

UNLEASHING THE POTENTIAL OF COMMUNITIES AND PEOPLE.

CSR

REPORT

2019

A large, abstract graphic on the left side of the page, consisting of several overlapping, curved bands of various shades of blue, ranging from light sky blue to deep navy blue. The bands curve from the top left towards the bottom right, creating a sense of motion and depth.

table of
contents

A message from James Rigby **4**

Rigby Foundation **6**

CSR at a glance **10**

About Us **11**

Our commitment to our people,
our society and our planet **12**

our people

Equality and Diversity **15**

Learning and Development **18**

Employee Benefits **20**

Young Careers **21**

Health and Safety **23**

our society

Our Charity Partners **25**

Some of our other charitable
contributions and awareness campaigns **29**

Employee Volunteering Days **32**

our planet

Our approach to Sustainability **39**

Our commitment to the Environment **40**

Our Carbon Emissions **42**

Waste Management and Recycling **44**

looking to the future

What we hope to achieve in the next year **51**



a message from

James Rigby

We plan, supply, integrate and manage IT for leading public and private sector businesses across Europe. Connecting people is what we do and we are passionate about IT.

Here at SCC, we believe that unleashing the potential of our people, our community and the environment is the foundation of success. We are committed to corporate social responsibility and to ensuring what we do has a positive impact on our people and the wider community.

Over the last year, our people have raised awareness of organ donation at La Course du Coeur and raised thousands of pounds for charities such as Children in Need and Macmillan Cancer Care. They have also used their volunteering days, contributing to the enrichment of society.

We continue to invest in our employees' health and wellbeing. We work closely with a number of charities to fundraise and raise awareness of causes close to our hearts. In addition, we continually work to reduce our organisational impact on the environment.



James Rigby
CEO

Rigby Foundation



The Rigby Foundation contributing to tomorrow by putting back into society and communities in which we operate every day.

The Rigby Foundation work hard to care for all their stakeholders, including their neighbours and the wider communities in which their businesses operate, and their employees participate in initiatives that not only benefit society, but their own development too. In the past year, more than 60,000 employee hours were devoted to volunteering, community or other projects which support these aims.

The Rigby Foundation Charitable Trust was founded and operates on the principle that success in business goes hand-in-hand with putting back into society and communities. The Foundation invests in causes relating to lifelong learning, health and education. The foundation currently has more than £1.5million invested in active projects, supported by strategic guidance and oversight from senior Rigby Group executives.

THE RIGBY UNIT, STRATFORD HOSPITAL

The Rigby Foundation has donated £500,000 to champion innovative cancer care in South Warwickshire at the new £22 million Stratford Hospital.

The Foundation has donated £250,000 to create a new dedicated cancer unit, which is named The Rigby Unit, as well as creating and sponsoring the annual Rigby Awards, worth a further £250,000, which will encourage and champion better ways of delivering cancer care in the local community.

In the Rigby Unit, 12 chemotherapy treatment chairs, two emergency treatment rooms, an outpatient facility including counselling rooms, a complementary therapy room and a multi-disciplinary team room have been built. Emergency cancer patients will also now be seen in a specialist unit on one floor of the new Stratford Hospital rather than using the hospital's accident and emergency services.

The first Rigby Awards, issued in 2016, went to five successful projects put forward by medical staff within the South Warwickshire NHS Trust which improved cancer treatment and care locally. This ranged from the first chemotherapy treatment provided at home, to exploring the link between breast cancer and vitamin D deficiency.

INTERNATIONAL AVIATION ACADEMY – NORWICH (IAA-N)

The Foundation is also a major sponsor of the International Aviation Academy – Norwich (IAA-N), a new £12.5 million purpose-built facility, located next to Norwich Airport, which will create the next generation of aviation professionals. Norwich Airport, which was acquired by Rigby Group in 2014 and is a founding partner in the new Academy, has sponsored and fitted out one of the main seminar rooms that will help train up to 450 people a year for local, national and international aviation jobs.

THE PRINCE'S TRUST – BIRMINGHAM

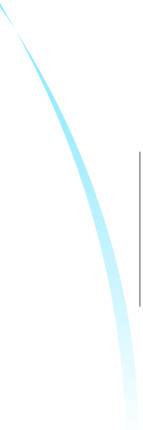
A £300,000 commitment has assisted the Trust in launching a new, much needed Centre in Birmingham to accelerate its excellent work in supporting and developing under privileged young people. In addition, the Foundation is a substantial supporter of the meeting and learning base at Marie Curie's 'new state of the art' hospice in Solihull and other major projects have also included sponsorship and strategic direction for Millennium Point, a flagship millennium project built to celebrate and encourage science, technology and education in the Midlands.

THE SHAKESPEARE HOSPICE – STRATFORD UPON AVON

A forward-looking hospice organisation specialising in care in the home has received financial and practical investment plus support and guidance from the Foundation.



RIGBY



**MORE THAN
£3 MILLION INVESTED
IN PROJECTS TO DATE**

**60,000 EMPLOYEE
HOURS INVESTED IN
VOLUNTEERING AND
COMMUNITY PROJECTS**

**INVESTING NOT ONLY
FUNDS BUT THE TIME
AND EXPERTISE OF RIGBY
GROUP EMPLOYEES**

**ACTIVE PROJECTS IN
LIFELONG LEARNING,
HEALTH & EDUCATION,
SUPPORT TO OUR MILITARY**

CSR

at a glance

**EMPLOYEE
ENGAGEMENT** 93%

**CHARITIES
SUPPORTED** 63

EMPLOYEE DONATIONS
(to dress down day charities)

£15,065.10

TOTAL DONATIONS
(in the year)



£143,341.37

about us

We run the IT for companies that serve you every single day, which means that when you wake up to get your morning news fix: we're there. And by supporting 6 of every 10 lorries on UK motorways, we've probably helped deliver your morning coffee fix, too.

We partner with the biggest technology providers helping power the devices you use for work. We supply IT for car manufacturers and oil companies, helping you get the most out of your morning commute.

In fact, we do quite a lot for British infrastructure: planes wouldn't fly without us; trains wouldn't run, and there'd be no maintained roads for you to drive on. You'll see us at the weekend as the IT

provider for the UK's leading high street retailers. We work in schools, colleges and universities, helping educate the next generation. And across the NHS, nursing the last one back to health.

We manage the IT for our national charities and heritage, delivering a service to special people and places. And come the festive season we help deliver more than 100,000 Christmas turkeys to UK homes. Because that's what we do. We enable people to do business- useful people, people you depend on- by planning, supplying, integrating and managing their IT.

So, the chances are wherever you go and whatever you do, we make it work.

our
commitment
to our people, society and the planet

At SCC, we recognise that it is necessary for us to fulfil our responsibilities to our customers, employees, suppliers, communities, charities and the global environment.

We are committed to our people, our society and the planet.







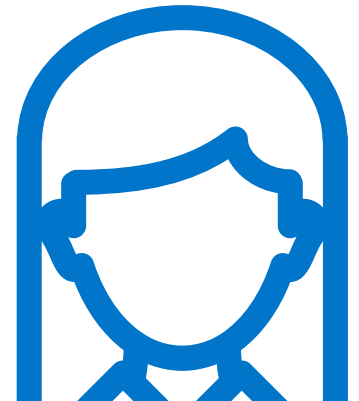
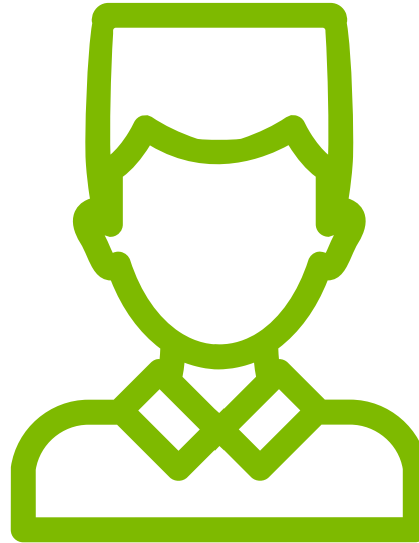
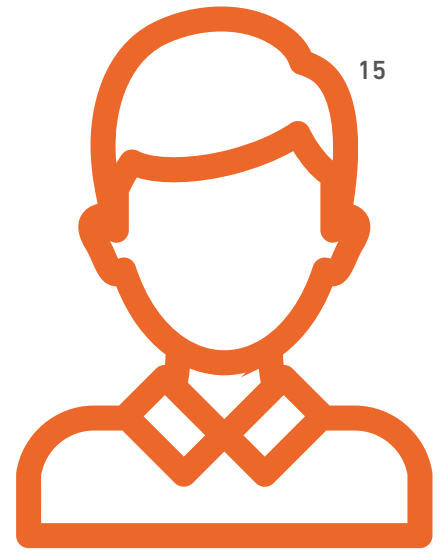
our

people

equality and diversity

SCC's continued growth and accomplishments come from the fantastic people within the business. No matter what their role, all of our employees contribute towards the business' success and enable it to thrive.

We are committed to providing equal opportunities and promoting diversity in all aspects of employment. All applicants and employees are treated equally. Furthermore, we recognise the importance of employing individuals based on their knowledge and skills and that different experiences and personalities can help build innovation and diversity.





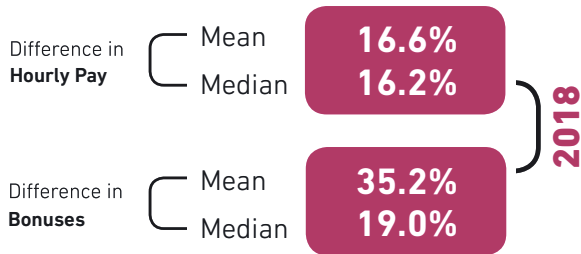
gender pay gap

We acknowledge our people's contribution and therefore promote a culture that equally values the contribution of both men and women.

As a family owned and managed business, we embrace diversity with pay principles that ensure gender is not a factor in how people at SCC are paid or rewarded.

We want to ensure SCC is a great place to work for everyone, and one where everyone feels equally respected. With that in mind, we remain committed to attracting and retaining the very best talent irrespective of gender by encouraging more women to join and succeed with us.

SCC results - at a glance



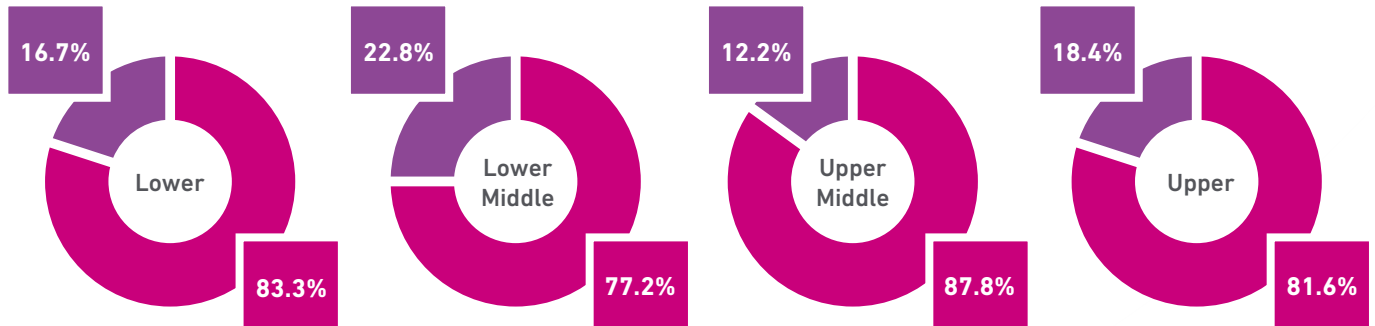
Percentage receiving a bonus



Quartile ranges

(Percentage of gender according to salary brackets)

MALE ■ FEMALE ■



learning and development

At SCC, we are committed to the personal and professional development of all our staff, ensuring that they have the skills necessary to fulfil their maximum potential. We emphasise “learning” as opposed to “training” - it assumes a broader and a more flexible approach not limited to classroom delivery.

By this, we operate on the 70:20:10 learning and development model, with the 70% of learning being experimental through support and feedback on the job aided by an effective Performance Development Review process (PDR); 20% involvement with coaching, mentoring and collaborative learning with colleagues and subject matter experts, which includes an SCC Mentoring Scheme and shadowing activity. The remaining 10% is delivered through formal training interventions, e.g. online learning, classroom sessions and webinars.

We offer a variety of formal and informal training, available to all employees to develop people further so they are competent in their roles, investing in their future career. Some of these L&D solutions include:

- **Industry Accredited courses and qualifications**
This includes many technical and personal development programmes supporting managers and teams, such as ITIL, a professional IT qualification and specialist courses aligned to their business area. In addition, we have a dedicated training team that delivers accredited and in-house technical courses, equipping people for their role. E.g. CompTIA for our IT engineering team members.
- **People Development training**
We have a central L&D team that focus on delivering programmes for new people joining the company for a successful induction, also offering development opportunities to all SCC people to enhance their personal skills and business and systems knowledge.

- **Leadership and Management Development**
We deliver both external and in-house training developing management skills, leadership and transformation. SCC actively encourage lateral development as well as promotion, supporting people to work across multiple departments within the business gaining valuable experience. E.g. Internal provision of Myers Briggs Leadership Coaching and Team Development to increase self-awareness and build great team dynamics.
- **Working with Partners** - We work with a variety of partners to co-deliver and host specialist training. An example is working with a local university to develop our senior managers by offering strategic leadership development courses.
- **Mentoring Scheme**
We run a mentoring scheme providing guidance and support to our graduates and apprentices and also to our teams looking to develop as future leaders across the business.
- **Job shadowing**
We coordinate secondments and job shadowing what offers our people insights to other areas, building careers for the future and retaining our best people.
- **Online learning**
Through blended learning all new starters undertake a series of e-learning programmes, covering key workplace knowledge such as Health and Safety and GDPR. We have the ability to create bespoke video learning programmes so that people can access current bite-size topics 24/7.
- **Upskilling our people through apprenticeship qualifications**
We are proactively upskilling our existing team members and managers through talent management by offering "20% off the job" learning time and support to complete valuable apprenticeship qualifications. An example of our commitment to people is by offering degree qualifications across a 4 year period alongside their core role.

employee benefits

The Healthy Employee Scheme

Our people are the reason for our success as a company. We therefore recognise the need to reward them for their hard work. We offer a wide variety of benefits to all employees.

As we spend a third of our waking hours at work, the workplace is the perfect environment to facilitate and create sustainable lifestyle changes for a healthier and more productive workforce.

SCC is committed to employee health and wellbeing. All of our employees have access to health assessments, where they receive practical information to help improve their health and wellbeing. In addition, we arrange for a masseuse to come into our offices across the UK every few months to provide our employees with relaxation massages or massages catered to specific health issues.

Cycle to Work Scheme

The aim of the Cycle to Work Scheme is to encourage our employees to make healthier and more environmentally friendly lifestyle choices. For the individuals, it means cheaper travel and better health.

For us and businesses, it means increased productivity and increased footfall in shops. And for society as a whole it means lower congestion, better air quality, and vibrant, attractive places and communities.

Interest in our Cycle to Work Scheme is continuing to increase, with new improved facilities to enable more people to travel to work on their bikes with the peace of mind that they can leave their bikes in a secure place whilst at work.

Salary Extras

We also offer our employees a host of other benefits such as childcare vouchers, eye care vouchers, discounts on travel cards, mobile phone schemes, secret sales, discounted cinema tickets, and many more.

In addition, SCC employees can get 25% off stays at the Rigby Group's Eden Hotel Collection. SCC also gives employees one day a year to donate their time to a charity of their choice.



young careers

Graduate Schemes

SCC recruit cohorts of Sales graduates, who have been working across the business, liaising with prospective clients and vendors and introducing our clients' services to key decision makers. The scheme starts the graduates on the pathway to becoming an experienced account manager and benefits from a Technical Sales qualification, as well as a comprehensive specialist sales training plan. The graduates support on campaign management and are matched to new business specialisms as they emerge.

We also offer bespoke Graduate Schemes across different business areas, work in partnership with local universities to recruit our graduates. Each graduate has a tailored 12 month development plan designed, including both external and internal training courses and qualifications.

Apprenticeships

SCC has a highly successful apprenticeship scheme, offering opportunities to study role-specific qualifications, with on-the-job experience and transferable skills needed to succeed in their chosen career.

We work in partnership with local colleges and training providers to deliver accredited qualifications together with wrap around internal development plans so that apprentices can grow their technical, business and personal skills.

We aim to retain all of our apprentices at the end of their first programme, offering optional higher level qualifications alongside a permanent position wherever possible.

Internships

SCC has had success with Internships. We are hoping to attract our Interns back into the Company on completion of their final year at university.

We offer valuable workplace experience, job rotation through secondments and an associated 12 month development plan including skills workshops and coaching.





"Stepping straight out of education into a full time job, I didn't know what to expect as this was a completely new experience for me. Having no HR experience, SCC ensured throughout my apprenticeship journey that I have gained plenty of helpful knowledge and experience first-hand in the workplace."

Hannah Hannigan,
HR Administrator Apprentice



"The people of SCC couldn't be more supportive in helping me grow and progress. I joined as part of the 2018 graduate scheme and, within a year, I've been promoted to be solely responsible for driving Software Asset Management sales".

Harry Miles,
Software Asset Management
Sales Specialist



"One of the most important things for me as an apprentice at SCC is the support I receive from my manager and colleagues.

Since beginning my apprenticeship only 11 months ago, I have been presented with countless opportunities and experiences that have helped me develop not only in the workplace, but also as a person.

SCC offers excellent career progression, which makes coming to work valuable and exciting; you never know what opportunity you will be presented with next!"

Chloe Heath,
Apprentice Administrator

health and safety

We are committed to protecting the health and safety of our employees, our customers and partners who may be affected by our business operations, so far as is reasonably practicable.

We ensure that the right workplace facilities are in place for all employees. This includes welfare facilities, a healthy working environment and a safe workplace. In addition, all employees are provided training on health and safety.

Our health and safety policy guides the management of our health and safety across the business and we are in full compliance with the Health and Safety at Work Act. A dedicated Health, Safety and Environment manager works to support our health and safety duties across the business.

Over the last year, our minor accident frequency rate and our reportable accident frequency rate have reduced and we have maintained our clean record for the total number of reportable injuries for the second consecutive year. We will continue to work with employees and management to reduce our minor accident frequency rate and improve workplace facilities across all our offices.

Our Health and Safety Performance

Total number of reportable injuries

0

(Over 1 day lost time accidents)

Minor accident frequency rate total

0.20

*(x100,000 hours worked)
(2019)*

Total number of man hours worked

3,600,000

(2019)

Reportable accident frequency rate total

0

*x100,000 hours worked)
(2019)*



our

society

our charity partners

SCC is committed to ensuring what we do has a positive impact on our people and the wider community. This is why, as part of our Corporate Social Responsibility, we have selected three charities for focused fundraising efforts on a national scale: The Prince's Trust, Birmingham St. Mary's Hospice and Make A Wish Foundation.

We work with our charity partners throughout the year. We organise dress down days to raise money, support them at events, organise fundraising activities and encourage our staff to volunteer.

Through our involvement with our charity partners, we are able to witness first-hand the impact our contributions make in the lives of individuals and families.



Prince's Trust



BIRMINGHAM
ST MARY'S
HOSPICE



Make-A-Wish.



Prince's Trust

the prince's trust

“SCC are a highly valued supporter of The Prince’s Trust. Their commitment to helping young people in their local community is shown through their support of our skills hub in Birmingham. With their support we are able to help more young people transform their lives and give them an increasing stake in our economy and society”

Olida Khanom

Corporate Partnerships Fundraising Executive
The Prince’s Trust

SCC is a proud patron of The Prince’s Trust. The Prince’s Trust helps young people to develop the confidence and skills they need to realise their ambitions, so that they can live, learn and earn. Founded by The Prince of Wales in 1976, the charity supports 11 to 30 year-olds who are unemployed, struggling at school and at risk of exclusion.

Many of the young people helped by The Trust are in or leaving care, facing issues such as homelessness, mental health problems, or have been in trouble with the law. The programmes offered by the charity give vulnerable young people the practical and financial support needed to stabilise their lives, helping develop self-esteem and skills for work. Three in four young people supported by The Prince’s Trust move into work, education or training. The Trust has helped over 950,000 young people to date and supports over 100 more each day.

st. marys hospice

Birmingham St. Mary's Hospice provides end of life care to the people who matter most to us. They provide personalised support across Birmingham and Sandwell whether that's in the home, community or at the hospice.

Their expert team of nurses, doctors, counsellors and more can help people focus on living. They're there every step of the way listening, offering advice, planning and easing pain to help us do the things we love with the people we love. It is an honour for SCC to partner with this inspirational charity that provides end of life care and support to people across Birmingham and Sandwell.

The Winter Wonderland competition is part of the Hospice's 'Care at Christmas' campaign. A festive appeal that aims to increase support for the charity leading up to and over the Christmas period.

On the 30th of November, a group of SCC employees took part in the Birmingham St. Mary's Hospice Winter Wonderland competition, which saw businesses compete for the best decorated Christmas tree.

It costs **£22,000** to run the Hospice on Christmas Day and so all donations make a big difference to the local families the Hospice supports over the festive season.





Make-A-Wish®

make a wish
foundation

The Make a Wish Foundation was chosen as one of our charity partners as a result of SCC staff support of the charity and its extraordinary work.

Whether it's starring in their own films, walking with dinosaurs, going on an amazing holiday, meeting a celebrity hero, or having a bedroom makeover; the wishes Make A Wish Foundation grant are varied, personal and life-changing. They go above and beyond to grant amazing wishes to very amazing children. Because a child's life shouldn't be about illness, hospitals and diagnosis it should be about wonder, joy and hope.



Three year old, Elsie from Nottingham was diagnosed with leukaemia at just 18 months old. She underwent treatment for the next two years.

For poorly children, the worst part of the treatment process is the loss of childhood. You can't stop that or make it any less pleasant so it's great to be able to take each child away from that for a moment, a day or a week, through providing them with a wish. Elsie's wish was to live with fairies in a treehouse. Thanks to the generous people who sponsored her wish, she regained some of her lost childhood by doing exactly that.



The Make A Wish Foundation arranged for Elsie and her family to take a trip to Center Parcs, where their accommodation was transformed into a whimsical world full of fairies.

There were loads of little touches like a fairy hanging from the door handle, a fairy costume for her in the wardrobe, pottery paintings and fairy lights out in the garden. For Elsie, the best part of her wish was seeing the fairies. For her mum and dad, it was seeing her so happy. What's more, she got to swim, and her cousins visited too so they could all play together.

elsie's story



some of our other charity contributions

Throughout the year, along with our employees, we take part in a variety of events and fundraise for a multitude of charities and causes. Here are a few of the ways we do our bit for charity and raise awareness of important causes that are close to our hearts.

SCC Helps Harry Help Others

SCC took part in the first Help Harry Help Others (HHHO) golf day on August 2nd, 2018 to raise money for the cancer charity. Eight teams played, including team SCC, who finished in 2nd place. A total of £2,744.85 was raised and the money will go towards supporting adults and children with cancer at the HHHO drop-in cancer support centre.

SCC donates to Stepping Stones Nursery

SCC donated four Lenovo laptops to Stepping Stones nursery and pre-school in Claverdon in April. Stepping Stones has been open and running for more than 50 years, starting off as a playgroup ran by volunteers at the heart of the community.

They are a small charitable organisation that welcomes the generosity of the local community and businesses to help support the village nursery and preschool.

The laptops donated will enable the nursery to keep all information regarding their children safe and secure, ensuring they meet their safeguarding obligations.



Children in Need

As part of SCC's fundraising for Children in Need on Friday 16th November, the company's finance department raised a total of £1001.87 – a fantastic achievement.

The money raised by the Finance department was achieved through a combination of fundraising activities, such as a sweet bag sale, samosa and spring roll sale, cake sale, raffle, bingo and more.



Dress Down Fridays

Every Friday, we encourage our employees to pack away their formal work attire. Employees dress down and donate £1 to charity. All of our employees have the opportunity to nominate a charity for Dress Down Fridays. Employees are then informed of the date that money will be raised for their nominated charity.

Over the last year, employees have raised £15,065.10 through dress down Fridays for varied charities such as Alzheimer's Society, Birmingham Children's Hospital, Macmillan, MIND and Cancer Research UK.



MacMillan Coffee Morning

The World's Biggest Coffee Morning is Macmillan's biggest fundraising event. People from all over the UK host their own Coffee Mornings and donations on the day are made to Macmillan. Macmillan get what's most important - that every individual is treated as a person, not just a patient.

The cancer charity takes the time to understand individuals and all that matters to them, so they can help them get the support they need to take care of their health, protect their personal relationships and deal with money and work worries.

For the 7th year running, SCC supported Macmillan on The World's Biggest Coffee Morning which took place on 28th September. Many of our offices across the country took part and we raised £442.27 for Macmillan. We hope to surpass this total across our offices in the year to come.

Volunteering days

All SCC employees are entitled to one volunteering day every year. Employees can choose to use their volunteering time to support a charity or community group of their own choice, or to take up an opportunity provided by the company. Our employees are passionate about a variety of causes.

Here are some of the ways our employees have been getting involved in their local communities.



"Volunteering with my local RDA group combines my love of horses with trying to make a positive and therapeutic difference to life for people with disabilities. It keeps me active and also means I get to work with people from all walks of life and of all ages and abilities. It's great to have a balance to my normal office based Mon-Fri 9-5.30 life!"

Helen Sharp
HP / IBM Technology Pricing Specialist
RDA – Riding for the Disabled Association



Sam travels to the North Yorkshire Moors every year to help marshal 'The Cleveland Hike', an annual event run by The Boys Brigade. Now 136 years old, the charity helps young people develop valuable life skills like leadership, discipline and self-respect. The Cleveland Hike is a gruelling 35 mile, 2 day trek over rough terrain. Sam helped run a checkpoint at The Cleveland Hike.

"I grew up in the Boys Brigade and have competed in the hike myself, so I have first-hand experience of what the teams are going through. The sense of comradery the hikers gain through the shared experience is strong and the memories lifelong. I enjoy giving back to the organisation that helped me grow into the man I am today".

Sam Hodson
Technical Specialist - Infrastructure
The Boys Brigade



William walked for the Army Benevolent Fund. It's a non-stop 24hr event for either 18, 36 or 54 miles called The CATERAN YOMP and held to raise money to help current and former Army personnel who need structural, long term support.

"My team, "Team Crom!" raised over £4,500 for them by taking part, and the event itself raised nearly £150,000. I used my day to get ready for the event, driving a number of participants up to Scotland from Gloucestershire on the Friday before the event, ready for a 5am start. In the end, we walked for 16 hours, covering 36 miles and climbing more than 2,500 vertical meters. It was incredibly hard, and training for it took the better part of 8 months giving up weekends, evenings, early mornings...and for some reason we're doing it all again next year!"

William Carver, UK Alliances and Partnerships Director
Army Benevolent Fund - Scotland



Alex took part in the annual Molly Olly Golf Day for the charity, Molly Olly's Wishes. The charity supports children with any terminal or life threatening illnesses. Money raised supports children and their families who need additional help above and beyond that provided by the NHS and its supporting bodies. They grant wishes for children and donate therapeutic toys and books to hospitals across the UK.

"It was great to be able to support the annual Molly Olly golf day and represent SCC in what is always a well-organised and fun event for a fantastic cause. Whilst my golf game is not the greatest, it is really good to know that I work for a company that recognises the importance of local charities and encourages its employees to take a paid volunteering day".

Alex Unsworth
Business Development Executive
Molly Olly Golf



Deborah explains what she does on her volunteering day.

"As part of the school my son attends, we have a registered charity to help raise funds for equipment not provided by the Government/ state funding. Over the past 4 years as part of the charity work we carry out, we have raised over £6k a year, with approximately half of that each year being from our May/Summer Fayre and family BBQ evening.

As a result of this we have been able to provide an exercise trim trail, musical instruments, a new iPad and other useful equipment such as a gardening shed and tools. The May event is run annually on the last day before the school half term. The volunteer day consists of ensuring we have the stalls set up and the BBQ's up and running for the evening".

Deborah Fitzpatrick-Ellis
Service Delivery Manager
St Bernadette's Catholic Primary School
in Farnborough



It is important for organisations like us to raise awareness of organ donation as it's something we need to talk about. Over 6,000 people are waiting for a transplant in the UK.

One day it could be someone you love, or even you. It is essential to tell your family whether or not you would want to be an organ donor.

la course du cœur



La Course du Cœur took place from March 28th to March 31st. The 800 km challenge passes through 200 towns, spreading awareness of organ donation and transplantation across Europe.

Team SCC completed la Course du Cœur with fantastic results. It was an emotion filled experience but every single team member performed exceptionally well. SCC finished 2nd among 26 teams that participated in the 800km challenge.

As a result of our relentless campaigning of the important issue of organ donation, one of our vendors Nutanix awarded us the Heart Giving Back Award.

The award recognises a socially responsible organization that has dedicated time, resources, and energy toward programs and diversity initiatives that fosters a passion for technology and education in everyone.

In addition, we walked away with the Cisco Community Impact Award at the Cisco Do Good Awards back in February of this year.

The Cisco Do Good Awards aim to celebrate the contributions and achievements of individuals and businesses for their incredible work within the community. We are incredibly proud to have been recognised with these prestigious awards.





Team SCC were the winners of trophies for company mobilisation, digital communication and also won a trophy for the Friendliest team.

One of Team SCC's runners, Emma Donnelly, shares her experience from la Course du Cœur 2019:

"The experience was amazing! I now have a Team SCC family, after being able to share this wonderful experience with them. Even though it was competitive, everyone was there doing it for the same reason, and the emotion kept me going despite it being tough at times. I hope to race again at the next la Course du Cœur."

Emma Donnelly

HR Assistant

26 TEAMS



3,000

MEALS SERVED



800km



2ND PLACE

COMMS CHALLENGE

14 TRANSPLANTEES

RUNNING THE RACE



41,525

CHILDRENS DRAWINGS COLLECTED FOR HOSPITALS



2ND PLACE

BY POINTS RANKING

200

TOWNS CROSSED



4 DAYS, 4 NIGHTS



150

VOLUNTEERS



3RD PLACE

BY TIME

1ST PLACE

FRIENDLIEST TEAM



1ST PLACE

COMPANY MOBILISATION



1ST PLACE

DIGITAL COMMUNICATION





our

planet

our approach to **sustainability**

SCC believes that working to promote sustainability for our company, our customers and our supply chain is good business practice. This belief is reflected in our dedication to reduce our operational footprint, actively manage environmental and social risks, and to finance environmental business opportunities.

We understand the serious threats to natural resources and society that are posed by climate change, water scarcity, the loss of biodiversity and other critical sustainability issues. These threats are interconnected and present unprecedented challenges.

We understand the complexity of forging solutions to these challenges, which require a combination of corporate initiatives, individual actions and strong regulatory frameworks. We have put in place necessary systems to manage, control and monitor performance in respect to the environment.

Our approach is to make steady progress toward resolution of environmental challenges based on quantitative measurement and analysis of reliable data in regard to environmental performance and impact.

our commitment to the **environment**

Tackling our carbon emissions, waste management and recycling.

Since 2010, we have been working with carbon management company co2balance, to calculate and offset the carbon dioxide emissions created from our Data Centres and offices and in doing so, achieving Carbon Zero status for these facilities.

We have achieved this through co2balance's support of a range of projects, the most prominent being its Energy Efficient Stove Project in Kenya, and more recently, its Borehole Rehabilitation Project in Uganda.

Our aim is to continue to reduce our energy consumption; reduce water and waste consumption; increase our employees' CSR awareness; increase recycling; decrease noise and air pollution and decrease our consumption of paper and packaging.





our carbon emissions

Our carbon footprint assessment covers emissions from all of our UK operations, which includes emissions from all our sites, including data centres, as well as from our business travel.

We work with CO₂ balance to calculate our carbon footprint, who use the internationally respected "Greenhouse Gas Protocol" to define the scope of our company carbon footprint.

Our carbon emissions amount to 3,150.82 tCO₂e. Over the last year, we have reduced our emissions by 7.35%, which is a reduction of 250.13 tCO₂e.

The largest emitting part of SCC's footprint continues to be emissions from fuel cards-petrol and company owned vehicles. They make up a combined carbon footprint of 1,525.69 tCO₂e, which amounts to just over 48% of our company's footprint.

Some other results from this year's assessment include:

- Increase in emissions from gas consumption of **11%** (*building on the 13% reduction from the previous reporting period*)

- Slight increase in emissions from air travel, up **3.14%**
- Significant increase in emissions from train travel by **41%**; whilst this is marked as an increase in emissions this is a low carbon mode of transport when compared against car usage
- Reduction in emissions from staff owned vehicles by **4%**
- Reduction in emissions from hotel accommodation by **18%**



29,982
tonnes

CO₂ reduction
by re-use

9,210
tonnes

CO₂ reduction
(recycled)

2,722m³

landfill
saved

20,467
MWh

energy saved (recycled)
yearly usage

66,627
MWh

energy saved
by re-use

1,273
tonnes

total

waste management and recycling

SCC's Recycling, Environmental and IT teams carry out extensive research and system development in order to input the most accurate data into our bespoke Recycling system, Radius.

When customer IT equipment is received into our secure facility, we assign each item a unique SCC tracker identifier and capture all critical item details, including manufacturer, model, serial number and applicable asset numbers.

The unique tracker is physically placed on items and captured into our bespoke asset management database, Radius, alongside all other critical item detail. Radius is a fully auditable system which records real time touch points involved in the end to end processing of each individual item.



THE ENERGY SAVING IS EQUIVALENT TO THE ANNUAL ENERGY SUPPLIED TO 4,449 HOMES.



THE CARBON EMISSIONS SAVING IS EQUIVALENT TO THE YEARLY EMISSIONS OF 3,669 CARS.



A TOTAL OF 76,797 TREES WOULD BE NEEDED TO OFFSET THE CARBON EMISSIONS.



A TOTAL SAVINGS OF 2,722 M³ OF LANDFILL SPACE, AVOIDING A COST OF £248,809 IN LANDFILL TAX.

our results



TOTAL KILOWATT HOURS PER YEAR DIVIDED BY ENERGY TO HOMES.

Total kilowatt hours is based on the recycled item count multiplied by the energy use for 1 year (*variable according to Master Category*).

Energy to homes is based on the energy use of an average UK home.



**TOTAL KILOWATT HOURS PER YEAR
MULTIPLIED BY ENERGY TO CO₂
CONVERSION.**

(This figure is subsequently divided by the energy to cars figure).

Total kilowatt hours is based on the recycled item count multiplied by the energy use for 1 year *(variable according to Master category)*.

Energy to cars is based on the CO₂ produced by a standard UK car's annual mileage.



**TOTAL KILOWATT HOURS PER YEAR
DIVIDED BY ENERGY TO TREES.**

Total kilowatt hours is based on the recycled item count multiplied by the energy use for 1 year *(variable according to Master Category)*.

Energy to trees is based on carbon sequestration of the lifespan of one sustainably farmed tree.



**TOTAL LANDFILL SPACE SAVED IN METRES
CUBED AND SUBSEQUENT FINANCIAL
SAVING.**

Landfill space is based on the reused item count divided by the number of items that can fit into a metre cubed space *(variable according to Master category)*.

Landfill cost saving is based on the landfill space calculation multiplied by the landfill tax.

our results

Our Year on Year Waste Management and Recycling Figures.

Over the last year, we have processed 172,146 units, that's a monthly average of over 14,000 units that were processed through Recycling Services. In addition, 40,396 units were fully data erased during the FY 18/19 period.

We provide year-on-year waste management and recycling figures to our customers. This has enabled them to monitor and minimise their waste and save on capital expenditure through on-selling materials and refurbishing IT.

Tables 1, 2 and 3 illustrate our overall year-on-year IT equipment figures, while Table 4 highlights the total number of units we have reused and recycled.

In Tables 1-4, miscellaneous refers to items such as, but not limited to disk drives, hard drives, mobile phones, modems, cache memory, hubs and switches, input accessories, storage accessories, phones and bridges and routers.

Table 1

IT Equipment sold back out into the market on behalf of our customers.

	FY 17/18		FY 18/19	
DESKTOP	15,745	141705 kgs	17,643	158787 kgs
LAPTOPS	15,548	23322 kgs	20,947	31421 kgs
MISCELLANEOUS	7,728	6955 kgs	7,756	6980 kgs
MONITORS	24,820	421940 kgs	19,346	32882 kgs
PRINTERS	29	276 kgs	57	542 kgs
SERVERS	295	5015 kgs	400	6800 kgs
	64,165	599212.7 kgs	66,149	533411.4 kgs

Table 2

IT Equipment Refurbished and Redeployed back to our customers.

	FY 17/18		FY 18/19	
DESKTOP	3,981	35829 kgs	4,531	40779 kgs
LAPTOPS	2,998	4497 kgs	2,887	4331 kgs
MISCELLANEOUS	4,974	4477 kgs	3,395	3056 kgs
MONITORS	4,369	74273 kgs	4,303	73151 kgs
PRINTERS	552	5244 kgs	616	5852 kgs
SERVERS	50	850 kgs	155	2635 kgs
	16,924	125169.6 kgs	15,887	129803 kgs

Table 3

IT Equipment securely and environmentally recycled.

	FY 17/18		FY 18/19	
DESKTOP	17,422	156798 kgs	17,976	161784 kgs
LAPTOPS	5,362	8043 kgs	9,189	13784 kgs
MISCELLANEOUS	41,112	37001 kgs	48,218	43396 kgs
MONITORS	10,548	179316 kgs	10,334	175678 kgs
PRINTERS	3,429	32576 kgs	6,672	63384 kgs
SERVERS	2,162	36754 kgs	3,010	51170 kgs
	80,035	450487.3 kgs	95,399	509195.7 kgs

Table 4

Total Number of Units Reused and Recycled in FY 18/19.

	FY 17/18	FY 18/19
DESKTOP	22,338	17,976
LAPTOPS	24,122	9,189
MISCELLANEOUS	13,500	48,218
MONITORS	23,724	10,334
PRINTERS	723	6,672
SERVERS	5634	3,010
TOTAL	85,041	95,399



looking to the

future

over the next year **we will**

- Provide employees with **more opportunities to volunteer** in their local communities
- Continue **to help improve lives** through fundraising and awareness
- Reach out **to support more charities** and causes across the UK and worldwide
- Further invest in **our employees' health and wellbeing**
- Work to **raise employee awareness of sustainability** issues such as food waste, recycling, paper use and energy consumption.





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