

RESPONSIBILITY



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





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We're a company that is passionate about IT and how it can revolutionise the way we live, work and socialise. Our work with businesses and public sector organisations has transformed the way they operate; helping to improve their day-to-day functions, enhance customer and citizen experiences and create cost-savings.

As we continue to work in partnership with our clients and create new relationships with others, we want to ensure what we do has a positive impact on our people and the wider community.

Every day strikes the opportunity to be better, and through our ethics and behaviour as a business we aim to make a positive difference to peoples' lives. Through our continued efforts to invest in our employees and their workplace, reduce the environmental impact of our operations and products, and donating to worthy charities and causes, we demonstrate our commitment to corporate social responsibility.

Our CSR report focuses on our impact in three areas: customers, our employees and the community. Reading through this report

and seeing the incredible efforts our people have gone to in order to support charities and the wider community is inspirational. From four days and nights of constant running and cycling in the Course Du Coeur to supporting and providing guidance to worried students receiving their exam results, the range of activities this year has been inspiring.

SCC's CSR journey is ongoing and we aspire to continually add to what we do every year. As we strive to be the best IT provider in the UK, we want to make sure we conduct our business in an ethical and responsible way.

Well done to everyone for their continued support and involvement, and we look forward to further CSR ventures in 2018/19.



### LEARNING AND DEVELOPMENT

Our people make success possible. We are committed to the personal and professional development of everyone at SCC, ensuring they gain the necessary skills to reach their full potential. Our people development strategy enables individuals to continually improve their knowledge and skills, and prepare for their future career.

We offer a wide variety of blended learning operating the 70:20:10 learning and development model, 70% supported experiential learning, 20% learning through others and 10% involving structured training. Some of our solutions are:

- Specialist Technical Training a dedicated Training Team deliver in-house technical courses to equip people for their role;
- Accreditation and Qualifications we invest in many technical and personal development programmes supporting managers and teams, such as ITIL a professional IT qualification and Myers Briggs to increase self-awareness;
- People Development Training a central L&D Team focus on delivering programmes for new people so that they experience a successful induction and offer development opportunities to all SCC people to enhance their personal skills as well as businesses and systems knowledge;
- Leadership and Management Development delivering 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;
- Expanding L&D operations Vietnam team members who visit the UK HQ to receive training, mentoring and support from Learning and Development;
- Strategic Leadership working in partnership with a local University to develop our senior managers in strategic thinking and leadership abilities;

- Mentoring Scheme operating a Mentoring Scheme providing guidance and support to graduates, apprentices and team members across the business;
- Apprenticeships believing in growing talent from within and providing a career pathway. Partnering with colleges and training providers, we deliver multiple apprenticeship programmes that lead to fulfilling careers at SCC. Many apprentices progress to higher level qualifications upon completion of their first apprenticeship with SCC;
- Job Shadowing coordinating secondments and jobshadowing that offers our people insights to other areas;
- e-learning supporting a company induction programme, helping orientate new people joining the business and also core mandatory subjects such as Health and Safety and GDPR;
- Online Learning creating in-house learning programmes so that people can access systems and process knowledge bespoke to SCC in a timely manner.



Learning development plans are embedded within our organisation. Our people can enjoy a fulfilling and stable career and in turn we retain a wealth of skilled people with talent and enthusiasm. The performance development review (PDR) process allows the business to identify future leaders and presents opportunities for individuals to progress in their careers. It also supports colleagues in developing new skills to meet emerging business requirements.

### **GRADUATE SCHEMES**

SCC has introduced a Graduate Scheme which saw a cohort of 14 talented graduates join the company to develop their technical sales skills. They receive a wide variety of internal and external training as well as a professional level 3 qualification and dedicated mentoring.

We work closely with Universities to recruit graduates in the specialist field of IT and offer a wide range of support and development to graduates joining through this route.

### **APPRENTICESHIP SCHEMES**

As a family-run business, SCC values apprenticeships as a reliable means of maintaining a diverse and talented business. By investing in a wide range of apprenticeship schemes, SCC supports young people with the qualifications, on-the-job experience and the transferable skills they need to succeed in their chosen career. Apprenticeships are proving highly successful across the company in multiple business areas.

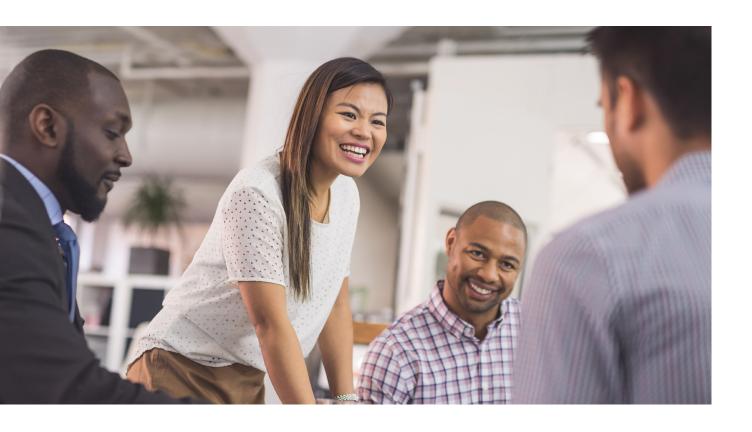
There are a variety of apprenticeship schemes and we have between 18-32 programmes running at any one time. We are always looking at introducing new apprentice roles as the national standards evolve. Working closely with colleges and training providers, we have developed a diverse and rewarding selection of apprenticeship programmes, each linked to a clear career pathway. We aim to retain 100% of apprentices who complete their qualifications and training and offer opportunities to progress to higher-level qualifications, up to the equivalent of degree level. This creates an excellent career anchor and as the core principle is growing our own talent, the majority of people secure permanent roles at the end of their apprenticeship qualifications.

"I am really enjoying my Level 4 Business Administration apprenticeship role here at SCC. It is very varied and I've experienced many opportunities already, learning such a lot over the last 6 months.

I feel the company really does value apprentices working as part of their teams."

#### **Chloe Heath**

Apprentice Administrator



### **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.

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.

### **GENDER PAY GAP**

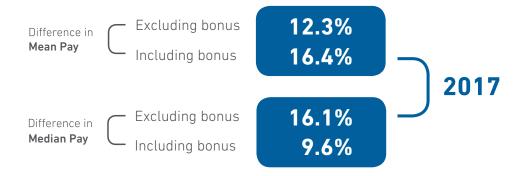
2017/2018 firmly established SCC's business transformation to an IT services business following record sales in FY17 with continued growth and investment throughout the year.

Our success, past and present, is very much down to the brilliant people who make up our business.

This is why SCC promotes a culture that values the fantastic contribution of both men and women. In an industry that is overwhelmingly represented by men  $(75\%^*)$  earning typically  $25\%^*$  more than women, SCC has managed to more than halve the gender pay gap (12.3%).

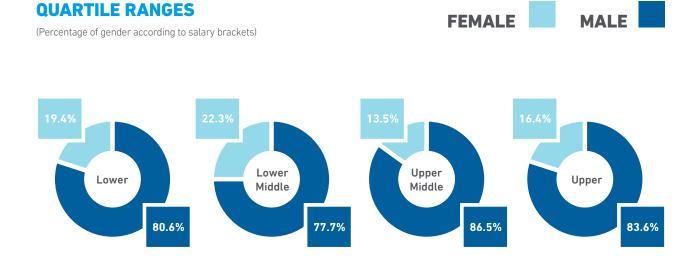
As a family owned and managed business, we embrace diversity with pay principles that ensure gender is not a factor in how people at SCC are paid or rewarded. Our overriding aim is to make SCC a great place to work for everyone. With that in mind, we remain committed to attracting and retaining the very best talent, irrespective of gender, by encouraging more women to join and succeed with us.

#### **SCC RESULTS - AT A GLANCE**



#### **PERCENTAGE RECEIVING A BONUS**







### **EMPLOYEE BENEFITS**

#### THE HEALTHY EMPLOYEE SCHEME

SCC has worked with The Healthy Employee (THE) for more than five years, giving people at SCC the opportunity to improve their wellbeing and maximise their health through a sensible, down-to earth approach to making sustainable dietary changes. This is done through Health Assessments, which include blood pressure, body composition analysis, and blood glucose testing and total cholesterol testing; 1-2-1 8-week telephone-based healthy eating programmes and 12-week online programme.

#### CYCLE TO WORK SCHEME

Our Cycle to Work Scheme continues to grow with improved 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**

Anyone at SCC 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 café where people can enjoy a variety of healthy sandwiches and cooked food. The café enables people to step away from their work and recharge their batteries.



### **HEALTH AND SAFETY**

As a market-leading technology solutions provider uniquely combining strength, depth and core family values we are committed – so far as is reasonably practicable – to protect the health, safety and welfare of our staff and that of our customers and partners who may be affected by our undertakings.

We recognise that continual improvement in our health and safety performance will depend upon the maintenance of a positive health and safety culture, where our policy aims will be delivered through the continued involvement and commitment of Directors and Managers

across all business levels and where effective communication and employee ownership and participation in health and safety related matters is encouraged.

#### **AVERAGE NUMBER OF EMPLOYEES**

1,800

2018

TOTAL NUMBER OF REPORTABLE INJURIES

(Over 1 day lost time accidents)

2018

**MINOR ACCIDENT FREQUENCY RATE TOTAL** (X100,000 HOURS WORKED)

0.9

2018

#### **TOTAL NUMBER OF MAN HOURS WORKED**

3<sub>m</sub>

2018

REPORTABLE ACCIDENT FREQUENCY
RATE TOTAL (X1,000,000 HOURS WORKED)

0.2

2018

"Another good solid year for accidents and we have maintained our accident frequency figures for minor incidents to the same as reported last year. The good news is that we have not had any reportable incidents to date and that is the first year that has occurred within my time at SCC.

However, we are not complacent and will continue to work with our employees / management to reduce accidents still further utilising their skills / knowledge to ensure we look to improve safety related performance wherever SCC operates."

#### **Mark Buckley**

SCC Compliance and Resilience Manager



## OUR COMMITMENT TO SUSTAINABILITY AND THE ENVIRONMENT

The CSR Report was designed and implemented by a combination of SCC's Recycling, Environmental and IT teams.

Extensive research and system development was carried out by the team thus ensuring the most appropriate data was entered into SCC's bespoke Recycling system – Radius.

The team's research and analysis focused on IT equipment (calculating average weights and energy demands of desktops and laptops, for example) alongside the carbon footprint of said energy demands. To paint a visual picture similar research was carried out to create the 4 headline images displayed on the next page of the report (Trees, Homes, Cars and Landfill).

The result of this research enabled the team to establish a formula table to be incorporated into the Radius system which, when linked to the number of units processed in the facility, provides the figures displayed within the CSR Report.

17,602 MWh

Energy Saved (Recycled) Yearly Usage

64,951 MWh

Energy Saved (Recycled) Yearly Usage

2,645 m3

Landfill Saved

**7,921 Tonnes** 

CO. Reduction (Recycled) Yearly Usage

**29,228 Tonnes** 

CO, Reduction by re-use

1,287 Tonnes

**TOTAL** 





A TOTAL OF 66,051 TREES WOULD BE NEEDED TO OFFSET CARBON EMISSIONS.

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.

THE ENERGY SAVING IS EQUIVALENT TO THE ANNUAL ENERGY SUPPLIED TO 3.827 HOMES.

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.





THE CARBON EMISSIONS SAVING IS EQUIVALENT TO THE YEARLY EMISSIONS OF 3,156 CARS.

**Total kilowatt hours per year multiplied by energy to CO<sub>2</sub> 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 CO<sup>2</sup> produced by a standard UK car's annual mileage.

A TOTAL SAVING OF 2,645 M3 OF LANDFILL SPACE, AVOIDING A COST OF £235,500 IN LANDFILL TAX.

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.

UNITS	RE-USED	RECYCLED		
DESKTOPS	20,366	18,089		
LAPTOPS	17,885	5,503		
MISC	13,388	37,764		
MONITORS	29,930	10,792		
PRINTERS	625	3,418		
SERVERS	535	2,174		
TOTAL	82,729	77,740		



#### **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.

FINANCIAL YEAR 16-17 145,472 UNITS PROCESSED. 12,122 MONTHLY AVERAGE.

5,083 DATA BEARING
UNITS BYPASSED
DATA ERASURE DUE TO
UNECONOMICAL RULES.

44,237 UNITS WERE FULLY DATA ERASED DURING THE FY 17/18 PERIOD.

FINANCIAL YEAR 17-18 160,377 UNITS PROCESSED. 13.364 MONTHLY AVERAGE.

20,000 ASSETS
PROCESSED MONTHLY
THROUGH RECYCLING
SERVICES ON AVERAGE.

100,000 ITEMS SECURELY DATA ERASED PER YEAR ON AVERAGE.

#### IN 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 tables below illustrates our overall year-on-year output.

ROW LABELS	FY 16/17		FY 17/18		GRAND TOTAL
DESKTOP	11435	102915 Kgs	15745	141705 Kgs	27180
LAPTOP	11888	17832 Kgs	15548	23322 Kgs	27436
MISC	5128	4615.2 Kgs	7728	6955.2 Kgs	12856
MONITORS	13769	234073 Kgs	24820	421940 Kgs	38589
PRINTERS	381	3619.5 Kgs	29	275.5 Kgs	410
SERVERS	143	2431 Kgs	295	5015 Kgs	438
GRAND TOTAL	42744	365485.7 Kgs	64165	599212.7 Kgs	106909
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#### QTY OF UNITS DISPOSED

IT equipment securely disposed and recycled 982.91 tonnes 2015/16 = 1770.26

ROW LABELS	FY 16/17		FY 17/18		GRAND TOTAL
DESKTOP	15496	139464 Kgs	17422	156798 Kgs	32918
LAPTOP	5013	7519.5 Kgs	5362	8043 Kgs	10375
MISC	45554	40998.6 Kgs	41112	37000.8 Kgs	866666
MONITORS	11122	189074 Kgs	10548	179316 Kgs	21670
PRINTERS	3331	31644.5 Kgs	3429	32575.5 Kgs	6760
SERVERS	4121	70057 Kgs	80035	36754 Kgs	6283
GRAND TOTAL	84637	478757.6 Kgs	80035	450487.3 Kgs	164672

#### QTY OF UNITS REFURBISHED

IT equipment securely disposed and recycled 982.91 tonnes 2015/16 = 1770.26

ROW LABELS	FY 16/17		FY 17/18		GRAND TOTAL
DESKTOP	3981	35829 Kgs	31482	31482 Kgs	7479
LAPTOP	2998	4497 Kgs	3057	4585.5 Kgs	6055
MISC	4974	4476.6 Kgs	3945	3550.5 Kgs	8919
MONITORS	4369	74273 Kgs	4420	75140 Kgs	8789
PRINTERS	552	5244 Kgs	671	6374.5 Kgs	1223
SERVERS	50	850 Kgs	164	2788 Kgs	214
GRAND TOTAL	16924	125169.6 Kgs	15755	123920.5 Kgs	32679



### **CHARITY PARTNERS**

With an abundance of outstanding causes out there, it can be hard to select our three partners. But with the help of the COG and our employees, we have selected The Prince's Trust, St Mary's Hospice and Make A Wish Foundation. This year's charities represent an opportunity to support diverse organisations that provide valuable support to people and their families.

These charities support our CSR values.









### **BIRMINGHAM ST MARY'S HOSPICE**

It's an honour for SCC to partner with local charity Birmingham St Mary's Hospice. They are an inspirational charity that provides end of life care and support to people across Birmingham and Sandwell.

The charity cares for individuals in their Hospice situated in Selly Oak, as well as in people's own homes and in community locations. They aim to give individuals more choice at the end of their life and provide services whenever and wherever they need them.

The hospice care is free of charge to all individuals and their families, carers and loved ones. It currently costs more than £8 million every year to run the full range of Hospice services and over half of the funding required to do this is from voluntary income.

"We are thrilled that SCC chose to support Birmingham St Mary's Hospice for a second year running. It was great to invite a team to the Hospice this Christmas, so that they could transform our garden into a beautiful festive scene with our Winter Wonderland competition. We are also grateful that employees chose to support the Hospice with their office Christmas Jumper Day, with all funds helping provide care to local people who are living with life-limiting illness."

#### **Charlotte Anson**

 ${\bf Corporate\ Partnerships\ Manager\ at\ Birmingham\ St\ Mary's\ Hospice}$ 



### 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 does fantastic work with young people, offering them support and enabling them to move into work, education or training.

The Prince of Wales's charity has helped more than 850,000 young people since 1976 and supports more than 100 new people 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 have a number of opportunities lined up for our people to do more with The Prince's Trust, including some new volunteering, working directly with The Prince's Trust young people.

"Young people are the key to a positive future for all of us. That is why The Prince's Trust believes every young person should have the chance to succeed. We are hugely grateful for the support of SCC and The Rigby Foundation in helping The Prince's Trust to open an exciting 'Skills and Enterprise Centre' in the heart of Birmingham. It is already a thriving hub from where we are helping many more young people to build the confidence and skills they need to live, learn and earn."

#### **Jamie Roberts**

Head of Philanthropy, Central England.



### **MAKE A WISH FOUNDATION**

The Make a Wish Foundation was chosen as a partner purely by the staff at SCC, and we are all strong supporters of its charitable work. Make a Wish creates life-changing wishes for children with critical illnesses. Whether it's starring in their own films, walking with dinosaurs, going on an amazing holiday, meeting a celebrity hero, or having a life-changing bedroom makeover; the wishes are varied, personal and, most importantly, magical.

They go above and beyond to grant very special wishes to very special children; their dreams made a reality at a time when they need it most. Because a child's life shouldn't be about illness, hospitals and diagnosis – it should be about wonder, joy and hope.

They know what wishes can give, and this is the driving force behind why they continue to do what they do. But they can't make these lifechanging experiences happen without the generosity of people.

"Make-A-Wish UK go above and beyond to grant amazing wishes to very amazing children; their One True Wish made a reality at a time when they need it most. We can only make these life-changing experiences happen with the support of our local communities and businesses like SCC, who fundraise for us to make all of this possible.

We get no government funding so rely completely on the generosity of the staff, clients and board members of the organisation; we can't thank them enough for their continued support."

#### Nikki Wrench

Regional Fundraising Manager (Central & West Midlands)



### 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 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.

#### 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.



### **HIGHLIGHTS**



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

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



### RIGBY FOUNDATION & SCC GIVE BACK TO THE LOCAL REGION

As part of our CSR activities, SCC made headway in its commitment to give back to the local region and invest in its development and growth. Along with the Rigby Foundation Charitable Trust, SCC provided the Prince's Trust with a substantial financial investment, which went towards a brand new hub in Birmingham City Centre.

Corporate Partnerships Manager at The Prince's Trust Birmingham Centre, Cath Taylor said, "SCC and the Rigby Foundation have been a great supporter of the Prince's Trust, especially here in Birmingham. They have been pivotal in us being able to open our brand new Birmingham centre, which will help us to help thousands of young people across Birmingham, the Black Country and the wider Midlands area in the upcoming years."

SCC is also set to undergo a  $\pm 5.8$  million refurbishment and will be modernising and updating its current facilities at its Birmingham headquarters.

The refurbishment will create a modern, collaborative environment and is estimated to be completed by the end of 2019.

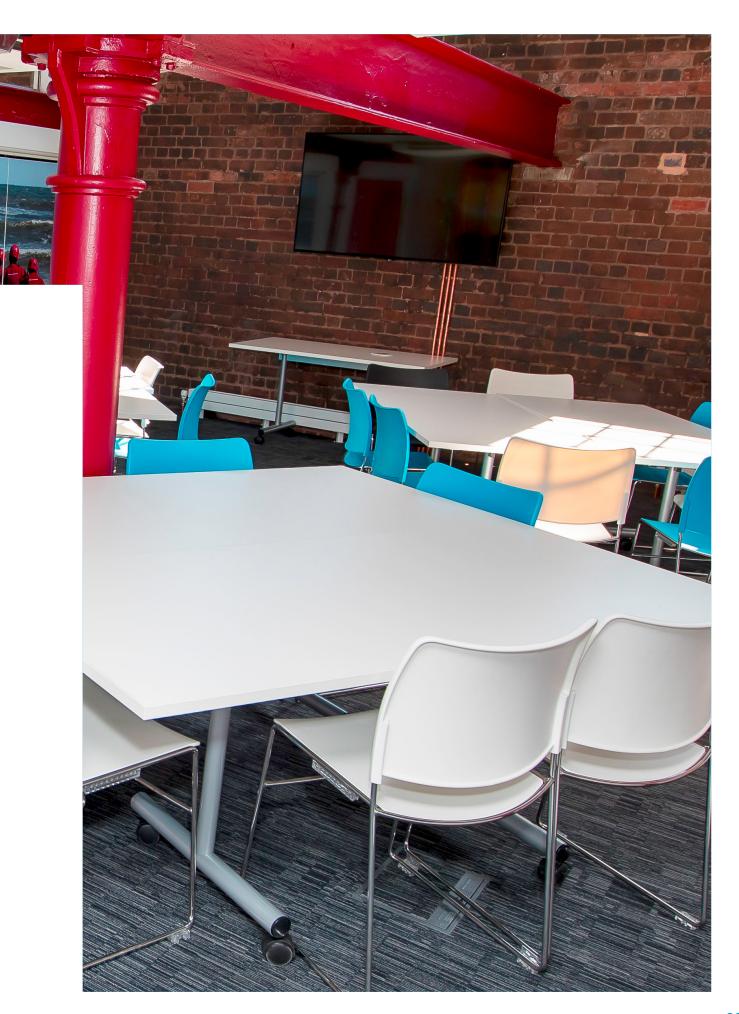
James Rigby, chief executive at SCC, said, "At SCC we are committed to investing in technology, infrastructure, the environment and our people who are at the core of our business within the region. SCC's work with its chosen charities is also extremely important to us as we strongly believe in companies having a corporate and social responsibility."

Paul Faulkner, chief executive officer at Greater Birmingham Chambers of Commerce, said, "We're delighted to see SCC investing further in the region, demonstrating their commitment to the bustling town of Tyseley and the wider region. Continued investment from prominent businesses, such as SCC, creates jobs and promotes the thriving business community that is booming in Birmingham.

"We look forward to seeing the progress of the development, and applaud SCC for investing in the Birmingham workforce and businesses that will transform James House. The collaborative relationships born out of development will extend far beyond this project, and will be beneficial for both SCC and partners in the refurbishment."

"We encourage more collaboration and investment across every corner of the city, and urge other organisations to follow SCC's lead."

























Glasgow Children's Hospital Charity

Alzheimer's Society

















Alzheimer's Society













































### **SCC DRESS DOWN ACTIVITY**

We are constantly looking for any opportunity in which to fund-raise and raise money for worthy causes. One way in which this can be done is through a weekly dress down day.

The dress down day, which takes place every Friday, allows employees to wear casual clothes in the office, in exchange for a contribution towards that week's chosen charity. Each week, a member of staff can nominate a charity, which every SCC office in the UK will then support. Staff give £1 each week, which equals to a substantial donation toward good causes.

Some of the charities we have supported this year includes Grenfell Tower Fire, Birmingham Cats and St Johns Ambulance.



































#### THE DOGS TRUST

FRIDAY 7<sup>TH</sup> APRIL 2017



### **NSPCC - SCOTLAND**

FRIDAY 14<sup>TH</sup> APRIL 2017



# GLASGOW CHILDREN'S HOSPITAL CHARITY

FRIDAY 21<sup>ST</sup> APRIL 2017



### **KIDNEY KIDS SCOTLAND**

FRIDAY 28<sup>TH</sup> APRIL 2017



#### **RIAZ RUNS 10K FOR DISASTER RELIEF**

On 30th April, Service Desk Analyst Riaz Osman ran the Great Birmingham 10k for Disaster Relief and managed to raise slightly above his target goal of £200.

"We have no control of the life we are born into but we do have control of what we make of our lives – something we take for granted. However, for millions of people (men, women and children) across the world, even this is out of their reach."

Riaz Osman, Service Desk Analyst





### **EMMAUS - HOMELESSNESS**

FRIDAY 5<sup>TH</sup> MAY 2017



### **SEBASTIAN'S ACTION TRUST**

FRIDAY 12TH MAY 2017



## ALZHEIMER'S SOCIETY DEMENTIA AWARENESS MONTH

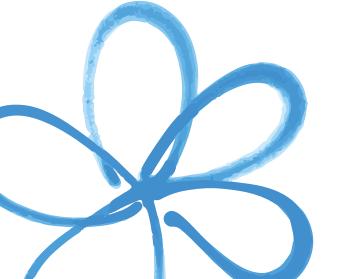
FRIDAY 19<sup>TH</sup> MAY 2017

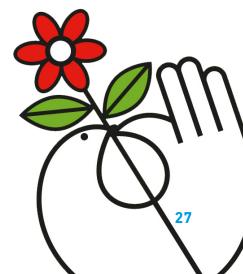
Alzheimer's Society

### **THE SICK KIDS**

FRIDAY 26<sup>TH</sup> MAY 2017









## MANCHESTER TERROR ATTACK VICTIMS

FRIDAY 2<sup>ND</sup> JUNE 2017



### TRUST-PA

FRIDAY 9<sup>TH</sup> JUNE 2017



### **OCEAN STARS TRUST**

FRIDAY 16<sup>TH</sup> JUNE 2017



### **GRENFELL TOWER FIRE**

FRIDAY 23RD JUNE 2017



### QUEEN ELIZABETH HOSPITAL BIRMINGHAM

FRIDAY 30TH JUNE 2017



#### MOLLY OLLY'S WISHES ANNUAL GOLF DAY

The SCC golf team was made up of Mark House, Alexander Unsworth, Dean Lycett, Kieran Bharat, Mark House, Richard Warrior, Nina Davis and Martyn Beckett.

After a full day of playing golf, the teams enjoyed a sit-down meal and took part in an auction in the evening. The day raised more than £20k in total.

Business Development Executive Mark House said, "It was a well organised and attended event, which highlighted the plight of children with terminal or life-threatening illnesses, and helps their families deal with the emotional stress it brings.

"We all had a great day, and some of us even played some good golf!! The sun was out, and it was all for a very good course."

He added, "The day was a great success and we look forward to supporting Molly Olly's next year."

#### MARTIN'S CHARITY CYCLE FROM LAND'S END TO JOHN O'GROATS!

Solutions Architect Martin Judd cycled the length of Britain in June 2017, going from Land's End in Cornwall to John O'Groats in Scotland for Contact the Elderly Charity. Martin's target was £500, but he managed to raise a total of £699.24.

Martin said, "For the past year or so I have been supporting a charity called Contact the Elderly. In a nutshell, the charity aims to help elderly people who are extremely lonely by organising afternoon tea events where they can meet and chat with other like-minded people of their own age.

"Contact the Elderly organises free, monthly Sunday afternoon tea parties for people aged 75 or over who live alone. I am raising money for Contact the Elderly because I want to make the lives of older people better.

The target was £500 and we raised well over that."



#### **MOLLY OLLY'S WISHES ASCOT DAY**

Ascot Day is Britain's most valuable race meeting, attracting many of the world's finest racehorses to compete for millions of pounds in prize money. SCC bought 20 tickets for the event from Molly Olly's and donated more on the day.

#### **MOLLY OLLY'S BALL**

On the 8th October 2017, the 7th Molly Olly's Wishes fundraising ball welcomed 400 guests into an autumnal enhanced forest at Ragley Hall. Sponsored by SCC, it was a magical night for all those in attendance with huge support from everyone.

SCC donated £10k to the ball and donated an apple mac as an auction prize, as well as a spa and hotel stay at one of the Eden collection hotels. The evening raised more than £45,000 in total, helping to support more children and their families.

#### SCC SUPPORTS HP INC. IN THE PRINCE'S TRUST'S ZERO TO HERO CAMPAIGN

The Prince's Trust held a charity auction In June 2017 with bidders competing for the chance to win the expertise of a HP Inc. intern for the day. Barry Mitchell, Sales Manager of HP & Supply Chain Services won the auction with a donation of £100 towards The Prince's Trust.

Barry said, "We were delighted to have won. The money goes to a fantastic cause and having a HP Inc. intern with us for the day only helped further to highlight the fantastic work we did together."

The intern from HP Inc., Connor Phillips, was with the business for the day and provided business development support, spent time with the sales, vendor and supply chain services teams to gain an understanding of the end-to-end process of selling and delivering HP Inc. products and services.

George Brasher, Managing Director of HP UK&I said, "On behalf of HP UK I would like to personally thank you for your generous support of our 'Intern As A Service' initiative, which formed part of our Zero to Hero fundraiser which took place on 9th May.

"The day was a tremendous success, we raised more than £30,000 – and without your help we wouldn't have achieved such phenomenal results! Your generosity will go a huge way to support The Prince's Trust and the inspiring work they do to help disadvantaged young people who turn their lives around."

Fadzai Dzimwasha, Corporate Partnerships Executive at The Prince's Trust said, "SCC's generous donation to The Prince's Trust in support of HP UK's Zero to Hero fundraiser will enable us to ensure a better future for disadvantaged young people across the UK.

"With the help of generous supporters such as SCC and HP UK, The Prince's Trust is able to continue giving young people the personal support and practical skills needed to build a brighter future."





# AFRICA'S CHILDREN IN EDUCATION (ACE)

FRIDAY 7<sup>TH</sup> JULY 2017



#### SIGNPOST INCLUSION

FRIDAY 14<sup>TH</sup> JULY 2017



### **CHILDREACH INTERNATIONAL**

FRIDAY 21<sup>ST</sup> JULY 2017



### **EPILEPSY**

FRIDAY 28<sup>TH</sup> JULY 2017



#### ALISON'S VOLUNTEERING DAY WITH SEBASTIAN'S ACTION TRUST

Active CSR supporter and COG member Alison Penfold-Phillips spent her volunteering day at Sebastian's Action Trust Bluebells site in Basingstoke.

Sebastian's Action Trust has created the UK's only purpose-built facility that offers respite holidays to very sick children and their families, enabling precious time to be spent together.

The house, which opened in July 2011, is called The Bluebells and has been built in the pretty Hampshire village of North Waltham. Nothing like this previously existed in the UK, making The Bluebells the first of its kind and Sebastian's vision all the more exceptional.

Alison presented a cheque to the Trust with the money raised from a recent Dress Down day at SCC.

"It was such a humbling experience. I was met by Simon Lillywhite, Corporate Development Manager, and he introduced me to Jane Gates OBE who is the Chief Executive of the Trust – what an amazing inspiring woman she is. I was also introduced to the staff on duty before been taken on a tour of the grounds and the building; Bluebells is an amazing place for families to spend time away from home having respite but also all being together as a family."

Alison added, "During my day at Bluebells, I was made to feel like one of the 'family'. We were entertained by a musician playing low-key music, and there was an awards ceremony where volunteers who had done so much were rewarded with a certificate, thanking them for their efforts. It was an amazing day!"



#### SCC DONATES LENOVO LAPTOPS TO KIDNEY RESEARCH UK

SCC donated four Lenovo IdeaPads 80T7's to Kidney Research UK, replacing the existing legacy hardware in use in their shops.

Marc Stowell, Director of Fundraising at Kidney Research UK said, "It was lovely to receive the generous gift of four laptops this morning from SCC – thank you very much. This kind donation will make a tremendous difference to our back office in each of our four shops, due to being able to replace our tired and worn out computers we currently use."

Kidney Research UK is the leading charity dedicated to research into kidney disease in the UK. Their aim is to find better treatments and, ultimately, cures for kidney diseases. Kidney disease is a silent killer. There are three million people in the UK with it right now. One million don't even know they have it and there is no cure.

Stowell continued, "Our goal is a world free from kidney disease. We believe this can only be achieved through funding of life-saving research. Kidney Research UK relies almost wholly on the amazing support of individuals and companies. However, regrettably, we have to turn away more than half of the excellent research proposals that we want to support. We desperately want to be able to fund more research and it is only with the support of people like SCC, we can look forward to future research breakthroughs with increased confidence.

"We are constantly humbled by the support we receive and the commitment people go to in helping us work towards our goal. Together, we are making a real difference to those people living with kidney disease. Once again, thank you for all the support from SCC to Kidney Research UK."





### **BIRMINGHAM CATS.ORG.UK**

FRIDAY 4<sup>TH</sup> AUGUST 2017



#### **MS SOCIETY**

FRIDAY 11TH AUGUST 2017



#### **ACHING ARMS**

FRIDAY 18TH AUGUST 2017



### **ST JOHN AMBULANCE**

FRIDAY 25<sup>TH</sup> AUGUST 2017





#### SUPPORTING STRESSED OUT STUDENTS

Every year in mid-August a familiar news story resurfaces. Students across the country nervously receive their A level results. This one piece of paper can heavily influence their life from this point on. The stress that students can be under if their results are not at the necessary level to get into their first choice of university can be severe.

Martin Price, a Graphic Designer in the SCC marketing team, used his volunteer day to assist students on this most difficult of days.

He was part of the team at The Student Room (https://www. thestudentroom.co.uk) a website that assists students with all aspects of their educational life, including course selection, careers, student finance and more.

Martin's role was managing the Twitter feed, which with over 58,000 followers, was going to be a hive of requests for help and advice.

This year was especially pressurising, as it was the first year that the new 'linear' A-level had been taken. Previously, A-level exams used to be modular with two exam windows each year; one in January and one in the summer

However, two years ago the January window was removed meaning that there is only one exam window per year – the summer one. This means that the opportunity for students to retake exams has halved.

If it wasn't for the generosity of SCC in providing the volunteer days, Martin would not have been able to be there for students at such a difficult time, and he highly recommends to all SCC staff to use the day and make a positive difference to a cause that is close to their heart.

Martin explains how snippets of positive and grateful feedback that were received during the day would be written out on Post-It style notes and stuck up on the walls around the office, "We nicknamed it the 'wall of love," Martin enthused. "It was a lovely feeling knowing that during those difficult few hours we helped out so many people with their future."

"I had to have my time split into two shifts, one from 6am to midday and then the second one from 5pm to just after 10pm, "Martin explained. "I would respond to direct messages for help, or search on popular hashtags and signpost concerned students to our services.

"The Universities may not give students the impartial advice they need, and with emotions running high they can find it hard to make informed decisions. The role is almost split in to providing advice and counselling worried students"

#### NICOLA PACKS AND CHATS FOR DEMENTIA UK

Nicola Whitehead, Catalogue Manager based at SCC James House in Birmingham, sadly lost her father to dementia three years ago.

In her own way, she is trying to help raise awareness of dementia and its debilitating effect on people's lives – and that's where packing groceries comes in.

The supermarket chain Iceland teamed up with Dementia UK, who Nicola volunteers with, for a week of awareness raising and fundraising activities. More than 500 volunteers were involved in Iceland supermarkets across the country undertaking a range of activities, such as running raffles, tombola and overseeing children's colouring competitions.

At Nicola's chosen store, in Acocks Green, Birmingham, volunteers were positioned on each checkout, offering to assist with the packing of groceries, engaging in conversations about dementia and gratefully receiving donations.

With the difficult loss of her father, Nicola started following and interacting with the charity Dementia UK through their social media channels. From there, she signed up as a volunteer and got involved in their outreach and awareness raising campaigns.

The proceeds of the Dementia Awareness Week will be used to give people with dementia the support they need to live well in their homes and be part of community life for as long as possible. This could include schemes such as their 'Singing for the Brain' workshops, Dementia Support Workers and Dementia Cafés.

"It was one of the hardest things we as a family have had to cope with as there is still so little help out there", Nicola explained. "There are not enough skilled and trained staff to look after individuals who have this cruel illness and there is still so much that needs to be done. It was a great opportunity to talk to people about dementia and put to rest some of the misunderstanding about it.

"Having a volunteer day is such a wonderfully kind and generous gesture from SCC", enthused Nicola, "If everybody took it up, we as an organisation would be donating thousands of days of help and support to people and organisations that will truly benefit from it."

This is the second time Nicola has taken up the offer of a volunteer day and plans to use it again next year.

WE ARE MACMILLAN.
CANCER SUPPORT

2017







FRIDAY 1<sup>ST</sup> SEPTEMBER 2017



### **DOWN SYNDROME**

FRIDAY 8<sup>TH</sup> SEPTEMBER 2017



### **ALZHEIMER'S SOCIETY**

FRIDAY 15<sup>™</sup> SEPTEMBER 2017



### **JEANS FOR GENES**

FRIDAY 22<sup>ND</sup> SEPTEMBER 2017



### **MACMILLAN COFFEE MORNING**

FRIDAY 29<sup>TH</sup> SEPTEMBER 2017

#### **MACMILLAN COFFEE MORNING**

The World's Biggest Coffee Morning is Macmillan's biggest fundraising event. People all over the UK host their own Coffee Mornings and donations on the day are made to Macmillan. SCC hosted Macmillan Coffee Mornings across all its UK offices.

Being told 'you have cancer' can affect so much more than your health – it can also affect your family, your job, even your ability to pay the bills. After more than 100 years of helping people through cancer, Macmillan get what's most important – that every individual is treated as a person, not just a patient.

The cancer charity take 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.



Julian Greaves, SCC UK Finance Manager, took up the challenge to ride for the Queen Elizabeth Hospital Birmingham (QEHB) Charity in the first ever Velo Birmingham; a 100 mile closed road ride that took place on Sunday 24 September.

The QEHB Charity is part of a group of four hospital charities, supporting patients, families and staff by providing those added extras, which can't be provided by the NHS.

Julian said, "I think it's a really good charity and I'm sure many of us 'Brummies' have had various different links to the QE and their hospital group at one point or another – or will do in our lives."







# BREAST CANCER AWARENESS MONTH

FRIDAY 6<sup>TH</sup> OCTOBER 2017



### **BIRMINGHAM DOGS HOME**

FRIDAY 13TH OCTOBER 2017



# FRIMLEY PARK HOSPITAL NEO-NATAL UNIT

FRIDAY 20TH OCTOBER 2017



### **CONTACT THE ELDERLY**

FRIDAY 27TH OCTOBER 2017



### DELROY TIMMINS GOES PALACE TO PALACE FOR THE PRINCE'S TRUST

Delroy Timmins, Data Centre Services Engineer, took part in the supreme challenge and cycled a route like no other.

All cyclists start at Buckingham Palace and travel through beautiful Richmond Park and the Surrey countryside before finishing in Windsor.

The 45-mile Palace-to-Palace cycle race raises money for The Prince's Trust. Thanks to people like Delroy, the Trust continues to help young people across the UK. He managed to raise £130 for the good cause.



#### DAN RAN THE GREAT BIRMINGHAM RUN FOR CALM

Dan Gibbons, Learning and Development Advisor, from Birmingham's Learning and Development team took part in the Great Birmingham Run Half Marathon for the charity Campaign Against Living Miserably (CALM).

Dan successfully ran more than 13 miles to raise money for CALM, which promotes awareness of and offers support to men who are suffering from mental health issues. Dan managed to raise over the target amount of £400 thanks to all the support from friends and colleugues.

Dan said, "It's quite terrifying to think that if you are a man under the age of 45, the thing most likely to kill you is you suicide. Suicide kills more men in that age bracket than cancer or heart disease."

He added, "I hope that taking part in the Great Birmingham Run will help raise awareness of men's mental health and also the fantastic charity CALM that does such great work. It's crucial that people suffering get support, and it's also vital that the 'stiff upper lip' culture is quashed, and people of any gender don't feel embarrassed or afraid to discuss their problems."





2017





# RNLI – STRANRAER LIFEBOAT STATION

FRIDAY 3RD NOVEMBER 2017



### FORCES CHARITY REMEMBRANCE DAY

FRIDAY 10<sup>TH</sup> NOVEMBER 2017



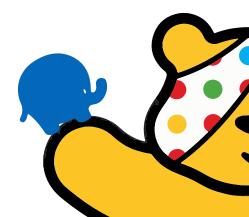
### CHILDREN IN NEED

FRIDAY 17<sup>TH</sup> NOVEMBER 2017



## ALDER HAY CHILDREN'S HOSPITAL

FRIDAY 24TH NOVEMBER 2017









#### THE SCC CHARITY FOOTBALL TOURNAMENT

SCC gathered five teams together to go head to head in a Football Tournament in aid of raising money for Birmingham St Mary's Hospice.

Across serval games, The Invertabrates, SCC N.D.C.F.C, Farcelona, CV2 All Stars and Farcelona Reserves competed to take home the trophy. SCC collectively raised £500 for St Mary's Hospice, who provides end of life care and support to patients and their families across Birmingham and Sandwell.



#### **MOVEMBER**

Mark Patterson, Programme Manager at SCC, was supporting Movember for very personal reasons, as he had recently been diagnosed with prostate cancer. His bravery and positive attitude is being channelled into spreading awareness to other men.

During November, Mark began treatment, and himself, Head of Marketing Tim Kenny and Sales Supply Chain Team Leader Martyn Beckett took part to keep spreading the word for Mark to help him reach his £1000 target, which was successful.

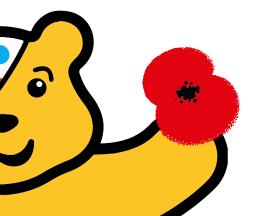


#### **CHILDREN IN NEED MARIO KART TOURNAMENT**

To raise money for Children in Need this year, SCC James House in Birmingham hosted a Mario Kart Tournament within the office, with everyone welcome to join.

BBC Children in Need is the BBC's UK corporate charity. Thanks to the support of the public, it's able to make a real difference to the lives of children all across the UK.

They provide grants to projects in the UK, which focus on children and young people who are disadvantaged. They are local to people in all corners of the UK and support small and large organisations, which empower children and extend their life choices.





# THE ESTHER PROJECT LIVING STONES UK

FRIDAY 1<sup>ST</sup> DECEMBER 2017



## MIDLANDS AIR AMBULANCE CHARITY

FRIDAY 8<sup>TH</sup> DECEMBER 2017



### SAVE THE CHILDREN CHRISTMAS JUMPER DAY

FRIDAY 15<sup>TH</sup> DECEMBER 2017



### **CRISIS HOMELESS APPEAL**

FRIDAY 22<sup>ND</sup> DECEMBER 2017



#### ST MARY'S WINTER WONDERLAND

On Friday 1st December, a group of SCC employees spent a very special day with one of our charity partners, Birmingham St Mary Hospice, decorating a Christmas tree.

During the day the SCC team had a tour around the hospice, speaking to staff and nurses. The team got to see first-hand how important the hospice is to the patients and their families. The trees were decorated outside the care rooms so even during the hardest days they have a little spirit of Christmas.

St Mary's Hospice is a charity that provides end of life care and support to patients and their families across Birmingham and Sandwell. They care for individuals at the hospice in Selly Oak, as well as patient homes and community locations. They aim to give individuals more choice at the end of their life and provide services whenever and wherever they need them. The hospice care is free of charge to all individuals and their families, carers and loved ones. It currently costs more than £8 million every year (£22k per day) to run the full range of hospice services and over half of the funding required to do this is from voluntary income.



#### **CHRISTMAS JUMPER DAY**

SCC supported Save the Children's Christmas Jumper Day on December 15th and asked as many people as possible to join the 'woolly revolution' by wearing their best Christmas jumper to work.

Save the Children works in 120 countries, saving children's lives and fighting for their rights to help them fulfil their potential. In 2012, the charity helped 10 million children through their world-class programmes in the UK, Africa, Asia, the Middle East and South America.

#### CRISIS AT CHRISTMAS

SCC joined forces with Crisis in December, helping those who are homeless at Christmas. No one deserves to be alone and homeless at any time of the year especially not at Christmas.

Staff could pick and buy something from the Amazon Wish List, to donate. The list included warm hats and scarfs, winter coats and jackets, men's shoes, jeans, blankets and more.

Staff could also donate money and even their time over Christmas.









## THE DONKEY SANCTUARY MANCHESTER

FRIDAY 5<sup>TH</sup> JANUARY 2018



## KANGAROOS FUN DISABILITY CLUB

FRIDAY 12TH JANUARY 2018



### CRAMER CAT RESCUE AND SANCTUARY

FRIDAY 19TH JANUARY 2018



# JO'S CERVICAL CANCER TRUST

FRIDAY 26TH JANUARY 2018



#### **SMEAR FOR SMEAR**

SCC Supported Jo's Cervical Cancer Trust campaign – Smear for Smear – by posting about it on social media to spread the word.

The number of people going for smear tests is lower than ever and Jo's cervical cancer trust aims to change it. They asked everyone to post a #SmearForSmear selfie with a tip or word of support with the hope the post might be the reminder or encouragement someone needs to book their test.











## WORLD CANCER DAY CANCER RESEARCH

FRIDAY 2<sup>ND</sup> FEBRUARY 2018



## DISASTER EMERGENCY COMMITTEE

FRIDAY 9TH FEBRUARY 2018



## ROYAL LIVERPOOL AND MANCHESTER ROYAL INFIRMARY

FRIDAY 16TH FEBRUARY 2018



### SANDS STILL AND NEONATAL CHARITY

FRIDAY 23RD FEBRUARY 2018



### CANCER RESEARCH UK

### WE CAN. I CAN.



INSPIRE ACTION



WORLD CANCER DAY4FEB







MAKE HEALTHY CHOICES



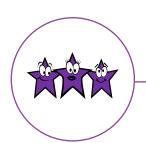
### **PROSTATE CANCER UK**

FRIDAY 2<sup>ND</sup> MARCH 2018



## INTERNATIONAL WOMEN'S DAY

FRIDAY 9TH MARCH 2018



# STARS POLYMICROGYRIA FAMILY SUPPORT

FRIDAY 16<sup>TH</sup> MARCH 2018



### **SPORTS RELIEF**

FRIDAY 23RD MARCH 2018



### **CURE LEUKAEMIA**

FRIDAY 30TH MARCH 2018



#### **COURSE DU COEUR**

#### Championing the Course du Coeur

The Course du Coeur, which took place this year on 28th March -1st April 2018, is a race that aims to raise awareness of organ donation. The team relay is a tough challenge, which involves four days and nights of constant running and cycling to complete the 800km course between Paris and Les Arcs/Bourg St Maurice in France.

In every village that the team crossed (+200), children drew hearts at school to give hope and support to people waiting for a transplant in hospital. This year, 58,000 hearts were collected.

Taking part in the race were 23 teams of 14 people and Team SCC came 10th with a total time of 52h 18min 21s.

Kevin Morris, who was one of the four SCC UK runners selected, explains,  $% \left( 1\right) =\left( 1\right) \left( 1\right) \left$ 

"It was a race like I have never experienced. I've never felt so part of something, not only from my team mates but from everyone involved. We were all running for the same cause and I made so many unbreakable bonds – there is a closeness, a togetherness that you just don't get in other races.

The sleep deprivation, the constant racing or travelling, the logistics involved; it all seemed to bring everyone together. There was no language barrier as we all spoke the same at Course du Coeur!"

He added, "The things I will remember most are running 4 miles with a lady that had a heart transplant 17 years ago. The pride I felt crossing the finish line with her to the cheers of all the children from the village school was completely overwhelming and the memory of it will stay with me forever. Organ donation is a very sensitive and personal subject, one that doesn't get spoken about enough. Being part of Team SCC and being able to promote this cause, alongside people that are only here today because someone made the brave and selfless decision to help someone live after their death has been an absolute privilege."

The team also took 2nd place for the Digital Communication Challenge, a competition on social media.

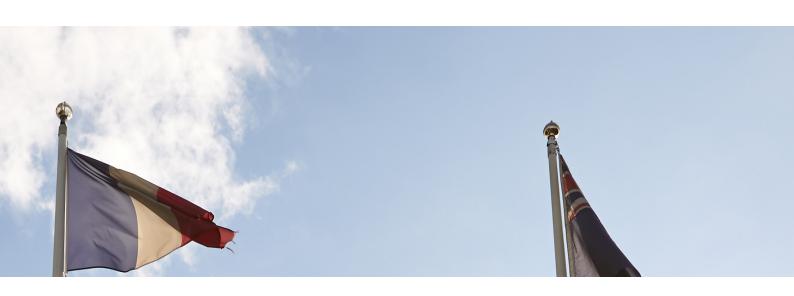
#### Team SCC was represented this year by:

Nicolas Danoy (Captain - FR), Annaick Rivier (Co-captain - FR), Laurent Renaux (FR), Julien Mendelson (FR), Tim Kenny (UK), Emma Donnelly (UK), Nadine Guazzini (FR), Mathieu Canale (FR), Stéphane Legrand Belleroche (FR), Jean-Paul Djomby (FR), Adam Joyce (UK), Bruno Castaing (FR), Adina Fedeles (RO), Kevin Morris (UK), Philippe Pellicioli (FR), Laurent Voyer (Video - FR), Patricia Oudart (Press - FR), Gabrielle Barthelemy (Press - UK), Christelle Rabin Pellerin (Press - FR), Jean-Louis Matyziak (Press - FR).









### **CSR FINANCIALS**

60 CHARITIES SUPPORTED

92% STAFF ENGAGEMENT

**TOTAL DONATIONS** (in the year)

£149,988





# CONTACT

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