

CSR Report FY16



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CSR Operational Group

The CSR Operational Group (COG) comprises 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.



Fay Gleeson



Tim Kenny



Frances Swain



Claire Carthy



Helen Sharp



Paul Barlow



Alison Penfold-
Phillips



Katie Moore



Jacqueline
Leitch



Lindsey
Hunter

Charity Partners 2015/16

As a family business, we have always held philanthropic values and have selected three charities for focused fundraising efforts on a national scale: the 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.



The 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 over 850,000 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 our employees got involved with a number of exciting opportunities with the Prince's Trust, including some exciting new volunteering opportunities working directly with Prince's Trust young people, Palace to Palace cycle and many more.

"I signed up as a volunteer for the Prince's Trust to help young people with their presentation skills. It was a fantastic experience, very rewarding and it certainly gets you out of your comfort zone. When I signed up I didn't fully appreciate what I was letting myself in for, or know what the Prince's Trust was about. The workshop is a full day, and you are in charge of helping these young people develop new life skills. It is hard work and challenging, and also very humbling at the end of the day when you see 6 young people stood up on their feet presenting to the group about their plans for after the course. They all smiled and left the day with a bit more confidence and I hope something that will help them take a small step forwards. A great thing to do and I'll be doing it again very soon. I'd recommend getting involved with the Prince's Trust to anyone at SCC who wants to give something back by helping young people who aren't as lucky as we are."

Simon Woodward

IBM Business Manager, SCC

"On behalf of the whole team at the Prince's Trust, I would like to say a huge thank you to everyone at SCC for their continued support. SCC's commitment to the Prince's Trust has changed young lives across the UK, transforming the lives of over 30 young people last year alone.

The Trust has returned £1.4bn in value to society through our help for disadvantaged young people over the last 10 years which simply would not be possible without the support of organisations like SCC."

Andy Devon

Corporate Partnerships,
The Prince's Trust

Alzheimer's Society

SCC is proud to partner with the 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 presentations company-wide and becoming 'Dementia Friends'. They also participated in Tough Mudder, silent auctions, raffles, Dress Down Days and more.

"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 their staff we wouldn't be able to support as many people affected by dementia as we do.

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 raising 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.

This year we have supported Marie Curie's Great Daffodil Appeal across our business with yellow Dress Down Days, bake sales, The Rugby World Cup Charity Sweepstake and branch awareness sessions.

"We are delighted to be working in partnership with SCC this year; 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 worked 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

Local Charities and National Campaigns We Supported in 2015/16

Overview

All SCC employees are entitled to a volunteering day and we encourage everyone to use their day to help a cause of their choice. 12 of our team used volunteering days in FY16. 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.

Volunteering



“Volunteering in Scouts gives me the opportunity to change young peoples lives and provide them with Skills for Life. Taking 36 young people between the ages of 14-18 half way around the world to meet over 36000 fellow scouts from over 155 countries in a life changing experience and one I will never forget.

SCC’s support for volunteering shows our commitment to allow us as employees to put back into our communities and to make a difference in our communities.”

Paul Barlow

Business Development Executive,
SCC Public Sector Local Government



“In my spare time (two evenings a week, and weekend mornings) I volunteer as a Horse Riding Instructor for a local Riding for the Disabled group (RDA). Aside from coaching the riders during the riding sessions, my role requires me to attend training and hold up-to-date certificates on such things as Safeguarding and First Aid. In most cases, the courses for these are run during the working week, so I used my ‘volunteer days in order to attend these.”

Helen Sharp

Partnership Technology & Pricing Specialist
Alliances & Partnerships SCC



“I have volunteered at Crisis at Christmas for the last four years, working night shifts of 10 hours, helping to run one of the homeless shelters that Crisis ‘builds’ in London every year.

The Guests in our centre number around 200 to 300 of the most vulnerable long term homeless rough sleepers in London. The essence of the volunteering is to provide a safe and secure environment, hot showers, laundry facilities, new clothes, hot cooked food, support and friendship. Specialist volunteers provide counselling, haircuts and shaves, dental and medical attention, a car service to other specialist centres, including hospitals and high dependency support units.

All year round Crisis supports single homeless individuals gain access to support to which they are entitled. The Crisis at Christmas centres are open between 23rd and 30th December. Next year I will be a key volunteer taking responsibility for running a specific part of the centre.”

Paul Dove

Pre Sales Director - Managed and Data Centre Services
SCH UK Services

Contributions in 2015/16

April 2015

Tough Mudder for Alzheimer's Research UK

Stuart Davidson took on Tough Mudder 2015, supporting Alzheimer's Research UK, after seeing first-hand the effects of dementia on his family. "The more we can do to help Alzheimer's Research find a cure for this devastatingly awful disease the better which is why we are putting ourselves through this crazy challenge. It is a cause worth every ache, facing every fear or donating every penny to help progress the research." - Stuart Davidson, Visual Communications Technical Services Manager SCC

Paris Marathon for Get Kids Going

Senior Marketing Manager Tim Kenny ran the marathon to support a national charity which gives disabled children and young people the wonderful opportunity of participating in sports.

The Moving Mountains Trust

Dress Down Day

Cub Scouts 100 Year Anniversary

Dress Down Day

Bring in a Bear

We donated over 200 bears to the Operation Teddy bear cause. Finlay Church, a sports-mad ten year old diagnosed with an aggressive brain tumour, is committed to raising money for Birmingham Children's Hospital and Brain Tumour Research.

May 2015

Nepal Earthquake Appeal

Dress Down Day

Care of Police Survivors National Memorial Week

Dress Down Day

Wear Denim for Dementia – Dementia Awareness Week

Dress Down Day

SSAFA (Military Services Charity)

Dress Down Day

NASS (National Ankylosing Spondylitis Society)

Dress Down Day and Charity Walk Solution

Architect Keenan Buck took on a charity walk to support NASS after living with the disease for most of his life.

Neurology Department at Queen Elizabeth Hospital Birmingham

Dress Down Day

NRAS (National Rheumatoid Arthritis Society) & RA Awareness Week

Dress Down Day

Cycle for Cancer Research UK

Software Developer David Cutting took on the challenge to raise money for Cancer Research UK, cycling over 200 miles in 24 hours.

Wild' Challenge for The Prince's Trust

'Team SCC' – Shaun Staff, Tom Seymour, Gemma Foxall, Daniel Gibbons & Sam Johnson – completed 'Wild' UK: 8 challenges, covering 100 miles, in just 2 days for The Prince's Trust. "We literally can't walk. Clearly the challenge was physically demanding and it's difficult to train adequately for each of the 8 challenges – so you can imagine how it feels doing them consecutively in less than 48 hours. But we all dug deep, supported each other and managed to complete the challenge with no major injuries or incidents. We're proud to have finished, even prouder to have won an award, and would love to take home a second prize for highest fundraisers."

Marie Curie's Bloomin' Great Tea Party

Bake Sale

Contributions in 2015/16

July 2015

Solihull Children's Special Needs Association

Dress Down Day

Sandwell Hospital Children's Ward

Dress Down Day

Cycle for Duchenne Muscular Dystrophy

Account Director Pete Harrison took part in a 100-mile cycling challenge, raising funds for charity 'Harrison's Fund'

Food Bank Donations

Our Birmingham office donated to Food Bank Box, which provide a minimum of three days emergency food and support to people experiencing crisis in the UK.

Gold International CSR Excellence Award

We won a prestigious Gold International CSR Excellence Award at the annual ceremony in London. Nominated in the Science and Technology category, SCC was commended for its inclusive CSR initiatives, including our partnership with co2balance, our sustainable travel plans, and our charity partnerships.

Tracy Westall, Director of Corporate Services said: "CSR is important to the business; ethics, commitment and being able to put back. We also understand that it's really important to our staff and it's a way of engaging every part of our business in a meaningful and productive way. The last 12 months have seen CSR go from strength to strength and this award reflects that."

Dogs for the Disabled

Dress Down Day

National Trust

Dress Down Day

Community Education Awards

"SCC is now in its sixth 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 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

"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

This year, VCOM Technology Specialist and CSR Representative for Warrington Helen Sharp went to Cornist Park School in Flint, North Wales to present students with their Internet Safety Awards.

As an IT company, we understand the importance of Internet Security and Safety and encourage young people to use the Internet cautiously whilst being aware of dangers such

as Cyber bullying. Each year we fund the awards which consist of books and resources about Internet Safety.

Every year the Community Education Awards partner up with the Police Community Club to launch the Internet Safety in Schools Project. Schools enter the awards with a creative campaign to promote Internet Safety and raise awareness. The winning school this year was Cornist Park School in Flint, North Wales, for their project eCadets.

Helen said: “It was inspiring to see the enthusiasm of the pupils and to be with them when they received their award. It was evident that they had worked very hard and it was reassuring to see that young people are spreading the word and sharing skills about Internet Safety and its importance.”

St John’s Ambulance

Dress Down Day and Cake Auction

Katharine House Hospice

Dress Down Day

The Anthony Nolan Trust

Dress Down Day

Contributions in 2015/16

August 2015

Brain and Spine Foundation

Dress Down Day

Silent Auction Action Camera for Alzheimer's Society

Dress Down Day and Auction

The Rugby World Cup Charity Sweepstake in Partnership with Marie Curie

Dress Down Day and Sweepstake

Birmingham Dementia Friends Session for Alzheimer's Society

The Right Stuff Project

Dress Down Day

Bristol Tough Mudder and Raffle for Alzheimer's Society

A team from the SCC Bristol Branch took on Tough Mudder for Alzheimer's Society – an adventure challenge which is not for the faint hearted.

The team of eight comprising Epi Barrett, Emma Morgan, Jade Packer, Tom Seymour, Neil Biddiscombe, Andrew Norris, Adam Wilde and Andrew Belfin have been training hard for the challenge for a number of weeks and were as ready as they could be.

“It was hard but great fun and super muddy! It took us around four hours to complete and our favourite obstacles were the Mystery Obstacle and the Funky Monkey. The Mystery Obstacle entailed crawling under barbed wire, followed by pulling ourselves up a dark tunnel with a rope and then dropping off the end backwards into water like a scuba diver! And the Funky Monkey, well, coming down the hill you could just make out the monkey bars. But as we approached, we noticed that the bars got higher and higher. Then we got a bit closer and noticed that there was an angled bar to get down to the other side. And then we got even closer and noticed that there was a trapeze linking the two!! So glad I didn't get wet on that one! The worst was Shock Treatment for pain and Artic Enema for the blokes! We had the best time at Tough Mudder – thank you SCC.” - Emma Morgan, SCC

SCC Team Cycle Palace to Palace for The Prince's Trust

Our SCC team of 20, comprising Shaun Staff, Gemma Foxall, Carl Douglas, Mark House, Adam Dale, Abigail Carr, Rui Chen, Mathew Froggatt, Rajeev Chawdary, Leigh Mold, Kam Bhamra, Ummer Yousaf and David Fish, plus eight friends of SCC took on 45 miles for the Prince's Trust. The team joined thousands of people at the start line outside Buckingham Palace ready to face the cycling challenge ahead. The 45-mile route covered some of London's most iconic sites including Richmond Park, Hampton Court Palace and The Long Walk at Windsor Castle. Finishing at Windsor racecourse the team were welcomed by family and friends, and a big shiny medal to boot!

The team said of the challenge: "It was definitely tough with the pain kicking in around the 25 mile mark but luckily all the hours of practice paid off and it was a great team effort to get us all to the finish line – I don't think I would have made it without the support of the rest!"

"Fantastic day out and a great sense of achievement for such a worthy cause! Now just time to raise as much money as we can." - Ummer Yousaf, SCC

"Excellent overall day, beautiful route, a real experience riding with the team, a great sense of achievement crossing the finish line and all for a good cause." - Carl Douglas, SCC

Alopecia

Dress Down Day

Harrison's Fund

Dress Down Day

Jeans for Genes

Dress Down Day

RAF Benevolent Fund

iPad Donation

Macmillan Cancer Support

Coffee Morning

Corporate Covenant Bronze Award for supporting the Armed Forces

SCC was awarded the Corporate Covenant Bronze Award for supporting the employment of members of the Armed Forces. We have a long history of supporting the British Armed Forces and we are committed to helping ex-service personnel into long-term, civilian employment. The Bronze award is for employers who pledge their intention to support Defence and take a positive stance towards existing or prospective employees who are members of the Armed Forces Community.

Contributions in 2015/16

October 2015

Friends of Chernobyl's Children

Dress Down Day

Byte Night for Action for Children

Dress Down Day and Fundraising Event: SCC teams braved the cold to sleep rough for the night in aid of Action for Children's biggest campaign Byte Night. The Warrington team consisted of Greg Lewis, Julie Fogg, Rebecca Walker and Sean Hinchliffe. The team said: "Action for Children is a fantastic charity and Byte Night was a great event to be a part of. Even though we chose to sleep out, it was a truly humbling experience, providing just a tiny insight into the life of the vulnerable young people that we were there to help. We would like to thank all of our colleagues, family and friends who sponsored us."

The Birmingham team included Darren Shipley, Mark Jones, Sally Watts, Jo Perrins, Nic Edwards, Alex Unsworth and Adam Godfrey.

"On Friday 2nd October Midlands commercial sales team took part in Byte Night to raise money for Action for Children. This year's event was bigger than ever with over 230 sleepers taking part. The Midlands event was one of eight regional events around the UK and we were joined by many local companies including several of our customers. It started in the ICC and at around 11pm we all headed to St. Pauls Square to settle down in our sleeping bags. Our fund raising started in summer with activities like BBQ's, baking and a pub quiz and as of 5th October our teams total has reached around £3,400."

- Adam Godfrey, Business Development Executive, SCC UK Sales Commercial Midlands

Breast Cancer Care

Dress Down Day

Children with Cancer

Dress Down Day



November 2015

Sponsorship of Crank Racing

Crank Racing Team Principle Mark Grimes said: "This season we competed in the Thundersport GB race series and some selected Irish Road races. We had a challenging and rather expensive first half of the season, destroying one of our bikes three times! But we're pleased to report that, after changing our rider, we got back on form and finished the season very strongly with two seconds and winning the last three races. A great set of results. Thank you to SCC for the generous support which has had a positive impact on the lives of the young people who've been part of the Crank Racing team this season. We're now looking at making a serious challenge for the championship in 2016!"

Through the support Crank has received this year, they were able to provide financial support in the form of bursaries to underprivileged students from K College in Tonbridge. As well as this, they also gave the same kick start to students from Bolton Street Technical College in Dublin. These bursaries helped the students complete their college courses while gaining trackside work experience as a race mechanics, giving them a better chance of employment in the motorsport sector. The initiative also matched the students with experienced professionals and race mechanics who mentored them throughout the season.

Silent Auction Action Camera for Alzheimer's Society

Dress Down Day and Auction

The Red Cross

Dress Down Day

Myton Hospice

Dress Down Day

November

Raising awareness for men's health with some fun facial hair!

Sebastian's Action Trust

Dress Down Day

Cure Leukaemia

Dress Down Day

UWCBoxing for Cancer Research UK

Project Manager Ian Beckford took part in a UWCBoxing event for Cancer Research UK

Contributions in 2015/16

December 2015

Alzheimer's Research UK

Dress Down Day

City of Manchester Institute of Gymnastics' Awards Night

iPad Donation

"The raffle and auction added a real sparkle to a fantastic night for the kids and their coaches. Big thanks to SCC for the contribution to what was a fantastic night for all!"

- Steve Greig, Sales Executive SCC

NSPCC

Festival of Trees decorated by a team of SCC 'elves'

Diabetes UK

Dress Down Day

NSPCC

Festival of Trees decorated by a team of SCC 'elves'

Diabetes UK

Dress Down Day

Save the Children

Christmas Jumper Day

Helping Handbags Worldwide

100 filled handbag donations from SCC for homeless women at Christmas

January 2016

Cystic Fibrosis Trust

Dress Down Day

Endometriosis

Dress Down Day

Christmas Hamper Donations

Before Christmas, SCC employees were given John Lewis Christmas hampers and some members of staff decided to kindly donate their hampers to local charities.

As well as this, we donated all left over hampers to local charities too, while branches also made donations to local hospices and homeless charities.

"We just want to say a big thank you from our young people to SCC. Just before Christmas they donated 36 John Lewis Christmas hampers, which were distributed amongst our young residents over the festive period. Many of SCC's senior management team decided they wanted to donate these to charity rather than keep them for themselves. Last week they donated 14 more and the feedback from our young residents has been brilliant! Thanks so much!" - St Basils in Birmingham

"I am writing to thank you for your donation of Christmas Hampers. We managed to distribute these on Christmas Eve. Thank you for thinking of Age Concern!" - Age Concern

Cat Protection

Dress Down Day

February 2016

Kai Yates and HeadStart4Babies

Dress Down Day

Sands

Dress Down Day

Multiple Sclerosis Trust

Dress Down Day

Cancer Research

Dress Down Day

March 2016

Libby Maes' Little Angels

Dress Down Day

Birmingham Children's Hospital Charity

Dress Down Day

The Great Daffodil Appeal for Marie Curie

Dress Down Day

Sport Relief

Dress Down Day

Breast Cancer Unit at the University Hospitals, Coventry & Warwickshire

Dress Down Day

Birmingham Easter Egg Raffle for Variety the Children's Charity



CSR Financials

£100,473

Donated

£26,296

Charities Supported*

£20,000

IT Kit Donated

12

Volunteer Days

*Dress Down Days:

FY15: £16,000

FY14: £14,100

FY13: £6,825

FY12: £6,608

FY11: £4,432

Our People

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, 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. With continuing programmes across the business, we have developed many managers and teams in the accredited Myers Briggs Programme (MBTI) for self-awareness activity and personal development.

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 also support education partners by advertising vacancies and doing careers fairs with local colleges and universities, and advising on IT skills, course curriculums and training programmes.

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

This year we worked on the following initiatives:

- Refreshing our course catalogue to ensure it remains aligned to our business strategy
- Developing leadership and management programmes

In 2016/17 we will continue to evolve our Learning & Development function, including:

- Developing more effective induction programmes for new staff, ensuring they can settle into the company and their roles easily
- Developing a blended learning approach with new e-learning programmes
- Replacing the Performance Management systems

Apprenticeship Schemes

As a family-run business, with family values, SCC values apprenticeships as a reliable means of providing the kind of diverse and talented workforce upon which the company's success so far has been built, and with consistent growth each quarter, we are looking to develop our apprenticeships even further in years to come. By investing in a wide range of apprenticeship schemes, SCC supports young people by providing them with the qualifications, on-the-job experience and transferable skills they need to succeed in their chosen career.

Apprenticeships are proving highly successful across the company in multiple business areas. There are a variety of apprenticeship schemes, and we have between 18 - 24 programmes running and several in development.

Working closely with colleges and training providers, we have developed a diverse and rewarding selection of apprenticeship programmes, each linked to a clear career pathway. Upon completion of their qualification, we aim to retain 100% of apprentices and offer opportunities to progress to higher level qualifications, up to the equivalent of foundation degree level. Many of our apprentices have progressed to Level 4 (Foundation degree equivalent) from Level 3 in IT. This creates an excellent career anchor and the majority secure permanent roles at the end of their apprenticeship.

This year we also supported the Erasmus programme by offering work to three Romanian interns, connected with Bacau University, to assist SCC Romania.



“As a family-run business, SCC values apprenticeships. The company offers a diverse and rewarding selection of programmes, each linked to a clear career pathway.”

- Jennifer Ingram, Organisational Development Manager SCC

“On a day to day basis the inventory comes in from different departments to our area. I sort all that out, do administration work for it and make sure that it's ready for the engineers to take in and work on.

The benefit if you were doing an apprenticeship instead of college is you actually get paid while you're doing it. The team I'm working with are very supportive. I'm enjoying myself, and I just feel that I'm learning every single day on the job, which is what I've come here to do. In the 5 months that I've been here I've learnt so much – it's been an amazing experience so far.”

- Charandoor Singh, Inventory Controller Apprentice SCC

One recent success story comes from our HR department where HR Apprentice Administrator, Sharrana Mohammed, recently won Apprentice of the Year at South and City College Birmingham's annual Apprentice Awards, during National Apprenticeship week in March 2016.

Each year the college celebrate the benefits of apprenticeships at an awards ceremony and awards are given to apprentices for attendance, timekeeping, motivation, quality of work, attitude and work ethic. The Colleges In-business Network organise the event with the honorary president Sir Doug Ellis OBE and local employers are invited to the evening to celebrate the achievements of these young people. There are six award categories, which include Business, Customer service, Motor Vehicle, Construction, Care and Hospitality.

Sharrana was chosen from over 100 Business Administration apprentices, winning Business Administration Apprentice 2016. Birmingham's Lord Mayor presented Sharrana with her award at the ceremony.

"Sharrana is a bright, confident and enthusiastic worker. She deserves being Apprentice of the Year due to her sheer hard work. She is always willing to help and does so with a smile. She has grasped the knowledge and understanding of her duties so quickly and is a huge asset to the team! For a young individual, to come and work in a Corporate Organisation for the first time and to have done as well as she has is extremely admirable. Despite working in such a high pressured environment, Sharrana has shown exceptional skill and motivation in her role. She has impressed with her hard working work ethic, and often goes above and beyond. Her diligence and attention to detail has proved to be a real asset in her role. Sharrana has shown a maturity beyond her years dealing with often difficult and complex situations; we are delighted she is part of our team." - HR Team SCC

'Since joining the HR Department at SCC, I have gained invaluable skills and experience and have enjoyed every minute of it. I really enjoy working for such a successful business, and look forward to furthering my career within Human Resources and as part of a great team. I have received a huge amount of support from my team and colleagues, and would not hesitate in recommending SCC as an employer to my family and friends.' - Sharrana Mohammed, Junior HR Administrator SCC

“I joined SCC in March 2015 as an apprentice working towards my IT pro level 3 qualification which I achieved in March 2016. Prior to joining SCC, I had no experience in the IT industry and no career goals or objectives as I was still discovering the path I wanted to take.

During my time at SCC, I quickly realised what a great opportunity it was to work within SCC as I was surrounded by people who wanted to see me develop and succeed as much as I did. They have provided me with more than enough support, learning opportunities and motivation that helped me succeed both in the workplace and my education. I have gained a vast variety of career options thanks to the valuable knowledge, experience, tools qualifications and passion for IT that I have acquired that would not have been possible without SCC and all that they have provided.

After I had completed my initial apprenticeship, I was offered a permanent position at SCC which I did not hesitate to accept. This was also followed by further opportunities such as to continue with my education, furthering myself and increase my career prospects. I am now carrying out the higher apprenticeship IT professional level 4 and working towards my degree.”

- Aziz Omer, Distributed Support Engineer SCC



“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, Previous No. 1 GB Paracanoeist

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.

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

Sponsorship

In 2015, SCC sponsored local Para-athlete Rob Oliver who is a professional paracanoe athlete.

Rob has held British No.1 and British record holder titles - he smashed the European Championships winning Gold in 2015, and came away from the International Canoe Federation World Championships with Silver.

Rob said: "I came here with three goals; win a medal, finish in under 40 seconds and to get a Paralympic quota place for Team GB in the KL3 200m. All these goals were achieved and I am so happy!"

His story starts a few years ago now when he lost his leg playing football for his local team in Solihull. Upon scoring a goal he collided with another player and broke his leg. Unfortunately, his leg became infected, leading to its amputation. Rob had to completely change his life and go through the process of getting used to wearing a prosthetic leg. Throughout this, his friends encouraged him to stay positive and encouraged him to go to the gym and try out some new things. As a result he ended up having a go on a canoeing machine and as he went to leave the instructor told him that his time was the fastest they had on record and persuaded him to have go in a canoe on the water. From then on Rob has never looked back.

Employee Benefits

The Healthy Employee Scheme

SCC has worked alongside The Healthy Employee Limited (THE) for over five years giving employees the opportunity to improve their wellbeing and maximise their health through THE's sensible, down to earth approach to making sustainable dietary changes to aid weight management, energy, focus, sleep, anxiety and low mood.

THE provide the following;

- Health Assessments - much valued workplace Health Assessments which include Blood Pressure, Body Composition Analysis, Blood Glucose testing and Total Cholesterol testing
- 1-2-1 8 week telephone based healthy eating programmes
- 12 week Online programme



“SCC employees work with us to improve their health which can often involve habit changes such as eating a regular breakfast, drinking enough water, eating regular meals and avoiding most of the junk foods. We have provided Health Assessments and these have been very well received with people making positive comments and statements about this service.”

- Anna Mason, Founder and Director of THE

“Fantastic programme: helped me lose over 1 stone 7lbs, changed the way I think about food and I felt so much better eating healthy filling foods.”

- Emma Brown, Bid Manager SCC



Cycle to Work Scheme

Our Cycle to Work Scheme has grown with several 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 and Safety

Average Number of Employees

1,800

2015

1,800

2016

Total Number of Man Hours Worked

3.24m

2015

3.24m

2016

Total Number of Non-Reportable Injuries

78

2015

28

2016

Total Number of Reportable Injuries

1

2015

1

2016

(Over 1 day lost time accidents)

Total Number of Lost Time Man Days

0

2015

0

2016

Accident Frequency Rate Total (x100,000 hours worked)

2.18

2015

0.8

2016

Accident Frequency Rate Total (x1,000,000 hours worked)

0.92

2015

0.92

2016

Our Commitment to Sustainability and the Environment

SCC has been awarded the MEBC Sustainability Business Award, and has won Gold at The International CSR 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 OHSAS18001 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 reduce our customer's carbon footprints too and believe that by hosting our customer's data in our 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.

ADISA Certification

SCC achieved ADISA certification Distinction with Honours – the highest award that ADISA can make. We work closely with ADISA (Asset Disposal & Information Security Alliance), a group of leading experts in the area of risk management, compliance and data protection within IT asset disposal, to demonstrate service quality, professionalism and data protection by an acceptable sanitisation process.



“We are absolutely delighted to award SCC a Distinction with Honours after their recent full audit. SCC has been an ADISA member for five years and has constantly maintained their operations at an incredibly high standard. This is now reflected in this higher award for the team and really marks SCC as one of the most outstanding ITAD companies in the industry. ADISA has only a handful of members that have achieved this award and we are delighted to add SCC to this group.” - Lisa Mellings, ADISA



“I would like to thank the entire Recycling Team for all their efforts and continued diligence in ensuring the integrity of our operation is maintained.” - Keith Hope, Operation Manager for Recycling Services SCC

Supply Chain compliance with UK and International CSR legislation

SCC's CSR Board is responsible for setting CSR policy and managing compliance with UK and International CSR legislation.

Recycling & Green IT – Overview

- Investment in Recycling Services: Over £15 million
- 100,000 items securely data erased per year on average
- 0% Landfill Objective on recycled IT
- IT equipment placed back on the market 715.357 tonnes
- CESG approved data erasure in accordance with HMG Standard No.5
- IT equipment securely disposed and recycled 982.91 tonnes 2015/16 = 1770.26
- 20,000 Assets processed monthly through Recycling Services on average
- IT equipment refurbished and redeployed 174.177 tonnes

Recycling Services

Built upon a wealth of knowledge and experience within the IT industry, SCC has been providing Recycling Services to customers for over 15 years. A full portfolio of recycling services are designed to promote re-use and optimise the lifespan and overall value of customer assets in their IT estate, encompassing individual customer requirements, compliancy obligations, data security and CSR objectives.

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.

Refurbishment

SCC aim to minimise customer expenditure on buying new IT equipment by refurbishing customer equipment at our UK Operations Centre. This is a multistage process of auditable secure CESG approved data sanitisation, physical assessment, diagnostics and portable appliance testing. All refurbished items are environmentally packaged and stored securely until the customer calls them off for redeployment.

Remarketing

SCC's objective is to help customers gain a revenue return on their IT estate and look to provide a re-use avenue for them in the second user market. We deploy a dedicated sales team who will manage the resale of redundant IT assets through multiple remarketing channels on behalf of the customer, based on a profit sharing model whereby we give back a predefined percentage of any revenue generated through the recycling of IT assets.

Recycling

SCC's secure CPNI approved WEEE processing plant is purpose built to ensure CSR and data security objectives are always at the forefront of the operation. IT equipment is recycled in accordance to the WEEE directive and compliant with BATRRT and shredded down to 40mm fragments or granulated to 6mm where security provisions dictate. 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, which is then managed and recycled using an extensive list of audited and approved third party recyclers who are experts in certain materials.

Zero Land Fill Objectives

SCC aims to divert waste from landfill by pre-treating prior to sending onwards to carefully selected and vetted recycling partners. A variety of methods and technologies are applied to the waste, resulting in raw materials which can be utilised in a wide range of new products. Customers can be confident that SCC will treat waste in a data safe and environmentally friendly manner adding to the circular economy and reducing the use of natural resources.

Packaging

Packaging is manually separated/baled in-house. It is then transferred to local specialist partners. Following further processing the items are commonly turned back into packaging materials, newspapers, magazines.

Hazardous Waste

Hazardous waste i.e. monitors, batteries are sent to our audited and accredited partners. Here the hazardous elements are safely removed; remaining parts separated into raw materials and fully recycled back into the market place, commonly the automotive and construction industries.

Components

Components are removed in house and batched prior to onward delivery to refining plants, where they will be finely granulated to extract non-ferrous/precious metals, along with other raw materials. Once separated, the raw materials are available to be used in a variety of new products i.e. electrical components.

Metals

Metal i.e. desktop, server cases are manually separated and/or fed through our on-site shredder which also separates non-metal fractions. The metals are then sent to our partners for smelting and become available as a raw material to be used in the construction industry for example.

SCC UK Operations Centre

In 2014, SCC launched its new UK Operations Centre, designed to bring all of our Supply Chain and Managed Services under one roof for the first time: a unique offering in the UK.

The integration of all services into one secure facility provides operational efficiency and savings in timing, resource and cost for our customers, as well as reducing carbon footprint for customers using a combination of Supply Chain and Managed Services.

Recycling Material Year on Year Comparison

Our year-on-year waste management and recycling figures are provided to our customers and have enabled them to monitor and minimise their waste and save on capital expenditure through on-selling materials and refurbishing IT. The table below illustrates our overall year-on-year output.

Display Unit	Ferrous Metals	Cardboard	Cables
2011 284	2011 391	2011 194	2011 66
2012 255.01	2012 357.97	2012 183.29	2012 46.77
2013 177.23	2013 421.79	2013 183.18	2013 45.15
2014 168.59	2014 347.03	2014 106.97	2014 38.47
2015 181.83	2015 323.17	2015 122.96	2015 44.66
Batteries	Non-Ferrous Metals	PSUs	Shrink Wrap
2011 17	2011 23	2011 56	2011 17
2012 15.61	2012 38.18	2012 43.55	2012 22.51
2013 18.48	2013 89.37	2013 58.68	2013 22.19
2014 16.71	2014 69.69	2014 42.58	2014 14.97
2015 9.27	2015 32.61	2015 38.57	2015 3.92
Toners	Polystyrene	Paper	Copper
2011 11	2011 6	2011 6	2011 5
2012 6.47	2012 10.6	2012 16.89	2012 1.65
2013 9.74	2013 6.9	2013 13.15	2013 2.2
2014 6.41	2014 4.87	2014 5.48	2014 1.47
2015 9.05	2015 9.38	2015 6.82	2015 0.76

Sustainable Projects

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 'Stravel 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.

Greenhouse Gas Assessment

To view our greenhouse gas assessment, please visit the CSR page on our website where you will find a link to the CO2balance report.



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