appetite, integration of controls and mitigating actions required to manage ESG as a Sage Principal Risk.
- Alongside the ESG Principal Risk, detailed risk and opportunity mapping of material sustainability topics with Sage's Enterprise Risk Management Framework supported the creation of an ESG risk register. Separate risk registers were created for climate change and human rights.
- We collaborated with Business for Social Responsibility (BSR), an external consultancy, to conduct a human rights saliency assessment and a Human Rights Charter was developed.

Strategic pillar

Sustainability by Design

Basis of Reporting



Reporting criteria for selected ESG metrics 2024

GRI 2-5

The following content outlines the approach and scope used for data collection across selected ESG metrics that have undergone “limited assurance” in 2024.

Commitment to reporting

As a FTSE 100 company, we are required to disclose specific information in the Annual Report and Accounts (ARA), under the UK Companies Act. In addition, we report against the TCFD and the Streamlined Energy and Carbon Reporting (SECR) requirements, and provide further information on how we manage our business responsibly across our Sustainability and Society Report, Climate Report, and Modern Slavery Statement. We report in accordance with the GRI Sustainability Reporting Standards and the SASB Sustainability Accounting Standard for the Software and IT Services Industry. All our FY24 reports can be found here: <https://www.sage.com/en-gb/company/sustainability-and-society/>

Governance

We have a formal approach to ESG reporting and governance. Each topic has an identified “data owner” and “data verifier” who are Subject Matter Experts (SME) in the business. The “data owner” is responsible for attending any third-party interviews, collection, and co-ordination of data points and qualitative narrative. The “data verifier” signs off the data and the qualitative content and has final accountability for the information provided. The content is then checked by Sage’s Non-financial Disclosures Director and is reviewed by the EVP Sustainability & Society. As a final step in the process, reports are reviewed and signed off by members of the ELT including the Chief Brand and Corporate Affairs Officer, the General Counsel and the Company Secretary, and the Chief People Officer.

Materiality

In 2023, we conducted a double materiality assessment following the requirements of the EU CSRD and the European Sustainability Reporting Standards (ESRS). 17 topics were identified and reviewed, of which 8 were identified as “strategically significant” or “very important” to our strategy due to their considerable impact on society and the environment, and/or on Sage. Our reporting is focused on these 8 most material topics. The remaining 9 were classified as Foundational—including business-as-usual topics and a few emerging topics that we monitor. For more information regarding the process and the results, please visit: <https://www.sage.com/en-gb/company/sustainability-and-society/>

Scope

Reporting scope covers Sage’s global operations—19 countries, and 10,789 colleagues, excluding NEDs. For further information on entities included, please refer to the FY24 ARA list of entities (pages 249 to 252):

<https://www.sage.com/investors/financial-information/annual-report/>

Current third-party checks

- **Bureau Veritas:** In 2024, Bureau Veritas provided limited assurance to a select number of ESG metrics. Bureau Veritas’s Independent Assurance Report can be found in the FY24 Sustainability and Society Report.
- **TCFD review:** In 2024, EY reviewed the TCFD report and disclosures made for alignment with the TCFD framework and for consistency with the rest of the ARA. Data and statements have been reviewed in line with EY’s understanding of Sage and knowledge obtained over the course of the accounts audit. Supporting documentation for any numbers/statements made was obtained to ensure that these are consistent and supported. Additionally, EY assessed management’s climate risk review and impact on other areas of the financial statements as well as considering the appropriateness of disclosures within financial statements was performed.
- **Environmental data verification:** In 2024, Bureau Veritas provided limited assurance to a select number of ESG metrics and GHG Emissions including total Scope 1, total Scope 2 (Location-based and Market-based), and selected Scope 3 (categories 1, 2, 3, 4, 5, 6, 7, 11, and 15 only). Bureau Veritas’s Independent Assurance Report can be found in the FY24 Sustainability and Society Report.
- **Compliance check:** Luminous, our design agency, conducts a compliance checks of our alignment to GRI Sustainability Reporting Standards and SASB and provides guidance on how to close any gaps.
- **GRI content index check:** GRI provides a service that helps to increase the navigability and transparency of the report. GRI reviews the disclosures against in accordance requirements and provides recommendations. Although this isn’t an assurance process, it provides additional credibility in terms of disclosure alignment. Additionally, a 3rd party has undertaken a review of alignment with GRI Sustainability Reporting Standards.

Metrics that have undergone “Limited Assurance” in 2024

GRI 2-5

Environmental metrics

GRI performance disclosure—GRI 305: Emissions	
Metric	GHG emissions including total Scope 1, total Scope 2 (location-based and market-based), and selected Scope 3 (categories 1, 2, 3, 4, 5, 6, 7, 11, and 15 only).
Definition	Scope 1: emissions from activities which the Company owns or controls, including combustion of fuel and operation of facilities (Scope 1)/tCO ₂ e; Scope 2: emissions from the purchase of electricity, heat, steam, or cooling by the Company for its own use (Scope 2 Indirect) location-based emissions (tCO ₂ e); Scope 3: Scope 3 emissions include all upstream categories as defined by the Greenhouse Gas Protocol (Categories 1–7). We have also included Category 11—Use of Sold Products and Category 15—Investments. GHGs covered by the Kyoto Protocol—carbon dioxide (CO ₂), methane (CH ₄), nitrous oxide (N ₂ O), hydrofluorocarbons (HFCs), perfluorocarbons (PCFs), sulphur hexafluoride (SF ₆), and nitrogen trifluoride (NF ₃).
Scope	Scope of carbon reporting, The Greenhouse Gas Protocol recommends that emissions are calculated, where possible, from the reporting organisation’s activity data. In the case of Sage, this means emissions data from all global operations.
Reporting period	1 October 2023 to 30 September 2024
Units	tCO ₂ e (location and market based)
Reporting methodology and controls	Emissions sources included in the operational footprint are energy, refrigerants & fuel consumption, water usage, waste generated from activities, and the impacts of business travel, whether from distance travelled or fuel used. Sage additionally calculates Scope 3 indirect emissions for all upstream emissions sources including Purchased Goods and Services, Capital Goods, Fuel and Energy-Related emissions, Upstream Logistics and Employee Commuting and Homeworking. Our downstream footprint includes Use of Sold Products. Carbon footprints are calculated according to a control approach which can be defined as either operational control (the organisation or 1 of its subsidiaries has the full authority to introduce and implement its operating policies at the operation) or financial control (the organisation has the ability to direct the financial and operating policies of the operation with a view to gaining economic benefits from its activities).

Sage own metric: Protect the Planet	
Metric	Percentage reduction in Scope 1, 2 and 3 carbon emissions against a previous year baseline.
Definition	Scope 1: emissions from activities which the Company owns or controls, including combustion of fuel and operation of facilities (Scope 1)/tCO ₂ e; Scope 2: emissions from the purchase of electricity, heat, steam, or cooling by the Company for its own use (Scope 2 indirect) location-based emissions (tCO ₂ e); Scope 3: Scope 3 emissions include all upstream categories as defined by the Greenhouse Gas Protocol (Categories 1-7). We have also included Category 11—Use of Sold Products and Category 15—Investments. GHGs covered by the Kyoto Protocol—carbon dioxide (CO ₂), methane (CH ₄), nitrous oxide (N ₂ O), hydrofluorocarbons (HFCs), perfluorocarbons (PCFs), sulphur hexafluoride (SF ₆), and nitrogen trifluoride (NF ₃).
Scope	Scope of carbon reporting: The Greenhouse Gas Protocol recommends that emissions are calculated, where possible, from the reporting organisation’s activity data. In the case of Sage, this means emissions data from all operations.
Reporting period	1 October 2023 to 30 September 2024
Units	tCO ₂ e (market based)
Reporting methodology and controls	Emissions sources included in the operational footprint are energy, refrigerants & fuel consumption, water usage, waste generated from activities, and the impacts of business travel, whether from distance travelled or fuel used. Sage additionally calculates Scope 3 indirect emissions for all upstream emissions sources including Purchased Goods and Services, Capital Goods, Fuel and Energy-Related emissions, Upstream Logistics, Employee Commuting and Home Working. Our downstream footprint includes the Use of Sold Products. Carbon footprints are calculated according to a control approach which can be defined as either operational control (the organisation or one of its subsidiaries has the full authority to introduce and implement its operating policies at the operation) or financial control (the organisation has the ability to direct the financial and operating policies of the operation with a view to gaining economic benefits from its activities).

Environmental metrics continued

GRI 2-5

GRI performance disclosure—GRI 302-1: Energy consumption within the organisation

Metric	Energy consumption within the organisation.
Definition	<p>Total fuel consumption within the organisation from non-renewable sources, in joules or multiples, and including fuel types used. Total fuel consumption within the organisation from renewable sources, in joules or multiples, and including fuel types used.</p> <p>In joules, watt-hours or multiples, the total:</p> <ul style="list-style-type: none"> • Electricity consumption • Heating consumption • Cooling consumption • Steam consumption • Electricity sold • Heating sold • Cooling sold • Steam sold
Scope	<p>Electricity, gas and other energy sources such as fuels (including company owned vehicles), steam or water provided from a district heating plant or chilled water plant can also be important. Energy can be purchased from sources external to the organisation or produced by the organisation itself (self-generated). Non-renewable fuel sources can include fuel for combustion in boilers, furnaces, heaters, turbines, flares, incinerators, generators and vehicles that are owned or controlled by the organisation. Non-renewable fuel sources cover fuels purchased by the organisation. They also include fuel generated by the organisation's activities—such as mined coal, or gas from oil and gas extraction. Renewable fuel sources can include biofuels, when purchased for direct use, and biomass in sources owned or controlled by the organisation.</p>
Reporting period	1 Oct 2023 to 30 Sept 2024
Units	Gigajoules
Reporting methodology and controls	<p>Fuels Used primary data where available. Where primary data did not cover the entire reporting period, we have pro-rated the daily usage for the remaining months of the year. The number of months with missing data varies on a site-by-site basis. Where primary data was not provided, extrapolations have been conducted in line with the following:</p> <ul style="list-style-type: none"> • Where no data was available, extrapolations were made using regional intensities based on floor area. Where floor area is unavailable, FTE intensities have been used. Sites reporting actual data which were closed or opened during the reporting year were excluded from these intensities to avoid skewing the data. • Where regional intensities are not available due to lack of actual data, the global average intensity has been applied. • For sites requiring extrapolation which were opened/closed during the reporting year, the extrapolated value has been adjusted to reflect the months that the site was open. <p>Electricity Approach: Used primary data where available. Where primary data did not cover the entire reporting period, we have pro-rated the daily usage for the remaining months of the year. The number of months with missing data varies on a site-by-site basis. Where primary data was not provided, extrapolations have been conducted in line with the following:</p> <ul style="list-style-type: none"> • Where no data was available, extrapolations were made using regional intensities based on floor area. Where floor area is unavailable, FTE intensities have been used. Sites reporting actual data which were closed or opened during the reporting year were excluded from these intensities to avoid skewing the data. • For sites in regions with no regional intensity due to no actual data, a global intensity has been applied. • For sites requiring extrapolation which were opened/closed during the reporting year the extrapolated value has been adjusted to reflect the months that the site was open. <p>Company owned vehicles Approach:</p> <ul style="list-style-type: none"> • The data covered the whole reporting period therefore there was no need for extrapolations. • Calculated the emissions using the mileage by fuel type or vehicle size. <p>Assumptions—LPG up to 1400cc—used average car size as notes suggest there are no small LPG cars with engine sizes up to 1.4 litre engines. Well to tank emissions included in line with best practice.</p>

Environmental metrics continued

GRI 2-5

**GRI performance disclosure—
GRI 302-1: Energy consumption within the organisation**

Metric	% electricity from renewable.
Definition	The scope of renewable energy includes renewable fuel the entity consumed, renewable energy the entity directly produced, and renewable energy the entity purchased, if purchased through a renewable power purchase agreement (PPA) that explicitly includes renewable energy certificates (RECs) or Guarantees of Origin (GOs), a Green-e Energy Certified utility or supplier program, or other green power products that explicitly include RECs or GOs, or for which Green-e Energy Certified RECs are paired with grid electricity.
Scope	Scope 2.
Reporting period	1 Oct 2023 to 30 Sept 2024
Units	Percentage (%)
Reporting methodology and controls	Emissions sources included in the operational footprint are energy and fuel consumption. Carbon footprints are calculated according to a control approach which can be defined in either financial or operational terms. The operational control approach is used in this footprint. Under this approach, we have accounted for 100% of the GHG emissions from operations over which Sage has control.

**GRI performance disclosure—
GRI 308-1: New suppliers that were screened using environmental criteria**

Metric	New suppliers that were screened using environmental criteria.
Definition	Number of supplier entities added to our approved supplier lists that are assessed against environmental criteria as one of the factors in determining whether to proceed in a relationship with a supplier.
Scope	New suppliers only.
Reporting period	1 Oct 2023 to 30 Sept 2024
Units	Percentage of new suppliers
Reporting methodology and controls	Suppliers are screened using external environmental criteria provided by Dun and Bradstreet's (D&B) Risk Analytics solution. This evaluation is performed across all new suppliers with an intended annual spend of over £25k as part of our supplier onboarding process. The screening ranks companies on 3 topics—Environmental, Social and Governance and provides an overall score, drawing information from verified and globally trusted sources. The figures also include suppliers who are screened but no score is received by D&B.

Social metrics

GRI 2-5

Sage own metric—LTIP: DEI	
Metric	Improvement on inclusion score.
Definition	The inclusion score is a measurement of how included colleagues feel in the company. The metric is an average derived from the total scores of three specific DEI related questions asked in the full annual Glint Engagement survey.
Scope	Global colleagues.
Reporting period	1 Oct 2023 to 30 Sept 2024
Units	Inclusion score
Reporting methodology and controls	Questions are posed to colleagues via an annual internal engagement survey. The DEI score is calculated manually by averaging the global scores of the following three questions. “I feel like I belong at Sage,” “I feel free to speak my mind without fear of negative consequences,” and “Sage hires people from a variety of different backgrounds.” The result is calculated to 2 decimal places and is not rounded to a whole number to ensure that progress is accurately reflected. The results reported externally include the previous year’s results to show any trend and Industry benchmark data provided by third party-Glint. The Engagement team shares the results with the Global VP of DEI where any results are either significantly above or below the company average. This enables the DEI team to offer consultancy with regional leaders on how to understand lower than average scores.

Sage own metric—LTIP: DEI	
Metric	Gender diversity target.
Definition	No more than 60% of men, women, or non-binary people, in any leadership team (ELT to ELT-4), anywhere at Sage, by the end of FY26.
Scope	Leadership teams include ELT to ELT-4 hitting the target. This means that we will monitor the ELT itself, 3 further levels of leadership teams and review the gender diversity of the teams in the level 4 layer who report into ELT-3.
Reporting period	1 Oct 2023 to 30 Sept 2024
Units	Gender ratio
Reporting methodology and controls	<p>Sage calculates progress against this goal by using the self-declaration data of sex assigned at birth and non-binary gender identity data voluntarily gathered from our colleagues.</p> <p>The data is aggregated into a dashboard that displays all leadership levels by region, function and subfunction and shows whether a team is diverse or not diverse based on the reporting rules below:</p> <ul style="list-style-type: none"> • We measure teams (colleagues) from ELT to ELT-4 (as described in scope above). • Teams of one are not included. Once we establish a way of measuring gender diversity between manager and colleague, we will add them to the methodology. • Teams of two and three are included and will be measured as ‘diverse’ if there is gender diversity in the team. 100% of one gender is ‘not diverse’, any other percentage is ‘diverse’. • Teams of four and above are measured as ‘diverse’ where there is no more than 60% of any one gender in the team and ‘not diverse’ for a ratio outside this. • Teams of eight are measured as ‘diverse’ where there is a binary gender ratio of 3:5 or 5:3 where a third gender is not present. • The calculation excludes contractors and consultants from the calculations. • The calculation excludes teams that include colleagues of undisclosed sex or gender and therefore cannot be part of the global progress metric. • We report on the number of teams with undisclosed ‘sex assigned at birth’ separately for visibility and use this for follow up to increase data accuracy. <p>Regional LT teams currently work with their respective regional business partners and DEI Directors to understand the data and establish action plans around hiring, succession planning and progression. Progress against the goal is reported through quarterly ESG steering meetings with the ELT.</p> <p>A self-service Leadership Team diversity dashboard for Talent Acquisition and Strategic People Business Partners is available to enable teams to use their data to support conversations with hiring managers. In FY24 introduced non-binary colleague data into our reporting calculation methodology to use gender identity as the primary data source when it differs from sex assigned at birth.</p> <p>Where teams include colleagues who are marked as having a sex assigned at birth as undisclosed, we cannot determine whether they are achieving the goal. We report on these separately and take these teams out of the gender goal calculation methodology.</p>

Social metrics continued

GRI 2-5

GRI performance disclosure—GRI 401-1: New employee hires

Metric	Total number of new hires.
Definition	Colleague headcount with a start date during the relevant reporting year (inclusive of early careers colleagues and inactive colleagues). Excludes contractors and consultants but includes unintegrated M&A heads.
Scope	All colleagues, excluding contractors, consultants/contingent workers.
Reporting period	1 Oct 2023 to 30 Sept 2024
Units	Total number
Reporting methodology and controls	New hire data is calculated from information captured in month end reports extracted from Sage People. Calculation is the count of colleagues if their start date occurred within the relevant reporting period.

GRI performance disclosure—GRI 401-1: Employee turnover

Metric	Employee turnover.
Definition	Employee turnover—Total Leavers (over 12 Months)/Average total heads (over 12 months).
Scope	All colleagues, excluding contractors and consultants.
Reporting period	1 Oct 2023 to 30 Sept 2024
Units	Employee count and % of total population
Reporting methodology and controls	<p>Employee Turnover calculation methodology:</p> <ul style="list-style-type: none"> • Data Sources: The attrition reporting is derived from two reports generated in our HCM system (Sage People). The first report is a monthly snapshot that allows us to calculate headcount on a month-by-month basis. The second report provides a list of leavers along with the leaver reason. • Methodology: The two data files are combined. A rolling 12-month average headcount figure is calculated. A 12-month leaver value is calculated which is segmented to show total leavers, voluntary leavers and involuntary leavers. • The employee turnover calculation is: 12 months leavers/12-month average headcount. • Presentation: The data is presented in a Power BI dashboard. • Validation: The data is validated by comparing the monthly headcount numbers to the reported headcount numbers each month. Leaver numbers are checked against the HCM system to confirm the information is correct.

GRI performance disclosure—GRI 404-1: Average hours of training per year per employee

Metric	Average hours of training per year per employee.
Definition	Average hours of training per employee = total hours from all learning platforms divided by total number of employees.
Scope	All employees.
Reporting period	1 Oct 2023 to 30 Sept 2024
Units	Hours
Reporting methodology and controls	The data is collected from various learning platforms (Sage Learning, Sage University, Pluralsight, LinkedIn Learning, Saleshoo and regional/external training). The total number of colleagues is received from Sage People. All data is tracked on Power Bi. For FY23, data from Sage University has not been included. Data collected from these platforms can include both completed and in progress learning, depending on the reporting capabilities of the platform. For FY24 onwards the data collected includes only Sage colleagues. Contractors and consultants are no longer included. Previous years we collected all. Training is frequently delivered and budgeted directly within local regions and specific functions, often outside our scope and data collection processes. As a result, the average figures we have do not fully capture all the training activities happening across Sage.

GRI performance disclosure—GRI 405-1: Diversity of governance bodies and employees (gender)

Metric	Diversity of governance bodies and employees.
Definition	For each of the NED, ELT and ET teams, total number of senior management and governance bodies members (by gender). In this disclosure we use the term 'gender' to refer to the sex registered at birth data provided by the colleague at point of hire which is held in the colleague's People record.
Scope	NED, ELT, ET separately.
Reporting period	1 Oct 2023 to 30 Sept 2024
Units	Total number
Reporting methodology and controls	This data is gathered through our Sage People system as and when required for external reporting purposes.

Social metrics continued

GRI 2-5

GRI performance disclosure—GRI 405-1: Diversity of governance bodies and employees (age)

Metric	Diversity of governance bodies and employees.
Definition	For each of the NED, ELT and ET teams, total number of senior management and governance bodies members (by age).
Scope	NED, ELT, ET separately.
Reporting period	1 Oct 2023 to 30 Sept 2024
Units	Total number
Reporting methodology and controls	This data is gathered through our Sage People system as and when required for external reporting purposes.

GRI performance disclosure—GRI 405-2: Ratio of basic salary and remuneration of women to men (hourly pay—gender)

Metric	Ratio of basic salary and remuneration of women to men, and mean gender pay gap for hourly pay.
Definition	UK statutory gender pay gap reporting. Total earnings in the month of April compared by gender for colleagues employed on the 5 April.
Scope	All UK based colleagues.
Reporting period	1 Oct 2023 to 30 Sept 2024
Units	Hourly pay
Reporting methodology and controls	Analysis completed in line with government regulations. Data is provided by payroll for the reward team to complete the analysis.

GRI performance disclosure—GRI 405-2: Ratio of basic salary and remuneration of women to men (bonus pay—gender)

Metric	Ratio of basic salary and remuneration of women to men, and mean gender pay gap for bonus pay.
Definition	UK statutory gender pay gap reporting. Total bonus earnings between April 2023 to March 2024 compared by gender for colleagues employed on 5 April.
Scope	All UK based colleagues.
Reporting period	1 Oct 2023 to 30 Sept 2024
Units	Bonus
Reporting methodology and controls	Analysis completed in line with government regulations. Data is provided by payroll for the reward team to complete the analysis.

GRI performance disclosure—GRI 405-2: Ratio of basic salary and remuneration of white colleagues to Black, Asian, Mixed Race and other ethnically diverse colleagues (hourly pay—ethnicity)

Metric	Ratio of basic salary and remuneration of White colleagues and Black, Asian, Mixed Race, and other ethnically diverse colleagues, and mean ethnicity pay gap for hourly pay.
Definition	UK statutory ethnicity pay gap reporting. Total earnings in the month of April compared by ethnicity for colleagues employed on the 5 April.
Scope	All UK based colleagues.
Reporting period	1 Oct 2023 to 30 Sept 2024
Units	Hourly pay
Reporting methodology and controls	Ethnicity data for colleagues is gathered on a voluntary basis via our People system throughout the year. This data is based on 79% of our UK-based colleagues who met the reporting calculation criteria and who have chosen to share their ethnicity with us. Bonus pay data is provided by payroll for the reward team to complete the analysis. Analysis is completed in line with government regulations.

Social metrics continued

GRI 2-5

GRI performance disclosure—GRI 405-2: Ratio of basic salary and remuneration of white colleagues to Black, Asian, Mixed Race, and other ethnically diverse colleagues (bonus pay—ethnicity)

Metric	Ratio of basic salary and remuneration of white colleagues to Black, Asian, Mixed Race, and other ethnically diverse colleagues and mean ethnicity pay gap for bonus pay.
Definition	UK statutory ethnicity pay gap reporting. Total bonus earning between April 2023 to March 2024 compared by ethnicity for colleagues employed on 5 April.
Scope	All UK based colleagues.
Reporting period	1 Oct 2023 to 30 Sept 2024
Units	Bonus
Reporting methodology and controls	Ethnicity data for colleagues is gathered on a voluntary basis via our People system throughout the year. This data is based on 79% of our UK-based colleagues who met the reporting calculation criteria and who have chosen to share their ethnicity with us. Bonus pay data is provided by payroll for the reward team to complete the analysis. Analysis is completed in line with government regulations.

Sage own metric

Metric	Percentage of senior leadership (ELT and ELT-1 combined) who are from an historically underrepresented race or ethnicity.
Definition	The total number of ELT+ELT-1 senior leaders who are from a historically underrepresented race or ethnicity as a percentage of the total population of ELT and ELT-1 senior leaders. The term ‘historically underrepresented’ refers to groups who have been denied access and/or suffered past institutional discrimination including our Black, Asian, Mixed Race, Indigenous and other ethnically diverse colleagues.
Scope	ELT, ELT-1 where the colleagues in these groups reside in a country where we can legally ask them to self-declare race and ethnicity. 8% of our combined ELT and ELT-1 population reside in a country where we cannot legally ask. A further 8% of our combined ELT and ELT-1 population have currently chosen not to self-identify their ethnicity at the time of reporting.
Reporting period	1 Oct 2023 to 30 Sept 2024
Units	Percentage
Reporting methodology and controls	This data is gathered through our Sage People system as and when required for external reporting purposes.

Social metrics continued

GRI 2-5

Sage own metric	
Metric	eSAT (employee satisfaction).
Definition	eSAT is self-reported via the bi-annual colleague engagement survey asking colleagues, 'How happy are you working at Sage?'. The result is an aggregate score on a scale of 0-100 that is calculated for any group of colleagues defined by organisation attribute such as manager or function, consolidating into a global score.
Scope	All colleagues (excluding those on long term leave).
Reporting period	Bi-annual measurement, in the current listening strategy, measured in March 2024 and forecast for September 2024
Units	Aggregate score of 0-100
Reporting methodology and controls	eSat scores range from 0 (worst) to 100 (best), with 50 being the middle, and reflect the average response to the question: "How happy are you working at your company?". This question has proven to have the highest correlation with the drivers of engagement and therefore retention. Scores are automatically calculated based on responses to surveys and released in a web-based dashboard available to view only after the survey closes for reporting purposes and action taking. Historical trend is available alongside industry benchmark data that is statistically validated by the third-party provider—Glint People Science team (part of Microsoft).

Sage own metric	
Metric	Sage Foundation—34,000 underserved entrepreneurs are supported to scale and grow their businesses by the end of FY 2024.
Definition	This KPI supports our focus on knocking down barriers for underserved entrepreneurs across the world. We define underserved as 'underserved populations are ones that are disadvantaged in relation to other groups because of structural/societal obstacles and disparities. 'We define entrepreneurs as 'someone who starts their own business, especially when this involves seeing a new opportunity' (Cambridge Dictionary definition). Within this commitment Sage also supported social entrepreneurs that are defined as 'A person who establishes an enterprise with the aim of solving social problems or effecting social change (from Oxford dictionary)'. While in most cases the entrepreneurs counted are unique individuals there may be some cases where the same entrepreneur is counted year on year because they have received support each year and we have collected data annually. This reflects our approach that ongoing support for entrepreneurs facing challenges is necessary in some cases. While our partnerships focus on helping entrepreneurs scale and grow their businesses, we use data from our partners to assess this and we do not directly monitor with the individual entrepreneur whether the support provided has resulted in scaling or growth. This KPI reflects a shift from measuring internal impact, i.e., colleague volunteer engagement in previous years to external impact (i.e. number of underserved entrepreneurs impacted). The KPI was created in FY23 after one year of the partnerships listed below as we had a greater understanding of the impact measures that could ladder up to this overarching goal.
Scope	The inclusions for this measure are listed below. <ul style="list-style-type: none"> • # borrowers in developing countries supported with loans from Kiva. • # social entrepreneurs (Ashoka fellows) who received financial support as well as the connections needed to transform their organisations' impact. • # underrepresented business owners supported by ACE with capital loans, coaching and connections. • # black female entrepreneurs awarded a \$10,000 grant, business training, and mentorship through the Sage x BOSS Invest in Progress programme.
Reporting period	1 Oct 2023 to 30 Sept 2024
Units	The KPI reports on # of entrepreneurs
Reporting methodology and controls	We collect reports monthly, quarterly, or annually from the following organisations: Kiva, Ashoka, ACE, and BOSS. Through formalised partnership agreements we are working together to achieve this KPI.

Social metrics continued

GRI 2-5

Sage own metric	
Metric	Sage Foundation—33,000 people equipped with the skills they need to access further opportunity by the end of FY 2024.
Definition	This KPI supports our focus on equipping the entrepreneurs of tomorrow with new Science, Technology, Engineering and Math skills to enable them to thrive. We use data from our partners to assess this and we do not directly monitor with the individual whether the support provided has resulted in access to further opportunity. This KPI again reflects a shift from measuring internal impact (i.e. colleague volunteer engagement) to external impact (i.e. number of individuals equipped). The KPI was also created after one year of the partnerships listed below as we had a greater understanding of the impact measures that could ladder up to this overarching goal. While in most cases the people counted are unique individuals there may be some cases where the same person is counted year on year because they have received support each year. This reflects our approach that ongoing support for people facing barriers to further opportunity is necessary in some cases.
Scope	<p>The inclusions for this measure are listed below.</p> <ul style="list-style-type: none"> • # global teens who participated in an artificial intelligence (AI) hackathon, online learning course, or virtual learning forum through Teens in AI. • # people who participated in STEM training through the FIRST LEGO League program delivered by whole school class packs and regional tournament events impacting students aged 4-16 across the UK, Ireland and Germany. • # people who participated in STEM classroom learning through the Tackling Insights program delivered by Newcastle Rugby Foundation. The program targets schools in areas of high deprivation in the North East of the UK to make STEM subjects more accessible and engaging for pupils aged 9–11.
Reporting period	1 Oct 2023 to 30 Sept 2024
Units	The KPI reports on # of people
Reporting methodology and controls	We collect reports monthly, quarterly, or annually from the following organisations: Teens in AI, IET (FIRST LEGO League) and Newcastle Rugby Foundation. Through formalised partnership agreements we are working together to achieve this KPI.

Social metrics continued

GRI 2-5

Sage own metric

Metric	Tech for Good—number of Sage products that have embedded functionality for carbon accounting to be reported at the end of the financial year 2024.
Definition	Sage Earth requires financial spending data from companies to calculate carbon emissions for small and mid-sized businesses (SMBs). At the end of FY24 there are two products with embedded functionality. The selected two products provide the financial data and are target audiences for Sage Earth. Sage Business Cloud Accounting (SBCA) and Sage 50 have been chosen for integration into Sage Earth due to their substantial market presence among small and medium-sized businesses (SMBs). SBCA has been integrated through an API connector, enabling SMB customers to link their financial data to Sage Earth for processing. Sage 50 has been incorporated via a report tool within the software. Customers will generate a report in Sage 50 and upload it to Sage Earth for processing.
Scope	<p>Sage Business Cloud Accounting (SBCA):</p> <ul style="list-style-type: none"> Integration Type: API Connector. Functionality: SBCA has been integrated into Sage Earth through an API, allowing SMB customers to seamlessly connect their financial data for carbon accounting processing within Sage Earth. <p>Sage 50:</p> <ul style="list-style-type: none"> Integration Type: Report Tool Upload. Functionality: Sage 50 users can generate financial reports within the software and upload them to Sage Earth, where the data will be processed for carbon accounting. <p>Criteria for Embedded Functionality:</p> <ul style="list-style-type: none"> API Connector or Reporting Tool: The product must have an API or report generation/upload tool that facilitates the transfer of financial data to Sage Earth. Compatibility with Sage Earth: The product must support the functionality needed for carbon accounting, specifically the calculation of carbon emissions using SMB financial data. Target Audience: Products integrated must have a substantial SMB customer base that aligns with Sage Earth’s goal of providing carbon accounting for SMBs.
Reporting period	1 Oct 2023 to 30 Sept 2024
Units	Number of products

Social metrics continued

GRI 2-5

Sage own metric continued

Reporting methodology and controls

Data Collection:

- Integration Monitoring:
 - API Integration for SBCA: Sage Business Cloud Accounting (SBCA) will be tracked through the API connector logs. These logs will capture data on the number of SMB customers actively connecting their financial data to Sage Earth.
 - Report Uploads for Sage 50: Sage 50 usage will be tracked by monitoring the number of SMB customers generating and uploading financial reports into Sage Earth via the report upload tool.
- Data Source:
 - Internal systems (API logs, report tool usage) and customer activity records will serve as the primary data sources.

Reporting Process:

- Data Extraction: Manual extraction of data from using MetaBase (API for SBCA, upload tool for Sage 50) will occur at predefined intervals (monthly). This ensures a continuous record of how many products are actively used to transfer financial data for carbon accounting.
- Consolidation: Data from both products will be consolidated into a single report that tracks the number of products with embedded carbon accounting functionality.

Data Validation:

- Cross-Verification with Customer Usage Data: Data extracted from the integration logs (API and report tool) will be cross-verified with customer usage reports to ensure all financial data transferred through SBCA and Sage 50 is captured accurately.
- Data Integrity Checks: Manual checks will be applied to ensure the consistency and accuracy of data during the extraction and reporting process, including:
 - Duplicate entries removal.
 - Missing data flagging.
- Validation of report timestamps to confirm the data corresponds to the correct reporting period.

Data Adjustments:

- Data Cleaning: If discrepancies or errors are found (e.g., duplicate uploads), adjustments will be made to the dataset.
- Error Reporting: Any significant deviations or issues identified during data validation will be flagged and corrected before final reporting. Root cause analysis will be conducted for significant errors, and resolutions will be implemented to avoid recurrence.

Methodologies & Calculations:

- Sage Earth follows the GHG Protocol for carbon footprint calculations, focusing on Scope 1,2 & 3 emissions up to Category 8 (Upstream Leased Assets). This includes emissions from purchased goods, business travel, employee commuting, and upstream activities.

Data Sources:

- Financial Data: Captured through Sage Business Cloud Accounting (SBCA) via API and Sage 50 via report uploads.
 - Emission Factors: Verified spend and activity factors from third-party databases (e.g., Small World Consulting) convert financial data into carbon emissions.
 - Calculation Process:
 1. Spend/Activity Data is mapped to relevant Scopes.
 2. Emission factors are applied to estimate emissions.
 3. Automated Calculation in Sage Earth provides real-time carbon data for SMBs.

Performance Monitoring:

- Regular Performance Reviews: quarterly performance reviews conducted to monitor progress toward the KPI target, identifying any issues or bottlenecks in integration functionality or customer adoption.
- Adjustments to Methodology: Based on the findings from regular reviews, adjustments may be made to the data collection and reporting methodology to improve accuracy or adapt to new product features.

Glossary: Sage colleague categories

Colleague

refers to an individual that is directly employed by Sage on a full- or part-time, permanent, or temporary basis (excluding Early Careers), currently active and integrated into Sage's operating model. Colleagues on a permanent contract (where applicable) typically hold a full-time position, with no pre-determined end date, whilst colleagues on a temporary contract, sometimes referred to as a fixed-term contract, typically have a pre-determined end.

Senior management and governance bodies members

refers to NED, ELT, and ET.

NED

refers to Non-Executive Director.

ELT

refers to the Executive Leadership Team, which is made up of our CEO and his direct reports.

ET

refers to the Executive Team and is made up of EVPs and nominated VPs or other roles. ELT is also part of ET, however, for our analyses these are excluded as they are already accounted for in ELT breakdowns.

Senior management

includes EVPs, and VPs.

Middle management

refers to Managers, Senior Managers, Directors, and Senior Directors.

Management

refers to the total number of senior and middle management colleagues.

Technical staff

refers to colleagues who work in IT, Information Security, and Data, who are not captured in the management category.

Contractor

refers to an individual that is indirectly employed by Sage on a temporary basis to fill a position within Sage. They may be employed independently or may be sourced via (talent, recruitment) agency or service company and possess specialised skills and expertise. They sit within Sage's organisation design and operating model. They are recorded in Sage People and have access to Sage systems. They may temporarily replace a colleague for a fixed period or fulfil a specific piece of work or project.

Consultant

refers to an individual engaged by Sage, usually via a managed service provider or consultancy firm, to provide a capability that does not sit within Sage and on a temporary basis. This would normally be to fulfil a discreet engagement and individuals are only recorded in Sage People when access to Sage's systems is required and requested through Digital Services. Consultants do not take a position within Sage's operating model and organisation.



Get in touch

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Sage

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