



**SCC**  
We make IT work

# CSR Report FY15

People do business. We make it work.



# Our Message



**Chief Executive**  
*James Rigby*

Corporate Social Responsibility is really important to me and to our family. As we continue to increase our CSR activities, it further underpins our values as a business and helps us keep giving back to those in need.

Our aim remains 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. And in 2014/15, we built on our award-winning CSR activities and introduced lots of new initiatives and schemes, all detailed in this report.

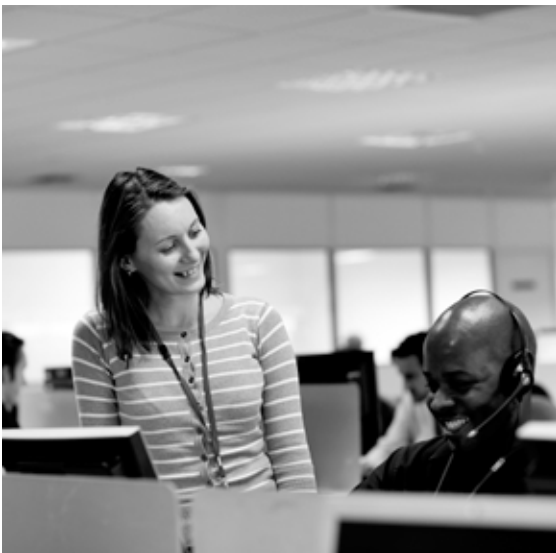
One such introduction was our new CSR Operational Group (COG), made up of employees

within the business with a passion for CSR and a willingness to get involved regularly, helping to effect change and broaden engagement.

We've continued to support charities & community events, given our employees even more opportunity to improve their well-being, and enjoyed a record-breaking year of carbon offsetting, reaffirming our commitment to the sustainability & the environment

In 2014/15, our people have taken part in more fundraising and awareness initiatives – some of which have seen individuals achieve unimaginable feats of physical and mental endurance.

This marks another great year for CSR, and we are committed to the same level of improvement as we look ahead to 2015/16.



**We make IT work.**

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Alzheimer's Society

Marie Curie

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# CSR Governance Board

The CSR Governance Board meet quarterly and ensure that policy, quality, external profile and financials are reviewed and in line with the CSR Strategy.



**Tracy Westall**  
*Director of Corporate Services*



**Fay Gleeson**  
*Corporate Services Support  
Manager and EA to Tracy Westall*



**Neil Atkins**  
*Marketing Director*



**Sarah Coburn**  
*Internal Communications  
& CSR Executive*



**Andy Wright**  
*UK Commercial Director*



**Dean Lewis**  
*Head of Support Services*



**Tim Kenny**  
*Senior Marketing Manager*



## CSR Operational Group

The CSR Operational Group (COG) is chaired by SCC's CSR Executive and comprises eight volunteers from across SCC UK. The group meets on a monthly basis to review and debate events and internal initiatives. The COG ensures that SCC employees have a voice, often bringing employees' suggestions and ideas to the table. Everyone on the board is driven and has a passion for getting involved in CSR activities.



**Alison Penfold**  
Receptionist



**Fay Gleeson**  
Corporate Services Support  
Manager and EA to Tracy Westall



**Helen Sharp**  
Technology Specialist  
– VCOM



**Kerryn Scriven**  
Technical Consultant



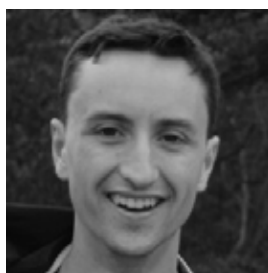
**Lindsey Hunter**  
Account Manager



**Paul Miller**  
Service Asset &  
Configuration Analyst



**Sarah Coburn**  
Internal Communications  
& CSR Executive



**Tom Seymour**  
Internal Account Manager

# Charity Partners 2015

The Prince's Trust

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Alzheimer's Society

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Marie Curie

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Local & National Charities

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Contributions Throughout 2014/15

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## Charity Partners 2014/15

As a family business, we have always held philanthropic values and have selected three charities for focused fundraising efforts on a national scale: Prince’s Trust, Alzheimer’s Society and Marie Curie.



These charities represent an opportunity to support diverse organisations that provide valuable support to people and their families.

### Prince’s Trust

SCC is a proud Patron of the Prince’s Trust, which allows us to participate in a number of exciting fundraising and volunteering opportunities.

The Prince’s Trust supports young people, enabling them to move into work, education or training. The Prince of Wales’s charity has helped 750,000 young people since 1976 and supports over 100 more each day.

SCC began the partnership by creating a work in kind video for the Trust detailing why corporate partnerships are so important.

This year we had a number of exciting opportunities lined up for our employees with the Prince’s Trust, these include the infamous ‘Wild’ adventure challenge, and Palace to Palace a cycling challenge.

In FY14 we donated over **£34,100 to the Prince’s Trust.**

*“On behalf of our young people, I would like to say a huge thank you to everyone at SCC for their support of the Prince’s Trust. This year, the Trust aims to support over 58,000 marginalised young people get their lives back on track. This would not be possible without the generosity of supporters such as SCC, who last year helped over 25 young people realise their potential. SCC’s contribution really has changed lives.”*

### Allan Eves

*Corporate Partnerships, The Prince’s Trust*

## Alzheimer's Society



SCC is proud to partner with Alzheimer's Society. They work to improve the quality of life of people affected by dementia in England, Wales and Northern Ireland.

This year SCC employees got involved with Alzheimer's Society's Dementia Friends campaign, attending company-wide presentations and becoming 'Dementia Friends'.

*"I am delighted to be working with SCC and am looking forward to building on our early successes in the relationship over the next 12 months.*

*"Alzheimer's Society relies heavily on the work of companies such as SCC to provide the help and support to people affected by dementia. This not only takes the form of raising money but also in raising awareness of dementia. Without the support from companies like SCC and its people we wouldn't be able to support as many people affected by dementia as we do.*

*"So far SCC donated IT kit for raffles, Surface Pro 3 for a fundraising raffle and is planning a large fundraising dinner in the Autumn. Just as importantly, SCC has raised awareness by hosting Dementia Friends sessions across the business. SCC also put together a promotional film that can be used to inform other potential partners of our work and how they can support us.*

*"I am excited for the year ahead, with great fundraising and awareness efforts being made by SCC employees - they will continue to play a crucial part in helping people affected by this terrible disease. A big thank you to all who have been involved so far."*

### **Ray Nash**

Senior Regional Corporate Fundraising Executive,  
Alzheimer's Society

## Marie Curie



Marie Curie provides invaluable support throughout the UK to terminally ill patients and their families. Their services are free to patients and their families and therefore, funding is vital.

With nine hospices in the UK, a network of nurses and a leader in research for the best ways of caring for terminally ill people, Marie Curie make a huge difference to people's lives.


SCC has supported Marie Curie locally for a number of years, including support for their appeal for the West Midlands Hospice, participating in the Brain Game and enabling the charity to run smoothly from a technical point of view by supporting their IT.

This year we have supported Marie Curie's Great Daffodil Appeal across our business with yellow Dress Down Days, bake sales and branch awareness sessions. We also gave SCC employees the opportunity to visit the West Midlands Hospice to show them the work that some of the Marie Curie nurses undertake, as well as seeing how their donations are invested. A team of courageous SCC employees also traded their suits for Royal Marine attire for the day and took part in a Royal Marine day last July. Taking on a firing range and the ultimate assault course, the team worked hard and between them raised over £2,800.

*"We are delighted to be working in partnership with SCC in 2015; our fundraising has also begun and we were delighted to see SCC staff take part in Marie Curie's Great Daffodil Appeal this March. Every £20 raised helps to fund an hour of Marie Curie nursing care for someone living with a terminal illness and vital emotional support for their families. We have also been working with SCC, using their skills and expertise to produce a film about our partnership and to help promote corporate fundraising at Marie Curie which is a great gift in kind project that will help us to secure even more support. From all of us at Marie Curie thank you SCC and we look forward to a hugely successful partnership."*

### **Joanna Hancock**

Head of Corporate Account Management, Marie Curie

A photograph of four people (three men and one woman) standing on a dirt path next to a canal. They are all wearing bright yellow high-visibility safety vests. The man on the far left is holding a shovel. The woman in the center is also holding a shovel. The man on the far right is holding a shovel. They are all smiling and looking towards the camera. The background shows a canal with a brick wall on the left and dense green foliage on the right.

## Local Charities and National Campaigns We Supported in 2014/15

All SCC employees are entitled to a volunteering day and we encourage everyone to use their day to help a cause of their choice. SCC often fulfils charity requests such as IT kit donations, educational resources and event prizes. We also have weekly Dress Down Days supporting charities that employees have chosen.

*"My time last May was spent volunteering at the NRAS HQ in Maidenhead, it was an amazing experience where I was able to help newly diagnosed sufferers by transcribing voice notes from the recent NRAS roadshows ready to add to new leaflets to help people understand the disease. This only happened because of SCC Volunteer day, so thanks to SCC for enabling me to do this. I will hopefully be doing the same this year by helping out at the HQ again."*

**Alison Penfold –**  
Receptionist, SCC Bracknell.

## Contributions Throughout 2014/15

### April 2014

**Sussex Rocking Horse Charity**  
Dress Down Day

### May 2014

#### **St Basil's Employability Day**

*"Thank you so much for all the support you and your team have offered to St Basils and specifically the Learning Skills and Work team. Please could you extend my thanks to all the volunteers for their support and enthusiasm."*

#### **Gemma Ferati**

*Fundraising & Corporate Partnerships,  
St Basils*

#### **Teenage Cancer Trust in memory of Stephen Sutton**

Dress Down Day

### June 2014

#### **Community Education Awards**

*"SCC is now in its fifth year of sponsorship with the Community Education Awards. SCC's commitment and support has been amazing. As part of the awards package SCC has sponsored over 1000 Barney and Echo Caught in the Web educational resources tackling internet safety and cyber bullying issues which is absolutely fantastic for the children in Birmingham, who will benefit from the programme."*

#### **Awards Organiser**

*Kelly Griffiths, Community Education Awards*

### June 2014 *contd*

#### **Community Education Awards**

*"We are absolutely delighted that SCC has once again chosen to be involved in our citizenship and PSHE educational programme through their sponsorship of the national 'SCC Internet Safety Award' and also for their tremendous commitment in helping local children in the Midlands. This is a partnership that we hope will continue to thrive and we are certain the books will be enjoyed by pupils and teachers alike."*

#### **Project Director Kevin Daly**

*Community Education Awards*

#### **Help Harry Help Others**

Sponsorships

#### **Action for Children**

Dress Down Day

### July 2014

#### **Guide Dogs for the Blind football tournament**

#### **Royal Marines Day supporting Marie Curie**

*"I feel extremely lucky to have experienced a day with The Royal Marines. The officers in charge were brilliant and gave us unrestricted access into a number of the actual activities the Marines have to complete in order to be given the Green Beret. I really did come away with admiration for these guys and what they do; a fantastic experience!"*

#### **Alex Unsworth**

*IT Account Executive, SCC  
Commercial Sales*

### July 2014 *contd*

**Marie Curie and Guide Dogs for the Blind**  
Dress Down Days

### August 2014

#### **Alzheimer's Society**

Dress Down Day

### September 2014

#### **Macmillan**

Coffee Morning

#### **Canal and River Trust**

Volunteering cleaning up a local canal and towpath

#### **Macmillan and Action for Children**

Dress Down Days

### October 2014

#### **Byte Night raising over £14,000 for Action for Children**

*"Byte Night is amazing, good fun and brings people together to help others although it's a picnic compared to what sleeping rough must actually be like, taking part in it broadened my horizons and made me more thankful for what I have."*

#### **Rob Court**

*Lawyer, SCC*

## October 2014 *contd*

### Marie Curie Brain Game

A group of SCC Masterminds took on the Marie Curie Birmingham Brain Game

### Breast Cancer Care and Cancer Research UK

Dress Down Days

## November 2014

### November

Raising awareness for men's health with a hairy twist

### Children in Need

And local childrens football team  
Dress Down Days

## December 2014

### Marston Green Leapfrogs Nursery

Pad Donations

### Hosted coding sessions as part of Tech Partnership's 'An Hour of Code' campaign

### NSPCC

Festival of Trees donating £750

### St Basil's Employability Day

*"Thank you for all the support over the past couple of years. The opportunities that you have opened up for our young people and the wonderful donations have been very much appreciated."*

### Lucy Hackett

Head of Fundraising & Corporate Partnerships, St Basils

### Save the Children and When you wish upon a Star

Christmas carols and Christmas Jumper day

## January 2015 *contd*

### NWG Network Work in Kind video promoting their work

*"The NWG Network are very grateful to SCC for taking the time to visit us and produce such a great, high quality video which manages to get across so much information about our charity, the work we do, how we work and also cover many of our products and resources- we simply could not have done anything like this ourselves."*

*"The filming did not disrupt the day to day running of our busy office and we are proud of the resulting video, which we hope to use not only to advertise our charity but also to fundraise for us."*

*"Thank you, SCC."*

### Cheryl Stevens

Network Coordinator, NWG Network

### Muscular Dystrophy

Dress Down Day

## February 2015

### Birmingham Reading Initiative Donation of Surface Pro to the Myotubular Trust

*"On behalf of the Myotubular Trust, we thank SCC for their very generous donation which helped us to raise funds to find a cure for myotubular myopathy, a cruel condition that robs children of their childhood. A cure is now a tangible distance away and our goal in hosting the reception and auction at the House of Commons was to help us to build on the funds that continue our investment in world-class research."*

*"As you will appreciate, charities for rare disease like ours find it much harder to attract the same attention and funding as much larger charities. That means that a cure for those who suffer from rare diseases can lag years*

## February 2015 *contd*

*behind the scientific possibilities. The only way a cure will be found for a rare disease like myotubular myopathy, despite how devastating it is, is from personal family fundraising and support from the communities around individual children.*

*"Thank you so much for helping us on the road to finding a cure and for supporting our work"*

### Melanie Spring

Communication & Education Coordinator

### Marie Curie work in kind video

### Phabkids and Midland Freewheelers

Dress Down Day

## March 2015

### Challenge Africa Phase Two (2016)

Dress Down Day

### The Great Daffodil Appeal for Marie Curie

### Sponsorship of Rob Oliver

*"I am forever thankful to be living out my dream as a professional athlete representing my country. I am so grateful to have the support from SCC a company who have shown belief in me and are willing to support me on my journey to the 2016 Paralympic Games, that means so much to me. The funding that I have received from SCC enables me to purchase specialist training equipment and adaptations to enable me to be able to train to my full potential. Thank you SCC"*.

### Rob Oliver

No.1 GB Paracanoeist

March 2014 *contd*

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### Red Nose Day

Dress Down Day

### SCC Sponsor a Guide Dog puppy through 'puppy school'

### Volunteer Day clearing the grounds at a National Trust site

*"I really enjoyed the day despite the horrid weather in the morning, we were set the challenge of clearing bramble patches from the slopes (which were very steep) to open up the grazing.*

*"We all had great fun rolling the large clumps, which were not dissimilar to massive tumble weeds, down the slopes to be burnt on the bonfire.*

*"On the day there were volunteers there from several of National Trusts suppliers and the experience really brought everyone closer together almost as if it was a team building event.*

*"I am approaching the end of my second year at SCC working with the Trust and this was my fourth volunteering event, all of which been different but with one common result which is a thoroughly enjoyable and satisfying experience."*

### Paul Churchill

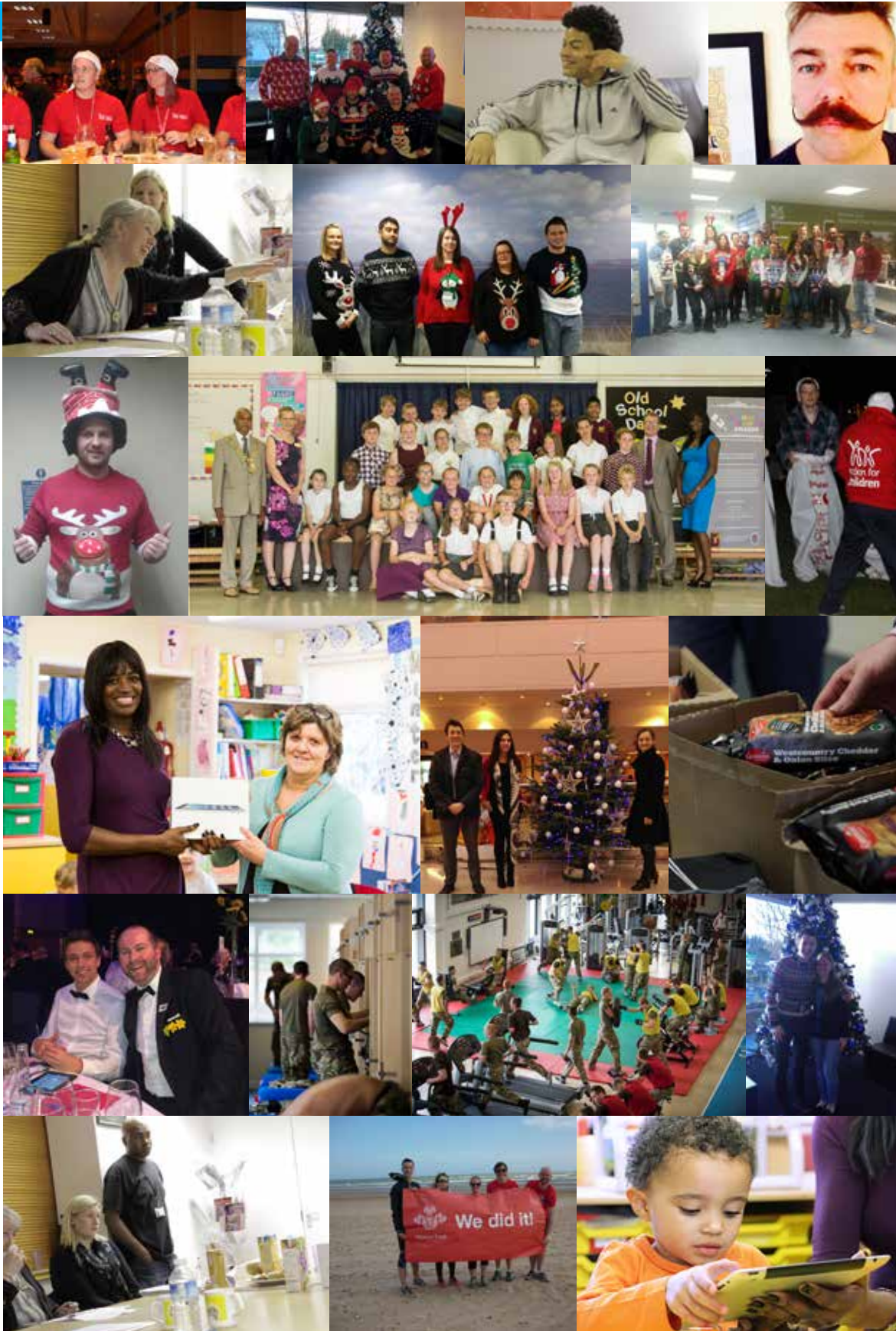
Customer Service Manager

Leading the fight  
against dementia

**Alzheimer's  
Society**











# CSR Financials

- Overall Investment in CSR


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- Raised and Spend for Charity Partners

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- Previous Year Investments


## Overall Investment in CSR


 £169,043.34

Raised  
£75,318.93 

Spent  
£50,356.82 

£ of IT kit donated  
£5,867.59 

Charities & Causes Supported  
25+ 

Volunteer Days  
29.5 

## Raised & Spent for Charity Partners



£46,615.00



£727.00



£13,851.27

## Previous Year:

£14,100 

£6,825 

£6,608 

£4,432 



# Our People

Learning & Development

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Equality & Diversity

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Employee Benefits

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Health & Safety

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## Learning & Development



Our people make success possible. We are committed to the personal development of all our staff at SCC, ensuring they gain the necessary skills to reach their full potential.

Our People Development strategy enables our employees to continually improve their knowledge and skills.

We offer a wide variety of blended informal and formal training that enables people to become competent in their role and develop for the future. The learning solutions include:

- Specialist Technical Training
- Technical Accreditation
- People Development Training
- Leadership and Management Development

We operate the 70:20:10 learning & development model with the majority of the learning being experimental and supported on the job, 20% in the form of personal reflection and through performance management, and the remainder through training interventions.

Accessible learning in the workplace also includes eLearning, 1-1 coaching and workshops to meet the needs of the individuals in a flexible manner.

We believe in growing talent from within and providing a career pathway. We support apprenticeship programmes that lead to fulfilling careers at SCC and encourage the recruitment of graduates across the business.

We actively encourage lateral development and many of our best managers at SCC have worked across multiple departments within the business gaining valuable experience.

In 2015/16 we will continue to evolve our Learning & Development function, including:

- Refreshing our course catalogue to ensure it remains aligned to our business strategy
- Developing leadership and management programmes
- Developing more effective induction programmes for new staff, ensuring they can settle into the company and their roles easily
- Replacing the Performance Management systems.

## Apprenticeship Scheme

*“You get exposure to the latest technologies and get to work with household names that you’ll see on the high street.”*

There are a variety of apprenticeship schemes running throughout SCC. One of these is within our Managed Services division and to date has been very successful.

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

Alexandra Duncan was taken forward after successfully completing her 12 month placement with SCC. She is mentored and guided on a daily basis by her Team Cell Leader, Mark Timmins.

*“Alex joined the Imaging Department as a trainee starting on testing, wiping and imaging of hard drives.*

*“I quickly recognised her skills and moved her onto configuration duties where she now provides support for a variety of our customers.*

*“Within a short amount of time, she has developed to being a key member of the team. She provides hands on training to other members of staff as well as reviewing build procedures that I have created and advises on changes or improvements.*

*“Alex has a very positive outlook and is a bubbly person to be around. A great team worker, who consistently delivers high quality work output.”*

**Mark Timmins**

Engineer, SCC

*“Since starting in 2013 and being a part of SCC, I have gained a lot more experience and knowledge than I ever thought I would be capable of. During the 12 months of my apprenticeship I was able to learn both in training and in the workshop, where I also gained my level 3 certificates in ICT.*

*“When I first entered the workshop in the Imaging department I started off my job with the testing of generic and customer hard drives using manufacturer specific diagnostic software. Now nearly 18 months later, I have progressed even further working with the configuration on a variety of customers, alone with having the knowledge of deployment software to apply customers specific images to PCs, laptops and hard drives.*

*“Without the help and support of SCC, I wouldn’t have anywhere near the knowledge and experience of working in the IT industry that I do now. So I’d like to say a big thank you to all those who have helped me through my working journey and I am looking forward to what is yet to come as I further my career.”*

**Alex Duncan**

*“It is so refreshing to see these young ambitious individuals coming through and demonstrating a passion to succeed. We enjoy empowering our apprentices, equipping them with the skills and knowledge that will make us thrive tomorrow”*

**Mandy Groutage**

Repair Centre Manager, SCC



## Equality & Diversity



We are committed to a policy of equal opportunities and promoting diversity in all aspects of employment.

All applicants and employees are treated in the same way, regardless of their marital or civil partner status, pregnancy or maternity, religion or belief, sex, sexual orientation, gender reassignment, age, race, colour, ethnic or national origin, or disability.

Furthermore, SCC recognises the importance of employing individuals based on their knowledge and skills, and that different experiences and personalities can build innovation and diversity.

Our policies are compliant with SA8000 and Government Human Rights standards, and guided by fundamental principles such as those in the UN Universal Declaration of Human Rights and the International Labour Organisation.

As well as this, we are a member of the UN Global Compact Network UK.

### Promoting Equality & Diversity

#### Women of the Year

We have sponsored the Midlands Women of the Year Luncheon & Awards for over ten years, celebrating women's success in business.

#### Sponsorship of Robert Oliver

This year we sponsored Paracanoeist and prospective Paralympian Robert Oliver, supporting his journey to Rio in 2016.

#### Partnership with Remploy

Over the last 12 months we have been working closely with Remploy on a programme that enables us to create a more diverse and equal workforce.



## Employee Benefits

### The Healthy Employee

SCC has worked alongside The Healthy Employee for over four years giving employees the opportunity to improve their well-being and maximise their health.

Founder & Director of The Healthy Employee, Anna Mason, has hosted a number of Buzz Sessions across SCC, raising awareness of healthy eating and the benefits of living a healthier lifestyle.

As well as this, employees have had access to a number of healthy eating programmes designed to suit their individual needs and requirements.

*"I had gotten to the point where weight had crept on and I was starting to feel uncomfortable about it. I had been thinking for a while that I should do something about it. My eating habits had been unhealthy and I wanted to get healthier and lose weight.*

*"I saw the programme advertised around the business and I spoke with a colleague who had completed it. She said it was really good and it seemed to me like a really sensible way of eating, rather than counting calories or points and something I would be able to stick to. I didn't want this to be a quick fix and then gain any weight lost once I had finished the plan. I wanted to make some lifestyle changes.*

*"At the end of the 12 weeks I had Lost 1st 6lbs which I was really pleased with. I reduced the amount of alcohol I was drinking which made me feel much more energetic. My quality of sleep is now much better. My skin was looking a bit dull and has become brighter and a few people have said that I look really well."*

**Emma Brown**

Bid Manager, SCC

*"I felt compelled to take part in The Healthy Employee healthy eating programme because up until now I have always controlled my weight with exercise. However, as I've got older I've found my weight creeping up a pound or two each year. Also I felt my blood sugar could, at times, be all over the place and I felt dissatisfied and would have cravings. I like being in control and in charge of my life and on this occasion I felt I needed help with this. I am also getting married next year and I really want to feel and look great for that.*

*"Then the healthy eating programmes came along through SCC, the company I work for, and I thought this presented an excellent opportunity to address a healthy eating education that would help me lose a few pounds now but more importantly, learn how to manage my weight in the future.*

*"I was surprised by how easy the whole process was. It helped having my weekly telephone catch up calls with my coach. This was an opportunity to discuss what had happened for the previous week and to help me plan the coming week. I found talking through what foods to have on-the-go really useful and helpful. I get organised and take food in the car with me which means I don't have any of that horrible down time where my energy flags and I feel drained."*

**Natalie Wilford**

Business Development Executive, SCC

## Employee Benefits

### Cycle to Work Scheme

Over the last 12 months, the Cycle to Work Scheme has grown with lots of SCC employees signing up. We have started to improve our facilities to enable more people to travel to work on their bikes with the comfort of knowing they can leave their bike in a secure shed whilst at work and use the showers and changing facilities.

### Salary Extras

Employees can take advantage of a wealth of benefits, from 25% off stays at the Rigby Group's Eden Hotel Collection, to mobile phone schemes, secret sales, discounted cinema tickets, childcare vouchers and many more.

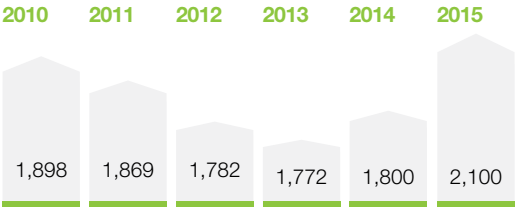
### Refresh Café

At our head office in Birmingham, we have a cafeteria where employees can enjoy a variety of sandwiches and cooked food. The café enables employees to step away from their desks and recharge their batteries.



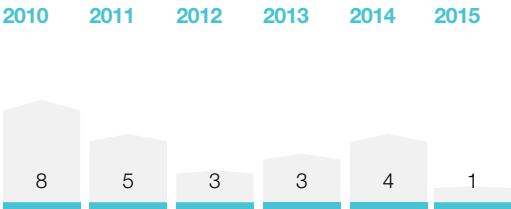
# Health & Safety

## Average Number of Employees

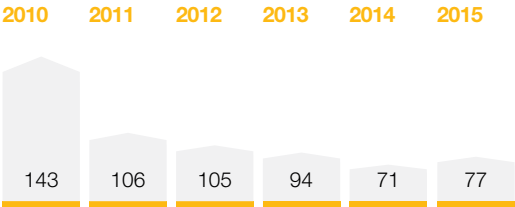


## Total Number of Reportable Injuries

(over 7 day lost time accidents)

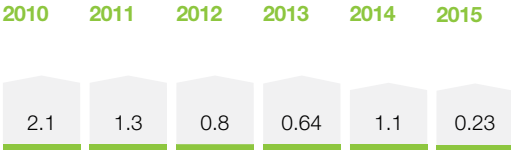


## Total Number of Non-Reportable Injuries

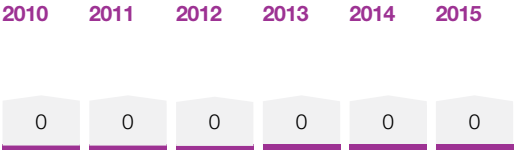


## Reportable Accident Frequency Rate

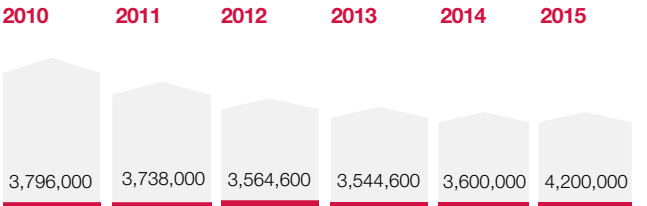
(x 1,000,000 worked)



## Total Number of Lost Time in Man Days



## Total Numbers of Man Hours Worked



## Accident Frequency Rate Total

(x 100,000 hrs worked)



# Our Commitment to Sustainability & the Environment

[Recycling & Green IT](#)

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[SRC Launch](#)

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[Shredding Capability](#)

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[Recycled Material for Years 2012, 2013 and 2014](#)

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SCC was awarded the Sustainability Award at last year's MEBC Business Awards.

As a large privately-owned IT solutions company, we are aware that we are responsible for playing our part and being committed to the environment. We ensure we do the best we can to work in a sustainable way. Our sustainability and environment policies lay out our working processes to achieve this.

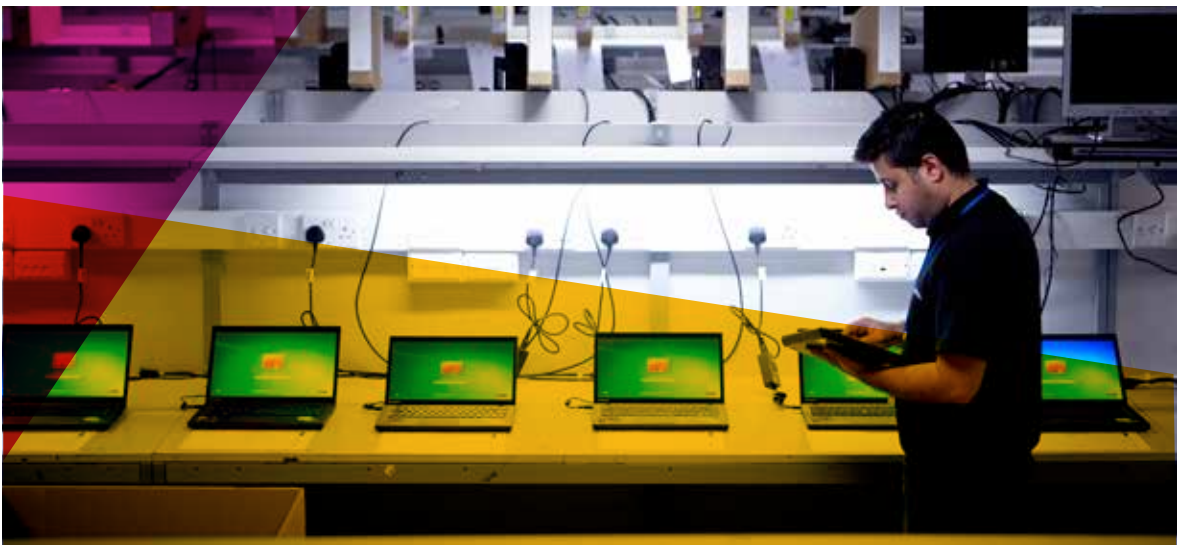
We are internationally accredited to ISO14001 and ISO19001 standards. We have been continually awarded with CarbonZero status over the last five years and work closely with our partner co2balance - a leading carbon management company, to offset our carbon emissions.

We aim to help our customers reduce their carbon footprint and believe that by hosting our customer's data in our Data Centres, 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 systems 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.



## 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 (e.g. 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 CO<sub>2</sub>, 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

**£15 million +**

Investment in Recycling Services

**0%**

Landfill Policy on recycled IT

**CESG**

Approved data erasure in accordance with HMG Standard No.5

**25,000**

25,000 Assets processed monthly through Recycling Services

**60,000**

Items securely data erased per year on average

**715.357 tonnes**

of IT equipment placed back on the market

**982.91 tonnes**

of IT equipment securely disposed and recycled

**174.177 tonnes**

of IT equipment refurbished and redeployed

Within a broad range of technology solutions, SCC has offered IT recycling services for over 20 years and is unique as the only IT recycler operating in the UK & France to have TRUE recycling, data erasure, refurbishment, remarketing & secure HDD destruction located on one campus.

With access to a variety of equipment ranging in size from our high level degausser to our full-scale WEEE treatment plant, SCC guarantee 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 on site 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.

In addition, SCC operates 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, and ensures 100% of the waste we recover is utilised to its full potential.

## SRC Launch

In 2014, SCC launched its new Supply & Recycling Centre (SRC). The SRC brings all of our Supply Chain Services under one roof for the first time: a unique offering in the UK.

Within the SRC is our goods inwards, distribution and storage operation, our state-of-the-art configuration facility, with the capability to bench and build more than 500,000 units per year, and our refurbishment and disposal services.

Key to all of this being available in one secure facility is data protection, operational efficiency and savings in timing, resource and cost for our customers.

The SRC separates SCC's supply chain and recycling services from our competitors and is fully-accredited, compliant to the highest Government levels.

## Shredding Capability

We continue to find new and innovative ways to expand our recycling capability and in 2014 we purchased an Ulster 15H Hydraulic Disintegration Shredder.

Shredding is not a capacity we previously had and this has thus greatly expanded our ability to offer an increasingly broad service to our customers. The shredder can be used to treat all Business Impact levels including TOP SECRET in accordance to HMG IA Standard No.5 and the advised shred size models identified in the CPNI standard. It is fitted to a 7.5 tonne secure container vehicle powered by truck hydraulics with no requirement for external power. Both indoor and outdoor shredding units are available which provides much more flexibility for us to accommodate customer requirements.

Once we've utilised our vehicle shredder the resulting material is sent to our WEEE Plant for processing.

We operate an over-band magnet and eddy current separator which sorts ferrous and non-ferrous metals, as well as plastics, into pure recycling streams. We have also added the functionality of manual break down to this process which sees IT equipment manually stripped to remove items such as PSU, cables, and internal components prior to shredding to ensure purity.

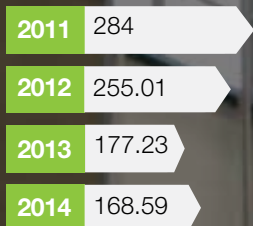
The shredder output is then managed and recycled using an extensive list of audited and approved third party recyclers who are experts in certain materials. The majority of our shredder out products has a revenue return that is then reused to improve the business and overall operations.



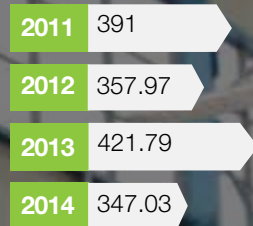
## Recycled Material for Years 2012, 2013 and 2014

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.

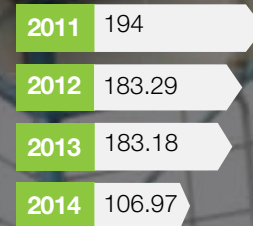
### Display Unit



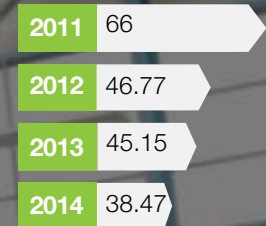
### Ferrous Metals



### Cardboard



### Cables



### Batteries



### Non-Ferrous Metals



### PSUs



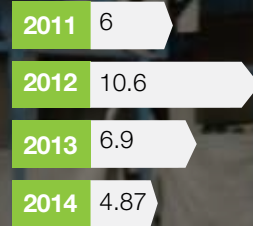
### Shrink Wrap



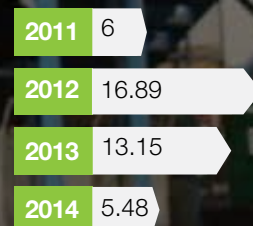
### Toners



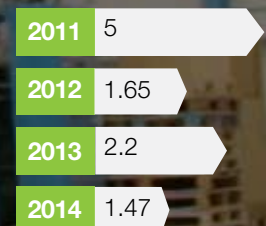
### Polystyrene



### Paper



### Copper



# Sustainable Projects

## Travel

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co2balance – SCC's Impact Report 2010 – 2014

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Carbon Offset Project - African Energy Efficient Stove Project

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External Project Verification

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Impacts – Kenyan Energy Efficient Stove Project

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Ugandan Borehole Project

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Project Location

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Impacts – Ugandan Borehole Project

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Case Studies – Basket Weavers

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Project Locations

## Travel

In November 2013 Centro created a travel plan for SCC and awarded us with a grant to install better facilities that would encourage people to cycle to work. We now have showers and changing facilities as well as new bike shelters for employees to use. We also implemented a car-sharing scheme, where employees are entitled to a priority car space if they cut down on a car and lift share with a colleague.

Our Bracknell office has promoted the 'travel Challenge' – an initiative led by Bracknell Forest Council, whereby people log their journeys to work that are car-free with the chance of winning prizes.

We often have access to a variety of public transport discounts throughout the year which we promote internally to all employees to encourage them to leave their cars at home and jump on the bus or train instead.

## co2balance – SCC's Impact Report 2010 – 2014

Since 2010, SCC have been working with carbon management company co2balance, to calculate and offset the carbon dioxide emissions created from its Data Centres and Neo Park site – to achieve CarbonZero status for these facilities. It has achieved this through its support of a range of projects, the most prominent being co2balance's Energy Efficient Stove Project in Kenya, and more recently, its Borehole Rehabilitation Project in Uganda.

## 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 indoor smoke by half. Indoor 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 international 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* 1
Environment	CO2e prevented	11,444 tonnes
	Wood saved	9.219 tonnes
	Area protected	28.61 hectares
Social	No. of stoves	3,532
	Time saved	237,355 hours
	Young people impacted	10,949
	Old people impacted	3,532
	Total people impacted	19,073
Economic	Working time saved	237,355 hours
	Working days equivalent	29,669 days

### Health Impacts

### Quantitative Data\* 2

Condition	Likely reduced cases from project support
Respiratory illness (lower chest/lung)	2,720
Asthma	2,472
Ear & nose irritation	989
Total reduced instances of serious illness attributable to indoor smoke	6,181

\*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 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 of Statistics. (2008). Kenya Integrated Household Budget Survey. Ministry of Planning and National Development, p1-300.

## 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, affecting the health and well-being 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* 1
Environment	CO2e prevented	6,055 tonnes*3
	Wood saved	4,278 tonnes*1
Social	Infants (<5) impacted	760*4
	Children impacted	1174
	Adults impacted	1519
	Total people affected	3,452
Health	Clean water supplied	7,560,698
	Likely causes of diarrhea avoided	59*5
	Likely fatalities avoided	5

\*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 diarrhea incidences per 1000 people recorded in Northern Uganda reported by Barungi & Kasirye, 2011 and the reductions in diarrhea and diarrhea fatalities expected after installing a borehole reported by the World Health Organisation.

## Case Studies – Basket Weavers

Two residents of the Shimba Hills region of Kenya used the time they saved from the improved cooking stoves to set up a basket weavers group.

For most women in rural Kenya, a typical day involves waking up at sunrise and walking to the nearest forested area to collect their firewood for the day. Often, women might have to walk for 2 to 3 hours to do this. Once home, they immediately begin preparing food for their families.

On a traditional open fire stove, cooking times for meals can be long. The co2balance improved cook stoves drastically reduce the amount of firewood used when cooking, with a corresponding reduction fuel and in time spent collecting firewood. The new stove design is also highly efficient; as a result, women see a reduction in cooking time as well. Some women can now have over an hour a day to themselves to get involved in other activities that can be of benefit to them.

We travelled to a remote village in the region, Rukanga, to meet women who are maximizing the time saved with the new stove, and using this new found time that they have to get involved in income-generating activities that benefit their entire families. We were welcomed into Rukanga by Florence Awuda and Mercy Mghambi Mwazighe. These women have both received the improved cooking stoves. Mercy and Florence spoke about how they are spending the time they have saved as a result of the CarbonZero stove.

Mercy told us: “I am a member of the Rukanga Basket Weavers Group. I work with Florence and many women to weave beautiful baskets from Sisal. These baskets we can sell and make money. Now we have more time, we can make more baskets. If we make more baskets we can make more money, not only for us but also for our family”.

Florence added: “I was spending a lot of time collecting firewood so I could only work on my baskets at night after I had prepared food and looked after the chores and family. Now I even have time to work on my baskets at the day time because I am not collecting, all the time. And also to add to this, it is very good because I have had time to learn new basket weaving techniques also. Now I can also make bottle holders and table cloths. I have more time to learn. This is good, too”

Mercy concludes: “It is a great group our Rukanga Basket Weavers and now we have time to participate properly. It’s very nice that we can have all our chores and food ready on time but also have time to do something we like to do and also make some money for our family.”

## 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 characterised by high incidences of maternal and infant mortality, with most of its people suffering from unemployment, poor health and poverty.



# Green House Gas Audit

Background & Methodology

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Scoping the Green House Gas Audit

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Headline Figures

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Carbon Emissions by General Activity

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Carbon Emissions by Scope

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Comparison by Previous Emissions

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Comparison by Scope

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Comparison by Grouped Activity

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Assumptions



## Background & Methodology

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 CO<sub>2</sub> 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.

## Headline Figures

Carbon Footprint for  
April 2014 to March 2015

13,391.53 tCO<sub>2</sub>e

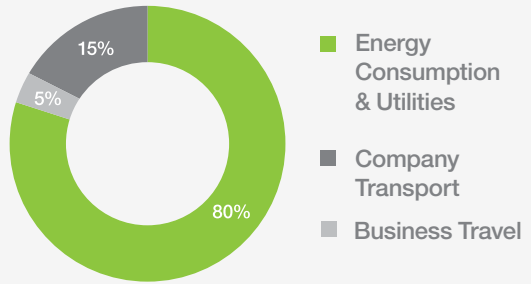
Emissions per FTE  
employee<sup>1</sup>

7.94

Percentage change from  
previous audit (2013 / 14)

+1.26+

### Carbon Footprint 2014/15



Carbon Activity	tCO <sub>2</sub> e	Percentage
Company Transport	1,988.64	15%
Business Travel	622.72	5%
Energy & Utilities	10,779.18	80%
Totals	13,391.53	100%

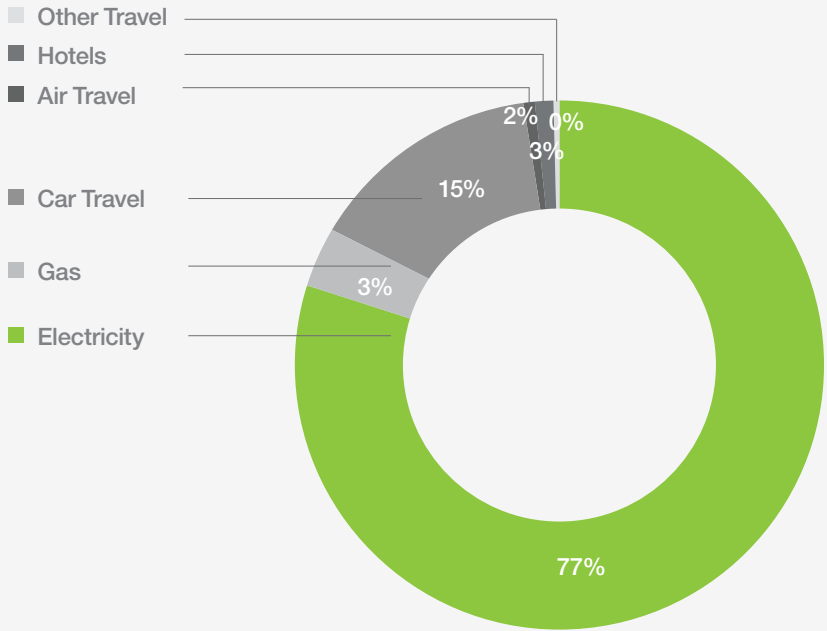
<sup>1</sup>FTE are taken as same as 2013 - 2014 audit.

Carbon Activity	Emissions	% Emissions
Small Diesel Cars	60.60	0.5
Medium Diesel Cars	675.41	5.0
Large Diesel Cars	85.26	0.6
Small Petrol Cars	15.40	0.1
Medium Petrol Cars	29.34	0.2
Large Petrol Cars	11.65	0.1
Gas Consumption	394.19	2.9
Electricity Consumption	9,594.30	71.6
Electricity Consumption - Transmission & Distribution <sup>2</sup>	790.69	5.9
Air Travel Domestic	96.52	0.7
Air Travel Short Haul	69.84	0.5
Air Travel Long Haul	81.99	0.6
Taxi	1.75	0.0
Train	27.93	0.2
Tube	0.76	0.0
Bus	0.00	0.0
Ferry	0.00	0.0
Small Diesel Cars	47.78	0.4
Medium Diesel Cars	282.36	2.1
Large Diesel Cars	390.94	2.9
Hybrid Cars	12.27	0.1
LPG Cars	0.65	0.0
Small Petrol Cars	73.64	0.5
Medium Petrol Cars	139.69	1.0
Large Petrol Cars	164.00	1.2
Hotel Stays	343.93	2.6
<i>Totals</i>	<i>13,391.53</i>	<i>100%</i>

<sup>2</sup>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.

# Carbon Emission by General Activity – Summary

Activity	tCO <sub>2</sub> e	Percentage
Electricity	10,384.99	77%
Gas	394.19	3%
Car Travel	1,989.64	15%
Air Travel	248.34	2%
Hotels	343.93	3%
Other Travel	30.44	0%
<i>Total</i>	<b>13,391.53</b>	<b>100%</b>



## Carbon Emission 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.

### Carbon Activity 2014/15

#### SCOPE 1

Direct Emissions (fuel combustion, company owned vehicles)

Activity	tCO <sub>2</sub>
Gas	394.2
Oil	0.0
Diesel Cars	821.3
Petrol Cars	56.4

#### SCOPE 2

Indirect Emissions (such as purchased electricity for own use)

Activity	tCO <sub>2</sub>
Electric	9,594.3

#### SCOPE 3

Indirect Emissions (outsourced operations, business travel in vehicles not owned by the company, embodied energy in products purchased, waste disposal)

Activity	tCO <sub>2</sub>
Electric - transmission & distribution	790.69
Water	0.0
Diesel Allowance	721.1
Petrol Allowance	377.3
LPG Fuel Card Purchase	0.7
Hybrid Cars	12.3
LPG Cars	0.7
Flights	248.3
Trains	27.9
Hotels	343.9
Tube	0.8
Taxis	1.8
Bus	0.0
Ferry	0.0

Total Emissions  
**13,391.5 tCO<sub>2</sub>**

SCC Carbon Footprint by Scope	April 2014 – March 2015
Scope 1	1,271.86
Scope 2	9,594.30
Scope 3	2,525.37
<i>Total Emissions</i>	13,391.53

## Comparison of Previous Emissions

Carbon Activity	2008	2009/2010	2010/2011
Electric	4,064.22	3,947.78	7,815.91
Gas	534.17	332.45	843.05
Oil	2.61	0	0
Water	3.04	382.778	3.04
Diesel Cars	2,031.19	1,148.47	1,193.66
Petrol Cars	932.11	89.67	116.75
Diesel Allowance	1,281.76	865.18	1,091.28
Petrol Allowance	356.63	856.81	818.67
LPG Fuel Card Purchase	1.11	0	0
Hybrid Cars	0	0	0
LPG Cars	0	0	0
Flights	311.6	291.675	239.28
Trains	5	152.212	168.21
Hotels	2	98.98	138.32
Tube	2.5	10.143	15.2
Taxis	8.1	2.958	2.7
Bus	0	0	0
Ferry	0	0	0
<i>Total Emissions</i>	<i>9,533</i>	<i>8,179.11</i>	<i>12,446.07</i>

## Comparison of Previous Emissions by Scope

Scope	Jan - Dec 2008	Base Year	Apr 2010 - Mar 2011
Scope 1	3,007.28	3,176.44	3,975.50
Scope 2	4,064.22	3,947.78	7,815.91
Scope 3	2,461.50	1,054.89	654.66
Gross Emissions	9,533.00	8,179.11	12,446.07

<b>2011/2012</b>	<b>2012/2013</b>	<b>2013/2014</b>	<b>2014/2015</b>
7,828.04	8,581	7,836.14	10,384.99
577.06	280.95	504.94	394.19
0	0	0	0
3.04	0	0	0
1,821.76	1,669.71	1,690.26	821.27
767.79	519.70	136.98	56.40
1,526.63	1,541.38	1,768.74	721.08
208.66	199	550.52	377.33
0.76	1.84	0	0.65
10.31	0.00	0	12.27
11.78	5.50	5.83	0.65
353.95	353.95	353.95	248.34
272.5	19.05	20.31	27.93
285.26	280.95	341.29	343.93
2.05	2.30	3.01	0.76
4.99	4.30	5.61	1.75
0.03	0.05	0	0.00
0.01	0.01	0	0.00
<i>13,675.24</i>	<i>13,795.14</i>	<i>13,217.59</i>	<i>13,391.53</i>

<b>Apr 2011 - Mar 2012</b>	<b>Apr 2012 - Mar 2013</b>	<b>Apr 2013 - Mar 2014</b>	<b>Apr 2014 - Mar 2015</b>
2,313.12	2,358.63	2,332.18	1,271.86
7,828.04	8,581.00	7,218.90	9,594.30
3,534.09	2,855.51	3,666.50	2,525.37
13,675.24	13,795.14	13,217.59	13,391.53

## Comparison of Previous Emissions by Grouped Activities

	Base Year	Apr 2010 Mar 2011	Apr 2011 - Mar 2012
Energy Consumption & Utilities	4,663.00	8,662.00	8,407.15
Business Travel	555.97	563.71	918.79
Company Transport	2,960.13	3,220.37	4,348.31
<i>Total</i>	8,179.10	12,446.08	13,674.25

### Total Emissions



### Energy Consumption and Utilities





Apr 2012 - Mar 2013	Apr 2013 - Mar 2014	Apr 2014 - Mar 2015
9,197.40	8,341.08	10,779.18
660.60	724.17	622.72
3,937.14	4,152.34	1,989.64
13,795.14	13,217.59	13,391.53

### Business Travel



### Company Transport



Gross Carbon Emissions for reporting period

**13,391.5 tCO<sub>2</sub>**

# Assumptions

All data used to calculate emissions was provided by the client and was accurate. Information that was for only a 6 month period 01/04/14 to 30/09/14 was extrapolated to create dataset for one year

Emissions for taxis, train, tube, bus and Ferry journeys were calculated based on the number of journeys and an average distance:



**Taxis**  
10km



**Tube**  
14.8km



**Bus**  
7.3km



**Ferry**  
33.9km



**Train**  
179km



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