



# CSR Report FY14

People do business. We make it work.

We enable people to do business by planning, supplying, integrating and managing their IT.


We make IT work through partnership, knowledge and passion: trusted to run IT infrastructure and services for leading business across Europe for 40 years.

People do business. We make it work.





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Our aim is to harness the power of technology to transform lives with the objective of enabling our people to positively contribute in a way that is personal, valuable and meaningful to them and the business.





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# Our Message



**CEO** – James Rigby

Corporate Social Responsibility is really important to me. It underpins our values as a family run business and helps us give back to those in need.

Our aim is to harness the power of technology to transform lives with the objective of enabling our people to positively contribute in a way that is personal, valuable and meaningful to them and the business.

Our CSR Policy focuses on Charity & Community, our People, and Sustainability & the Environment. Throughout 2013/14, we have supported and won awards, held charitable and community events, and continued sustainable projects, all detailed in this report.

Charity and Community events we have been involved in include the Challenge Africa trip in partnership with CO2balance, Byte Night, a sleepout in aid of Action for Children, and the Police Community Club Internet Safety in Schools Project.

We have also given our employees the opportunity to improve their wellbeing with access to a host of benefit schemes, delivered by the Government's Cycle to

Work Scheme and our partnerships with The Healthy Employee and Salary Extras.

Our Commitment to Sustainability and the Environment continues to grow, and I am proud to say that we won Electrical and Electronic Equipment Recycler of the Year at the 2013 National Recycling Awards.

Our long-standing partnership with CO2balance enabled us to offset 100% of carbon dioxide emissions from our Data Centres and Recycling operations. We were declared a CarbonZero company for the fourth year running.

2013/14 marks another great year for CSR, something we continually look to improve.

Looking ahead to 2014/15, our dedicated CSR Committee has developed a new strategy aimed at achieving even higher standards, with targets included throughout this report. These are the areas in which we would like to improve, and I look forward to updating on our successes next year.

## Our CSR Committee



**Tracy Westall** – Director of Corporate Services



**Fay Gleeson** – PA to Tracy Westall



**Neil Atkins** – Marketing Director



**Sarah Coburn** – Marketing Executive Internal Comms & CSR



**Andy Wright** – UK Commercial Director



**Dean Lewis** – Head of Support Services



**Tim Kenny** – Senior Marketing Manager



## Our Approach

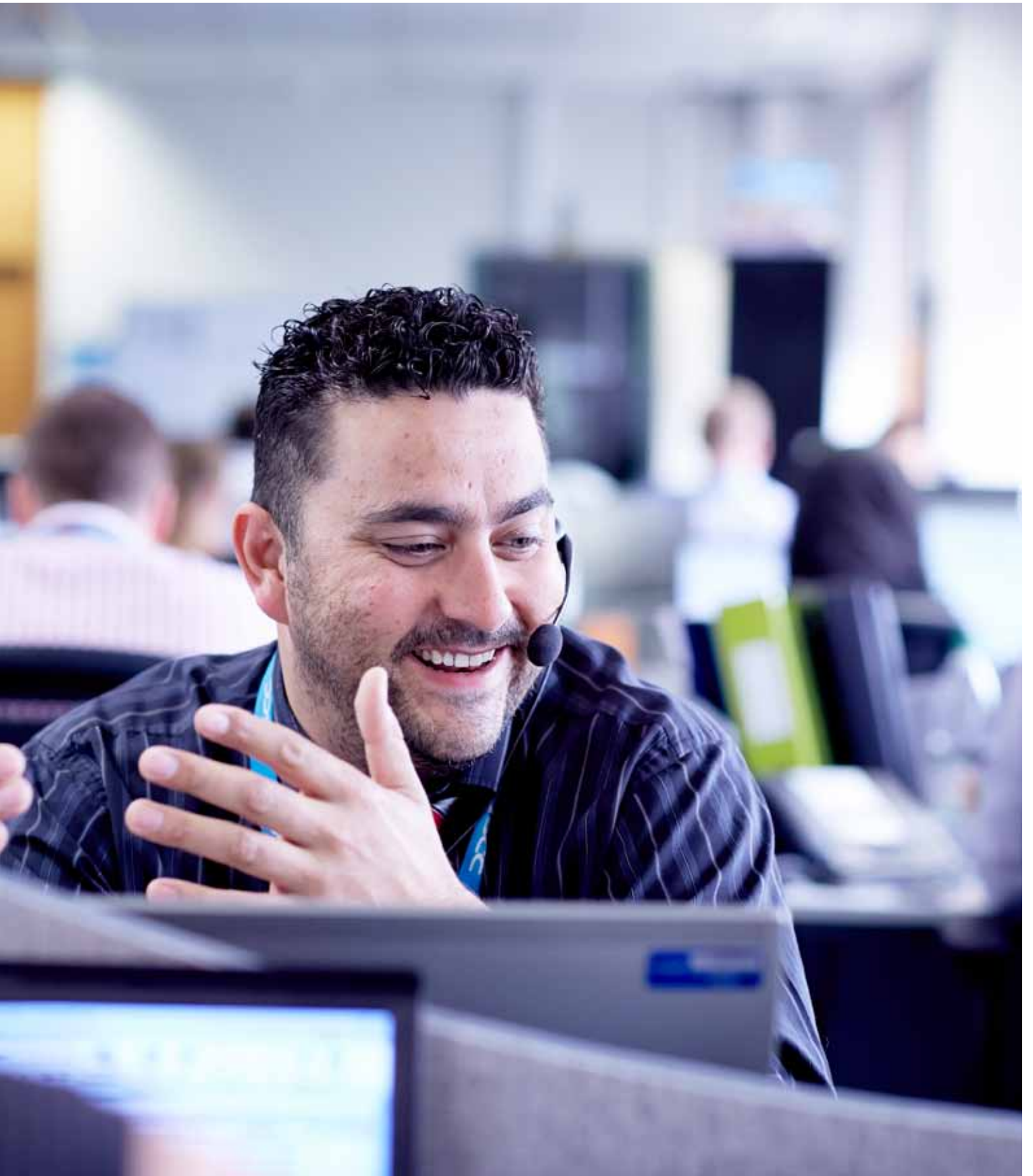
Our approach is simple and supported by our family values. We are determined to fulfil our responsibilities to our customers, employees, suppliers, communities, charities and the global environment.

We are committed to ensuring that our business is ethical, safe, professional, environmentally responsible and active in the community.

Our aim is to harness the power of technology to transform lives with the objective of enabling our people to positively contribute in a way that is personal, valuable and meaningful to them and the business.









## Our Charity & Community Engagement

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## Our Contributions throughout 2013

We actively encourage and support our employees in engaging with charities and the local community.

We have had, yet again, an overwhelming response to our Volunteering Policy and throughout 2013 our employees have taken part in various charity events both individually and through SCC, raising money for both local and national charities.



SCC Employees taking part in Byte Night.



## Byte Night – Action for Children

“From across the business, 15 of us slept rough to support Action for Children and although it wasn’t mandatory, a few people decided to dress up!

Fundraising started a few months before the event and everyone did an outstanding job to get family and friends to support them. The first part of the night was indoors; a quiz, some food and an auction to raise money in addition to some very moving speeches from both board members and more importantly individuals who have benefited from AFC’s fundraising via Byte Night.

We set out our sleeping bags and generally huddled into groups; we were very fortunate to have good weather. There was not a great deal of sleeping as most teams continued to talk through the night but people started to nod off in the early hours and by 8am it was bacon sandwiches all round. At this point, most people headed off home to get some real sleep and it was then that we realised just how lucky we are to have a house to go home to.

The Midlands Byte Night event was the first ever in this region and it was a fantastic start as collectively with all the other teams, we raised over £118,000.”



SCC Employees raised a total of £4,217.82. for Midlands Byte Night.





## Challenge Africa

This year, SCC employees were given the opportunity to apply for the experience of a lifetime to make a difference to the children of Shikadabu Primary school in Kenya.

Five employees were selected to fly out to Kenya in February and spend five days working on a project that entailed building a fence around the school to secure the site, protecting the pupils and reducing the risk of theft of the doors, windows and electrical equipment. As well as undertaking the project, the selected five had the opportunity to meet and mix with local Kenyan people and learn more about the culture and way of life.





“My experience on the Challenge Africa project was a true eye opener of how a little help can go a long way; I saw how a simple infrastructure offered a better way of living for the local children of Likoni.

What really hit home for me was seeing the local nursery school as it reminded me of my own daughter who is at nursery school and how very fortunate she is compared to the children here.

I witnessed how much the local people wanted to improve their way of life and the gratitude expressed for our help was extremely overwhelming.

The contrast of the sights I saw was striking; the local homes and standard of living was terrible, yet the surrounding wildlife and nature was beautiful and I will remember this for years to come.”

“We are very happy and we want to thank SCC so much, the community and parents are very happy and we are sure that even our performance will change now the school environment supports learning. We just want to sincerely thank CO2Balance and SCC for their good efforts.”



## Dress Down Days

We have held Employee Dress Down Days at the end of every month for the last four years.

The charity chosen for each Dress Down Day is selected by employees with alternative Dress Down Days supporting recent disasters or National Charity campaigns.



**WE ARE  
MACMILLAN.  
CANCER SUPPORT**



SCC Employees taking part in (top right) November, Xmas Jumpers, Sport Relief, MacMillan Coffee Morning

## Total Dress Down Day Donations For Years 2010 – 2013

Year 2010

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**£4,432**

Year 2011

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**£6,608**

Year 2012

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**£6,825**

Year 2013

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**£7,919.86** \*

\*£7919.86 out of the £14112.48 raised internally for various charities this year.

## Marie Curie Charity Partner 2013

Marie Curie Cancer Care was our chosen charity for 2013. Marie Curie is a UK charity dedicated to the care of people with terminal cancer and other illnesses. There are nine Marie Curie hospices across the UK providing expert care and the best quality of life possible. They are the biggest provider of hospice beds outside of the NHS and have over 9,000 patients in their care.

We have partnered with Marie Curie since 2011 and during this time have been a prime supporter for their new West Midlands hospice.

Fundraising activities that we participated in were:

- The Great Daffodil Appeal
- The Marie Curie Brain Game
- Dress Down Days

Marie Curie are also a customer of ours and we provide them with technical support that enables the charity to run smoothly and focus on their goals and objectives.

Since 2011 we have raised around £10,000 for Marie Curie Cancer Care.

## Individual Fundraising & Volunteer Days

As part of our CSR Policy, all SCC Employees are entitled to one volunteering day per year. Many of our employees use this day to help out in their local community or to take on challenges for causes that are close to them.

Employees Alex Groves, Tim Kenny and Sarah Coburn decided to take on the National Three Peaks Challenge in Aid of Action for Children last September. After months of training, they completed all three mountains; Ben Nevis, Scafell Pike and Snowdon, in 23 hours and 40 minutes.

**They raised £1814.00 for Action for Children and all used their SCC volunteering day.**



SCC Employees (left) Sarah Coburn, Tim Kenny, Alex Groves.



“Your gift is gratefully received and we would like to extend our thanks to you on behalf of everyone here at Marie Curie Cancer Care. Without donations such as yours, the invaluable work that the charity carries out simply would not be possible”

– Marie Curie Cancer Care

“Put simply, thank you; because of SCC our Forces family will have the committed practical, financial and emotional; support they deserve, whenever they need us.”

– SSAFA

“On behalf of everyone at the British Heart Foundation (BHF), a huge thank you for your donations. They are helping us continue to fund pioneering research”

– British Heart Foundation

“On the last mountain we were spurred on to finish by the money we’d raised knowing the positive impact it would have on people”

– Tim Kenny - SCC Senior Marketing Manager

## The Police Community Club, Internet Safety in Schools Project

For the third consecutive year running, SCC sponsored the Internet safety and cyber bullying project as part of the Community Education Awards in association with The Police Community Clubs of Great Britain, rewarding school projects based on Internet Safety.

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

This year we have funded over 100 local schools to have Internet Safety resources, including storybooks and information packs.



The winning project for the academic year of 2013 was Eastlands Primary School with their video 'The Anti-Social Network'. SCC presented the award at the school's leaver's assembly in June.

“SCC has a strong family ethos and many people in our business have children. As a technology business, we're all aware of the dangers of the internet and feel we have a social responsibility to promote online safety messages.

It is important to be supportive of these awards since it encourages children to find out more about a subject which is becoming an increasing part of their lives.

These awards give the students the opportunity to show how they have used innovative campaigns to educate the wider community as well as themselves, reiterating the message that the web is a positive resource despite having some potential pitfalls.”

– **Dean Lewis, Head of Support Services**

“After our first Awards Ceremony in 2011, the decision was made for our Community Education Awards to be presented to each winning school at the end of the academic year.

With the winner of the SCC Internet Safety and Cyber Bullying Project Award set to be crowned in June, we are already looking forward to visiting the winning school along with representatives from SCC to personally present their Award.

SCC has been involved in our Awards programme since our first ceremony in 2011. Their commitment to educating children around the issue of internet safety has been fantastic and school children all over Birmingham have benefited from SCC's sponsorship of the 'Caught in the Web' storybooks.

We are delighted that SCC continues to be involved in the Community Education Awards and are extremely proud of the joint work that has been carried out to ensure children stay safe online.”

– **Kelly Griffiths, Awards Coordinator, Community Education Awards**





SCC's Pat McIntosh – Head of Education & Healthcare presents award at Eastlands Primary School.





Our people

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## Learning & Development

Our people make us possible, so we are committed to the training and development of everyone at SCC, ensuring they gain the necessary skills to reach their full potential. Our Learning and Development Policy enables our people to continually improve their knowledge and skills.

Our Intranet gives access to the Course Directory, Course Schedule, Resources and Application forms. Courses are split into the following categories:

- Health and Safety
- Leadership and Management
- People Skills and Communication
- Microsoft Office
- Sales and Customer Services

We believe in growing talent from within; some of our directors joined SCC in entry-level positions. We also have a track record of successfully integrating experienced hires and those who join SCC through acquisitions.

All of our people, at all levels of the company and in all roles, have the same access to developing their skills and capabilities. We follow the 70:20:10 development model with the majority of the learning being experiential and supported 'on-the-job', 20% in the form of personal reflection and performance management reviews, and the remainder through training interventions. We offer externally accredited and industry recognised training. Benefits come from our own instructor-led training and access to a variety of e-learning courses and other resources via our intranet.

**2014 Target: We will continue to evolve our learning and development function including:**

- Refreshing our course catalogue to ensure it remains aligned with our business strategy
- Providing externally accredited management training

## Growing our Future

SCC runs an apprenticeship scheme for 16-19 year olds within our Managed Services division (the National Repair Centre) and to date our training programmes have been extremely successful.

Our trainee technicians experience hands on training and gain invaluable knowledge on computerised products. We partner with both QA Vision Skills and VW Skills. Both partners offer our young apprentices invaluable theory and e-Learning training, working towards a City and Guilds qualification this creates an excellent career anchor.

Since starting our programme in 2012, we have taken on ten apprentices, 50% of which filled permanent vacancies and the other 50% are successfully undergoing their training programme to date. We continue to grow our future and develop a strong knowledgeable, experienced work force for tomorrow.

**“I was placed with SCC as part of my apprenticeship scheme in early 2012. Before I began my placement I had spent 6 months conducting training in an IT academy where I gained skills and qualifications (Comptia A+ / MCTS) before I came to SCC. I was then given the chance to further develop my skills while in the workshop. Under supervision, I conducted repairs on customer kit and this gave me a valuable insight into the real work environment that is part of everyday life at SCC.**

The transferable skills I have gained include practical and diagnostic skills, but also my ability to plan my time and workload has improved thanks to working here at SCC. Over a period of time, I have become a valued member of my team and appointed in a full-time, permanent position and have since seen fresh apprentices progress, learn and develop their new skills while placed here in the workshop.

I feel very proud of my achievements and look forward to my onward journey of accruing further skills.”

**Simon Fitzgerald, Repair Centre Technician**

## Equality & Diversity

We are committed to providing an inclusive working environment where everyone feels valued and respected. We endeavour to ensure that Equality and Diversity are embedded in our culture and reflected in the performance of our people and the service that we provide.

Our Policies are compliant with SA8000 and Government Human Rights standards.

### Displayed aside are our 2013 statistics:

It is company policy that no employee or prospective employee will receive less favourable treatment or is disadvantaged by any circumstances, conditions or requirements.

### Women of the Year

For over ten years SCC has sponsored the Vitalise Woman of the Year Awards. The event celebrates women's achievements nationwide, encouraging more women to put themselves forward for an award.



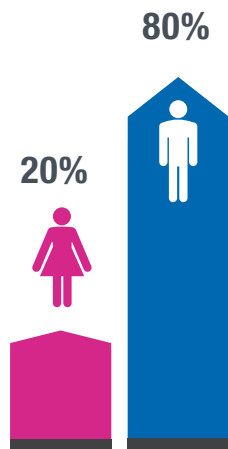
# W O M E N *of the* Y E A R 2014

**2014 Target:** In an effort to avoid discrimination, we have not previously maintained records of disability amongst our employees. However, moving forward, we recognise that we can monitor our improvement and we seek to formulate a strategy to further diversify our workforce. We have commenced this by engaging with supported business Remploy and we hope to work alongside them to creating a more diverse and equal workforce.

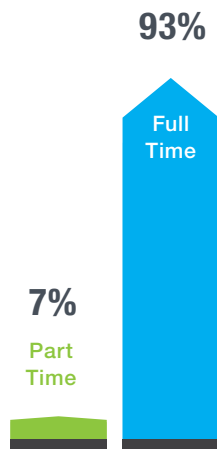




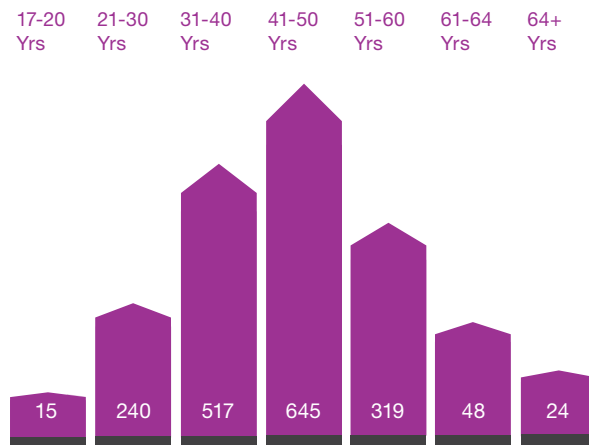
### Gender



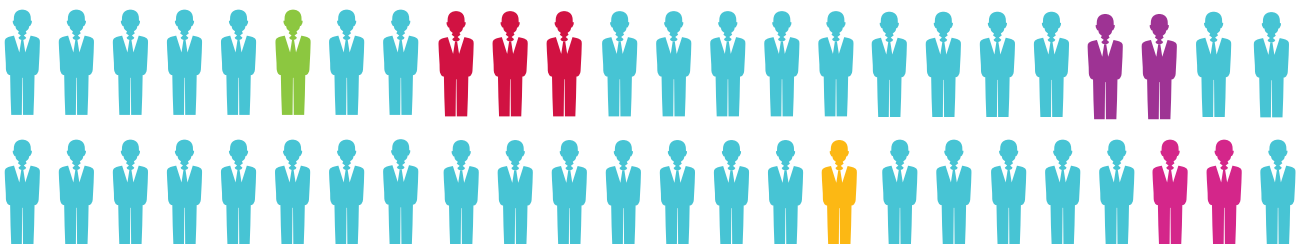
### Employment



### Age bands



### Ethnic Origin



UK/European  
78%

African  
1%

Asian  
9%

Afro-Caribbean  
2%

Other  
4%

Not Specified  
6%

# Employee Benefits

## The Healthy Employee

SCC has employed the services of The Healthy Employee since 2011 to ensure wellbeing and optimal health for our employees. The programmes encourage individuals to eat real food and are designed to suit individual needs and requirements.

The programmes include:

- Eating for Energy
- Fit and Healthy Man
- Fit and Healthy Woman
- Weight Loss
- Weight Gain
- Family Health

“We have worked with SCC for 3 years and helped employees to understand what a healthy diet is, how to lose weight (and in some instances gain weight) how to educate themselves and their families in healthy eating, how to support busy working lifestyles with healthy foods and avoid energy slumps. We have seen SCC employees make significant changes, improving their overall wellbeing, energy and optimal health.”

**Anna Mason – Founder and Director**



“I have suffered continually with stomach problems since I was a teenager and it’s never been uncommon for me to eat a meal and then an hour or so later be met with crippling stomach cramps and bloating. Losing weight was not why I wanted to participate in the Healthy Employee programme, but after hearing the same thing from doctors for years, I wanted to see if I could learn anything new about food and my eating habits.

Keeping a food diary and going through it with Anna each week was very insightful as I could pinpoint when I experienced pain and look back at what I had eaten. Through trial and error, I was able to discover the foods that caused my discomfort and make changes to my diet. My stomach pain is now minimal and I continue to use the Healthy Eating recipes – it’s so easy and the food is really tasty!”

**Sarah Coburn – Marketing Executive Internal Comms & CSR**

“My outlook about food has massively changed. I’ve just had a holiday and now find getting back to healthy eating is totally fine.”

**Chris Porter – Strategic New Business Sales Manager**

“If you are thinking that diets don’t work for you so this programme is not for you, then re-consider. You don’t follow points, or have to manage red and green days, or measure BMI’s. What you do get is advice, support and guidance on what you need to reach your goals, both in the short term, over the 12 week programme and more importantly beyond.

You can even have the odd piece of cake!”

**Robert Kershaw – Software Licensing, Sales Specialist**

“ I have really enjoyed this Healthy Eating programme – it is not a diet, it is re-educating yourself about the “Good, Proper foods” and the processed full of salt and sugar foods that are easy to pick up in the supermarket, because it is just as easy to pick up some nice fresh fish – takes just minutes to cook – some lovely steamed vegetables and you have a healthy meal – cut out the packets and the mid-morning sugary snacks and late night dipping into the fridge for chocolate bars – soon you will forget those old habits, with renewed energy levels and even lose some weight so you look and feel 100% better. I would happily endorse the programme and when someone says “Hey have you lost weight?” I say “Yes and it was easy.”



**Mary Cookson** – PA to James  
Rigby SCC, Chief Executive



“The Healthy Employee Programme has been a very good experience:

- I have lost 5kgs
- Dropped to a 34” waist
- Dropped to 14% body fat when measured using the callipers
- I sleep better
- I have more energy in the afternoon
- I experience much less of an energy drop when training for over an hour and do not need to top up with sweet quick fix gels, chocolates, cakes etc.
- I run better
- I am much more aware of what I eat and this is reflected in my day to day diet
- I understand the need plan as much as possible of what to eat to avoid getting very hungry and eating whatever is available. Often to my detriment in the form of sudden fatigue and the need to eat sweet stuff.
- I am much more aware of how much I should be eating and portion sizes (most of the time)
- I am aware of my bad habits of afternoon/ evening grazing when I’m bored, tired want to be distracted or I’m in the kitchen!
- I enjoyed our Friday chats and the opportunity to figure out why I had strayed from the righteous path of good nutrition”

“I consider myself quite knowledgeable when it comes to healthy eating, so was quite surprised to find that some of the best held notions of what constitutes a healthy breakfast were in fact resulting in a mid-morning energy slump.

My objectives when I started the programme, in order of priority were to:

- Increasing my energy levels
- Have a degree of accountability for what I ate
- Lose some of my stomach fat

The programme was easy to stick to and had enough variety to stop me getting bored, whilst enabling me to carry on with an active social life without it becoming obvious to my friends that I was following any ‘diet’ or eating plan.

I didn’t tell anyone in the office that I was following the programme as I personally didn’t want to get into conversations about ‘good and bad’ foods and all the hype of ‘weight loss’ programmes as I find this counterproductive.

I adopted the mantra of “what would Anna say?” which along with the weekly catch up calls worked brilliantly and helped me to stay focussed on the programme when I had some of those craving for fatty/sugary foods – in my case toast with butter!!

The benefits started to appear pretty quickly, my skin cleared up, I had more energy which meant that I started yoga and running again, I felt happier in myself and I started to lose weight which my colleagues noticed and commented upon.

Don’t get me wrong, it wasn’t all easy - there were weeks when I went a bit awry and had a blowout - but I found that I didn’t actually enjoy the food as much as I thought I would, proof that my taste buds and habits were actually changing. When this happened the support of Anna was vital and we talked through these instances and identified some triggers for this behaviour which I could then take steps to put a counter measure in place.

I finished the programme feeling much more in control of my life and had much more energy, and I lost a significant amount of weight too!”

## Cycle to Work Scheme

After the initial success of over 150 SCC employees participating in the Government's Cycle to Work scheme, we have now teamed up with Bike Right and the Smart Network, Smarter Choices project to provide employees with Cycling Training Courses and Bike Servicing. This enables employees to be able to bike to work safely as well as promoting healthy exercise.

“Cycling to work brings a wide range of benefits for both the employer and the employee and at SCC there are plans in place to raise the profile of cycling to work.

There are a core group of cyclists who commute all year-round whilst some commute in the fairer weather to reap the huge health benefits and financial savings that cycling offers. Cycling to and from work is a fantastic way to keep fit and with the savings (reduced fuel costs) you can make from buying a bike through the salary sacrifice scheme, staff can save money and improve health – just by commuting by bicycle!

Workplaces that support their staff to cycle rather than drive mitigate the negative impact that car emissions have on the local environment and with BikeRight! support, a plan of cycling initiatives will be implemented to support more journeys to work by bike. The initiatives include:

- Cycle Training
- Cycle Maintenance
- Route Planning and Journey Accompaniment
- Dr Bike safety checks

Regular Bicycle User Group meetings to review cycling facilities at SCC”

**Daniel Morris** – Cycling Development Officer, Bike Right!

“Having been a keen cyclist for many years it's always made sense for me to combine a bit of fitness with my working day. I cycle just under 100 miles a week which keeps me reasonably fit and it's quicker than driving as I avoid the frustrations of getting stuck in traffic, which saves me the cost of fuel. When I arrive at work I feel energised and ready for the day and on the odd few days that I get completely soaked from the rain, my colleagues can have a bit of a laugh at my expense.”

**Julian Greaves** – Finance Manager (*right*)

## How the Cycle to Work Scheme works

“The scheme gives all employees the opportunity to acquire a brand new bike and accessories up to the value of £1000, completely tax, NI and VAT free. It is a Salary Sacrifice scheme, however it enables employees to get 30-40% off the price of their bike.

Through the Cycle to Work Scheme, I purchased a Giant Revolt 1 Cyclocross bike as a compromise between off road and road use. I have so far completed 237 miles on it in around 6 weeks, initially I would not have been able to cycle the 17 miles to work from Coventry and do a full day and then cycle back, but now I can as I have significantly improved my fitness and ability to cycle. My aim is to cycle to work 2-3 times per week as work allows, this will save me around a weeks' worth of fuel per month.”

**Richard Preston, Team Leader** – IT Support & Service Management

**2014 Target: As part of our travel plan with Centro, we have received a grant from Centro for our commitment to supporting sustainable transport and with this we have plans to provide our staff with better facilities to encourage cycling to work. These include showers, changing rooms and bike shelters at our Birmingham office.**





## Salary Extras

We work in partnership with Salary Extras to provide our employees with information and access to benefits they can receive as an SCC Employee.

Benefits include:

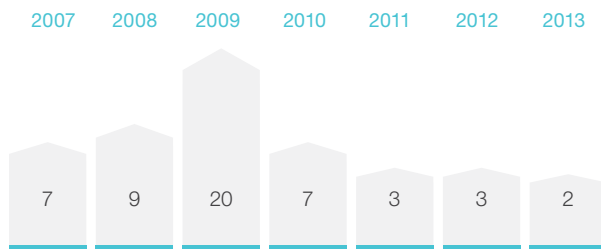
- Discounted Cinema Tickets
- Access to Secret Sales
- Discounted Mobile Phones through the salary sacrifice scheme
- Childcare vouchers
- Discounted vehicles through Partner Programme

All SCC employees have access to our website SCC Trade, where refurbished and recycled technology is available to purchase at a discounted price.

All SCC employees have the chance to enjoy an incredible 25% discount on a fabulous stay at any of the nine hotels in the Eden Hotel Collection, which are owned by SCC's parent company Rigby Group Plc.

The sumptuous, award winning hotels are all set in beautiful grounds making them ideal for romantic breaks, celebrations and weekends away. The Eden Hotel Collection also offers SCC employees a 10% discount off food and drinks.

### 3 Days



## Accidents – RIDDORS

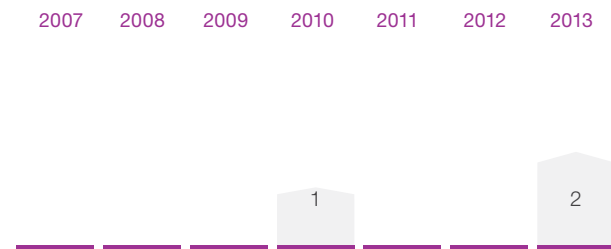
As a result of our initiative to train all company employees we have reduced our serious accident number. We fervently believe that this is a result of the training being delivered, as this has increased the amount of best practice within our operational processes and overall has lifted the awareness 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 seven years.

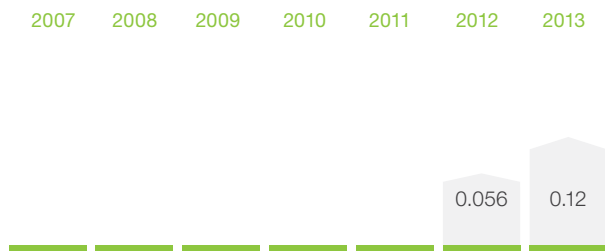
Please see our RIDDOR figures (*below/right*)

(please note: the 2013 figures reflect amended staff levels and are for SCC staff only):

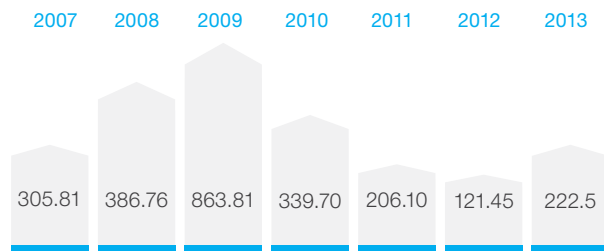
### Major Injury



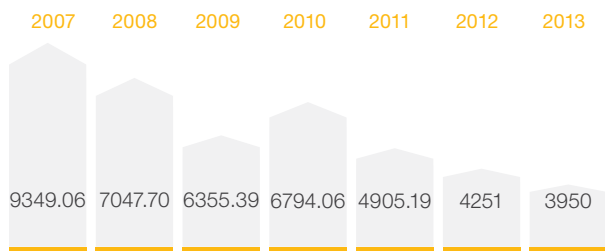
### Incidents Rate



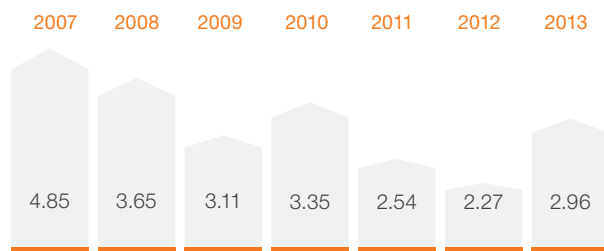
### No. Of Reportable Injuries/Av No Of Empl X 100,000 Incidents



### Total No. Of Acc/Av No. Of Empl X 100,00



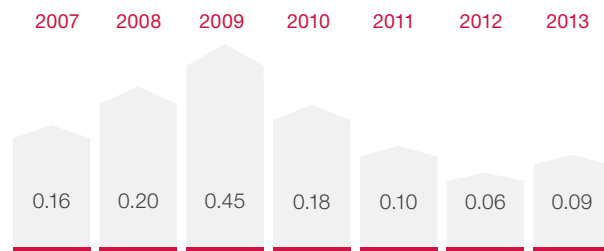
### No. Of Accidents Incidents Per 100,000 Hours Worked



### Annual Injury Incidents Rate



### No. Of Reportable Accidents Per 100,000 Hours Worked







**Our Commitment to Sustainability  
and the Environment**

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As Europe's Leading IT Solutions company, we understand that we have a commitment to the environment and therefore seek to work in a sustainable way, developing processes and governance that have a positive impact on social, environmental, economic, technological and corporate developments.

Ultimately, 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 promoting good practice. Our Sustainability Policy commits us to continually improve the sustainability of all our services and working practices.

We are internationally accredited to ISO14001 and ISO9001 standard, and monitor our energy consumption using Synetica to identify wastage and potential energy saving projects as part of our environmental strategy (ISO14001). All electricity supplied to SCC sites is procured from renewable sources and we work with leading carbon management company CO2balance to calculate and offset the carbon dioxide emissions created from our data centre and recycling facility to achieve CarbonZero status.

We aim to reduce our customers' carbon footprint and believe that by hosting our customer's data in our Carbon neutral Data Centre, the closure of smaller data centres will contribute to the reduction of the UK's carbon footprint as a whole.

## Environmental Management System

We use an Environmental Management System (EMS) which is certified by Lloyd's Register Quality Assurance (LRQA) and we were the first organisation of our type to have this implemented back in 2005.

We encourage our suppliers to join us in similar environmental efforts to implement Environmental Management Systems as appropriate to their businesses and align with best practice policies. Ultimately, we seek to work with responsible suppliers who are expected to establish and maintain a recognised management system to address factors directly influencing sustainability. We carry out supplier audits to monitor compliance but prefer suppliers that are members of Electronic Industry Citizenship Coalition (EICC) where a code of practice that governs labour, health & safety, environmental, management system and ethics exists. We recognise the EICC code as a total supply chain initiative and therefore require our next tier suppliers to acknowledge and implement the code. The aspects of the EICC code have been incorporated into our Supplier Code of Conduct. We will be recertified by LRQA later this year (2014).

## Supply Chain compliance with UK and International CSR legislation

SCC's Head of Risk and Review, supported by an internal audit team, is responsible for setting CSR policy and managing compliance with UK and International CSR legislation.

Since 2009 we have used the Corporate Assessment of Environmental, Social and Economic Responsibility (CAESER) assessment tool as part of our supplier assurance programme.

The CAESER methodology addresses:

- Policy setting, target setting for sustainable resource consumption and skills promotions.
- Waste management, social inclusion, community regeneration (innovation, environment), supplier diversity (eg. support to SMEs and prompt payment codes) and reporting.

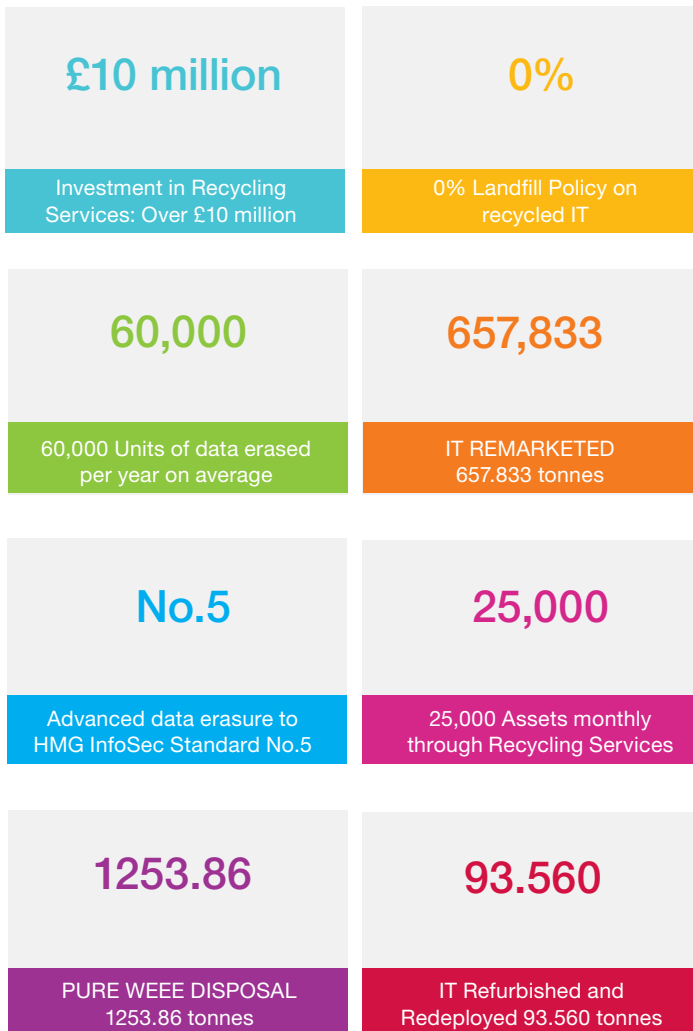
Using CAESER, we can identify and monitor new developments in appropriate UK and international CSR legislation and positively engage with suppliers. Analysis of our supply chain can highlight any potential risk factors, particularly suppliers who have operations in areas of concern according to FTSE4Good Global Index.

The CAESER assessment requires our suppliers to confirm if their organisation has adopted a CSR agenda within its policies and demonstrate the level of governance and commitment that has been attributed to the agenda. It also measures the overall performance of suppliers against the Government sustainable development agenda including key environmental considerations. The CAESER assessment captures specific information in relation to key government initiatives on CO2, energy, waste and recycling and water. The assessment is designed to examine an organisation's leadership, action and measurement on corporate social responsibility specifically in relation to environmental concerns.

Environmental Considerations – suppliers should provide details of how:

- They will minimise any negative environmental impacts the project could generate
- Their waste minimisation strategy, buy back options etc
- They will specify energy efficient equipment
- They will provide alternative options for energy consumption reduction

## Recycling & Green IT – The numbers



Our IT recycling model is already in place for many of SCC's customers and has been in place for over 15 years, reducing carbon emissions and accounting for 75% of all the assets returned back to our facility. We are the only IT recycler operating in the UK & France to have TRUE recycling, data erasure, refurbishment, remarketing & secure HDD destruction located on one campus.

Typically, of all IT waste we process, we dispose of a minority, with the majority remarketed or redeployed, offsetting costs and supporting Corporate Social Responsibility programmes.

We operate a 0% landfill policy and processes that conform to the Waste Electrical and Electronic Equipment (WEEE) Directive and Best Available Treatment Recovery and Recycling Techniques (BATRRRT) guidelines, ensuring 100% of the waste we recover is utilised to its full potential.

With access to a variety of equipment ranging in size from our high level degausser to our full-scale WEEE treatment plant, SCC guarantees data destruction and bespoke solutions tailored to support any of the approved erasure algorithms that meet the most stringent government security requirements.

We also have extensive capabilities to offer secure onsite data erasure or physical destruction solutions that comply with the HMG IA Standard No. 5 Secure Sanitisation and CPNI Secure Destruction of Sensitive Items standards.

Our processes are fully certificated and we provide detailed data erasure certification and asset management reports against products processed. 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 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.



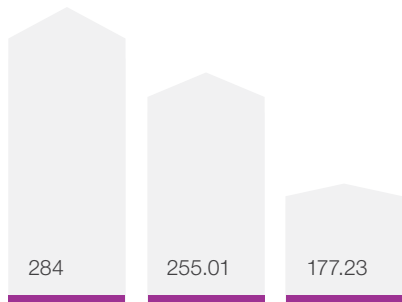
**In 2013 we  
won National  
Recycling Award  
for Electric and  
Electronics  
Recycler 2013**

## Recycled material for years 2011, 2012 & 2013

Our waste management and recycling figures represent year-on-year improvement and have enabled our customers to minimise waste and save on capital expenditure through on-selling materials and refurbishing IT.

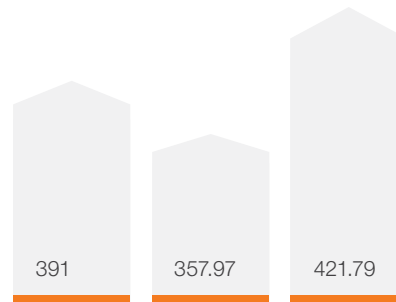
### Display Unit

Tonnage 2011    Tonnage 2012    Tonnage 2013



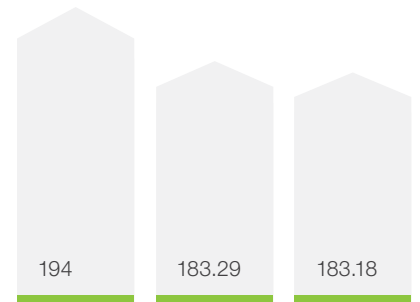
### Ferrous Metals

Tonnage 2011    Tonnage 2012    Tonnage 2013



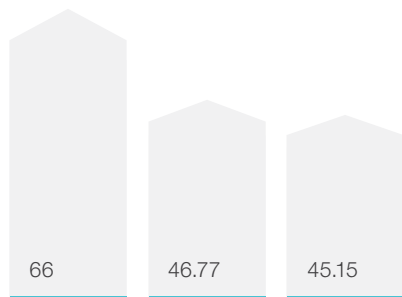
### Cardboard

Tonnage 2011    Tonnage 2012    Tonnage 2013



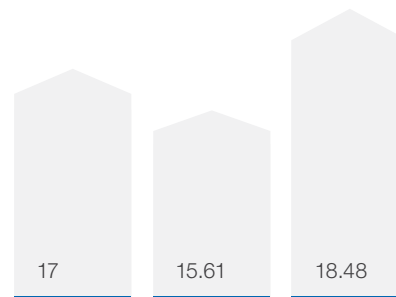
### Cables

Tonnage 2011    Tonnage 2012    Tonnage 2013



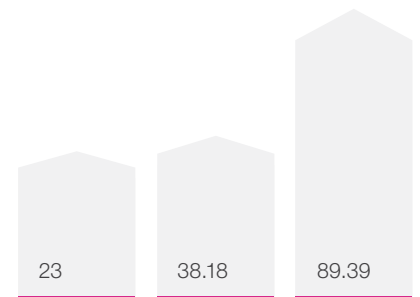
### Batteries

Tonnage 2011    Tonnage 2012    Tonnage 2013



### Non-Ferrous Metals

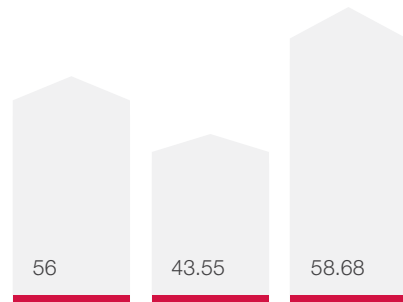
Tonnage 2011    Tonnage 2012    Tonnage 2013





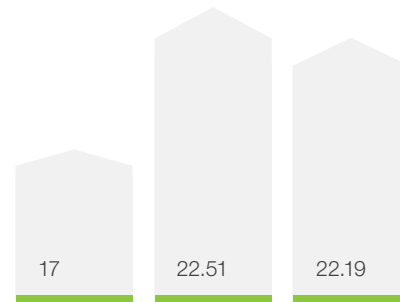
### PSUs

Tonnage 2011    Tonnage 2012    Tonnage 2013



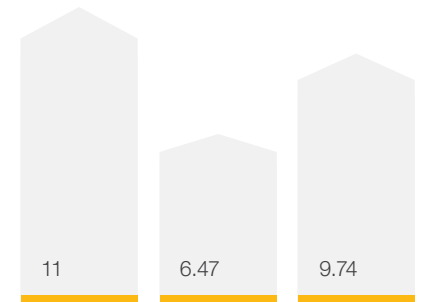
### Shrink Wrap

Tonnage 2011    Tonnage 2012    Tonnage 2013



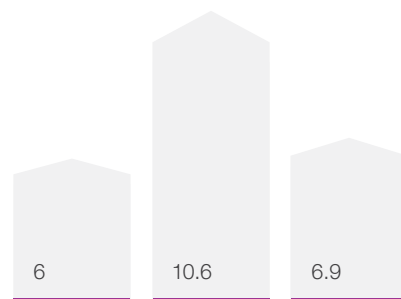
### Toners

Tonnage 2011    Tonnage 2012    Tonnage 2013



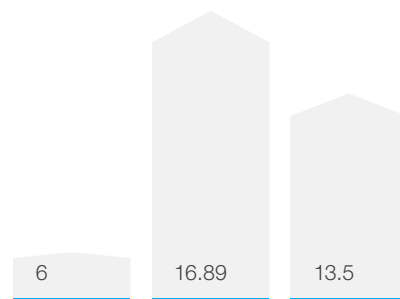
### Polystyrene

Tonnage 2011    Tonnage 2012    Tonnage 2013



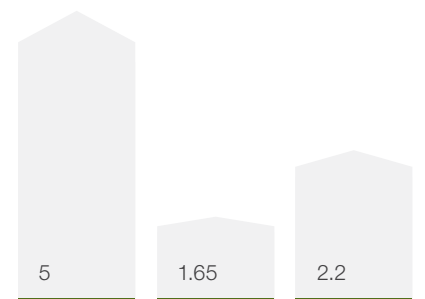
### Paper

Tonnage 2011    Tonnage 2012    Tonnage 2013



### Copper

Tonnage 2011    Tonnage 2012    Tonnage 2013



# Sustainable Projects

## Sentinel by SCC and Green Data Centre

Awarded Green Grid Award for Sustainability 2011 at the Data Centres in Europe Awards, our facility has provided the springboard to bring the Cloud to life and has culminated in the development of a platform aimed at tackling the traditionally inefficient deployment of ICT solutions within Government, a market that has traditionally been associated with large system integrators. Government wants to challenge the way IT has been delivered and sees the emergence of new service players, such as SCC, as being key to achieving this.

Our Sentinel by SCC cloud service is an innovative, flexible and cost effective platform which provides public sector organisations with sustainable infrastructure services. Our Sentinel by SCC solution can help businesses achieve carbon reductions in the UK by storing their data in our data centres.

## Travel Plan

In November 2013 travel company Centro set up a travel plan for SCC in alignment with their Smart Network, Smarter Choices programme.

In 2014 we hope to progress this plan by implementing a car sharing scheme, offering staff public transport discounts and promoting the Government's Cycle to Work scheme.

## Partnership with CO2Balance

Since September 2010, we have been working with leading Carbon Management Company CO2 Balance to calculate and offset the carbon dioxide emissions that are created from the operation of our Data Centres and Recycling facility to achieve CarbonZero status. This has been achieved through our support of projects such as the Energy Efficient Stove Project in Kenya and the Borehole Rehabilitation Project in Uganda.

Since starting up in 2003, CO2Balance have worked on various renewable energy projects across standards including Gold Standard and the Verified Carbon Standard. The company is a founder member of ICROA, a trade alliance which provides leadership and a unified voice advocating rigorous industry standards in the carbon management sector.

“CO2Balance are proud to have developed a long term working relationship with SCC to manage, reduce and mitigate their carbon emissions. This has evolved above and beyond carbon offsetting and to having direct and tangible impacts to communities in Africa greatly boosting their CSR credentials.

The decision to offset emissions and operate a CarbonZero facility at their National Recycling Centre and the data centres shows true industry leadership, in that doing good for the planet can be great for business, as was recognised at the National Recycling Awards 2013.

SCC has clearly demonstrated that managing your carbon footprint provides a unique opportunity for companies to not only take responsibility for their environmental impacts, but also develop and enhance your wider CSR impacts.

We are proud to be the carbon partner for such a forward thinking and innovative enterprise and look forward to developing new levels of engagement across the organisation in the year ahead.”

– Paul Chiplen, CO2 Balance

## Carbon Offset Project - African Energy Efficient Stove Project

The Kenyan Energy Efficient Stove Project builds energy saving cooking stoves for villages in Kenya. These brick stoves result in a 50% reduction in the need for firewood and thereby prevent carbon from being emitted.

In addition to carbon prevention it also provides families with a cost and time effective method to cook with. The reduced need for firewood helps to prevent deforestation, creating knock on benefits to the wildlife in terms of habitat and flood prevention.

It is also a healthier method of cooking as it reduces in-door smoke by half. In-door smoke is a serious problem in Africa and the World Health Organisation dubbed it the “kitchen killer”, as it is responsible for 1.6 million deaths in Africa every year.



## External Project Verification

The African Energy Efficient Stove Project is externally accredited through the Gold Standard. An internationally respected standard that assesses the social and community benefits to the region in addition to carbon saving. The Gold Standard was initiated by the World Wildlife Fund and is endorsed by over 49 non-governmental organisations worldwide.

## Impacts – Kenyan Energy Efficient Stove Project

The offsetting commitment made by SCC since 2010 has resulted in numerous impacts to the local communities within the project areas of Kenya. The table below provides a summary of these impacts related to the stove project in Kenya:

Impact Sector	Impact	Quantitative Data <sup>1</sup>
Environment	CO2e prevented	8,167 tonnes
	Wood saved	6,579 tonnes
	Area protected	20.42 hectares
Social	No. of stove	2,521
	Time saved	169,398 hours
	Young people impacted	7,815
	Old people impacted	2,521
	Total people impacted	13,612
Economic	Working time saved	169,398 hours
	Working days equivalent	21,175 days

Health Impacts	Quantitative Data <sup>2</sup>
Condition	Likely reduced cases from project support
Respiratory illness (Lower Chest /Lung)	1,941
Asthma	1,765
Ear Nose and Throat irritation	706
Total reduced instances of serious illness attributable to indoor smoke	4,411

1. The data from the Impacts are based on the field work carried out by co2balance within the project locations in Kenya. The data that is gathered is in line with the requirements of the Gold Standard as part of the annual Monitoring Surveys. These Monitoring Reports are available on the Gold Standard Registry. Data is then cross compared against national averages in Kenya to ensure accuracy. Assumptions and extrapolations have been used where relevant.

2. The data Health Data is derived from the following sources R. Perez-Padilla et al, 2010. 'Respiratory health effects of indoor air pollution' in International Journal of Tuberculosis and Lung Disease, vol. 14 no. 9, pp1079-1086 . Kenya National Bureau

### Ugandan Borehole Project

The project is based around the rehabilitation of boreholes in Northern Uganda, supplying families with fresh clean water. As well as the natural health benefits it means that families no longer have to boil the water, saving firewood and thereby preventing carbon emissions from being released.

Access to safe drinking water is a serious issue in Africa effecting the health and wellbeing of local communities. A survey by the International Institute for Environment and Development (2009) revealed that there are an estimated 50,000 defective water supply installations (IIED 2009). In addition it was estimated that 40-50% of hand pumps in sub-Saharan Africa were not working (Diwi Consult & BIDR, 1994).

In addition to funding the borehole rehabilitation, the carbon credits that this project produces creates a funding mechanism to deliver a long term maintenance programme for the boreholes.

### Project Location

The project is located in the Kole District, in Northern Uganda, near the town of Lira.

### Impacts – Ugandan Borehole Project

The offsetting commitment made by SCC 2010 has resulted in numerous impacts to the local communities within the project areas of Uganda. The table below provides a summary of these impacts:

Impact Sector	Impact	Quantitative Data
Environment	CO2e prevented	2,778 tonnes <sup>3</sup>
Wood saved	–	1,963 tonnes <sup>1</sup>
Social	Infants (< 5) impacted	3484
Children impacted	–	539
Adults impacted	–	697
Total people impacted	–	1,584
Health	Clean water supplied	3,469,092 litres <sup>1</sup>
Likely cases of Diarrhoea avoided	–	27 <sup>5</sup>
Likely fatalities avoided	–	2

3. Wood saved and clean water supplied - Calculations based on field measurements conducted by staff contracted to CO2balance and are conducted according to the requirements defined by the Gold Standard. Monitoring data is available on the Gold Standard registry.

4. People Impacts – Calculations based on field measurements conducted by staff contracted to CO2balance and survey data from the Uganda Bureau of Statistics.

5. Health Impacts – Calculations based on number of diarrhoea incidences per 1000 people recorded in Northern Uganda reported by Barungi & Kasirye, 2011 and the reductions in diarrhoea



## Project Locations

There are numerous project locations within the African Energy Efficient Stove Project run by CO2balance; the project locations for SCC's offsetting work are the "Shimba Hills" and "Kisumu" projects".

The Shimba Hills is an area of coastal rainforest, woodland and grassland. It is an important area for plant biodiversity – over 50 % of the 159 rare plants in Kenya are found in the Shimba Hills, including some endangered species. It is also a nationally important site for birds and butterflies.

The communities that live there are amongst the poorest rural people in Kenya. Surviving on less than a dollar a day they rely on the dwindling forest resources to sustain daily life. This project eases their workload and protects vital natural resources from over exploitation.

The project is located in and around Kisumu, which is Kenya's third largest city and the principal city of western Kenya. This is an administrative district of Nyanza Province, Kenya. It is one of the poorest areas in Kenya characterized by high incidences of maternal and infant mortality, with most of its people suffering from unemployment, poor health and poverty.

## Challenge Africa

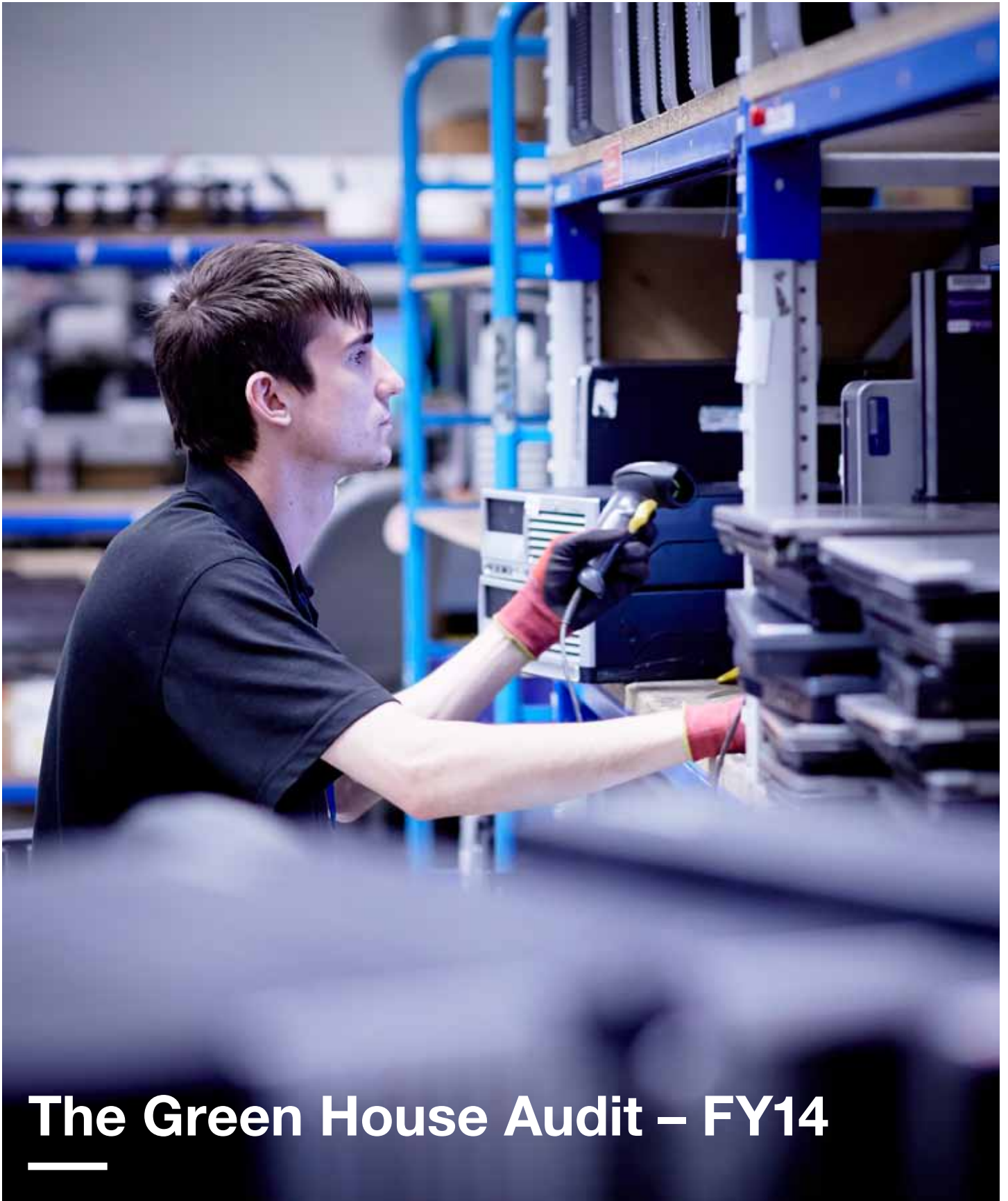
The Challenge Africa project was part of the ongoing partnership with CO2Balance and will involve helping us to build a fence around Shikadabu Primary School. This will allow the school to secure their site, protect the pupils and reduce the risk of theft of the school's doors, windows and electrical equipment.

## CarbonZero Federation Training

At SCC we have made the commitment to reduce the impact that the company makes on the environment.

There are many ways to do this and one of the most effective and important, is to raise awareness of the impact that we all have in our everyday working lives.

We have provided an online environmental training programme that is available to our employees on our company Intranet, which is designed to raise our awareness of climate change and the small steps we can all make to reduce our impact on the environment – at home and at work.



## **The Green House Audit – FY14**

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## Background & Methodology

This document provides the latest carbon emissions of SCC for the audit year 2013/2014 and is based on data collated and provided by SCC.

The assessment methodology for the Greenhouse Gas Audit follows the reporting principles and guidelines provided by the Greenhouse Gas Protocol published by the World Business Council for Sustainable Development and the World Resources Institute (WBCSD/WRI Protocol). In line with the WBCSD/WRI Protocol, CO2balance uses these procedures to undertake Greenhouse Gas Emissions Assessments.

## Scoping the Greenhouse Gas Audit

When accounting for Greenhouse Gas Audit emissions it is important to draw clear organisational boundaries. The WBCSD/WRI Greenhouse Gas Protocol sets boundaries that are consistent with the organisational boundaries used for financial reporting purposes. For the purpose of this report CO2balance defined the scopes of direct and indirect emissions based on SCC's operational boundary.

## Scopes

The Greenhouse Gas Protocol and the ISO 14064\_1 standard define three protocols that must be used when determining emissions. These are divided into 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)

## Reporting approach

CO2balance's Greenhouse Gas Emissions Assessment is based on the application of relevant conversion factors (i.e. amount of CO2 produced per unit of fuel consumed). The approach is considered the most pragmatic, since the quantity of key greenhouse gases produced in most combustion and manufacturing processes is well understood.

CO2balance is guided by the precautionary principle. Where there is any doubt over activities undertaken, or where there is a choice of published figures available for calculating greenhouse gas emissions, a conservative "worst case" scenario is assumed, unless otherwise specified.

## Summary headline figures

Carbon Footprint for April 2013 to March 2014



13,217.59 tCO<sub>2</sub>e

Emissions per FTE Employees



7.83 tCO<sub>2</sub>e

Percentage change from previous Audit 2012/13



-4.19%

### Carbon Activity

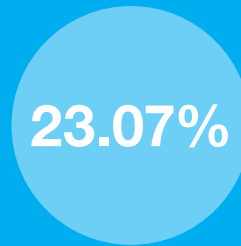
Company Transport



13.82%

1,827.24 tCO<sub>2</sub>e

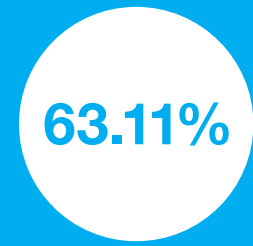
Business Travel



23.07%

3,049.26 tCO<sub>2</sub>e

Energy & utilities



63.11%

8,341.08 tCO<sub>2</sub>e

**Total: 13,217.59 tCO<sub>2</sub>e**



## Emissions by General Activity

Carbon Activity	Emissions	Percent Emissions
Fuel Cards Diesel	1,690.26	12.79%
Fuel Cards Petrol	136.98	1.04%
Fuel Cards LPG	0.00	0.00%
Gas Consumption	504.94	3.82%
Electricity Consumption	7,218.90	54.62%
Electricity Consumption Transmission & Distribution*	617.24	4.67%
Hotel Stays	341.29	2.58%
Taxi	5.61	0.04%
Train	20.31	0.15%
Tube	3.01	0.02%
Bus	0.00	0.00%
Ferry	0.00	0.00%
Air Travel	353.95	2.68%
Small Diesel Cars	84.32	0.64%
Medium Diesel Cars	1,149.38	8.70%
Large Diesel Cars	535.05	4.05%
Hybrid Cars	0.00	0.00%
LPG Cars	5.83	0.04%
Small petrol Cars	56.78	0.43%
Medium Petrol Cars	210.64	1.59%
Large Petrol Cars	281.59	2.13%
Average Cars (unknown fuel)	1.50	0.01%
<b>TOTAL</b>	<b>13,217.59</b>	<b>100.00%</b>

\* Electricity Consumption Transmission & Distribution is the energy lost (and therefore carbon emissions emitted) during the transmission & distribution of electricity from the power plant to end location.

## Emissions by Scope

The Greenhouse Gas Protocol and the ISO 14064\_1 standard define three protocols that must be used when determining emissions. These are divided into 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)

Carbon Activity	Scope	tCO <sub>2</sub> e
Fuel Cards Diesel	1	1,690.26
Fuel Cards Petrol		136.98
Fuel Cards LPG		0.00
Gas Consumption		504.94
<b>Sub total</b>		<b>2,332.18</b>
Electricity Consumption	2	7,218.90
<b>Sub total</b>		<b>7,218.90</b>
Electricity Consumption T & D	3	617.24
Hotel Stays		341.29
Taxi		5.61
Train		20.31
Tube		3.01
Bus		0.00
Ferry		0.00
Air Travel		353.95
Small Diesel Cars		84.32
Medium Diesel Cars		1,149.38
Large Diesel Cars		535.05
Hybrid Cars		0.00
LPG Cars		5.83
Small petrol Cars		56.78
Medium Petrol Cars		210.64
Large Petrol Cars		281.59
Average Cars (unknown fuel)		1.50
<b>Sub total</b>		<b>3,666.50</b>
<b>TOTAL</b>		<b>13,217.59</b>

## Comparison of Previous Emissions

Carbon Activity	Emissions 2008	Emissions 2009/2010	Emissions 2010/2011	Emissions 2011/2012	Emissions 2012/2013	Emissions 2013/2014
Electric	4,064.22	3,947.78	7,851.91	7,828.04	8581	7,836.14
Gas	534.17	332.45	843.05	577.06	280.95	504.94
Oil	2.61	0	0	0	0	0
Water	3.04	382.778	3.04	3.04	0	0
Diesel Cars	2,031.19	1,148.47	1,193.66	1,821.76	1,669.71	1,690.26
Petrol Cars	932.11	89.67	116.75	767.79	519.70	136.98
Diesel allowance	1,281.76	865.18	1,091.28	1,526.63	1,541.38	1,768.74
Petrol allowance	356.63	856.81	818.67	208.66	199	550.52
LPG Fuel Card Purchases	1.11	0	0	0.76	1.84	0
Hybrid Cars	0	0	0	10.31	0	0
Lpg Cars	0	0	0	11.78	5.50	5.83
Flights	311.6	291.675	239.28	353.95	353.95	353.95
Trains	5	152.212	168.21	272.5	19.05	20.31
Hotels	2	98.98	138.32	285.26	280.95	341.29
Tube	2.5	10.143	15.2	2.05	2.30	3.01
Taxis	8.1	2.958	2.7	4.99	4.30	5.61
Bus	0	0	0	0.03	0.05	0
Ferry	0	0	0	0.01	0.01	0
<b>Total Gross Emissions</b>	<b>9,533</b>	<b>8,179.11</b>	<b>12,446.07</b>	<b>13,675.24</b>	<b>13,795.14</b>	<b>13,217.59</b>

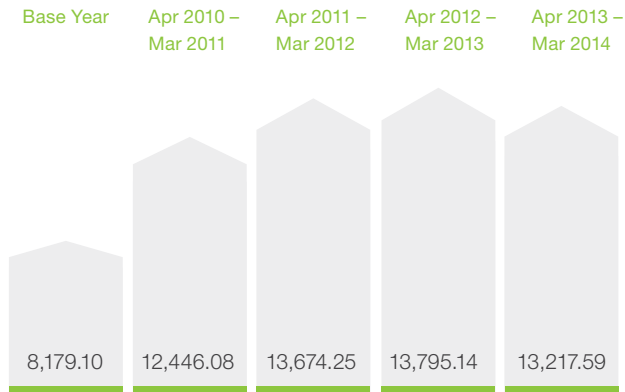
## Comparison of Previous Emissions by Scope

	Jan – Dec 2008	Base Year	April 2010- March 2011	April 2011- March 2012	April 2012 – March 2013	April 2013 – March 2014
<b>Scope 1</b>	3,007.28	3,176.44	3,975.50	2,313.12	2,358.63	2,332.18
<b>Scope 2</b>	4,064.22	3,947.78	7,815.91	7,828.04	8,581.00	7,218.90
<b>Scope 3</b>	2,461.50	1,054.89	654.66	3,534.09	2,855.51	3,666.50
<b>Total Gross Emissions</b>	<b>9,533.00</b>	<b>8,179.11</b>	<b>12,446.07</b>	<b>13,675.24</b>	<b>13,795.14</b>	<b>13,217.59</b>

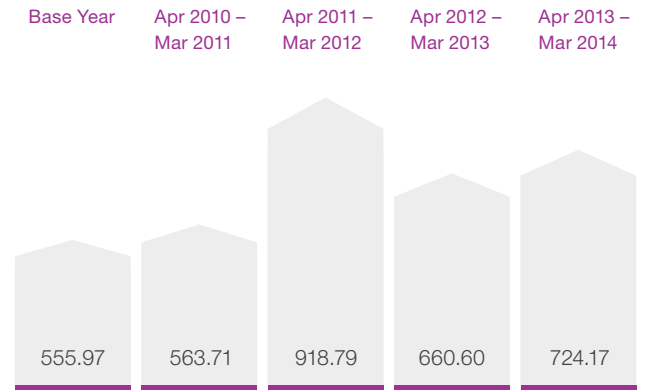
## Comparison of Previous Emissions by Grouped Activities

	Base Year	April 2010- March 2011	April 2011- March 2012	April 2012 - March 2013	April 2013 - March 2014
Energy Consumption and Utilities	4,663.00	8,662.00	8,407.15	9,197.40	8,341.08
Business Travel	555.97	563.71	918.79	660.60	724.17
Company Transport	2,960.13	3,220.37	4,348.31	3,937.14	452.34
<b>Total</b>	<b>8,179.10</b>	<b>12,446.08</b>	<b>13,674.25</b>	<b>13,795.14</b>	<b>13,217.59</b>

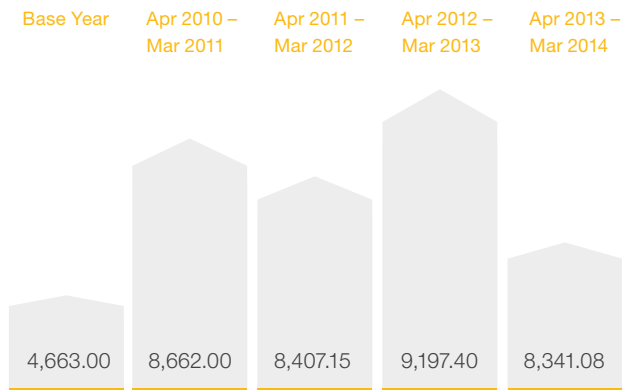
### Total Emissions



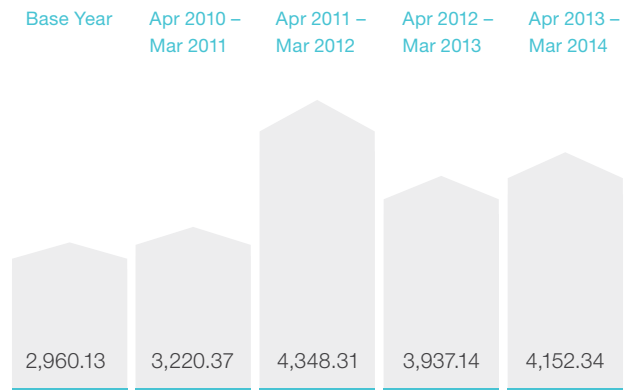
### Business Travel



### Energy Consumption and Utilities



### Company Transport





## Net Emissions

### Gross Carbon Emissions for reporting period

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**13,217.59**  
tCO<sub>2</sub>e

### Carbon Offset Credits

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**5,556**  
tCO<sub>2</sub>e

### Total Net Emissions

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**7,661.59**  
tCO<sub>2</sub>e

## Assumptions

- All data used to calculate emissions was provided by SCC and was accurate.
- Emissions for Taxis, Train, Tube, Bus and Ferry journeys were calculated based on the number of journeys and an average distance of
  - Taxis – 8.8 km
  - Tube – 14.8 km
  - Bus – 7.3 km
  - Ferry 33.9km

(Transport Statistics Great Britain 2012)

- Air travel data for 2013/14 was unavailable and so data from the 2011/12 was used.
- Data on water consumption was unavailable for years 2012/13 and 2013/14

People do business. We make it work.

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