



2023 ESG report

# Our sustainability progress



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“As the CEO of acre security, I firmly believe that sustainability and ESG compliance are an integral part of our business and are key drivers for our business success.

Our security solutions aim to deliver safety by protecting a customer’s two most important assets: their employees and their facilities. We enable this outcome by providing long-lasting value, mirroring our commitment to sustainable practices.

To us, being a sustainable business means aligning our business strategies with global standards for a healthier environment, a fair society, and strong governance. It’s a commitment we uphold with pride, recognizing that it is a continuous cycle of assessing and improving ourselves. We know that every step we take towards sustainability strengthens our business, benefits our stakeholders, and contributes positively to the world we serve.”



**Don Joos, CEO**

# Reshaping security: the acre story

Acre security was founded in 2012 with one goal: to keep people, premises, and data safe in an unpredictable world. We're on a mission to reshape the security landscape, by creating agile, fluid solutions that are responsive to the industry's evolving needs. With over 100,000 customers worldwide, we pride ourselves on being the experts, backed by 45 years as a physical security industry leader.

## Simplicity is at our core

Our single portfolio offers a powerful solution set, spanning access control, visitor management, intrusion detection, secure communications networks and servers. Supported by our dedicated team of experts, we ensure our customers have everything necessary to protect their two most important assets: employees and facilities. This is delivered in three simple ways, via the cloud, through an on-premise installation, or a blended approach to address their specific needs.



Single Portfolio



Securing two of your most valuable assets



Delivered in three simple ways

We're reshaping security—through our solutions, our service, and our innovation

“The landscape of security is dynamic and ever-changing. Acre security remains dedicated to innovation, providing peace of mind for our clients by staying ahead of industry developments. Our vision transcends safeguarding physical assets; we aim to cultivate a digitally secure environment where businesses can flourish. That is the future we envision, and that is the future we are actively creating.”



Mark Roberts, Chief Marketing Officer



# Our core values

This is what we stand for.  
This is who we are.



## Be comfortable being uncomfortable

We recognize that progress comes from venturing beyond established boundaries and embracing healthy discomfort. This mindset promotes innovation, adaptability, and resilience, embracing calculated risks and change as vital elements for our ongoing global growth. “Being comfortable being uncomfortable” not only propels personal and professional growth but also drives the success of our entire company, reminding us that greatness lies beyond our comfort zone.

## Be the customer

We strive to be a trusted partner to our customers. By putting ourselves in their shoes and asking, “What would I expect?”, we leverage that insight to guide our actions, creating experiences that resonate with their unique needs. True partnership requires a deep understanding of their challenges and aspirations, and we hold ourselves accountable for the experiences we create. For us, “Be the Customer” is a way of life, built on trust, transparency, and a shared path towards mutual success.

## Be a disruptor

We’re a forward-thinking, proactive team that values dependability and expertise. We encourage innovative thinking and leadership through decisive, informed action, believing that true disruption demands insight, courage, and relentless pursuit of excellence. “Be a Disruptor” is our call to action, pushing boundaries, embracing change and leaving a lasting impact as we reshape the security industry.

## Be one team

We are one team, built on unity and unwavering support. Our collective spirit propels us towards greatness, driven by accountability and a relentless pursuit of positive outcomes. We consistently ask ourselves “How did I show up today?”, prompting each of us to think about the way we presented ourself, interacted with others, and approached various situations throughout the day. This collaborative and outcome-oriented approach is not just a value, it’s at the center of everything we do, creating a workplace that radiates with shared purpose and accomplishment.

# A year of transformation

2023 marks a shift at acre. We've reshaped our strategy, realigned our focus, refreshed our brand, united our teams, and—importantly—embarked on our sustainability journey. All bold steps forward that'll help us to challenge the status quo in our industry.

## But let's start at the beginning...

**2012** Acre is founded by security industry veteran, Joe Grillo

**2012-2021** We acquire nine businesses, strengthening our position as a global leader in the delivery of security systems



**2021** Acre is acquired by investment firm Triton. Our loan becomes sustainability-linked and we begin assessing our ESG performance



**2022-2023** We acquire SISCO and Premisys



**2023** We evolve into acre security, with one unifying identity for all brands in our portfolio



A single materiality assessment help us understand the sustainability topics and issues that matter most to our business

We begin measuring our impact, starting with our Scope 1 & 2 carbon footprint

**2024** The year we'll make things tangible, by sharing our first ever sustainability report (the one you're reading right now!) and defining our sustainability action plan





# Focusing on what matters most

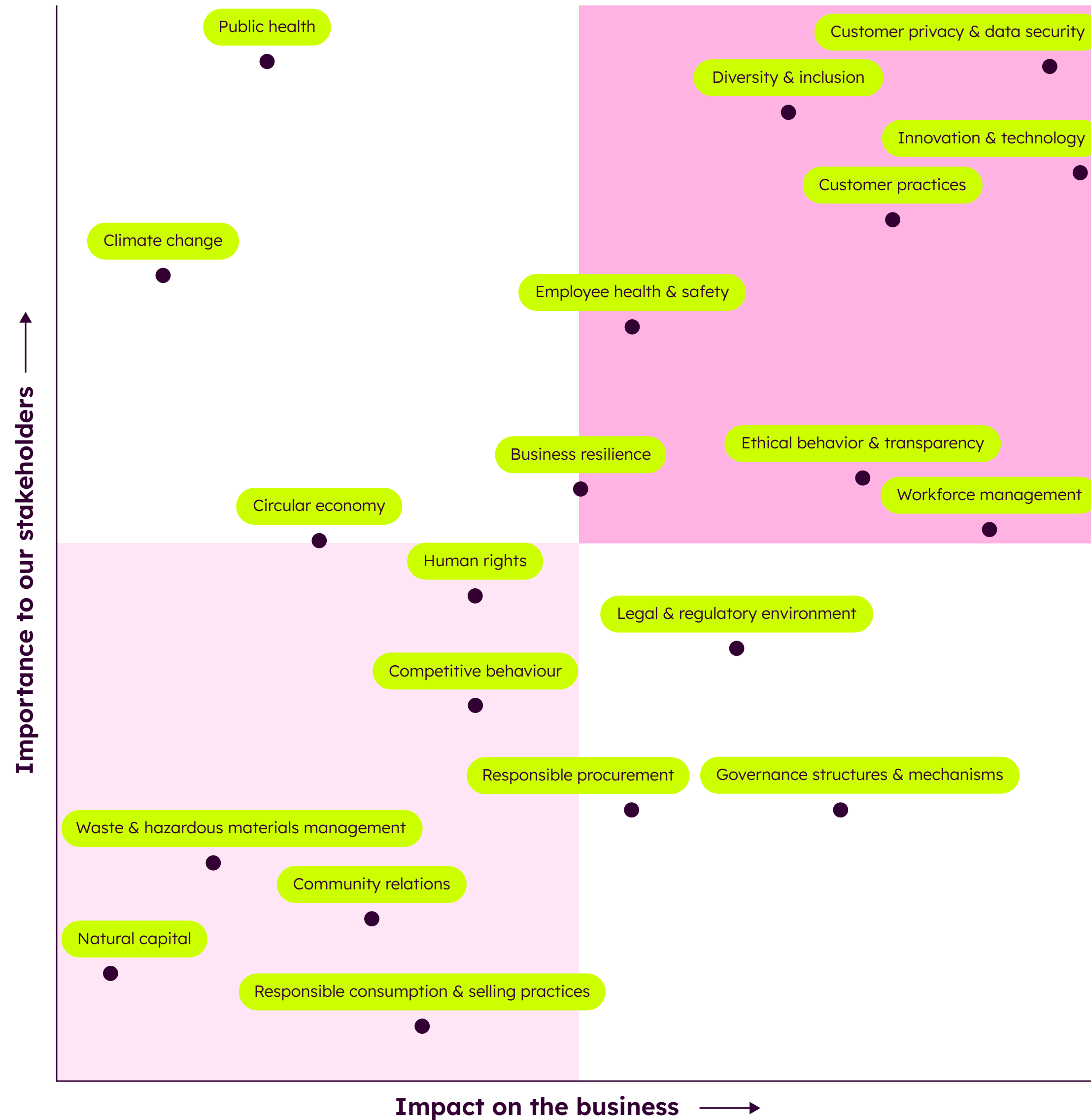
In 2023, we conducted a materiality assessment to identify the key sustainability issues that matter most to our business. We surveyed internal and external stakeholders, including employees, customers, partners, peers, and our supply chain, to gather diverse perspectives and help us prioritize the most important topics.

## Our findings

From 20 sustainability topics, we have identified 4 priority areas which are approved by the Board: customer privacy and data security, diversity and inclusion (D&I), innovation and technology, and customer practices.

We're using these insights to spark discussions and build a shared understanding of where acre can have the greatest positive impact—and the proactive steps we need to take as a business. Our sustainability partner, [Seismic](#), is challenging us and holding us to account, as we create an action plan and strategy.

In 2024, we will also carry out a double materiality assessment to help us integrate sustainability considerations into our financial decision-making process, in readiness for the Corporate Sustainability Reporting Directive (CSRD).





Environment

# A connected approach

We take a connected approach to security, and believe the same should apply for our approach to the environment. It's another way we can eliminate risk and keep our eye on the future.

This is our first year addressing sustainability head on and driving an environmental agenda across the business. We've begun an extensive assessment of our operations to understand where we can improve—from travel policies to material usage. While we don't manufacture products ourselves, we do have opportunities to enhance and accelerate our positive impact.

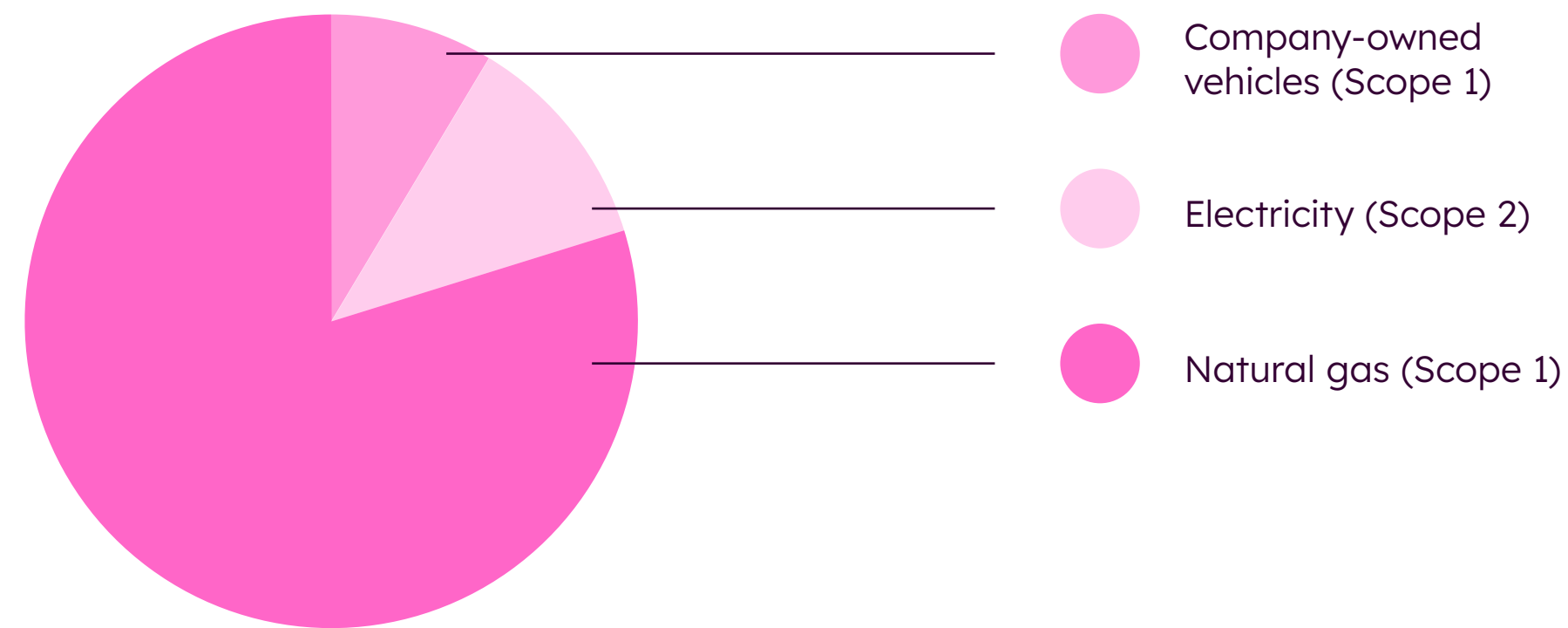


In 2023 we were awarded a Bronze EcoVadis medal, placing us in the top 35% of 100,000K+ companies in their network, recognized for driving sustainable growth and positive impact worldwide.

## What can be measured, can be managed

Following on from our materiality assessment, we calculated our Scope 1 & 2 carbon footprint to understand where to focus our efforts. Here's what we uncovered.

### Annual tCO2 emissions by source



Source	Consumption	Unit	tCO2	Total Emissions
Natural Gas	563,705	kWh	1,271	80%
Company-owned vehicles	65,242	liters of petrol	137	8%
Electricity	24,119	kWh	185	12%
<b>Total</b>			<b>1,593</b>	





### Methodology

Our sustainability partner, **Seismic**, calculated our Scope 1 and 2 emissions for 2023 in accordance with the global standard for carbon accounting, the GHG Protocol. We are currently reporting our emissions using a location-based approach as right now we do not procure renewable electricity. All emission factors and conversion factors used in our calculations align with industry standards and regulatory guidelines. For full transparency, we've provided references and sources for the emission factors and conversion factors used.

### Data collection

We collected data on gas and electricity consumption in kilowatt-hours (kWh) for all offices where we are responsible for procuring utilities, covering various reporting periods. This data was averaged for each specified period and scaled to represent a full reporting year.

### Emissions calculation

#### Gas consumption:

For US-based offices, we applied the US EPA emission factor. For facilities outside the US, we used the DEFRA gas emission factor.

#### Electricity consumption:

The average grid emission factor per country for each of our office locations was applied.

#### Vehicle fleet:

We accounted for the consumption of petrol by our global vehicle fleet. The DEFRA emission factor for the average petrol biofuel blend was applied to the petrol consumed to calculate total scope 1 emissions.

### But what does this mean?

Our total Scope 1 & 2 emissions for 2023 amount to:



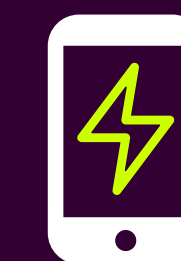
# 1,593 tCO2e

To give you a picture of what this looks like, that's roughly equivalent to:



# 201

US homes powered for one year



# 193,776,736

Smartphones charged

Short for "tonnes of carbon dioxide equivalent", **tCO2e** is a unit of measurement used to quantify the total greenhouse gas emissions produced by any activity or process. These emissions contribute to the greenhouse effect, intensifying global warming and climate change.

**Scope 1 emissions** are the direct emissions that we have direct control over, such as natural gas and vehicle fuel usage.

**Scope 2 emissions** are the indirect emissions related to the purchase of the energy we use, such as electricity.

By understanding the greenhouse gases we're emitting, we can create and implement a reduction strategy to reduce our impact on the environment, contributing to a more resilient future.





## Behind the numbers

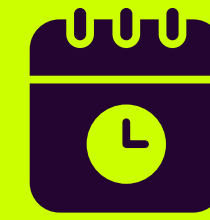
The primary source of our emissions comes from natural gas we procure, making up 80% of our total. 55% of this comes from our American office, which has a larger floor space requiring more heating. Shifting to electric-powered heating is one way we can mitigate our impact here. Our Scope 2 emissions come directly from our electricity use. Transitioning to a 100% renewable tariff could eliminate these emissions, reducing our total footprint by 12%. Additionally, transitioning our petrol-based vehicle fleet to electric vehicles holds promise for further reductions, as it currently contributes 8% to our total footprint.

### An eye on the future

Now that we have a baseline calculation of our Scope 1 & 2 emissions, we can take steps to measure and reduce these. Here's our plan for 2024 and beyond:



Calculate our Scope 3 emissions to understand our complete footprint by early 2025



Commit to calculating our Scope 1-3 footprint on an annual basis to track changes in emissions year on year



Develop a reduction pathway and action plan on the route to Net Zero



This will include setting a Science-Based Target and submitting this for approval by the **Science Based Targets initiative (SBTi)**





Social

# Built on unity

2023 marked a pivotal moment for our people. We became a single operating entity, uniting as one team under acre security.

We rolled up our sleeves to standardize job roles and functions, establishing clear paths for growth. Collaboratively, we developed and launched our new values—to guide our decisions, shape our actions, and define what it means to be part of acre.



Be the **customer**



Be a **disruptor**



Be **one team**



Be **comfortable**  
**being uncomfortable**

## Making our values mean something

More than just words on paper, our core values shape the character of our company, guide how we behave when we're at our best and influence our decisions. They are the values we live by and help form our unique culture, brand and business strategies.

Everyone at acre owns our values, but the Culture Committee keeps them alive. Formed at the end of 2023, their intention is to meet bi-monthly and discuss and drive the issues that matter most to our culture.



“Crafting our values was a collaborative process, involving the entire team. Initially, our leadership team developed an extensive list of words to define acre’s identity. We then assembled a core values focus group from all areas and levels of the business, who met regularly to distill these down into our core values. The goal was clear: these values and behaviours should resonate from within the team, rather than being imposed from the top.”

**Tom Morselli**, Executive Vice President of Human Resources



# Giving our employees a voice

We run our Voice of the Employee survey annually, at minimum, to understand how our people feel about working for acre. This is kept anonymous to encourage honest feedback, which guides our actions as we work to improve their individual experiences and our overall culture.

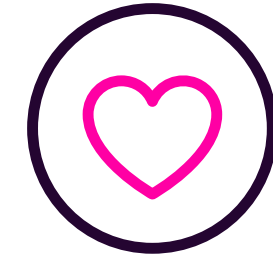
# 72%

participation rate

# 78%

benchmarked engagement score

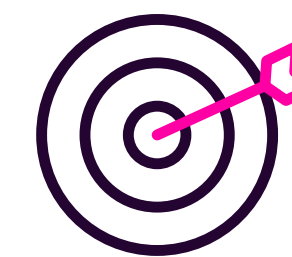
## Our strengths



Organizational values & culture

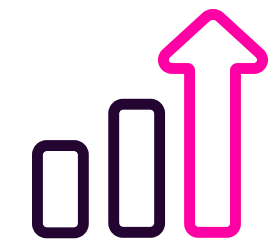


Open communication channels & feedback



Alignment on purpose & goals

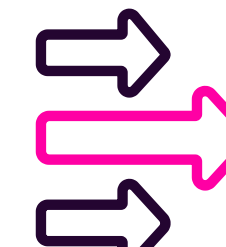
## Our opportunities to improve



Growth & training



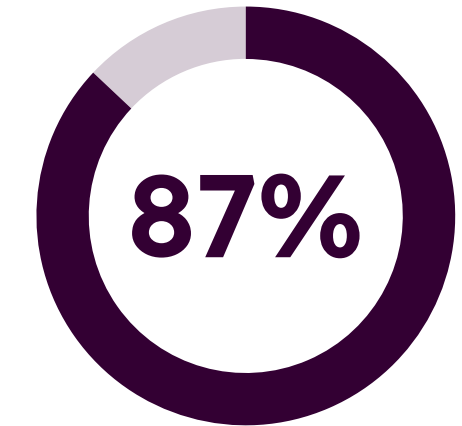
Recognition & reward



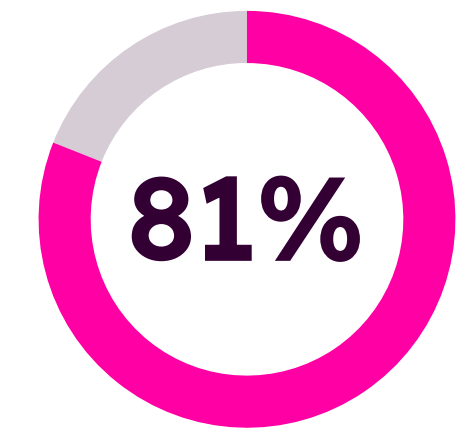
Leadership

Since receiving the survey results, our senior leadership team is meeting weekly to create an actionable plan for improvement. They're working closely with our Culture Committee to address key areas highlighted by our people—from updating our career pathways, to enhanced recognition systems, and establishing a better process for upwards feedback.

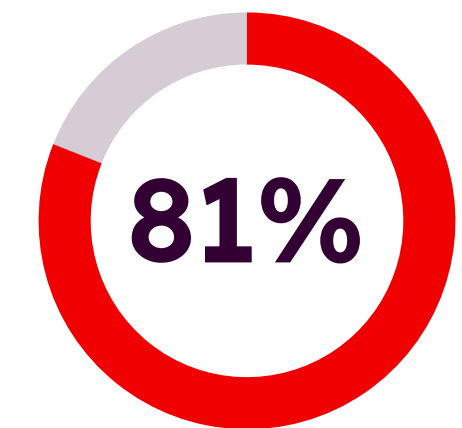
This plan is iterative, evolving to meet the changing needs of our people. The goal is to continue building a dynamic and supportive culture where everyone's contributions are valued and acknowledged.



87% of respondents believe maintaining a motivated, productive workforce is important to acre



81% feel they can be open and straightforward with their managers



81% understand their team's goals and their role in contributing to these



# Advancing women in security

Over the past decade, we’ve witnessed a huge shift in the security landscape. In what was once a male-dominated space, women are enriching the industry with their valuable experience and knowledge, bolstering its strength with their perspectives and contributions. At acre, we aim to highlight the achievements of women in security and illuminate the path for others.

Saying all this, we acknowledge the systemic barriers that still hinder women’s advancement in security and commit to addressing them head on. Our goal is not just to highlight individual achievements, but to create a more inclusive and diverse environment where everyone can thrive and contribute to innovative solutions.



“As a woman in the security sector, embracing a different way of thinking and working towards altering perceptions demands continuous perseverance, making it more than just a statement on paper. Being part of the **Security Industry Association (SIA)**’s Women in Security Forum (WISF)’s “Power 100” represents validation from my peers, recognizing the positive impact and influence I bring to the forefront, and the support I strive to foster among women in the industry.

My alignment with acre is deliberate, as I believe in working where my values are in sync with, ensuring both professional productivity and emotional well-being. The achievements attributed to me are not a solitary endeavor; they are representative of the successful collaboration within a well-functioning team.”

**Serra Luck**, Chief Commercial Officer

## An eye on the future

Here’s our plan for 2024 and beyond, centered on leveraging employee feedback and data to drive meaningful change:



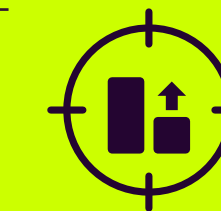
Use our action plan to improve both participation rate and overall engagement score in our 2024 ‘Voice of the Employee’ survey



Specifically address our three opportunities to improve and see tangible progress in our 2024 survey



Enhance our unadjusted pay gap analysis by conducting an adjusted analysis



Use the findings to identify and address disparities more effectively, developing a targeted strategy for fair compensation



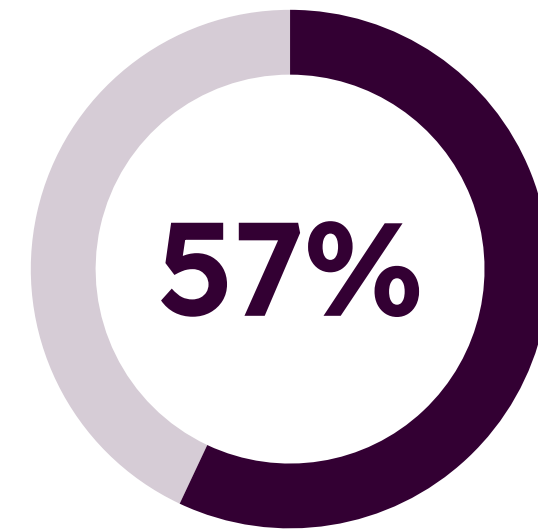
Establish a structured approach to Diversity and Inclusion (D&I) action at acre



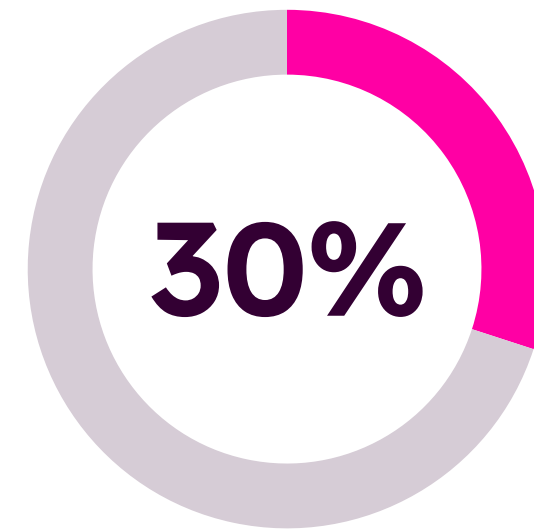
Social

# Safeguarding people and premises for a secure future

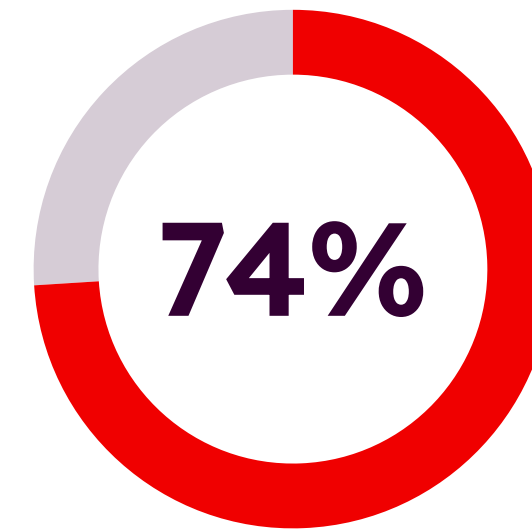
We are dedicated to providing the highest level of security for our customers; protecting their people and premises is as important to us as it is to them. This is why one of our core values is to **be the customer.**



of fraud cases are employee related



of organisations feel they have the technology to mitigate risk



of failed intrusions are due to a security system

We work closely with organizations of all shapes and sizes, building them bespoke digital and physical solutions. Everything we offer is flexible, functional and future-proof, guaranteeing our customers a good night's sleep.

More than this: we stay ahead of the technology curve and ensure regulation and compliance. Our insights and solutions are designed to enhance network performance, leaving our customers open to explore new possibilities for productivity, finding innovative ways to meet their strategic business goals.

### Our commitment? To eliminate your risk with our expertise and experience

**100,000**

end customers worldwide

**10+**

years average relationship tenure

**19 million**

doors and zones secured by acre at any one time

**30 million**

visitors welcomed by acre solutions each year

**5 billion**

security threats mitigated annually

### We strive to exceed expectations

Measurable customer satisfaction targets

Regular customer focus groups to develop new product ideas

Continual improvement of our processes and products, driven by ISO 9001 quality standards adherence

Unparalleled levels of data security and privacy, supported by ISO 27001 certification



“At acre, we take cybersecurity seriously, focusing on four pillars: robust encryption protocols, regular software updates, multi-factor authentication, and thorough staff training. These measures, combined with our advanced security solutions, offer unparalleled protection against cyber threats.”

**Will O'Donnell,**  
Chief Information Officer



### Trusted by organizations of all shapes and sizes



Adaptable intruder detection for Switzerland’s largest retail network, enhancing security across **2,500 stores** serving over **2.5 million members**.

[Find out more](#)

“Acre security is a solution-oriented company that optimally meets the needs of Coop. Acre cultivates the customer relationship not only with the specialist company Telsec but also with the end customer.”

**Jörg Piller**, Head of Security Service, Coop



Safeguarding Canada’s green energy future with cutting-edge cloud access control across **6 hydroelectric generation plants** and **10 other run-of-the-river facilities** in Ontario and New York.

[Find out more](#)

“The security team noticed the efficiencies immediately in securing sustainable infrastructure using the [acre] access control platform.”

**Jean-Marc David**, Supervisor of DAM Safety, Portage Power



“Acre security’s broad broad portfolio is a perfect fit for our industry, combining traditional and innovative technologies. Their cloud solutions provide a clear path to the future. We appreciate their team’s responsiveness and engagement, making them an ideal partner for our relationship-driven organization.”

**Wayne Smith**, Vice President, Tech Systems



“We absolutely love working with acre security! Their company culture is all about people, trust, and loyalty - three essential attributes for any successful partnership. We couldn’t be happier with our relationship with acre and highly recommend them to anyone seeking a manufacturer with a rock-solid culture.”

**John Nemerofsky**, COO, Sage Integration



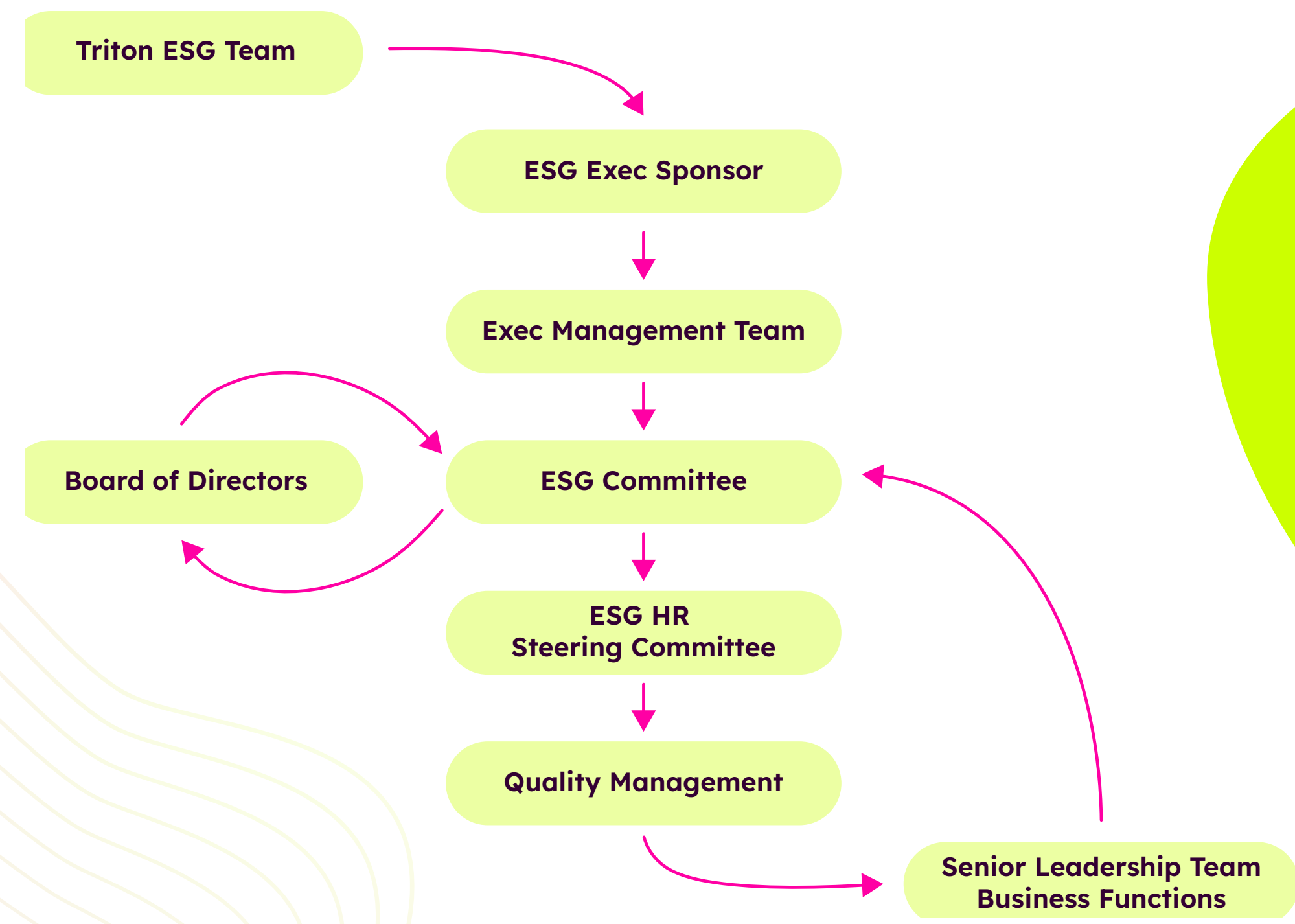
Governance

# Setting up systems for success

Since being acquired by investment firm **Triton** in 2021 and unifying our brand, we've undergone huge growth and change. This evolution has driven us to reevaluate our internal processes and systems to ensure their resilience. We're tackling heightened risks for our customers and continuing to meet their evolving needs, staying ahead of the technology curve. Now, our focus is to deliver enhanced value through a sustainable business approach.


Under Triton's guidance, we've prioritized the issues most critical to our business. Their ESG team works closely with our board and leadership team, who are focused on strategic actions to enhance our impact. Monthly meetings between our CMO, CFO and ESG working group serve as a forum for discussion and resource allocation. This is soon to be formalised as an ESG Committee. Our ESG HR Steering Committee integrates ESG principles into people-related strategies, while our Quality Management team is involved with implementing standards and processes. Everyone reports to the board quarterly on our progress, ensuring transparency and accountability from the top down.

We've also engaged a sustainability partner to bring structure to our initiatives and effectively communicate them, ensuring alignment across our team, customers and other stakeholders.



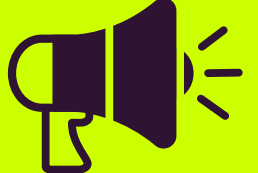


“At Triton, we work closely with our portfolio companies to promote responsible business practices and develop meaningful ESG targets that drive material impact. We challenge and support them to build better businesses that create value that is sustainable in the long term. Over the past year, acre security has established a solid programme to drive impact, led by their board and leadership team. In 2024, we anticipate acre continuing to accelerate their progress with a robust ESG action plan and reporting on their progress. This will help them to drive change and demonstrate the value of this work to their stakeholders.”

**Graeme Ardus**, Head of ESG, Triton



### An eye on the future

To achieve greater transparency, sustainability and ethical conduct in 2024, we will:

		
<p>Publicly share information on acre's social and environmental performance on an annual basis</p>	<p>Set up an internal ESG Committee to spearhead sustainability initiatives and drive progress across our organization</p>	<p>Ensure 100% of employees and the board are familiarized with our Company Code of Ethics—laying the groundwork for comprehensive training in 2025</p>



# Looking ahead

We see the significant opportunity acre has to drive positive impact—and we firmly believe in the value of this work. In 2023, we laid the groundwork for our initiatives. In 2024, we will elevate our ambitions and standardize action across the business, with a robust ESG strategy.

“At acre, we’re acutely aware that sustainability is not a destination but a journey. As we embark on this path, we are committed to integrating sustainable practices across our entire business operations. Our growth will not just be measured in numbers, but in the responsible and ethical choices we make along the way.”

**Brad Wolfe**, Chief Financial Officer



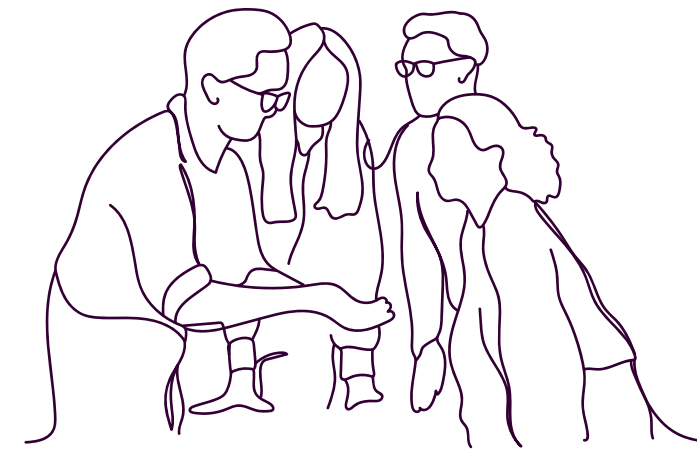
Calculate our Scope 3 emissions



Improve and see tangible progress in our Voice of the Employee survey



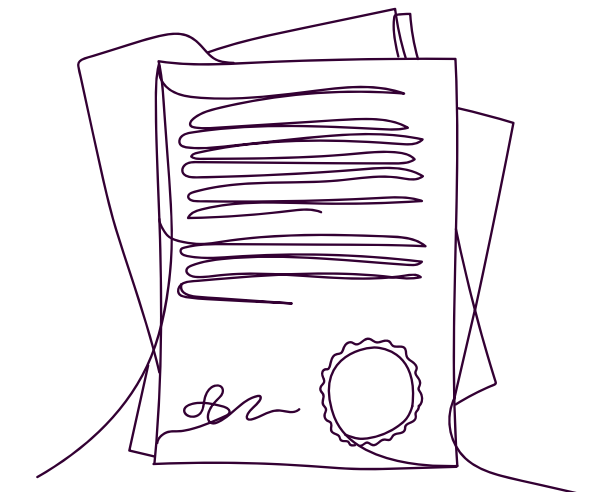
Conduct an adjusted pay gap analysis and develop a targeted strategy for fair compensation



Establish a structured approach to Diversity and Inclusion (D&I) action



Set up an internal ESG Committee



Ensure 100% of our people are familiarized with our Company Code of Ethics





[accresecurity.com](https://accresecurity.com)