

Corporate Social Responsibility

Full Report 2011

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Managing Director's Message

Welcome to our second Corporate Social Responsibility report.

I stated last year, within our 2010 Report, that as a privately owned business our culture is focused on “putting back” and that we take proactive action on climate change and our links within our local communities.

We are fully committed in becoming an integral and influential participant in society and fully understand the vital role we play in shaping the world around us.

We have a long history of supporting the communities directly touched by our services and believe that building and maintaining relationships of trust is vital to the sustainable future of our business. Moreover, volunteering has been an important part of our CSR strategy in 2011.

Our Executive Board endorsed a revitalised ‘Charitable Donations, Volunteering and Fundraising Policy’ in January. We started by working with the staff of British Waterways in adopting a stretch of local canal. This scheme encourages employees to help maintain the canal so that members of the local community can make best use of it and the surrounding area. This was quickly followed by our work with the Police Community Clubs in sponsoring the ‘SCC

Internet Safety Project Award’ by distributing a series of books to 100 schools nationwide.

We also continue to perform well in other key areas of corporate responsibility. Our work in support of our ‘Building a Better Workplace Policy’ made enormous strides last year.

We continue to support the wellbeing of our employees through various initiatives including diet and nutritional advice through our ‘Energy and Productivity Programme’, facilitated by Distance Dieters, and a better health programme through the introduction of a ‘Cycle to Work Scheme’.

Our guarantees to implement carbon neutrality via the Gold Standard stove building project in Kenya have brought enormous benefits to local communities and individuals alike that we are very proud of.



James Rigby
MD, SCC



James Rigby
MD, SCC

7,000 
customer focused
employees

£3 
billion
turnover

 **36**
years track
record

supporting **5** 
million users


Our Commitment to Sustainability and the Environment

We accept our environmental responsibilities and recognise our obligations to contribute to the resolution of global and local environmental issues by reducing our environmental impact and taking a leading role in promoting good practice.

In particular, this will be achieved through our commitment to:

- Operating the business in an environmentally sensitive manner and striving for continuous improvement in environmental performance through setting objectives, targets and developing key performance indicators
- Complying with all applicable environmental legislation, regulations and other requirements pertaining to our business
- Employing sound waste management practices to minimise waste produced and maximise re-use or recycle opportunities with full consideration to our duty of care
- Employing best practice to maximise the efficient use of resources and educating staff on environmental issues and the promotion of individual good practice
- Engaging in dialogue with suppliers, distributors and sub-contractors to encourage their participation in environmental best practice



- 
- Reduce carbon, water, paper and waste consumption in all our premises
 - Increase recycling for ourselves and that of our customers via our Refurbishment and Disposal Department
 - Engage with our suppliers and encourage sustainability best practice under our CAESER methodology

Environmental Management System

In 2005, we were the first organisation of our type to have our Environmental Management System (EMS) certified by Lloyd's Register Quality Assurance (LRQA) to the ISO 14001:2004 standard at our UK-based, technology refurbishment, configuration, disposal and remarketing facilities. We were recertified for another three years in 2008.

Implementation of an EMS and its subsequent certification to ISO 14001:2004, is one of the most effective ways to minimise environmental risks, meet legislative requirements and demonstrate corporate governance.

Certification was awarded following on-site auditing during which we demonstrated adherence to strict environmental polices. This includes managing the environmental impact of our third party suppliers, for example, ensuring waste disposal contractors use the correct procedures.

In 2011 we increased our ISO 14001 scope within the Workshop Repair Department.

Consequently, we now are able to ensure that this area will be able to provide an environmentally efficient service throughout the whole equipment repair chain. This includes a high proportion of cleaning products and packaging that if not managed effectively will have a detrimental effect on the environment.

Carbon Footprint

Carbon Dioxide is an inevitable product of the way we all live today. It is produced primarily through the burning of fossil fuels in:



Electricity generation



The powering of vehicles, trains and aircraft



Home heating and cooking (gas, wood, coal, oil)

It is widely accepted amongst a global coalition of meteorologists and associated scientists that the Earth's atmosphere is warming rapidly and that this change has been brought about by the activities of humans.

Put simply, gases released into the atmosphere by human activity are forming an insulating barrier around the Earth, preventing the natural release of heat from our atmosphere. There are a number of gases that are held responsible for this process, which is sometimes referred to as **'the greenhouse effect'**. While methane and other gases contribute to the problem, the chief culprit, by virtue of the volumes produced, is carbon dioxide.

Our Approach

We have targeted the reduction of carbon dioxide as one of our key objectives over the next 5 years. This year we continued our drive, in this key area, by conducting our 3rd Greenhouse Gas (GHG) Audit.



We have targeted the reduction of carbon dioxide as one of our key objectives over the next 5 years

The Greenhouse Gas Audit

It is essential that we have a clear picture of the impact on the environment.

There are a number of reasons for this:

- CRC Energy Efficiency Scheme compliance
- Identify opportunities to reduce costs (e.g. energy use)
- Benchmark performance, identifying opportunities to improve the organisation's processes
- Provide information to stakeholders and clients
- Define and monitor corporate responsibility targets
- Assess risk for potential future legislation around climate change
- Engage in carbon offsetting or carbon trading (for example becoming a Carbon Zero organisation)
- Be part of larger scale greenhouse gas reporting initiatives

Scoping the Greenhouse Gas Audit

Our Greenhouse Gas Audit organisational boundaries include all activity relating to the operational running of the company, for example energy usage and business travel.

Scope 1, 2 and 3

Within the WRI/WBCSD GHG Protocol Corporate Standard and the ISO 14064_1 standard gasses are split into three scopes:

- **Scope 1** – Direct Emissions (fuel combustion, company owned vehicles)
- **Scope 2** – Indirect Emissions (such as purchased electricity for own use)
- **Scope 3** - Indirect Emissions (outsourced operations, business travel in vehicles not owned by the company,

embodied energy in products purchased, waste disposal)

All emissions that fall into Scope 1 and 2 have been included in this Greenhouse Gas Audit. A portion of emissions which fall into Scope 3, but which are considered critical to our day to day operational activity, have also been included in this audit, for example business travel in vehicles not owned by the company, whereas the emissions associated with waste and embodied energy of products have not been included.

To summarise, Greenhouse Gas Audit covers:



Energy use



Business travel in company owned vehicles



Business travel in private vehicles



Business travel for flights

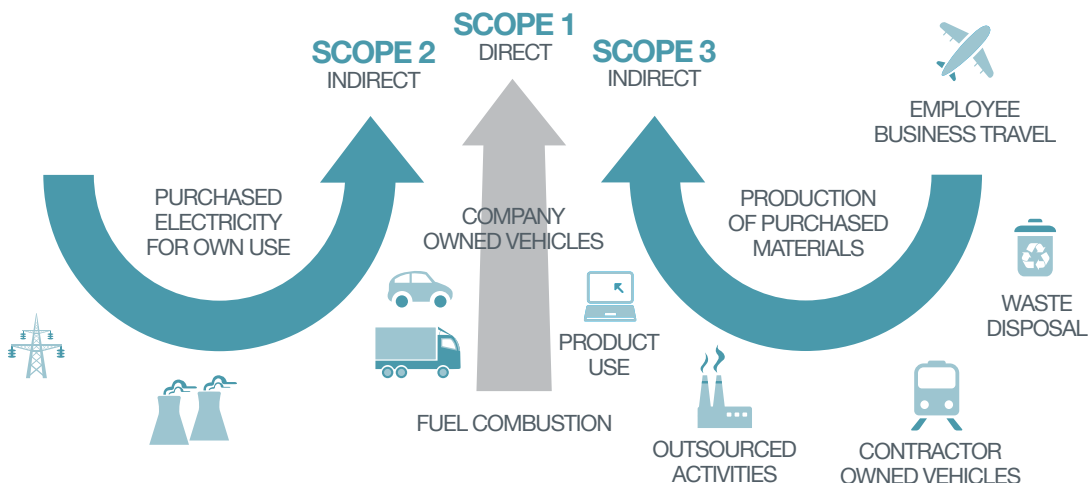


Employee travel on public transport



Overnight hotel accommodation

Scope 1, 2 and 3 CO₂ SF₆ CH₄ N₂O HFCs PFCs



2010/2011

GHG emissions from operational activities

12,446.07

tonnes of CO₂e

Total Carbon Footprint 2010/11

The total carbon footprint for the reporting period was 12,446.07 tCO₂e.

This represents a 52.17% increase from 2009/2010 and a 30.56% increase from 2008.

Whilst there was a significant increase in gas and electric emissions from 2009/2010 to 2010/2011, this was due to the fact that more sites were included in the 2010/2011 auditing period to accommodate the demands of the CRC Energy Efficiency Scheme. As a result, estimated and actual energy consumptions were calculated for the first time for all our sites. Although, there was a significant increase in emissions, compared to previous years, the current results will allow greater

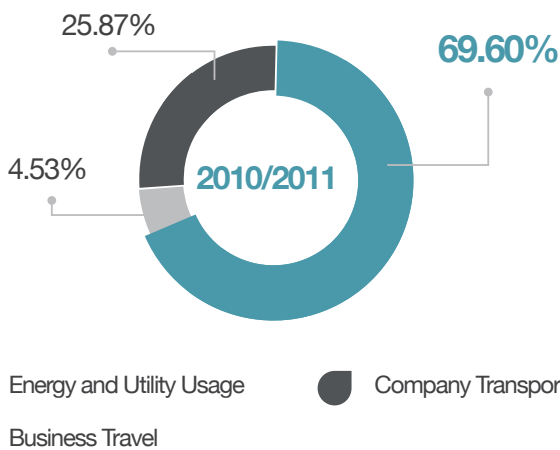
transparency of our overall performance which will drive our commitment to reducing utility consumption and ultimately their GHG Emissions.

Electricity consumption and company diesel cars had the largest carbon impact, accounting for 62.8% (up from 48.27%) and 9.36% (down from 13.44%) of the total emissions. Tube and taxi transport contributed the least tonnage accounting for 0.14% (down from 0.16%) emissions.

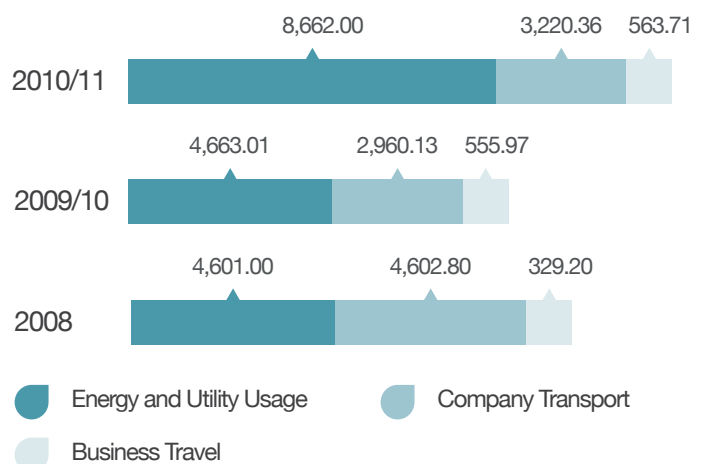
The total breakdown of our emissions is shown within the following table.

Carbon Activity	tCO ₂ e %
Electric consumption	62.80%
Gas consumption	6.77%
Water	0.02%
Flights	1.92%
Trains	1.35%
Hotels	1.11%
Tube	0.12%
Taxis	0.02%
Diesel car allowance	8.77%
Petrol car allowance	6.58%
Company diesel cars	9.36%
Company petrol cars	0.47%
Staff owned diesel cars	0.23%
Staff owned petrol cars	0.47%
Total	100.00%

Carbon Emissions 2010/2011 (12,446.07)



Emissions 2010/2011



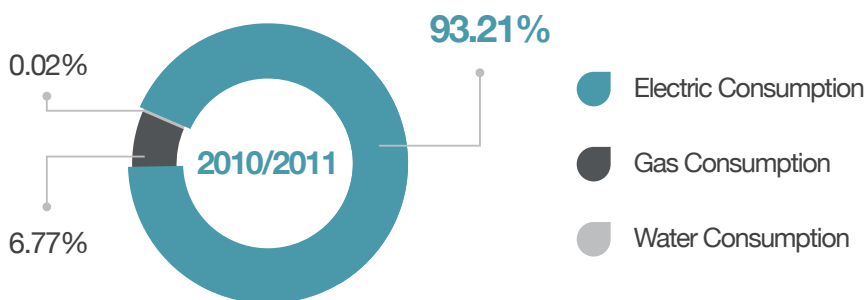
Energy Consumption

Energy and utility consumption comprised 69.60% of the total emissions. Electricity was the single largest source of emissions, accounting for 93.21% of the total emissions.

There was a significant increase in gas (332.45 tCO₂e to 843.05 tCO₂e) and electric (3,947.783 tCO₂e to 7,815.91 tCO₂e) from 2009/2010 to 2010/2011. This was because more sites were included in the 2010/2011 period. There were a total of 22 sites included in the

2010/2011 auditing period. Data was complete and grouped into estimated and actual consumptions in compliance with the CRC Energy Efficiency Scheme.

Carbon Emissions 2010/2011 (12,446.07)



Electricity was the single largest source of emissions, accounting for

93.21%

of the total emissions

Electric Carbon Activity

2010/11	7,815.91 tCO ₂ e
2009/10	3,947.78 tCO ₂ e
2008/09	4064.22 tCO ₂ e

Water Carbon Activity

2010/11	5.04 tCO ₂ e
2009/10	3.82 tCO ₂ e
2008/09	3.04 tCO ₂ e

Gas Carbon Activity

2010/11	843.05 tCO ₂ e
2009/10	332.45 tCO ₂ e
2008/09	534.17 tCO ₂ e

Gas consumption increased by

153.59%



Company and staff owned cars

The carbon emissions from company and equipment transport amounted to 3,220.36 tonnes of CO₂e.



Diesel car usage was the most carbon intensive transport accounting for

9.36%

As in 2009/2010 audit, diesel car usage was the most carbon intensive transport accounting for 9.36% emissions. Staff owned diesel and petrol cars and company petrol cars had the least carbon impact, 0.23%, 0.47% and 0.47% emissions respectively.

There were significant increases in emissions for small staff owned diesel cars (9.85%), allowance for medium size cars and company cars (19.97% and 40.53% respectively), and allowance for large size diesel cars and company cars, (47.32% and 64.44% respectively). All other forms of transport showed a general decrease in emissions from 2009/2010 to 2010/2011.

There were significant increases in emissions in small petrol company cars and staff owned cars, allowance for medium

sized cars and company cars, and staff owned large petrol cars. All other forms of transport showed a general decrease from 2009/2010 to 2010/2011. It is important to note that there were net zero emissions for large petrol company cars for the current reporting year.

There was a general decrease in emissions from staff owned vehicles for 2008/2009, 2009/2010 and 2010/2011. Company petrol cars remain the least carbon intensive form of transport though there was a slight increase (65.39tCO₂e) in emissions from 2009/2010 to 2010/2011. Diesel allowance and company diesel cars were the most carbon intensive activities. Diesel allowance demonstrated a 26.13% increase in emissions and company diesel cars 5.95% increase.



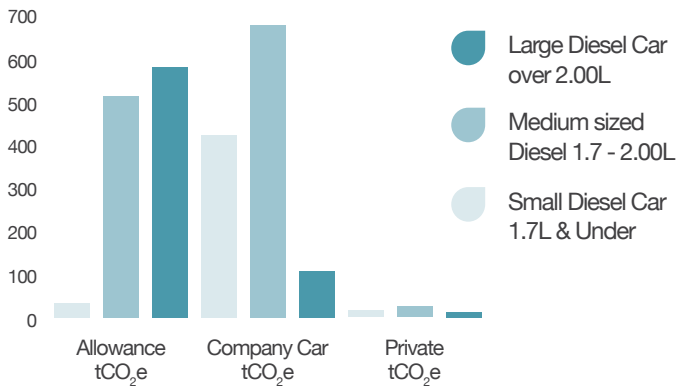
Company petrol cars remain the least carbon intensive

65.39 tCO₂e

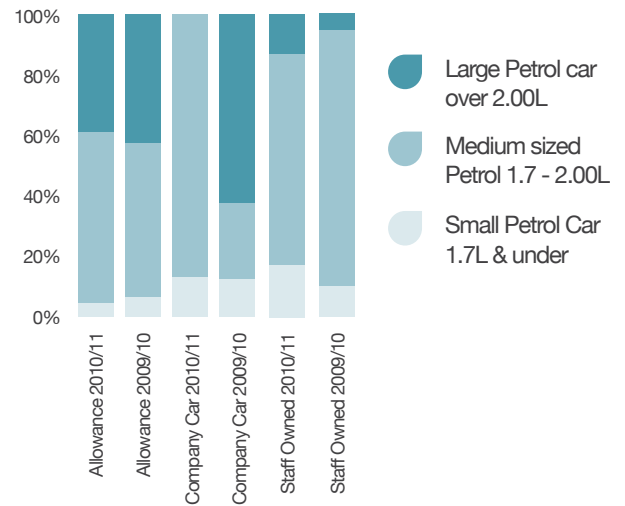
Comparison of Company Transport Emissions



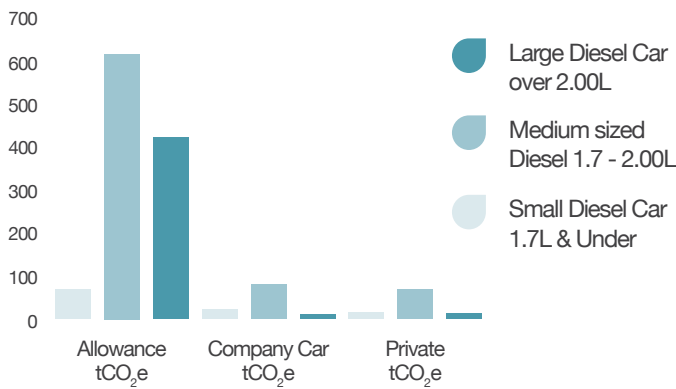
Carbon Emissions: Allowance / company / staff owned diesel cars



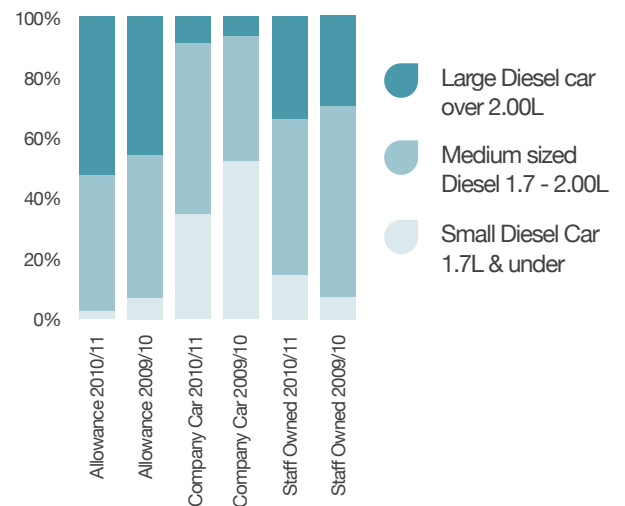
Comparison of Petrol Car Emissions



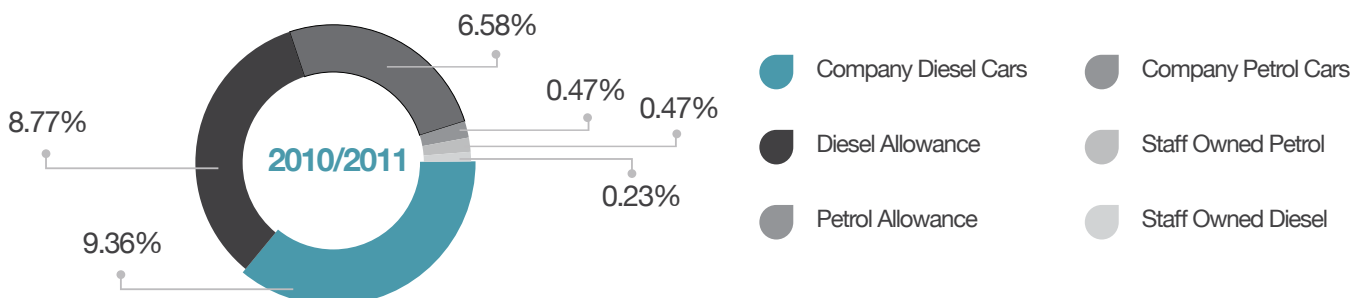
Carbon Emissions: Allowance / company / staff owned petrol cars



Comparison of Diesel Car Emissions



Percentage Emissions: Allowance / company / staff owned cars



Business Travel

Business Travel comprised 563.71 tonnes of CO₂e.



Our flights have decreased by **17.96%**

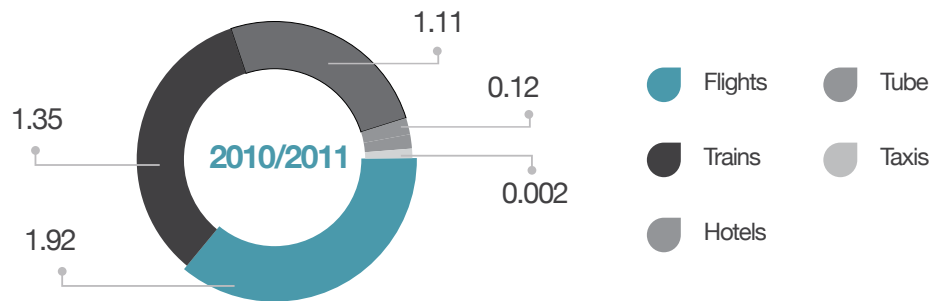
From this percentage, flights had the largest carbon impact, comprising 1.92% emissions. Taxis and tube transport were the least intensive forms of transport accounting for 0.14% emissions.

Through our focus on providing video conferencing facilities throughout key locations

within the business, there were significant decreases in flights and taxis for all of the reporting years.

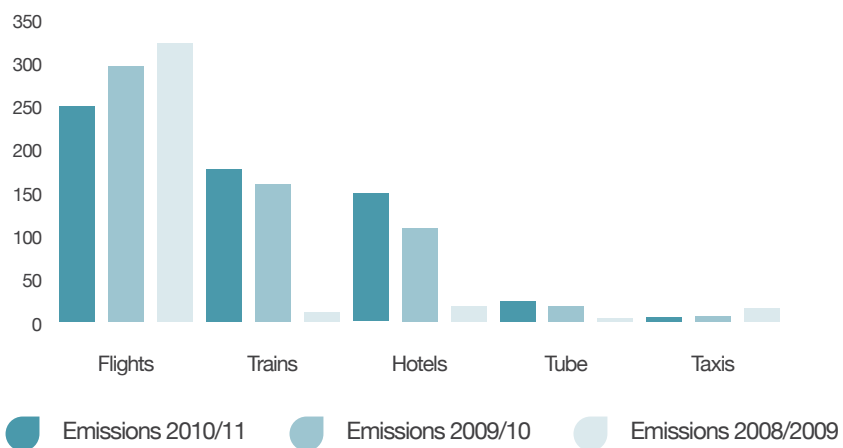
Flights demonstrated a 17.96% decrease and taxis 8.78% decrease. In contrast, trains, hotels and tube transport all had general increases from 2008/2009, 2009/2010, and 2010/2011.

Carbon Footprint of Business Travel (563.71 tCO₂e)



Taxi transport saw a decrease of **8.78%**

Comparison of Business Travel Emissions



Comparison of Emissions 2008/2009, 2009/2010 and 2010/2011

The following table shows the general trend of emissions from the 2008 period. There were significant decreases in emissions for water consumption, staff diesel and petrol cars, petrol allowance, flights and taxis.

Total carbon footprint

	Emissions 2010/11	Emissions 2009/10	Emissions 2008/09
Electric	7,815.91	3,947.783	4,064.22
Gas	843.05	332.45	534.17
Oil	N/A	N/A	2.61
Water	3.04	382.778	3.04
Company Diesel Cars	1,164.50	1,099.11	1,161.54
Company Petrol Cars	57.99	22.89	26.09
Staff Diesel Cars	29.16	49.36	869.65
Staff Petrol Cars	58.76	66.78	906.02
Diesel Allowance	1,091.28	865.18	1,281.76
Petrol Allowance	818.67	856.81	356.63
LPG Fuel Card Purchases	N/A	N/A	1.11
Flights	239.28	291.675	311.6
Trains	168.21	152.212	5
Hotels	138.32	98.98	2
Tube	15.20	10.143	2.5
Taxis	2.70	2.958	8.1
Total	12,446.07	8,179.109	9,533

Water consumption demonstrated the largest decrease of 99.20% decrease. This was due to a significant decrease in water consumption patterns from 2009/2010 (1,386,878 cm) to 2010/2011 (10,139 cm).

¹ Though there was a large percentage increase for Company Petrol Cars (Hybrid Vehicles), overall carbon emissions were relatively low when compared to other carbon activities. No Large Petrol Cars were used in 2010/2011, hence the petrol fleet decreased from 2009/2010. Results solely reflect an increase in mileage.



Emissions for rail usage
increased to

168.21



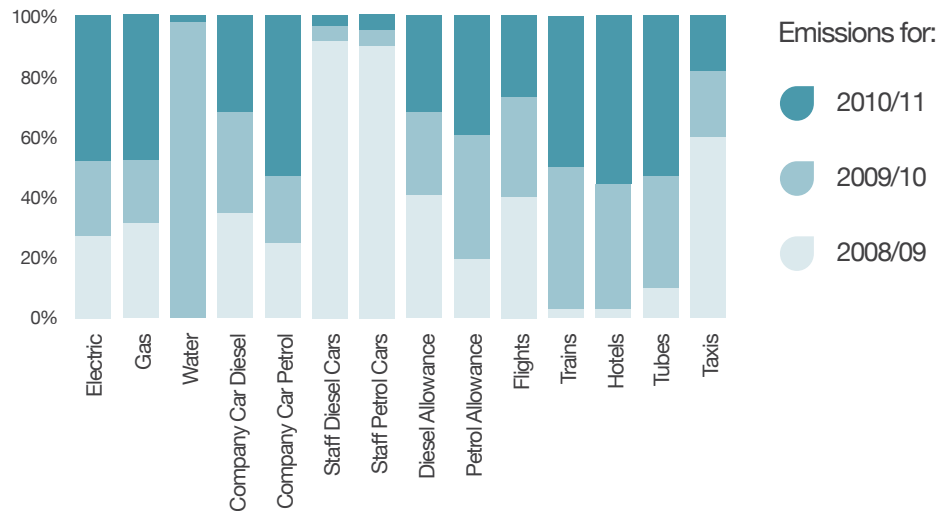
Staff diesel allowance
decreased to

29.16



Emissions for flight allowance decreased to **239.28**

Comparison of annual emissions 2008/2009, 2009/2010 and 2010/2011



Percentage Emissions of Carbon Intensive Activities

Carbon Activity	Percentage Increase 2009/10 to 2010/11	Percentage Decrease 2008/09 to 2009/10
Electric Consumption	97.98%	2.87%
Gas Consumption	153.59%	37.76%
Company Diesel Cars	5.95%	5.38%
Company Petrol Cars	153.34%	12.27%
Diesel Allowance	26.13%	32.51%
Trains	10.51%	
Hotels	39.75%	
Tube	49.86%	



99.21% decrease in water consumption

The table demonstrates that carbon intensive activities were reduced for the 2008/2009 to 2009/2010 period; however operational running of our activities increased these emissions for the current reporting period. This was due to a number of reasons such as increased number of sites and greater consumption rates, particularly for electricity and gas usage.

Though there was a large percentage increase for company petrol cars (hybrid vehicles), overall carbon emissions were relatively low when compared to other carbon activities. No large petrol cars were used in 2010/2011, hence the petrol fleet decreased from 2009/2010. Results solely reflect an increase in mileage.

Our Commitment to Sustainability

With 80% of the nation's IT systems running obsolete or unsupported software, our core business helps organisations affordably access best of breed and green technologies, remove inefficiencies and enhance business performance.

Everything we do has an environmental affect, be it positive or negative. Our Sustainability Policy commits us to continually improve the sustainability of all our services and working practices.

Our Sustainability Commitments

- Reduce carbon emissions from premises and vehicles in-line with our commitment to the Carbon Reduction Commitment
- Reduce water consumption in all our premises
- Reduce paper consumption in all our premises
- Reduce waste from all our premises and those of our customers where we have a major presence
- Increase recycling for ourselves and that of our customers via our Refurbishment and Disposal Department
- Engage with our suppliers and encourage sustainability best practice under our CAESER methodology
- Encourage "green travel plans" for staff and customers and continue to encourage the use of video and telephone conferencing
- Increase our activity in sustainable projects both within the UK and abroad

Sustainable Projects within the UK

Focusing on sustainable projects abroad is only part of what we, as a company, aim to accomplish. We were awarded the Green Grid Award for Sustainability 2011 at the Data Centres in Europe Awards.

Awarded the prestigious prize ahead of a very competitive list of nominees, we emerged ahead of the field after judges praised our environmental strategy that combines

innovative approaches to carbon reduction with an unrivalled long term vision. The panel highlighted our whole lifecycle approach to our data centre building - which saw an existing structure utilised to create a new facility founded on energy efficiency - and similarly commended our carbon offsetting initiative, which distributes fuel-efficient cooking stoves to poor African communities.



Sustainable Projects abroad

We recognise that it is not going to be possible for the business to completely eliminate the current carbon footprint. After taking all sensible carbon reduction steps, we believe that it makes absolute sense to 'neutralise' or offset those emissions that it has not been possible to remove.

To do otherwise is simply to ignore our contribution to climate change. Over the next 5 years we intend to invest in a managed project in Africa.

The Gold Standard Foundation is a non-profit organization under Swiss law that operates a certification scheme for premium carbon credits.

The Foundation has trademarked the Gold Standard label, which is today internationally-recognised as the leading indicator of quality in carbon markets.



Gold Standard Verified Emission Reduction credits are offered for sale in compliance offset markets established by the Kyoto Protocol. The Foundation has trademarked the Gold Standard label, which is today internationally-recognised as the leading indicator of quality in carbon markets.

The Gold Standard incorporates all five United Nations Framework Convention on Climate Change (UNFCCC) criteria for Clean Development Mechanism (CDM) carbon offset projects, namely:

- Additionality of emissions reductions compared to the 'business-as usual' situation
- No adverse environmental impact (do not harm assessment)

- Consistency with host country sustainable development strategy (projects must contribute to the countries sustainable development)
- Emissions reduction benefits that are real and measurable (establish baselines and monitor emissions savings)
- No diversion of Overseas Development Assistance (ODA) to finance carbon offset projects

All projects are operated to the highest standard and are subject to the CarbonZero Guarantee. This means that no matter what happens, there are always guarantees to offset the amount of Greenhouse Gases for which it has been paid. Examples of the projects being assessed are as follows:

Energy Efficiency Projects

We are working with local social groups in East Africa to replace the use of open fires for cooking with energy efficient cooking stoves. The energy efficient stoves are made entirely in East Africa and utilise the Rocket stove technology which offers a good balance between cost, life expectancy and efficiency.

In addition to the saving in greenhouse gas emissions, the reduced need for firewood and the burning of rubbish leads to a corresponding reduction in the amount of time spent collecting cooking fuel.



Kenyan Energy Efficient Stoves – Charcoal Fuel

These stoves reduce firewood consumption by half and save in the region of 3.6 tonnes of Greenhouse Gas emissions a year, over 15 tonnes over the 5 year life span, in comparison to traditional cooking methods.



Kenyan Energy Efficient Stoves – Wood Fuel

These stoves reduce firewood consumption by half and save in the region of 3 tonnes of Greenhouse Gas emissions a year, 15 tonnes over the 5 year life span, in comparison to traditional cooking methods.

Recycling & Green IT



284 tonnes
of display units were
recycled during 2011



135 tonnes
of cardboard was
recycled during 2011

We have a 50,000 sq ft centre dedicated to asset recovery and recycling where over a quarter of a million items are processed every year.

Our recycling plant adheres to a zero landfill policy, guaranteeing optimal recovery and minimal environmental impact. The plant produces recycled raw materials ready for manufacturing. It is centrally located in Birmingham, within 120 miles of 85% of the UK population, reducing the environmental cost of transporting equipment to and from the site.

We refurbish and remarket over £1.5 million worth of redundant IT goods every year, considerably extending their lifespan and reducing waste. Extending the

usable lifespan of PCs significantly reduces the environmental impact of IT, as the bulk of fossil fuels that a PC will consume over its lifespan are used at the point of manufacture.

The table demonstrates a considerable increase of recycling material in-line with our objectives within our Sustainability Policy.

We are fully aware of our obligations under the ROHS, REACH Regulations and in particular the responsibility of businesses which place electrical and electronic equipment on the market in the EU (WEEE). We can



Use of Recycled Material or Products

We use recycled materials in its operations including:

- Full pre-audit of all business essential requests by Group Purchasing Manager in order to ensure no “over-ordering” of supplies
- Introduction of paper recycling scheme throughout all Head Office departments
- Implementation of re-use process at our distribution sites of wood pallets, internal and external packaging
- All plastic, polystyrene and cardboard and non hazardous WEEE are recycled at our Neo Park facility where it is feasible to do so

also confirm we have put in place policies and procedures to ensure that new electrical and electronic equipment which we place on the market on or

after 1st July 2006 does not contain hazardous substances as defined under the ROHS Regulations.

During the period January – November 2011 we recycled the following:

Material	Tonnage 2010	Tonnage 2011	Increase
Display Unit	320	284	-
Ferrous Metals	286	391	105
Cardboard	135	194	59
Cables	38	66	28
Batteries	19	17	-
Non-Ferrous Metals	16	23	7
PSUs	15	56	41
Shrink Wrap	14	17	3
Toners	9	11	2
Polystyrene	5	6	1
Paper	5	6	1
Copper	2	5	3

We refurbish and remarket over

£1.5 million
worth of redundant IT goods every year

Community Engagement

We have a long history of supporting the communities directly touched by our business and we believe that building and maintaining relationships of trust in the community is vital to the sustainable future of our business.

Our investment is structured in two areas.

Our strategic programme focuses on addressing issues relating to financial systems and poverty in the UK. The Rigby Foundation, a registered charity, which operates independently of the business, delivers this programme.

At a corporate level we have a significant giving programme supporting employee, as well as community, interests.

Our primary activity will involve corporate fundraising days for

charities recommended by our employees.

The number and size of charities will vary throughout the year. However, it is our aim that these fundraising events will:

- Partner local charities which focus on social and environmental needs relevant to that community
- Support local sports and arts organisations that provide opportunities for our employees to maintain a healthy work/life balance
- Build long-term relationships with schools close to our main office sites



Charity Contribution

Within the past 12 months we have contributed a significant amount to charitable organisations.

Help for Heroes was founded in October 2007 out of a desire to help the wounded Servicemen and women returning from Afghanistan and Iraq. They are a strictly non political and non critical charity who simply wants to help. They believe that anyone who volunteers to serve in time of war, knowing that they may risk all, is a hero.

“We may not be able to prevent our soldiers from being wounded, but together we can help them get better.”

Help for Heroes philosophy

In 2011 we contributed over £4000 to local and national based charities as a result of our “Dress down Friday” policy and other initiatives.

British Waterways Canal Adoption Scheme



Chris Lawrence, Oracle Sales Consultant

“I volunteered as I wanted to see the state of the canal and the difference we could make for myself. Until then, I didn’t realise that a volunteer scheme even existed. I have since been on the British Waterways site and registered my interest for more of the same locally. It was an enjoyable afternoon meeting other people from SCC.”

When we were approached by British Waterways, one of our biggest public sector customers, to take part in their Canal Volunteer Adoption Scheme, we jumped at the challenge.

The scheme gives us the opportunity to give back to the local community by adopting a one mile stretch of the Grand Union Canal, situated at the rear of James House, our European Headquarters. Once one of the busiest canals in the country, today, its charms lie in its diversity, offering a wide variety of landscapes, wildlife, architecture, historic craft and buildings but it is being spoilt by unnecessary vandalism and disrespect.

We want to make a difference. Our challenge will be to transform this stretch of the canal from its current unruly state into a stretch of waterways that we can all be proud of.

The feedback has been excellent:

Kay Wright, Rebates Analyst

“What a fantastic experience. It really does just go to show what an SCC team is capable of when we work so well together.”

Mark Makepeace and Sharron James, Customer Management & Business Development

“Taking part in the canal adoption scheme was a practical demonstration of how we’re taking our approach to CSR and making it real. Given the recent events in Birmingham, where a mindless minority cast a shadow over the whole country, teamwork like this really does show there is goodness in our community and the power local businesses have in supporting these ventures that can be enjoyed by all.”



Police Community Club Internet Safety in Schools Project

The Community Education Awards celebrate the efforts of those actively helping children and young people to become positive members of their communities.

We work in partnership with The Police Community Clubs of Great Britain to support these Awards that recognise the work being done within UK schools to ensure that children are able to safely use the Internet.

In 2011, we ran a volunteer programme that saw our staff deliver Internet safety packs into primary schools throughout the UK.

As part of our commitment to CSR, we gave our staff the chance to personally deliver the packs to a school that may be near their home or that they have a personal connection to.

The programme was aimed at Key Stages 1 and 2. Along with the packs, our staff also delivered a demonstration to pupils on how to use the Internet effectively and safely within the classroom. Both the packs and the demonstration explained to children the dangers of surfing the internet, and more importantly, how to stay safe.

Whichever school demonstrated they had most effectively deployed safe teaching methods via the Internet will win the "The SCC Internet Safety Project Award" at the Community Education Awards held in May 2012.



'Caught In The Web', teaches about e-safety and cyber bullying. The book looks at issues surrounding social networking sites such as Facebook and contains information on how to use these websites safely. It also looks into the issue of cyber bullying on both social networking sites and through using mobile phones.



Our People

All employees should have the benefit of a working environment that makes a positive contribution to their own sense of well-being, personal development and security.

We recognise that the working environment includes the way in which the workload is managed as well as the physical conditions in which the work takes place.

As a leading Technology Solutions Provider, we believe that having a management ethos committed, within operational constraints, to addressing the needs and expectations of employees, is likely to contribute toward optimum business effectiveness.

Our approach is simple and supported by our family values.

Moreover, we are determined to fulfil our responsibilities to our employees.

We will endeavor to manage these in an effective manner, believing that a sound and demonstrable investment in our employees is, as a responsible business, a fundamental part of our success.

In addition, the company will constantly strive to encourage feedback from our employees, through online and offline feedback methods, in order to

enable their opinions to shape and improve the company in which they work and contribute to the success of.

Within the last 2 years we have trained over

800

members of staff and

200

managers in the principles of Health and Safety



Training on Health and Safety

Over the past 12 months the company has developed a robust training strategy around the subject of Health and Safety.

Training for Director, Managers and staff is now mandatory. The training was designed by the company's Learning and Development Department in conjunction with the Health and Safety Department.

All new employees are mandated to attend the company's Corporate Induction where training on Health and Safety, Manual Handling and, if appropriate, Working at Height is delivered.

As a result our Health and Safety culture has improved enormously. Traditionally, our recorded accidents and near misses are well below the expected average. This year we have seen a huge reduction in the level.

Accident Reporting and Performance

As a result of our initiative to train all company employees we have reduced our serious accident number (RIDDORS) from 20 in 2009 to 5 within 2011.

Our overall number of accidents/near misses has decreased dramatically from a peak of 214 in 2007 to 119 in 2011. We fervently believe that

this is a result of the training being delivered as this has increased the amount of best practice within our operational processes and overall has lifted the awareness of Health and Safety throughout the whole of the business.

Our overall progress with regard to accidents and incidents has been excellent over the past 5 years. One area of note is the number of accidents/incidents per 100,000 hours worked. This was 2.54 for 2011 the lowest amount recorded within the past 5 years. Further details are within the table below.

1200

employees trained in Manual Handling

	2011	2010	2009	2008	2007
Accidents : RIDDORS	119:5	160:8 (5%)	145:20 (13.8%)	164:9 (5%)	214:7 (3%)
3 days+	03	07	20	09	07
Major Injury	0	1	0	0	0
Incidence rate					
(Total No of acc / Ave No of Emp x 100,000)	4905.19	6794.06	6255.39	7047.70	9349.06
Annual Injury Incident rate					
(No of reportable injuries/Ave No of Emp x 100,000)	206.10	339.70	862.81	386.76	305.81
No of accidents / incidents per 100,000 hours worked	2.54	3.35	3.11	3.65	4.85
No of reportable accidents per 100,000 hours worked	0.10	0.18	0.45	0.20	0.16

Engaging the Workforce

Distance Dieters

As part of our Building a Better Workplace policy we decided to focus on health and wellbeing of staff, particularly diet and nutritional awareness.



Consequently, we decided to employ the services of Distance Dieters to help individuals understand the subject of healthy diet and exercise as a means of increasing energy and productivity within the workplace.

The 12 week individually based programme was funded by the company. In 2011 50 members of staff took up the challenge.

Each member had the common goal of improving their health, energy and productivity in the workplace. Good health is important in the workplace as it enhances overall wellbeing, self-confidence and positivity.

Our overall aim was to address health by addressing food and diet, weight, energy and productivity. The programme gave a full understanding on how our body deals with food enables us to avoid the post-lunch, 'graveyard shift' slump and keep alert and energised throughout the day. Individuals were shown how

to manage their health, emotional wellbeing and weight by creating their own personal eating and exercise blueprint.

The results were impressive with 85% stating that they had:

- Attained their weight loss/weight gain goals
- Made the necessary changes to their diets to improve health, wellbeing and productivity
- Reported a marked increase in their energy making them productive throughout the working day and avoiding the afternoon downtime and energy slump

The 12 week individually based programme was funded by the company





Cycle-to-work scheme

As part of our initiative to promote better health amongst our staff, we signed up to take part in the Government's Cycle-to-work scheme, giving all employees the opportunity to acquire a brand new bike and accessories up to the value of £1,000 completely tax, NI and VAT free. This has been a very successful scheme with a significant amount of employees' now proud owners of brand new bikes that they use to cycle to work and keep fit.

The average cyclist saves
over **£600** a year in
car running costs
and burns over **8,391**
calories cycling to work
each month

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About SCC

SCC is Europe's largest independent technology solutions provider around the infrastructure, and is part of Specialist Computer Holdings (SCH) plc. The Group has regional operations in seven different countries, employs over 7,000 professional staff and has delivered sustained, profitable growth for some 36 years, with annual turnover exceeding £3 billion.

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