



Impact Report

This report is a reflection of who we are, what we stand for, and the difference we aim to make, both within our business and beyond.

Our purpose

At ACS Group, our approach to Corporate and Social Responsibility is led by our commitment to creating a positive impact from the inside out. It's more than just a saying, it's a mindset that influences our culture, our relationships, and our day-to-day decisions.

We believe that by supporting our people and engaging with our community, we can drive meaningful change. Our efforts are not about recognition, but about our responsibility to be a business who contribute positively to society.





Our mission & Values

Our mission is to create a culture we are all proud of, one that values people, fosters collaboration, and encourages positivity.

This aligns closely with our values, which are based around being a people-centric business. Every individual at ACS Group plays a vital role in shaping who we are. Together, we strive to make a difference, both within our business and our community.



People are
our power



Together
we're better



Go beyond
the expected



Be a force
for **good**



Do it with
heart



Never
stand still

Contents

Our People

- 4 | Our Culture
- 6 | Supporting our people
- 8 | Training & Development
- 10 | Team Building
- 11 | Benefits
- 13 | Recognition

4

Sustainability

Looking after our planet has never been more important. We believe that all businesses have a duty of care to do as much as they possibly can to minimise their impact on the environment.

16

Charity & Partnerships

- 18 | Positive change beyond the workplace
- 19 | Charity partnerships
- 20 | Bradford City of Culture 2025
- 21 | Local Partnerships

18

Governance

We believe that the strongest teams are built on a foundation of diversity, inclusion and transparency.

22

Our proud moments & What we're grateful for





Celebrating a culture we've built together

EOPA 2025

In 2025, we were honoured to be named **Best Workplace at the European Office Products Awards**. This award is a celebration of our incredible team; their dedication, collaboration, and shared belief in creating a workplace where people feel valued and supported.





Supporting our people

Working together to
create a space for
wellbeing and growth

Supporting the next generation

At ACS Group, we recognise that finding the right career path can be challenging, especially for young people just starting out. **Many aren't aware of the wide range of roles available within a business or how their individual strengths can be applied.** That's why we're committed to creating opportunities that help young people explore, learn, and grow. Whether it's through apprenticeships or hands-on experience, our goal is to support them in finding careers they can feel passionate about.

As a business, we proudly welcome work experience students into the office, giving them real-world exposure to different areas of the business and helping them explore a variety of career paths. These experiences not only build confidence and skills, but also open doors to possibilities they may never have considered.

This commitment has brought ACS real benefits. Young people bring fresh ideas, energy, and new ways of thinking that help us evolve as a business. Over the past 17 years, we've welcomed 45 apprentices, mainly through Shipley College, with nearly half still part of our team today. Working across departments such as marketing, customer service, contract management, and new business.

By investing in the next generation, we're not just shaping futures, we're strengthening our own.



Krzysztof Zalewski

Krzysztof joined ACS eight years ago as a late starter apprentice. Within a year, he was trusted to cover a colleague's base during maternity leave, a responsibility he took on with pride.

When ACS secured a major public sector contract, Krzysztof stepped up to co-manage it alongside Sales Manager Paul Jacklin. With support and guidance, he navigated the steep learning curve and grew into a confident, capable professional.

“From someone who was once shy to walk into the office, to someone who can now walk into any room and hold a conversation with confidence. ACS has played a massive part in that. I'm genuinely grateful for the support and development they've given me over the years.”

Sam Walker

Sam joined ACS in 2020 as an IT Technology Sales Apprentice. After exploring various sales roles, including supporting the National Police Contract, his passion for IT led him to work closely with our MIT team.

With growing responsibilities and mentorship from Carl Whitham (Head of Managed IT), Sam transitioned into a technical role, gaining hands-on experience and deepening his skills. His interest in web development then led him to accepting an opportunity to become our full-time Full-Stack Web Developer within our marketing team.

“ACS has supported my growth at every step, recognising my interests and giving me the tools to turn them into a career.”



Never stop learning

Learning is part of everyday life. Apprenticeships are just the start, and we believe everyone should have the chance to grow, no matter their role or career stage.

Over the years, our team has taken on everything from project management courses to leadership programmes, including MBAs. We've supported colleagues through ACCA Chartered Accountant training and AAT qualifications, earned WorldHost Customer Service Excellence as a company, and celebrated achievements in IT, networking, and more.

Whether you're stepping into leadership, sharpening technical skills, or exploring something completely new, we're here to help make it happen. And we couldn't be prouder of the effort our people put in; balancing work, study, and life to reach their goals. That dedication is what makes our culture of growth and improvement so strong.

And the results speak for themselves.

Our team includes people who have achieved:

- Chartered ACCA Accountant
- Level 4 AAT Technician
- Multiple IT and networking qualifications
- Fellows of the Chartered Management Institute (CMI)
- Fellow of the CIPD
- MBAs with Distinction
- Mental Health First Aiders



Jade Hampson

Jade joined ACS at 17 in a sales role that didn't align with her interests. Recognising her potential, she was offered a position in the Accounts Department, where she found her passion and began building her career.

Over the next 10 years, we supported Jade's commitment to her studies until she qualified as a Chartered Accountant. Today, she's our Financial Controller, leading a team and contributing to key initiatives like the Eco Action Team.

"ACS supported me every step of the way, from college funding to flexible working. A decade later, I feel lucky to be part of a company that truly cares about its people."





Building stronger teams

Team building isn't just about ticking a box, we believe it's about connecting with each other, working together, and having a bit of fun along the way.

One of the things people always talk about here is our Q4 Promotion. It runs from October to December and brings the whole company together. In the past, it's been a team challenge, but this year we're mixing it up and focusing on individual contributions.

The buzz during Q4 is something else. People go above and beyond by smashing targets, coming up with creative ideas and going the extra mile, all for the chance to win an all-expenses-paid trip.

Q4 is not just a competition; it's a celebration of what we can achieve when we all give it our best.

"I joined ACS during the first week of Q4 and didn't know what to expect. It helped me meet people across the business and step out of my comfort zone. It's a fun, engaging way to feel appreciated and understand more about others' roles."

Megan Argent | Print Support



Our people, our priority

We know that a healthy work-life balance isn't just a perk—it's essential. That's why we've been listening, learning, and evolving our approach to employee wellbeing.

We're proud of the steps we've taken so far, but we also see this as an ongoing journey. **Here are some of the ways we're working to create a more balanced and supportive workplace:**

Making time for life



Wellbeing
afternoons



Birthday
leave



Holiday
growth



Earlier
finish time



Enhanced Maternity
& Paternity package

Supporting a healthy lifestyle

Exercise Hour

Every week, employees are encouraged to take an hour for physical activity. Whether it's a walk, a run, or a gym session. We want to support a healthy lifestyle.

Talks & Workshops

We host regular sessions on topics that matter, from mental health and menopause to CPR training and pension planning. These aren't just educational, they're about building a culture of care and awareness.

We don't have all the answers, and we're still learning. But we're committed to creating a workplace where people feel valued, supported, and empowered to bring their best selves to work and to life.

Creating a space that works for everyone

We want our office to be a place our team genuinely wants to come to every day. That's why, when we moved into our new premises in May 2019, we saw an opportunity to create a space shaped by the people who use it.

We asked our team what mattered most. While we couldn't quite deliver on the rooftop bar or slides instead of stairs, we worked hard to design an environment that reflects their needs and supports wellbeing.

Today, our office includes spaces designed with wellbeing in mind, such as:



Multifaith room



Quiet room



Tuck shop
(Profits go to Charity)



On-site gym

We know that a great workplace is shaped by the people in it, and we want to keep listening, learning, and evolving to make ACS Group the best environment it can be.



And of course, there's Frosty, our office dog. Adopted in 2019 and now a much-loved member of the team. Frosty brings a sense of calm and joy to the office. His owner, Chris, makes sure Frosty enjoys a full life both in and out of the office, **they are very rarely seen separately.**

Recognising what makes ACS Group special

At ACS Group, we know that our people are what set us apart. It's their energy, creativity, and commitment that shape our culture and drive everything we do. That's why, at the end of each year, we throw a celebration that's all about them.

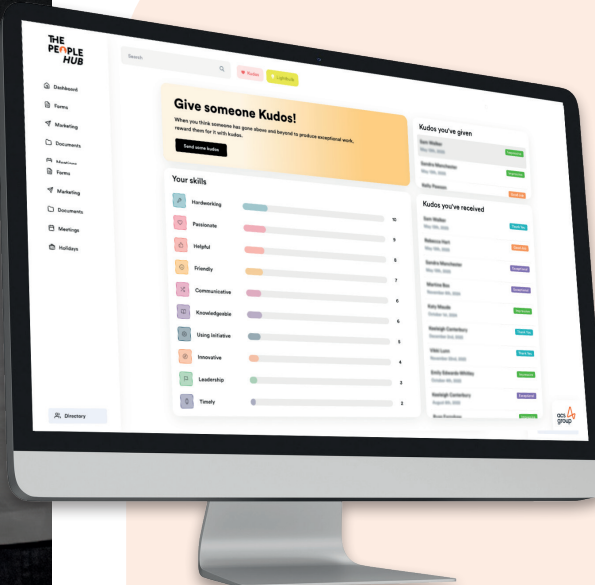
Our annual Christmas party isn't just the normal festive get-together, it's our way of saying thank you. It's a chance to recognise our whole team but also the individuals who've gone above and beyond. From stand out performers to rising stars, we want to shine a light on the people who've made a real difference.

"Winning Operations Person of the Year 2024 was a proud moment that validated my commitment to excellence, teamwork, and driving meaningful change within the marketing team and across ACS Group"

Laura Robinson | Brand & Creative Lead.

But recognition doesn't just happen once a year.

Through our Kudos initiative, we've created a simple way for colleagues to appreciate one another whenever they want to. Whether it's for lending a hand, smashing a deadline, or just being a great teammate, Kudos allows us to celebrate the everyday wins that keep our culture strong. It's a small gesture that helps build a culture of feeling valued and appreciated.



Celebrating our people

Each year, we take time to celebrate those who've reached key anniversaries with us – whether that's 5, 10 or 15 years with us. These moments are an opportunity to say thanks in a way we hope feels more personal and thoughtful. Whether it's a shared experience, a meaningful gift, or simply time spent together, our aim is to show genuine appreciation for the commitment our team brings to ACS Group.

We also like to mark the big company milestones. Over the years, we've thrown everything from family fun days to summer parties to celebrate our anniversaries - each one a chance to come together and celebrate how far we've come as a team.



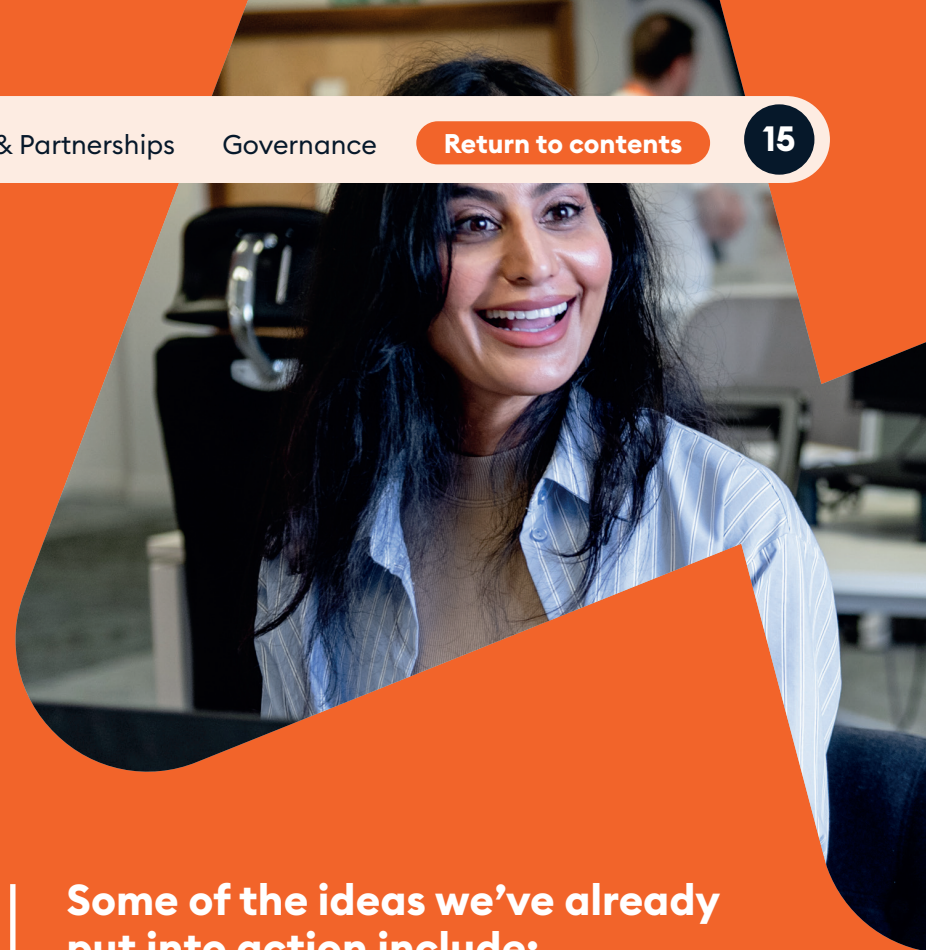
Listening to our work force

It's said that the best ideas often come from the people living and breathing the work every day. That's why listening to our team isn't just something we do occasionally, it's something we build into our daily business.

Throughout the year, we run regular staff surveys to give everyone a chance to share their thoughts, feedback, and ideas. These surveys are more than just a tick-box exercise, they help us understand what's working, where we can improve, and how people are really feeling. The insights we gain shape everything from internal processes to wellbeing initiatives, and they help us make more informed, people-focused decisions.

To keep the conversation going between surveys, we also introduced our 'Light Bulb' feature on our company hub. It's a simple way for anyone in the business to submit a suggestion or idea, big or small, that could make ACS Group better. Whether it's a new way of working, a fresh idea for collaboration, or a tweak to how we do things day-to-day, every submission is reviewed by our leadership team. When something can be actioned, we make sure it's shared company wide, along with the steps we're taking to bring it to life.

This small initiative has a big impact on our culture - not only giving everyone a voice, but it helps make sure we are always looking for improvements in every area of our business.



Some of the ideas we've already put into action include:



Creating a dedicated space to support cross-team collaboration.



Enhancing our internal hub for easier access to tools and updates.



Introducing an extra day off for everyone on their birthday.

Sustainability at ACS

At ACS Group, we are deeply committed to our environmental responsibilities.

Ambitious Net Zero Commitments

Net Zero Scope 1 & 2 by 2028 | Net Zero Scope 3 by 2035

At ACS Group, we take our environmental responsibilities seriously. Our journey towards Net Zero is driven by investment, innovation, and action.

Over the past five years, we have invested £250,000 in sustainability initiatives, including:

- A complete transition to an all-electric vehicle fleet.
- The use of 100% renewable electricity since 2018.
- We have gained the new ISO 14064-1 accreditation as part of our commitment to achieving Net Zero.
- Installation of 220 solar panels, generating over 180,000 kWh of clean energy in just three years.
- Electric vehicle charging ports and smart building energy controls.
- Dedicated sustainability resources and accreditations.

These steps are just the beginning. Our ambitious targets reflect our determination to lead by example and **create a greener future.**

Supply chain leadership

- Promoting refurbished hardware and greener product ranges.
- Encouraging responsible asset disposal.
- Collaborating with suppliers and customers to raise standards in energy efficiency, recyclability, and ethical sourcing.

Community & Social impact

- Supporting local initiatives like Bradford City of Culture 2025 and habitat restoration.
- Partnering with schools and colleges to inspire future talent.
- Empowering our internal Eco Action Team to lead sustainability projects and peer sessions.

Circular economy & Waste reduction

- Hosting Yorkshire's largest Clothing Bank and offering battery, toner, and TerraCycle recycling points.
- Providing refurbished IT products, repairs, and secure, ADISA-accredited asset disposal services.

Together, we're building a smarter, more sustainable future. One initiative at a time.

Sustainable products & Operations

Green office supplies:

900+ rigorously vetted products, removal of all single-use plastics from catalogues ahead of legislation.

Sustainable interiors:

Biophilic walls, oceanic fabric furniture, upcycling and recycling of old materials, and strong supplier partnerships for eco-friendly projects.

Sustainable printing:

FSC/PEFC-certified paper, vegetable-based inks, and zero-waste printing processes.



Leadership & Expertise

Dedicated Sustainability Manager:

Tom Taylor, with 12 years' industry experience and advanced training from the University of Cambridge Institute for Sustainability Leadership, ensuring sustainability remains central to ACS Group's growth.

Recognition & Awards



Raising the Bar
BUSINESS ACTING RESPONSIBLY

Environment Award
(Raising the Bar Awards 2024)



Sustainability Excellence Award
(Bradford Means Business Awards 2023)



Positive change beyond the workplace

We're proud to be part of our local community, and we believe in doing what we can to support the people and organisations around us. Whether it's through partnerships, volunteering, or simply sharing our space, we want to be a business that gives back in meaningful ways.

Here's what we do:



Volunteer days: Every employee gets a paid day each year to volunteer—supporting initiatives like Bradford College's Venturist Programme and local community centres.



Supporting local: From caterers and signage suppliers to event venues, we prioritise local businesses whenever possible.



Sharing our space:

- Hosting a local book club in our meeting rooms.
- Providing gym space for a personal trainer.
- Offering office space to Nu Dental for their growing team.



Practical help: Installed a registered defibrillator outside our office for public use in emergencies.

These aren't grand gestures, they're just small ways we can use what we have to support others.



Charity partnerships: Helping make a change

Over the past 17 years, we've proudly supported a range of charities through fundraising, volunteering, and community initiatives. We've raised **over £160,000** to date, thanks to the generosity of our team and supporters.

How we raise funds

5p donation per order

Salary sacrifice contributions

On-site tuck shop proceeds

Fundraising events and challenges

Charities we support



Smart Works charity

Smart Works is a UK charity that helps unemployed women get into work by providing free high quality interview clothing and one to one coaching, boosting their confidence and job success rates. **They operate through 11 centres across the UK and have supported more than 40,000 women, with most feeling more confident and many securing jobs within a month.**



BRI | Home from Home appeal

Bradford Hospitals Charity's Neonatal Appeal aims to raise £3 million to create a 'Home from Home' next to the Neonatal Intensive Care Unit at Bradford Royal Infirmary. Giving families of premature or very sick babies a free, comfortable place to stay close to their newborn. **The appeal will help support around 500 families a year,** ensuring they have space to rest, cook, shower, and stay together during an extremely difficult time.

Proudly supported Bradford City of Culture 2025

We're really proud to be based in Bradford, a city full of creativity, diversity, and energy, so when it was announced as the UK City of Culture for 2025, we were genuinely excited to see the spotlight shine on our home.

We're committed to actively supporting Bradford Culture and play a small part in something that's set to have a big impact on the city and its people.

For us, it's about more than just sponsorship, it's about being part of something that celebrates what makes Bradford unique. We know that a thriving cultural scene helps attract talent, inspires creativity, and makes the city a better place to live and work. And if we can help support that in any way, we're all in.



BRADFORD 2025
UK City of Culture

Proudly supporting



Local partnerships

We believe that meaningful partnerships are key to understanding local needs, sharing knowledge, and continuously evolving as a business. That's why we actively collaborate with a range of local organisations. From sports teams to business networks, each offering unique opportunities to learn, grow, and give back. Our partners include:



Bradford Bulls

Since 2022, we've proudly sponsored the Bradford Bulls men's and women's rugby teams, as well as the beloved Bull Girl mascot. Supporting the Bulls allows us to champion local talent and align our business with the values of teamwork, excellence, and resilience. We're especially proud to stand alongside the Bulls as they make their return to the Super League, inspiring fans both on and off the pitch.



West & North Yorkshire Chambers of Commerce

Being members of the Chamber of Commerce, gives us access to exclusive insights, emerging trends, and valuable networking opportunities. It's a vital part of how we stay ahead of the curve and continuously improve our services.



Yorkshire Asian Business Association (YABA)

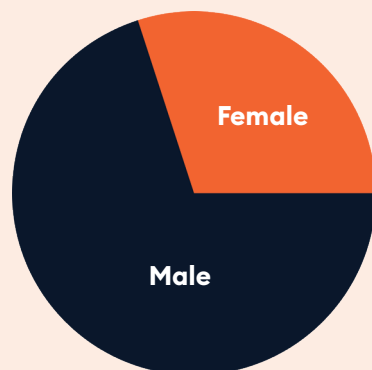
Our membership with YABA connects us to a vibrant network of professionals and resources that support business growth and innovation. It's a partnership that reflects our commitment to diversity, inclusion, and economic development.

Building a diverse and inclusive team

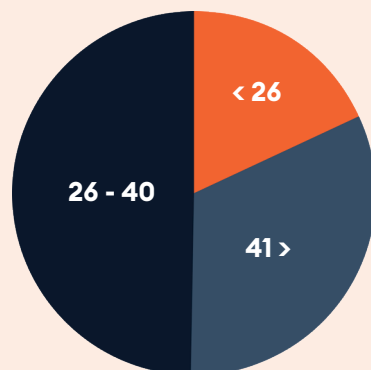
We believe that the strongest teams are built on a foundation of diversity, inclusion, and opportunity and we know that different perspectives drive innovation.

That's why we're committed to creating a workplace where everyone feels valued and empowered, regardless of background, gender, age, or experience. From ensuring gender balance in our leadership team to welcoming both seasoned professionals and apprentices.

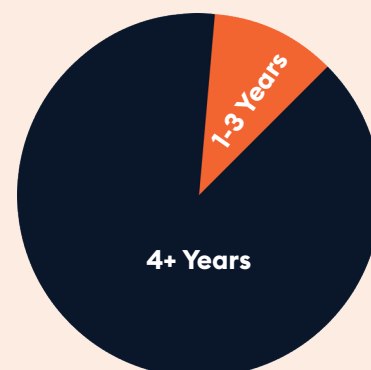
Our culture is reflected in the loyalty of our people: 44% of our colleagues have been with us for over a decade, and 67% have been part of our journey for more than five years. We see that as a sign that we must be doing something right.



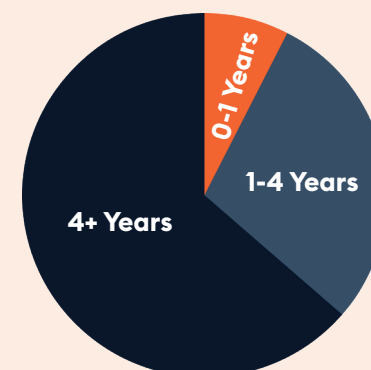
Management team



Age range of employees



Current and former apprentices length of service



Employees years of service

Delivering **excellence**

At our core, we believe in doing things the right way, consistently and transparently. That's why we've committed to achieving and maintaining internationally recognised ISO certifications. These standards provide practical frameworks that help us deliver excellence every day.

For our staff, ISO standards create a clear structure for how we work, ensuring everyone has the tools, training, and guidance they need to succeed.

For our customers, ISO certifications are a promise that we're committed to quality, security, and service. Whether it's how we manage data, delivering products, or handling feedback, our ISO standards ensure we meet and aim to exceed expectations.

For our suppliers and partners, ISO standards build trust. They know they're working with a business that values consistency, compliance, and collaboration.

In short, ISO standards help us raise the bar in everything we do.



ISO 9001 – Quality Management Systems
Showcasing ACS Group's commitment to delivering goods and services of the highest quality, while driving continuous improvement to enhance processes and customer experience.



ISO 14001 – Environmental Management Systems
Demonstrating ACS Group's dedication to sustainability by reducing environmental impact, ensuring compliance, and promoting responsible resource management.



ISO 22301 – Business Continuity Management Systems
Strengthening ACS Group's resilience and mitigating risk by ensuring critical operations continue during disruptions, safeguarding our people, customers, and partners.



ISO 27001 – Information Security Management Systems
Protecting ACS Group and our customers' physical and information security through globally recognised standards, ensuring data integrity, confidentiality, and compliance in a complex digital landscape.



Looking ahead...

Our journey of making a positive impact is far from finished, it's evolving alongside our business. As we grow, so does our responsibility to our people, our partners, and our community. We know there's always more to learn, more to improve, and more ways to contribute meaningfully.

This report reflects where we are today, but we're focused on where we're going. With every step forward, we remain committed to growing in a way that brings others with us creating lasting value not just for our business, but for everyone connected to it.

