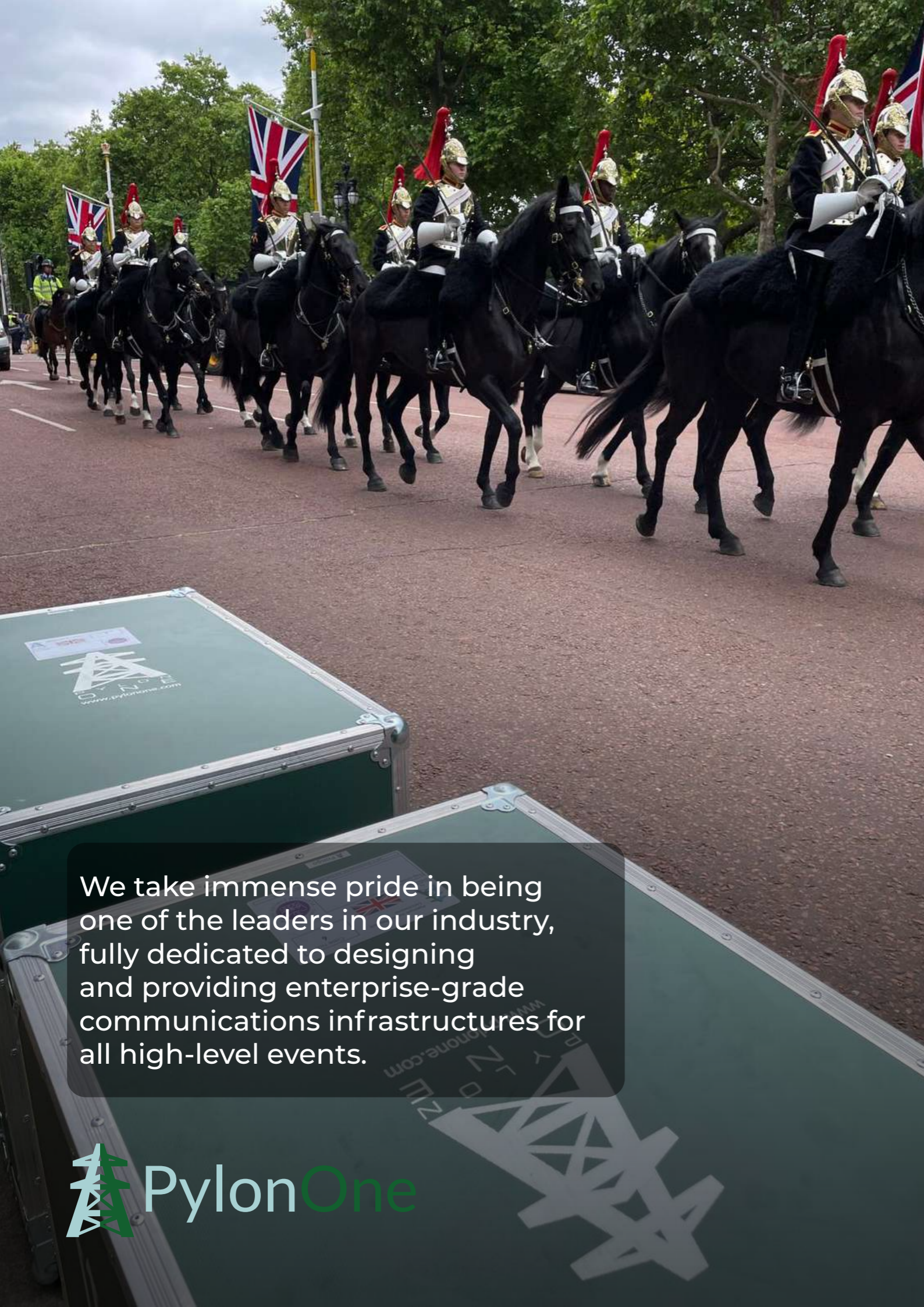




Pylon One Limited

ESG REPORT 2024



We take immense pride in being one of the leaders in our industry, fully dedicated to designing and providing enterprise-grade communications infrastructures for all high-level events.



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Transmitting sustainability with Pylon One

Environmental, Social, and Governance (ESG) considerations have become a crucial aspect of modern business operations, and Pylon One recognises the importance of embracing these principles wholeheartedly. Despite our relatively small scale, we are steadfastly committed to taking ESG seriously, driven by our core values and a genuine desire to contribute positively to the world around us.

One of the primary reasons we choose to prioritise ESG is our unwavering belief in cultivating a diverse, equitable, and inclusive workforce. We understand that a diverse range of perspectives, backgrounds, and experiences fosters innovation, creativity, and better decision-making. By embracing diversity, equity, and inclusion, we not only create a more vibrant and engaging work environment but we also aim to better position ourselves in order to serve the diverse needs of our customers and stakeholders.

Pylon One acknowledges the critical importance of robust governance and data protection practices. Our achievement of UKAS accredited ISO 27001-2013 certification and compliance with EU GDPR regulations underscores our commitment to maintaining the highest standards of information security and privacy. We recognise that in today's digital age, safeguarding sensitive data and upholding ethical business practices are paramount to earning and maintaining the trust of our clients, partners, and the broader community.

Beyond these internal considerations, our ESG commitment extends to our impact on the environment and society as a whole. We strive to minimise our environmental footprint through sustainable practices and continuously seek opportunities to contribute positively to the communities in which we operate. In the last year, we have developed an alliance with an Indigenous Maasai Tribe in Kenya and we aim to support this community in their educational needs, we have donated a number of computers that ordinarily would have been sent for recycling, but are still being put to good use.

By aligning our business strategies with ESG principles, we aim to create long-term value for all stakeholders while promoting responsible and ethical business practices.

In the second year of our ESG reporting journey, we remain steadfast in our dedication to continuously improving and evolving our ESG efforts. We believe that by integrating ESG into our core operations, we not only fulfil our ethical and social responsibilities but also position ourselves for long-term success in an increasingly conscious and responsible business landscape.



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- Pylon One Leadership Team



The foundation of our business

Pylon One & sustainability

At the core of Pylon One lies an indispensable imperative: to embody corporate responsibility and champion sustainability practices and innovations at every turn.

Since its inception in 2001, Pylon One has evolved from being primarily a video company to an organisation at the forefront of delivering innovative, robust communications services to major events and conferences across the globe.

Proudly emphasising its compelling technical prowess and diverse expertise, Pylon One stands out as a premier authority in developing and delivering digital service solutions. Notably, innovations like Delegate Live, a virtual event platform, and a comprehensive people-counting proposition underscoring the company's commitment to staying at the forefront of technological advancement.

At the heart of Pylon One's operations lies its unwavering dedication to designing, implementing, and maintaining enterprise-grade wired and wireless network infrastructures. This focus extends to serving major cultural, commercial, and historical events worldwide, ensuring seamless connectivity and support when it matters most.

Our commitment to excellence transcends mere proficiency in our field. At the core of Pylon One lies an indispensable imperative: to embody corporate responsibility and champion sustainability practices and innovations at every turn.

Recently, we took a significant step by relocating to brand new office and warehouse at Vantage 41.

The eco-conscious practices of Vantage 41 and its developer Chancerygate is evident in their scheme, which guarantees a minimum 12% reduction in annual CO2 emissions compared to the 2013 Building Regulations.

This not only aligns with our sustainability goals but also translates to reduced occupation costs for us as end-users.

Our facility has array of green initiatives, including low air permeability design, photovoltaic panels, and electric vehicle charging points. Furthermore, the incorporation of 15% warehouse roof lights maximises natural lighting, while high-performance insulated cladding and roof materials ensure energy efficiency.

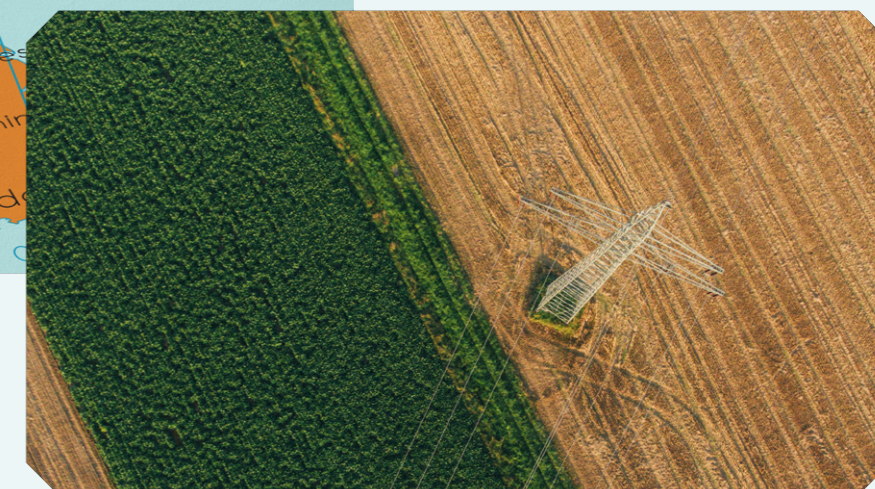
Designed to achieve a BREEAM 'Very Good' rating, reflecting its adherence to stringent environmental standards. Additionally, the pre-fit-out Energy Performance Certificate (EPC) rating of B further underscores its energy efficiency.

But our commitment to sustainability doesn't stop there. We've also taken a significant step towards greening our energy consumption by signing an agreement with Ecotricity, a British energy company specialising in selling green energy generated primarily from wind power. Based in Stroud, Gloucestershire, Ecotricity's focus on renewable energy aligns with our sustainability aspirations, further solidifying our dedication to reducing our environmental impact. With these initiatives in place, we're not just leasing storage space – we're taking meaningful steps towards a more sustainable future

This includes even sourcing materials for our offices such as flooring, furniture, and other essentials. Our careful selection process ensures that we not only meet but exceed local legal norms and global standards, aligning with our goal to continually improve and uphold the highest quality and environmental standards.

boardroom chairs, we have selected fabrics certified by OEKO-TEX and Indoor Advantage, ensuring they are free from harmful substances and have low VOC emissions. These fabrics are manufactured in Huddersfield, UK, in a facility boasting a "0% Waste to Landfill" policy and ISO certification, further underscoring our commitment to local, sustainable production.

Flooring throughout our office is sourced from BREEAM-rated manufacturers, emphasising energy efficiency and waste reduction from design to construction. The office carpet, with its A BREEAM rating, uses 75% recycled bitumen and 100% recycled filler, certified by ISO 14012. This not only reduces landfill waste but also ensures longevity with a 20-year guarantee. The same high standards apply to the carpets in our boardroom and quiet rooms.



When it comes to our office furniture, we source from manufacturers certified by FSC, FISP, and ISO, ensuring sustainable and responsible practices. The packaging materials used are 100% recycled cardboard, which can be returned to the factory for reuse, highlighting our commitment to a circular economy.

Our boardroom table has been chosen for its minimal plastic components, reflecting our effort to reduce plastic usage. For the

Our choice of sheet vinyl flooring offers a 12-year guarantee and requires no waxes or polishes, contributing to its sustainability by being 100% recyclable. The mezzanine deck and tea point LVT vinyl flooring comes from a manufacturer that has achieved a 70% reduction in carbon emissions from 2004 to 2023, uses 100% renewable energy, and produces vinyl that is 100% phthalate-free and at least 20% recycled content. This vinyl is fully recyclable and has a 10-year guarantee.

The foundation of our business



For the comms room, we selected vinyl flooring rated A+ by the BRE Green Guide, and certified by REACH and FloorScore, ensuring it is 100% recyclable and meets stringent health and safety standards.

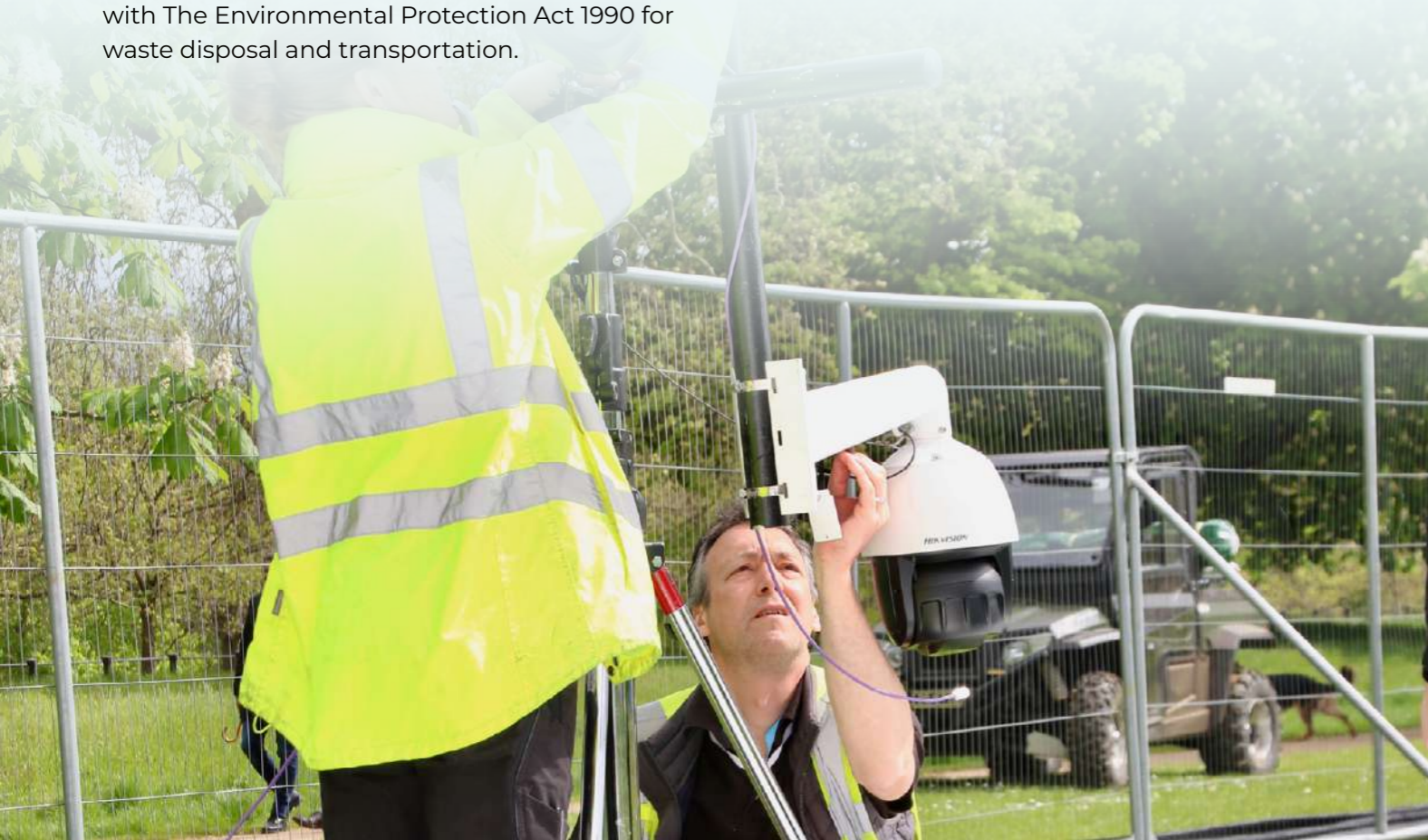
Our tea point is sourced from a company certified by Carbon Trust Standard, FDC, and PEFC, using recycled packaging and eco-friendly delivery methods. The chosen range is FSC and FIRA Gold certified, with more than 90% of materials being recyclable. The laminated worktop is made from 90% recycled content, and the entire setup is manufactured in the UK, supporting local production and reducing transportation emissions.

For glazing manifestation, we partnered with a company committed to reducing environmental impact through efficient printing, extensive recycling, and minimizing travel through advanced technology. They ensure compliance with The Environmental Protection Act 1990 for waste disposal and transportation.

The condenser unit we use employs Big Foot System's recycled rubber support feet, which provide built-in anti-vibration features and are both economical and environmentally responsible.

Our ROCKWOOL insulation, made from a naturally occurring and renewable resource, is 97% recyclable and does not contain any gases with ozone depletion or global warming potential. We also offer to recycle any waste ROCKWOOL material generated during installation or at end-of-life, further demonstrating our commitment to sustainability.

At Pylon One, every decision we make reflects our dedication to environmental sustainability, ensuring that our operations contribute positively to the planet while meeting the highest standards of quality and responsibility.



The people who stand behind our excellence and make our commitments a reality



Supporting Our Global Community

In our pursuit for development and growth, we must never forget those around us.

At Pylon One, we believe in the power of education and the importance of giving back to communities both locally and globally. Recently, we had the privilege of making donations to both the Rushmere Park Academy and the Maasai Tribe in Kenya, each aimed at empowering individuals through technology.

The Rushmere Park Academy, nestled in the heart of our local community, is a beacon of learning and growth for young minds. With a commitment to excellence, the academy

serves as a hub of educational opportunities for students and staff alike. Recognising the vital role of technology in modern education, we were thrilled to provide them with a donation of tablets. These devices will not only enhance ICT resources but also support pupil progress and curriculum delivery, ensuring that every child has access to the tools they need to thrive and develop.



Ben said that he *'liked the tables because they were long with chequered tablecloths. I also like the food – especially the pain au chocolat and Nutella!'*
Amalie explained *'I really liked the game, boules. You got to throw a ball and had to land it the closest to a white ball. I was able to speak French and it was easy because you had notes to read'.*
Mrs Reason was extremely impressed by the behaviour of our pupils, and we would like to thank Aldwickbury School for hosting such a great event.

Thank you, Mr Reason!
We would like to extend a huge thank you to Mr Reason and Pylon One for an excellent donation to our ICT resources recently. He sent in ten Samsung tablets that will be used by children and staff throughout the school to support pupil progress and curriculum delivery.



But our impact does not stop at our doorstep. We also believe in extending our reach to communities in need around the globe. That is why we partnered with the Maasai Tribe in Kenya to provide them with much-needed laptops.

Nestled in the vast landscapes of East Africa, the Maasai Tribe embodies a rich cultural heritage yet faces challenges in accessing modern amenities such as technology. Through our donation, we hope to bridge this gap and empower the Maasai people to unlock new opportunities for learning, communication, and economic development. As we reflect on these contributions, we are reminded of the profound impact that even small gestures can have on the lives of others.

At Pylon One, we remain committed to fostering positive change, one donation at a time.



Going beyond quality standards



Our professional memberships

We strive to exceed the quality standards established by local regulations and global benchmarks. Our unyielding commitment to continuous improvement is essential in achieving our objectives.

This uncompromising pursuit of excellence aligns with our clients and partners' expectations and our services, as well as our ambitious sustainability goals. These credentials ensure that we are always at the vanguard of industry advancements, allowing us to implement the latest sustainable practices and technologies. By adhering to and surpassing these standards, we not only enhance our service quality but also contribute positively to the environment and our community.

Our commitment to sustainability is integrated into every aspect of our operations. Through our professional memberships, we gain access to a wealth of knowledge and resources that help us minimise our environmental impact, optimise resource use, and promote a greener future. These certifications are a true testament to our pledge to operate responsibly and sustainably, ensuring that we meet the needs of today without compromising the ability of future generations to meet their own needs.



Going beyond quality standards



We are proud to confirm our certifications, which demonstrate our commitment to industry standards and best practices across various fields. ESSA, or the Event Supplier & Services Association Certification, is aimed at professionals in various industries, covering essentials like strategic planning, activation, evaluation, and legal aspects.

We are excited to introduce ourselves as isla, dedicated to accelerating the event industry's transition to a sustainable future. Our mission involves collaborating with agencies, brands, organisers, and suppliers to offer practical guidance and support on environmental issues. By drawing on expertise from across the sector, we create a powerful network equipped with the knowledge and confidence needed to drive meaningful change.

UKAS, the United Kingdom Accreditation Service, accredits organisations to ensure they meet international standards across various sectors, including testing, inspection, certification, and calibration services. This accreditation is crucial for organisations seeking formal recognition of their competence and compliance with industry standards, which is why this certification represents one of our bare essentials.

In addition to these, we are ICO certified by the Information Commissioner's Office in the UK. This certification is a formal recognition of our compliance with stringent data protection standards. It demonstrates our commitment to adhering to data protection laws and best practices, thereby enhancing trust and accountability in how we handle personal data.

We are also excited to confirm that we hold ISO/IEC 27001:2013 certification, which is the world's best-known standard for information security management systems (ISMS). It defines requirements an ISMS must meet and provides companies of any size and from all sectors of activity with guidance for establishing, implementing, maintaining and continually improving their information security management systems.

Conformity with ISO/IEC 27001 means we have put in place a system to manage risks related to the security of data owned or handled by the company, and that this system respects all the best practices and principles enshrined in this International Standard.



We Contribute to 9 of the 17 UN Sustainable Development Goals

Pylon One is tracking its development against the global indicators for change, using both the IFC and GRI frameworks. Here we present our primary contributions.

ENVIRONMENT SDGs 6, 11, 12, 14, 15

Every business, large and small, has a contribution to make towards protecting the environment, and at Pylon One we are contributing to five of the UN SDGs through our GRI reporting.

SOCIAL SDGs 5, 8, 9, 16

Contributing to fostering social equality, inclusion, and empowerment by promoting gender equality, decent work, resilient infrastructure, and access to justice. Together, they address systemic discrimination, reduce inequalities, and enhance social stability and quality of life for all.

GOVERNANCE SDGs 8, 16

Promoting inclusive economic growth, decent work, and strong institutions that ensure transparency, accountability, and justice. Together, these SDGs address corruption, uphold the rule of law, and create systems that foster trust, peace, and equitable opportunities for sustainable development.



SDGs: fact-based action!

We have mapped the GRI Material Topics against the United Nation’s SDGs, indicating where we are actively reporting.

The SDGs represent an all-encompassing, complex, and interconnected agenda. When measuring and disclosing the impact on the SDGs, reporting practitioners need to take into account the inter-linkages (synergies and trade-offs) of the SDGs and their targets. Sustainability topics, such as human rights and tax, cut across the three dimensions of sustainable development (economy, environment, and people) and underpin the 17 Goals. Therefore, companies are encouraged to identify and assess the inter-linkages between these cross-cutting themes, the 17 SDGs and 169 targets beyond the links stated in this document. For more information, please visit: globalreporting.org/standards/sector-program/





We're Adhering to the Principles of the IFC to Measure Our Impact

A growing number of investors are incorporating impact investments into their portfolios, adopting the SDGs and other goals as a reference point.

PROJECT OUTCOMES AND MARKET CREATION

The International Finance Corporation (IFC), part of the World Bank Group, contributes to the SDGs through two pathways, namely: project outcomes and market creation. IFC measures and reports on project outcomes, including the direct impact on stakeholders (including customers, suppliers, government, and the community), the indirect and induced effects on the economy (value added, employment, etc.), and environmental and social impacts.

As part of its mandate the IFC seeks to create markets through several ways: by demonstrating successful innovative business models that can be replicated; by stimulating competitiveness through efficiency gains, cost and/or price reductions, and new market entrants; by improving business regulatory frameworks to enable the development and growth of a vibrant private sector in a sustainable manner; and by building capacity and skills that open new market opportunities.

The IFC Operating Principles for Impact Management establish a common discipline around the management of investments for impact and promote transparency and credibility by requiring annual disclosures of impact management processes with periodic independent verification. These principles are supported by the IFC's Joint Impact Indicators which are a harmonized set of indicators for key impact themes – climate, gender, and job creation – used by a wide range of impact investors.

The IFC & SDG Alignment

The graphic below represents an overview of IFC's approach to support the achievement of the SDGs.
(source: IFC, 2023)





Aligning the IFC Principles to the GRI Material Topics

By adhering to the GRI standards, Pylon One has incorporated a method for adhering to the IFC principles by design and by default.

USE OF PROCEEDS	PROJECT EVALUATION AND SELECTION	MANAGEMENT OF PROCEEDS	REPORTING
301 - MATERIALS MANAGEMENT	301 - MATERIALS MANAGEMENT	201 - ECONOMIC PERFORMANCE	201 - ECONOMIC PERFORMANCE
302 - ENERGY MANAGEMENT	302 - ENERGY MANAGEMENT	202 - MARKET PRESENCE MANAGEMENT	202 - MARKET PRESENCE MANAGEMENT
303 - WATER AND EFFLUENTS MANAGEMENT	303 - WATER AND EFFLUENTS MANAGEMENT	203 - INDIRECT ECONOMIC IMPACT MANAGEMENT	203 - INDIRECT ECONOMIC IMPACT MANAGEMENT
304 - BIODIVERSITY MANAGEMENT	304 - BIODIVERSITY MANAGEMENT	204 - PROCUREMENT PRACTISES MANAGEMENT	204 - PROCUREMENT PRACTISES MANAGEMENT
305 - EMISSIONS MANAGEMENT	305 - EMISSIONS MANAGEMENT	207 - TAX MANAGEMENT APPROACH	205 - ANTI-CORRUPTION
306 - WASTE MANAGEMENT	306 - WASTE MANAGEMENT		206 - ANTI-COMPETITIVE BEHAVIOUR
307 - ENVIRONMENTAL COMPLIANCE	307 - ENVIRONMENTAL COMPLIANCE		207 - TAX MANAGEMENT APPROACH
308 - SUPPLIER ENVIRONMENTAL	308 - SUPPLIER ENVIRONMENTAL		
401 - EMPLOYMENT			
402 - LABOUR MANAGEMENT			
403 - HEALTH & SAFETY			
404 - TRAINING AND EDUCATION			
405 - DIVERSITY AND EQUAL OPPORTUNITY			
406 - NON-DISCRIMINATION			
408 - CHILD LABOUR MANAGEMENT			
409 - FORCED OR COMPULSORY LABOUR			
411 - INDIGINEOUS PEOPLE MANAGEMENT			
412 - HUMAN RIGHTS ASSESSMENT			
413 - LOCAL COMMUNITIES MANAGEMENT			
419 - SOCIO-ECONOMIC COMPLIANCE			

UNDERSTANDING THE IFC PRINCIPLES

The IFC provides bonds which facilitate capital-raising and investment for new and existing environmental and socially beneficial projects. The IFC mandates that issuers comply with a set of principles. These principles are intended to assist issuers in financing environmentally responsible and sustainable projects that safeguard the environment and promote a net-zero emissions economy, as well as projects with positive social outcomes.

In addition to an investment opportunity, an IFC-aligned issuance must include transparent environmental and social credentials. By recommending that issuers report on the use of bond proceeds, the principles promote a step change in transparency that facilitates the tracking of funds to environmental and social initiatives, while also aiming to enhance understanding of their estimated impact.

Using Our ESG-based Sustainability Report

Our comprehensive sustainability reporting has been completed in accordance with the Global Reporting Institute (GRI). This is the leading global framework most closely aligned with the UN SDGs.

We are proud to present our second sustainability report. This report features activities and progress in enhancing our progress to deliver against the three pillars of ESG: Environment, Social, and Governance in the current reporting period.

The three pillars of ESG relate to any specific organisation. We endorse this approach because it enables both our customers and our supply chain to understand the ethics and integrity of our enterprise, and our openness and transparency.

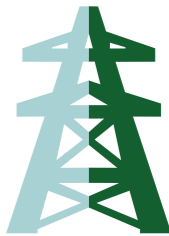
Our ESG report has been completed in accordance with the standards of the Global Reporting Institute. This global framework provides assurance that our performance as a 'corporate citizen', and it ensures that the statements we make are substantiated with evidence.

We selected the non-financial topics based on a materiality assessment conducted in conjunction with our external sustainability advisors, as well as through our own research and experience. We explain why we selected specific 'material topics', and how the materiality assessment process enabled us to seek the opinions and priorities of our stakeholders, who include our employees, customers, and business partners.

Our reporting is comprehensive. Our methodology as to how our ESG rating and grade have been established is detailed, and more information is available for those interested.

Please note that as this is our second (benchmark) report, not all data were available. We will be updating our reporting annually in line with our financial year.

You are encouraged to contact us at alex@pylonone.com if you have any questions.



Assessing our Performance

Pylon One ESG Rating 2024

BBB (Superior)



Environment
66



Social
56



Governance
61

CERTIFICATION

This is to certify that on 05 December 2024, Pylon One was assessed to the strict criteria of the Global Reporting Institute (GRI) ESG framework, Comprehensive Reporting model. The assessment was completed by ESG PRO Limited, an independent third party.

Pylon One achieved a score of 66 (BBB) on Environment, 56 (BB) on Social, and 61 (BBB) on Governance resulting in an overall score of 61 which normalises to a rating of “BBB”.

A “BBB” score in each ESG pillar indicates good relative ESG performance and an above-average degree of transparency in reporting material ESG data publicly and privately. The “BBB” combined rating is a superior score.

HUMPERDINCK JACKMAN
MANAGING DIRECTOR
ESG PRO LIMITED

A multi-disciplinary approach



Our Selected Material Topics

We have sought to balance our environmental and social priorities.



We conducted our materiality assessment in three stages:

- 1. Research and landscape assessment
We focused especially on how ESG affects UK SMEs and to understand the range of sustainability issues on which SMEs and small Enterprise firms currently report. We also assessed global economic and ESG trends and standards.
- 2. Stakeholder mapping and engagement
We surveyed stakeholder opinions and priorities, starting by defining our stakeholder universe and engagement, and we conducted several internal and external interviews to gather feedback on key ESG topics.
- 3. Topic analysis and prioritisation.
Our emphasis was placed on putting the interests of our stakeholders first. We prioritised our ESG topics by applying the GRI approach to materiality. We added topics we consider important for reflecting our economic, environmental, and social impacts, as well as those which might influence our stakeholders.

OUR MATERIAL TOPICS

- GRI 205: Anti-corruption
- GRI 306: Waste Management
- GRI 410: Security Practices
- GRI 418: Customer Privacy

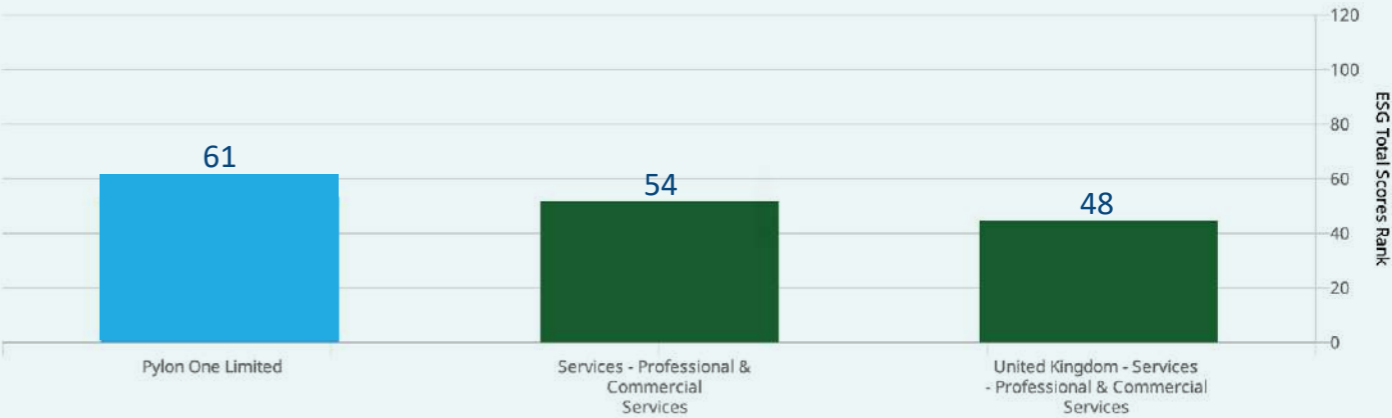
ESG Assessment Overview

Research and landscape assessment

Our ESG research shows that we are at B rating or Medium level due to our exposure and management of ESG issues based on ESG factors. From the point of ESG data transparency, the company has a low rating based on the level of publicly disclosed data.

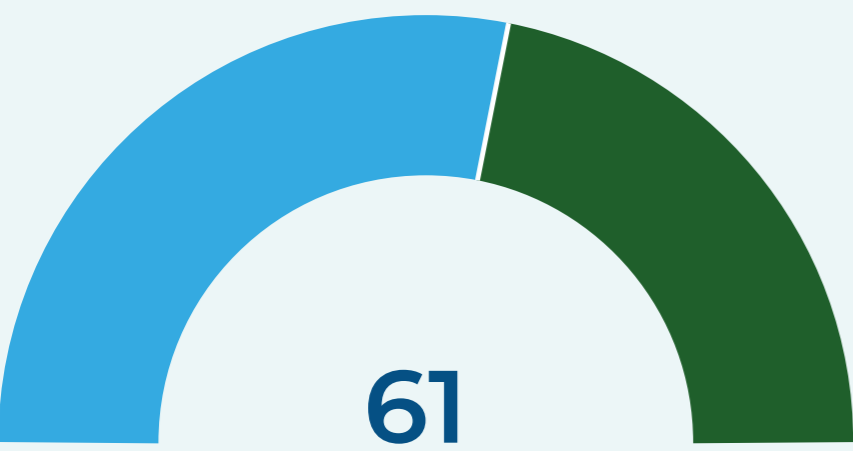
From the lens of the quality of materiality data disclosed compared to industry peers, the company has a grade of A. The level is based on the ESG data points compared to MRV. Looking at our sentiment analysis surrounding news controversies on ESG factors, the company has a Model Sentiment Level rating based on our news sentiment analysis from our 50,000+ new sources.

Comparative ESG Performance in the Global Market

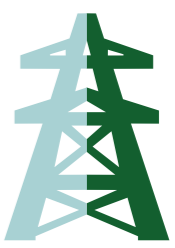


Pylon One ESG score December 2024

Pylon One total ESG score December 2024



Pylon One ESG score by pillars December 2024



Selected disclosures

GRI 205: Anti-corruption

Our management approach to Anti-corruption



Describe the scope of the organisation's anti-corruption policies.

The company's Anti-Corruption policy applies to all permanent and temporary employees, including those of its intermediaries, subsidiaries, and associated companies.

This policy also extends to any individual or corporate entity associated with the Company or performing functions in relation to, or on behalf of, the Company. This includes, but is not limited to, directors, agency workers, casual workers, contractors, consultants, seconded staff, agents, suppliers, and sponsors ("associated persons").

Provide a statement of the purpose of the organisation regarding its anticorruption policies.

One of the Company's core values is to uphold sound, responsible, and fair business operations. It is committed to promoting and maintaining the highest ethical standards in all its activities. The Company's reputation for lawful business practices is of paramount importance, and this policy is designed to uphold these values. Consequently, the Company enforces a zero-tolerance policy towards bribery and corruption, committing to act with fairness and integrity in all business dealings and relationships,

regardless of location. Additionally, the Company is dedicated to implementing and enforcing effective systems to counter bribery.

Describe the mechanisms in place for monitoring the effectiveness of the organisation's anti-corruption policies.

The Company's Anti-Corruption Officer holds primary responsibility for ensuring compliance with this policy and will regularly review its contents. This officer will monitor the policy's effectiveness and provide regular reports to the Directors, who have overall responsibility for ensuring compliance with the Company's legal and ethical obligations.

Anti-corruption measures are integrated into annual supplier reviews, aligned with other frameworks such as ISO27001:2013 and GRI. These reviews include assessments against the anti-corruption policy and are analysed on the Company's KPI dashboard. This is a routine assessment and is not incentivised.



GRI 306: Waste

Our management approach to Waste



Why is waste management integral to the organisation's operations?

Pylon One is actively committed to using resources in a net-beneficial manner and implementing a circular economy strategy across all our activities. Our goal is to maximise the use of products and materials throughout their lifecycles.

We advocate for recycling and the benefits of reusing materials. If disposal is necessary, we aim to do so in an environmentally respectful manner. Residual waste from Pylon One's projects and activities is deemed unacceptable; therefore, waste management is integral to our project planning process.

Projects will be designed with careful consideration of how equipment can be reused or reduced, particularly by collaborating with project partners to leverage shared infrastructure and leave behind improved infrastructure investments.

All project managers and technicians at Pylon One are encouraged to address waste elimination during the initial project design stage.

Discuss how the organisation manages its waste.

The company maintains a close working relationship with industry specialist organisations focused on recycling and repurposing unwanted materials. Additionally, the company is a member of **isla** - an industry sustainability working group that offers annual awareness courses and regular updates on best practices for the events industry. All staff are encouraged to participate in these meetings. Pylon One adopts the following steps to manage waste across all sites:

- Waste Segregation
- On-site Recycling Facilities
- Regular Waste Audits
- Partnering with Certified Waste Handlers
- Reducing Single-Use Items
- Training and Awareness Programs
- Supply Chain Management
- Monitoring and Reporting



GRI 410: Security Practices

Our management approach to Security Practices

Describe the scope of the organisation's Security Practices management approach.

The scope of the company's information system statement is as follows:

"Management of information security related to the provision of communication services and infrastructure for major events and conferences globally." The Information Security policy applies to:

- All employees, contractors, consultants, temporary staff, and other workers at Pylon One, including personnel affiliated with third parties.
- All equipment and systems, including facilities, hardware, software, personnel data, and all storage devices and media controlled by Pylon One, as well as the information assets for which it is the custodian.

Excluded from the scope of this policy are:

- The day-to-day operations of data centres owned and controlled by third parties, which must be aligned with or certified to ISO 27001. However, the control of any Pylon One asset within such centres remains fully within scope.

- On-site deployment at external event spaces. Due to the unique nature of events and the lack of control over planning and infrastructure, on-site deployments cannot be included within the scope.

Describe the company's goal and targets regarding its approach on Security Practices.

The Information Security Management System (ISMS) is a set of policies and procedures designed to systematically manage an organisation's sensitive data. The goal of the ISMS is to minimise information risk and ensure business continuity by proactively limiting the impact of security policy violations. Pylon One uses the ISMS to achieve the following goals:

- Satisfy the security requirements of customers and other stakeholders.
- Improve its plans and activities.
- Meet its information security objectives.
- Comply with regulations, legislation, and industry mandates relevant to data protection and business operations.
- Manage information assets in an organised manner that facilitates continual improvement and adjustment to current organisational goals and the external environment.



GRI 418: Customer Privacy

Our management approach to Customer Privacy

Describe why customer privacy management is integral to the organisation's operations.

Pylon One delivers events globally and adheres to all local privacy regulations. Data privacy and information security are regularly included on the agenda at Board meetings. Pylon One is registered with the UK ICO and aligns with EU GDPR to ensure that customer data is always treated in accordance with these regulations. Additionally,

Pylon One has developed and deployed an Information Security Management System (ISMS). The objective of managing information security is to minimise the impact of security-related incidents and ensure the continued integrity of our services. The ISMS achieves this by managing and mitigating known risks, ensuring consistent management of inevitable changes, and incorporating clearly defined compliance rules, principles, and obligations into the decision-making process.

Provide a description of specific actions, such as processes, projects, programs and initiatives the organisation uses to address its customer privacy management approach.

Security and privacy by design are the main principles defined in the ISMS policies. Processes such as Data Privacy and Protection

Impact Assessments are carried out for new projects, along with Information Risk Assessments. Supplier reviews are conducted annually. Additionally, training and compliance are reviewed during ISMS quarterly management meetings.

Does the company's commitment to customer privacy management approach exceed legal and regulatory standards and is not limited to meeting regulatory and legal compliance?

The company believes we exceed legal requirements and by implementing the ISO27001 framework, continues the company focus on privacy and security by design ensuring utmost protection for privacy on company operations.



Auditor's Statement

INTERPRETING THIS REPORT

The matters raised in this report are only those that came to our attention during the course of our review and are not necessarily a comprehensive statement of all the weaknesses that exist or all the improvements that might be made.

Recommendations for improvements should be assessed by you, the stakeholder, for their full impact before they are implemented. This report, or our work, should not be taken as a substitute for management's responsibilities for the application of sound commercial practices.

We emphasise that the responsibility for a sound system of internal controls rests with management, and our work should not be relied upon to identify all strengths and weaknesses that may exist. Neither should our work be relied upon to identify all circumstances of fraud or irregularity, should there be any.

This report is supplied with the understanding that it is solely for the use of the persons to whom it is addressed and for the purposes set out herein. Our work has been undertaken solely to prepare this report and to state those matters that we have agreed.

To the fullest extent permitted by law, ESG PRO Limited will accept no responsibility or liability in respect of this report to any other party and shall not be liable for any loss, damage, or expense of whatsoever nature which is caused by any person's reliance on representations in this report.

We have no responsibility to update this report for events and circumstances occurring after the date of this report.

ESG PRO Limited is a limited liability company registered in England and Wales no. 10218501 of the registered address Shrawley House, Shrawley, Worcestershire, WR6 6TG, United Kingdom.



Appendices



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