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# DEVELOPING INNOVATIVE SOLUTIONS AND A SUSTAINABLE BUSINESS

Our Approach to Environmental, Social & Governance



**ELECTROSONIC**



## OVERVIEW

### DEVELOPING INNOVATIVE SOLUTIONS AND A SUSTAINABLE BUSINESS

Electrosonic designs, builds and supports innovative experiential technology solutions that create lasting experiences where people live, work and play. We recognize that technology solutions help create a more sustainable environment, while enriching the lives of our customers, partners and team members.

We therefore practice sustainable audiovisual planning and design to create experiential spaces that are impactful – and enable our customers to achieve LEED and BREEAM certification.

#### Our solutions focus on:

- Achieving designs compliant with LEED and BREEAM certification
- Reducing power consumption through virtualization
- Using automation to conserve power when systems are not in use
- Selecting and monitoring suppliers that meet stringent ESG and quality standards
- Sourcing hardware that utilizes recycled materials and reduces packaging waste
- Maximizing reliability and service life

#### We also manage our own business in a sustainable way:

- Full compliance with the European Union's Directive on Corporate Sustainability Reporting
- Achieving EcoVadis Bronze Sustainability Rating in the United Kingdom
- Reducing energy usage
- Minimizing environmental impact
- Creating an inclusive environment to support people and develop a workforce for the future
- Operating an Environmental Management System aligned with ISO14001
- Committing to continually improve environmental performance

#### We have strong governance processes in place:

- Comprehensive governance policies to support customers, partners and employees, including our [Diversity, Equity & Inclusion Policy](#) and [Modern Slavery Policy](#)
- Compliance with applicable industry regulations
- Strong IT security policies
- Effective feedback loops to enable continuous improvement

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## FROM OUR CEO



Electrosonic is deeply committed to our role in fostering environmental sustainability and stewardship. We recognize the critical importance of minimizing our environmental impact for our customers, partners and team members, while also supporting their goals to reduce energy consumption and waste.

We operate as a trusted partner by aligning our Environmental, Social and Governance (ESG) values with those of our customers.

From reducing energy consumption to promoting responsible sourcing and recycling initiatives, we prioritize environmental sustainability as a core value. That's why we're committed to helping our customers create innovative, impactful spaces that achieve LEED certification in the United States or BREEAM certification in Europe.

We can do that because we're passionate about innovation, focused on our customers, united as one team, constantly learning, always accountable and act with the utmost integrity.

Our commitment to innovation means we can offer creative solutions to environmental challenges. Throughout the design, build and support process we follow proven best-practice ESG initiatives and comply with recognized international standards for environmental management.

That way, we can maximize the value of our experiential technology solutions while minimizing their impact on the environment.

**Ewan Smith**  
CEO, Electrosonic



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ENVIRONMENTAL





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We collaborate with our technology partners to keep up to date with developments in sustainable technology and design practices.

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## ENVIRONMENTAL

### FOCUS ON SUSTAINABILITY FROM INITIAL CONCEPT AND DESIGN STAGES

Electrosonic is committed to taking environmental issues into consideration throughout the life cycle of our projects. From the outset, we design experiential technology solutions that meet the requirements of LEED or BREEAM, the most widely used and recognized green building ratings systems around the world.

By joining a project early, we aim to ensure that decisions focus on sustainability from initial concept onwards. Sustainability is not an afterthought, but a mandate from the start of the design.

At the design stage, we look for opportunities to offer creative solutions to environmental challenges by incorporating smart components, AI-enabled devices, products with eco settings and solutions that integrate with occupancy and environmental sensing devices.

For example, where possible, we specify components that are energy efficient by design, reducing total cost of ownership while minimizing disposal rates.

We also collaborate with our technology partners to keep up to date with developments in sustainable technology and design practices.

## OPTIMIZING ENERGY EFFICIENCY THROUGH AUTOMATION AND DATA ANALYSIS

Energy conservation is a critical element in reducing the carbon footprint of a space. In many cases, lighting, video content and interactive systems are always on at full power. That can increase energy wastage and costs.

When possible, we incorporate software that optimizes energy-efficient operation. For example, we develop control systems that minimize energy consumption in line with occupation and usage requirements. These control systems feature high levels of automation that turn off systems when not in use, helping to conserve power during inactive periods.

In environments where occupancy levels vary, we recommend LIDAR or other motion sensor technology to track movement within the space. The sensors trigger the systems to turn on when visitors enter. When visitors exit, automation powers down the systems.

Tracking technology provides valuable data on traffic within a space. By analyzing and monitoring the data over time, it's possible to identify patterns of traffic volume. That enables operations teams to determine when lighting, audio and video systems can be turned on or off to conserve energy.

We have also developed systems to monitor device usage and efficiency. This helps optimize the timing and frequency of repair and maintenance programs, which can help maximize reliability and prolong service life. By incorporating AI-based monitoring systems, we can enable predictive energy optimization and proactive maintenance.

We make use of open systems to develop experiential technology solutions that can be easily integrated with building management and environmental management systems. This data-driven approach provides insights into occupancy, asset usage and energy usage trends, which provides a firm basis for planning more sustainable operations.

## SUPPORTING SYSTEMS FOR SUSTAINABLE OPERATION

Support services play a key role in maintaining reliable operation and maximizing energy efficiency. Electrosonic's solutions incorporate ongoing remote or onsite support and maintenance programs to maximize efficient service life and minimize replacement requirements. We also offer sustainable upgrade options for equipment that is becoming inefficient.



Energy conservation is a critical element in reducing the carbon footprint of a space.



## MANAGING SUPPLIER RELATIONSHIPS

Our suppliers and Technology Partners play a key role in developing and delivering sustainable solutions.

Electrosonic partners with leading technology manufacturers and works with suppliers that are forward thinking in energy and waste reduction and demonstrate sustainability initiatives throughout their production and delivery cycles. Our preferred partners are required to demonstrate the willingness and expertise to create products that minimize energy consumption and maintain a small carbon footprint. We regularly collaborate with suppliers to ensure they comply with our environmental and sustainability standards.

Our Technology Partners demonstrate sustainability initiatives. They are committed to developing products that are made from sustainable materials, more energy efficient, easier to repair, reuse or recycle, and have longer lifecycles. Technology Partners also collaborate with Electrosonic to develop sustainable solutions and working practices.

To manage the supply chain efficiently, Electrosonic has developed a Partner Audit Program to assess health and safety, environmental, quality, sustainability and information security policies and practices. Partners are awarded Silver, Gold and Platinum levels of compliance and must adopt documented plans for continuous improvement.

When a partner is onboarded, they commit to deliver the project or service in a sustainable manner that reduces our global environmental impact. As of 2024, more than 40 partners had been onboarded to the program.

All of our partners follow a transparent Supplier Code of Conduct that covers key issues, including compensation, hours of work, discrimination, workplace safety, environmental protection, compliance with legislation and subcontracting.

## ACHIEVING ECOVADIS BRONZE STATUS

To assess our environmental performance, Electrosonic has partnered with EcoVadis, one of the world's most trusted providers of business sustainability ratings. The EcoVadis assessment details strengths and improvement areas related to environment, labor and human rights, ethics and sustainable procurement.

Electrosonic has achieved Bronze Certification. Bronze Status means that Electrosonic is in the top 35 percent of businesses in terms of sustainability improvement and improved policies.



## MANAGING A SUSTAINABLE BUSINESS

EcoVadis certification is part of our ongoing commitment to managing our business in a responsible way with minimal environmental impact.

To support and improve our business activities, Electrosonic operates a structured Quality Management System (ISO9001). This system enables us to monitor the quality of our products and service and drive a process of continuous improvement.

By leveraging our Environmental Management System, we are achieving significant energy use efficiencies using AI-enabled devices, SMART components, occupancy and environmental sensing components and unified network designs at our facilities.

**For example, a wide range of energy saving initiatives have been implemented at our UK headquarters in Dartford to reduce energy usage, including:**

- The installation of 350 solar panels on the roof of the building. This provided more than 25 percent of total energy consumption in 2022 with estimated CO2 savings of 37,777 kg per year.
- Two dual-socket charging points for four vehicles to support greener driving options. This provides estimated CO2 savings of 18,142 kg.
- HVAC and lighting controls in offices and meeting rooms to improve our carbon footprint. These controls include a heat recovery system, LED lighting, occupancy detectors and VC connectivity. Check meters have been installed to monitor consumption at the local level and centralized controllers are used to manage overall energy consumption for the building.
- Operating a zero-to-landfill objective across the business by following waste hierarchy principles - prevention, re-use, recycling, recovery and disposal as a last resort.

## TRANSPARENT ESG REPORTING

Electrosonic believes in transparency and accountability relating to our ESG performance. In response to the European Union's Green Deal Corporate Social Responsibility Directive (CSRD), we will release an annual external report, beginning in spring 2026.

CSRD provides a valuable and comprehensive framework to measure the environmental impact of our business and our suppliers. The report covers a wide range of factors, including:

- Governance, Strategy & Value Chain
- Materiality & Risk Analysis
- Policies and Action Plans
- Targets & KPIs



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SOCIAL





Electrosonic prioritizes the overall health and wellbeing of our employees through various wellness initiatives, mental health support and resources aimed at promoting physical and emotional health.

## SOCIAL

### SUPPORTING OUR PEOPLE

Electrosonic creates an environment that supports our people and enables them to be successful. Our recruitment policy is based on equal opportunities and our fluid operational structure provides opportunities for anyone in the business to change roles and benefit from training and mentoring. Our goal is to develop and promote our talent from within.

**Our social policies focus on personal development so that we can build the best teams to deliver sustainable solutions to clients:**

- Diversity, equality & inclusion – Electrosonic is committed to attracting and retaining employees from diverse backgrounds and fostering an inclusive environment.
- Code of Conduct – Electrosonic expects the highest ethical standards from employees and other personnel in carrying out its business. Our Code of Conduct sets the standards of behavior expected of all Electrosonic employees, contractors and consultants.
- Equal opportunity – Electrosonic is committed to promoting equal opportunities in employment and strives to ensure that the work environment is free from discrimination, harassment and bullying and that everyone is treated with dignity and respect.

- Health and Safety – Electrosonic is committed to providing a healthy working environment for all employees, contractors and visitors.
- Flexible working – Electrosonic believes in supporting employees in maintaining a healthy work-life balance by offering flexible working arrangements to accommodate varying employee needs.
- Leave policies – Electrosonic offers several leave options to our employees to ensure they have appropriate options for taking time off work for personal matters.
- Health & Wellbeing – Electrosonic prioritizes the overall health and wellbeing of our employees through various wellness initiatives, mental health support and resources aimed at promoting physical and emotional health.

### COMPREHENSIVE TRAINING AND DEVELOPMENT

As part of our commitment to corporate social responsibility, Electrosonic emphasizes both workforce development and educational outreach initiatives.

Electrosonic prioritizes the professional growth of our employees through the Electrosonic Academy platform. Electrosonic Academy supports a comprehensive global training program designed to enhance our employees' skills so that they are equipped to provide customers with high-quality service. Our training programs continue to evolve to equip teams to deal with changing customer requirements. The programs develop multi-skilled teams with the flexibility to handle diverse responsibilities, contributing to a more dynamic and versatile workforce who can support tasks in increasingly complex systems.

For example, engineers are trained to handle support tasks and carry out preventative maintenance, installation and commissioning. This gives technical staff wider career opportunities and provides support managers with the flexibility to share resources to provide better and more agile support to customers.

Electrosonic has a comprehensive range of programs tailored to both new team and existing members as well as new and emerging managers and leaders. These programs include government-backed apprenticeships, leadership and management development academy, and targeted mentoring and programs. In addition, we have established strong partnerships with schools and educational centers, where we conduct regular visits and implement work experience plans. Through these efforts, we ensure that our team members receive the support and development they need to thrive in their roles.

### INVESTING IN A SKILLED FUTURE WORKFORCE

Electrosonic's success is built on attracting and developing great people with a passion for innovation. To maintain momentum, we continue to enhance one of our most ambitious and successful training initiatives, the START program (Systems, Technology & Resource Training). This unique program develops the next generation of professionals by providing training, mentorship and guidance to evolving new talents over a nine-month period.

Participants benefit from hands-on training alongside industry experts, actively contributing to cutting-edge projects that push the boundaries of audiovisual innovation. The program offers four distinct training tracks - Design, Engineering, Technician and Production - tailored to cultivate expertise in the chosen discipline while providing exposure to all facets of our operations.

In addition to the START program, Electrosonic offers government-backed apprenticeship programs designed to attract and develop local talent within our communities as well as upskilling our existing talent within Electrosonic. This program focuses on enhancing the skills of our team members while fostering collaboration with local educational institutions. By investing in training and development, we are not only supporting the growth of our workforce but also contributing to the overall advancement of the communities we serve.



### SEAN MCCHESENEY

#### From graduate intern to leadership role in 10 years

Graduates of the START program have moved on to successful positions within the company. Sean McChesney is a great example. Joining Electrosonic as a graduate in 2013, he completed the START program then progressed through various key technical and business roles, including Sales Engineer, Sales Consultant - Experience Technology, Director of Business Development - Experiential Technology Solutions and Vice-President Sales, North America before taking a senior leadership position as Chief Revenue Officer. On the way, he was recognized for his contribution to the industry by the prestigious award of Young AV Professional of the Year at the 2020 AVIXA Awards.





Electrosonic runs an annual GivesBack program that encourages employees to contribute to their local community while raising awareness.

## GIVING BACK TO THE COMMUNITY AND THE INDUSTRY

Electrosonic recognizes the importance of the local community and has links to schools, local government, higher-education establishments and other public organizations to provide opportunities to share information and opportunities.

At the University of Greenwich, for example, Electrosonic professionals mentor a group of Business Studies students as they undertake a business program aimed at giving them direct experience. Mentors work with the students to develop their business acumen and presentation skills, opening opportunities for further work experience and potential future careers.

Electrosonic also supports the wider industry in which we operate. We are committed to raising standards and enhancing industry best practice through mentoring and educational activities. Electrosonic professionals have a long history of delivering industry keynote speeches, acting on industry committees and supporting award ceremonies.

Additionally, Electrosonic runs an annual GivesBack program that encourages employees to contribute to their local community while raising awareness. Every year, our employees participate in several volunteering activities aimed at supporting local and regional charities as well as events held to raise funds to donate to those charities.



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# GOVERNANCE





Electrosonic complies with all data protection legislation and all other legislation and regulatory requirements relating to the use of personal data.

## GOVERNANCE

### COMPREHENSIVE GOVERNANCE PROCESSES TO SUPPORT OUR CUSTOMERS, PARTNERS AND EMPLOYEES

We ensure that all employees are regularly trained on our core compliance standards, with supplementary training on special topics such as Equality, Diversity & Inclusion, Anti-Corruption and Anti-Harassment.

**We have a comprehensive range of policies in place to optimize governance. These include:**

- Code of Conduct – Electrosonic expects the highest ethical standards from employees and other personnel in carrying out its business. Our Code of Conduct sets the standards of behavior expected of all Electrosonic employees, contractors and consultants.
- Health and Safety – This policy provides a healthy working environment for all employees, contractors and visitors.

- Diversity, Equality & Inclusion - Electrosonic is committed to attracting and retaining employees from diverse backgrounds and fostering an inclusive environment.
- Supplier Code of Conduct – This policy covers key issues, including compensation, hours of work, discrimination, workplace safety, environmental protection, compliance with legislation and subcontracting.
- GDPR/Data protection agreements – Electrosonic complies with all data protection legislation and all other legislation and regulatory requirements relating to the use of personal data.

## STRONG IT SECURITY POLICIES

Electrosonic's IT security policies focus on protecting our physical and informational assets from threats that could potentially harm our people, our customers or our operations. IT security is a key element of our broader ESG strategy that considers the interconnectedness of health, safety, security and environmental protection. By effectively managing security risks, we protect our people and assets, ensuring business continuity and resilience.

We carry out security awareness training to educate employees on security policies, procedures and best practices to reduce the risk of security breaches caused by human error.

**Our policies cover a wide range of scenarios that align with common cybersecurity frameworks, including GCC, NIST, ISO 27001 and Cyber Essentials. These include:**

- Data protection - Our measures protect sensitive personal or customer data from unauthorized access, disclosure, alteration or destruction.
- Data retention and removal policy – To comply with the principles of data protection legislation, we only keep information for as long as there is a business need. We keep records secure and ensure that records are retrievable and easily traced.
- Cyber security measures - We protect IT systems and networks from cyber threats such as malware, phishing and hacking by implementing firewalls, antivirus software and regular security audits through monthly vulnerability scans and an annual penetration test to find and remediate security findings.

- Incident response plans - We have established procedures for responding to data breaches or cyber attacks to minimize damage and recover from incidents.
- Encryption management policy – We encrypt all devices which contain data designated as confidential.
- Supplier security assessment – We evaluate the security practices of suppliers and contractors to ensure they meet Electrosonic's security standards.
- Monitoring security policy – To minimize risks, we monitor, intercept, review and erase any potentially malicious content.

## DIRECT FEEDBACK SUPPORTS CONTINUOUS IMPROVEMENT

Continual improvement and innovation are part of our DNA. To ensure that our activities and solutions continue to meet the requirements of our customers, we carry out an annual Customer Satisfaction Survey. The feedback is communicated directly to our leadership team to ensure that any requirements are reflected in our future strategies.




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## FURTHER INFORMATION

If you would like any further information on our ESG policies, please [contact us.](#)





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