



ESG Impact Report 2023

**Together, we can
use the power of
technology to create
a more sustainable,
equitable, and
prosperous future.**

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About Smart CT

Our VISION

Technology downtime diminishes business performance and Smart CT minimizes disruption by keeping technology connected. Our world-class customer support, extensive spare parts and highly trained engineers ensure our customers achieve maximum uptime via its 24x7x365 operations across Europe.

We are on a path to becoming a global sustainable IT services provider. Our technology lifecycle services are ideally placed to lead businesses in the evolution of change required for the Circular Economy transition in the technology space. Our core proposition focuses on sustainability, it centres on addressing the needs of IT estates and promoting the sustainable use of technology hardware. This approach focusses on enhancing, maintaining and sustaining technology aligning with a Circular Economy model.

The Circular Economy is a model of production and consumption, which extends the life cycle of products. The model involves sharing, leasing, reusing, repairing, refurbishing and recycling existing materials and products as long as possible.

As an organisation, we do not stand still; instead, we constantly innovate and seek to improve and develop our services. This ensures that our offerings evolve to provide the very best for our customers. This strategic approach aligns with our commitment to Environmental, Social, and Governance (ESG) practices, reflecting our dedication to becoming sustainability leaders in our industry.

“We help businesses succeed, by keeping their technology connected.”



Our Values

POSITIVITY



We embody energy and enthusiasm in our approach, operating with openness and transparency to confront challenges directly. We value constructive and honest feedback, and our agility ensures successful outcomes for both us and our customers.

PREPARATION



We meticulously plan to ensure that our customers' efficiency and profitability are maximised; utilising data and evidence to strengthen the validity and integrity of our work.

CURIOSITY



We commit to continuously learn and act with curiosity, equipping ourselves with industry knowledge and continuously seeking to learn more to enhance performance.

CONTINUOUS IMPROVEMENT



We take personal accountability for our own continuous improvements, setting high standards for ourselves and encouraging collaboration with colleagues to achieve success.

CONSIDERATE



We operate ethically and we value diversity, equality, and inclusion to make everyone feel welcome and supported. We assume the best intentions of colleagues, customers and suppliers without accepting failure.



Letter from Andy Morgan, our CEO

“ Together, we are reshaping the future of the sector, one that prioritises the wellbeing of our planet and its people, not just business success. ”

Our Accreditations:



For over 21 years, Smart CT has held a steady presence in the ever-evolving world of technology. We have navigated seismic shifts – from rapid technological advancements to unparalleled social events, to one of the most pressing challenges facing today’s society, the climate crisis. Adapting to these changes has not only been vital, but it has also fuelled our mission: to minimise disruption by keeping technology connected through our world-class customer support, extensive spare parts and highly trained engineers ensure our customers achieve maximum uptime.

It is not just us driving the change. We see a promising sign: our customers are demanding a more sustainable and equitable future, pushing for positive changes across the entire value chain. Together, we are reshaping the future of the sector, one that prioritises the wellbeing of our planet and its people, not just business success.

2023 marked a significant milestone in our journey. We made considerable progress in embedding ESG principles into our core operations, laying the foundation for a more sustainable future at Smart CT. Earlier this year, we commissioned our first Net Zero Report and set an ambitious target to achieve Net Zero emissions by 2045. Our report details our tangible environmental management activities and establishes a clear reduction glidepath for our footprint.

Our commitment to environmental excellence was affirmed through the renewal of our ISO 14001 certification, demonstrating our commitment to the highest standards in environmental management.

We launched an employee engagement questionnaire to listen to our team’s needs and aspirations, ensuring their voices are heard. We also increased holiday allowance, introduced charity days, created social spaces and extended our reach to wider communities, offering work experience opportunities to local schools.

Our strong governance practices underpin Smart CT’s success and it has been with great pride that we renewed our ISO accreditations and established a dedicated ESG Committee, with our comprehensive ESG policy signed off in April 2023.

This is just the beginning. In 2024, we will continue to be a force for positive change in the technology space. Data and robust measuring systems will continue to inform our decisions and evaluate our progress.

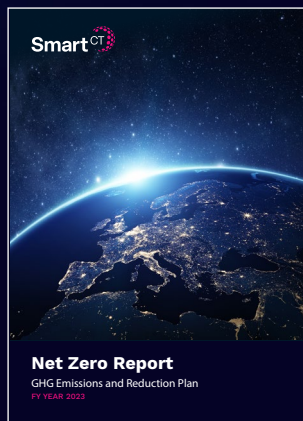
Thank you for being part of this journey. Together, we can use the power of technology to create a more sustainable, equitable, and prosperous future.

2023 ESG Highlights



Environmental

- Commissioned our first Net Zero Report and established ambitious milestones for achieving **Net Zero by 2045**
- Introduced **new recycling measures** into the office to **reduce waste to landfill**



- Reviewed our waste management services to **improve current practices and ensure compliance**
- **100% of our vehicles** are installed with **telematics**



Social

- Launched our **Employee Engagement Questionnaire** to gather insights into our employees' job satisfaction
- Introduced our **first Diversity Questionnaire**
- **Increased annual leave allowance** for all employees to promote employee health and wellbeing, as well as improving productivity
- **685 hours of training** delivered to employees
- Launched a **materiality review** to identify what matters to Smart CT customers
- Offered **work experience opportunities** for secondary school students in the local area
- **Alcumus SafeContractor Certified**
- **Zero RIDDOR reportable** health and safety accidents



2023 ESG Highlights (continued)



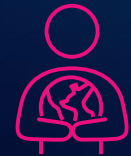
Governance

- ISO 9001 (Quality Management), ISO 14001 (Environmental Management) and ISO 27001 (Information Security) certifications renewed in February 2023
- Officially **launched our company values** with our stakeholders
- Enhanced the **Smart CT Employee Handbook and Drivers Handbook**
- **First Supplier Code of Conduct** drafted
- Supplier onboarding **questionnaire improved**
- Created our **Modern Slavery Statement** and circulated it to our suppliers
- Conducted enhanced **anti-bribery and business ethics training** to strengthen compliance and knowledge across the company



ESG Integration

- Established our **ESG Committee**, formed of 7 dedicated individuals who collaborate to improve Smart CT's ESG performance across the company
- **Environmental Pledge** launched
- Enhanced Smart CT's policy suite by adding **ESG-specific policies**



Contributing to the UN Sustainable Development Goals

We recognise how important it is for all people, and all organisations, to ensure that our individual and collective actions contribute to building a brighter and safer future for all.

The United Nations Sustainable Development Goals (SDGs) framework provides a roadmap for how to achieve this goal. It is a shared blueprint for achieving global equality, prosperity, and security and its 17 goals serve as a guide and educational tool for the international community. The SDGs address the most harmful challenges facing humanity today, including climate change, social inequalities and economic instability.

This year, we have used this framework to identify how we, at Smart CT, can contribute to the SDGs. We identified 6 Sustainable Development Goals where our efforts can have the most significant impact and have focused our attention on how to make a difference in these areas.



ALIGNING WITH THE SDGS

<p>GOAL 3: GOOD HEALTH AND WELLBEING</p> <p><i>Ensure healthy lives and promote wellbeing for all at all ages.</i></p> <p>The health of our staff is our priority, and whenever we receive visitors – for work experiences or other purposes – their health and wellbeing are paramount. We embed this focus within our policies, in our contracts and in our day-to-day behaviour and we adopt a culture of continuous learning so we can look after each other and achieve more together.</p>	<p>GOAL 5: GENDER EQUALITY</p> <p><i>Achieve gender equality and empower all women and girls.</i></p> <p>We are making our contribution by making a commitment to increase female representation on our board and in senior leadership positions. To achieve this, we will actively seek out qualified female candidates when filling board and senior leadership roles. We also collaborate with local schools to champion females working in IT. Finally, we measure our gender pay gap annually, interrogate the data and apply our insights to ensure that we are making</p>	<p>GOAL 8: DECENT WORK AND ECONOMIC GROWTH</p> <p><i>Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all.</i></p> <p>Smart CT provides fair and reasonable employments contracts and we encourage our customers to negotiate fair and reasonable contracts within their business. Additionally, we are supporting our local communities to thrive by making deliberate choices to trade with local and small businesses.</p>	<p>GOAL 9: INDUSTRY, INNOVATION AND INFRASTRUCTURE</p> <p><i>Build resilient infrastructure, promote inclusive and sustainable industrialisation and foster innovation.</i></p> <p>We offer our customers the opportunity to have faulty devices repaired, thus extending their life and helping to reduce their impact on the environment.</p>	<p>GOAL 12: RESPONSIBLE CONSUMPTION AND PRODUCTION</p> <p><i>Ensure sustainable consumption and production patterns.</i></p> <p>We seek ways to reduce our environmental impact – whether this is by sourcing locally where we can, by working in partnership with our supply chain to learn ways to reduce our carbon footprint or to ensure that the goods and services we source are helping communities and are based on responsible business practices.</p>	<p>GOAL 13: CLIMATE ACTION</p> <p><i>Take urgent action to combat climate change and its impacts.</i></p> <p>We reduce our energy consumption wherever possible through behavioural change campaigns with staff and through investment in building improvements like light sensors. Our RMA (Return Merchandise Authorisation) Team provides repair services to help our customers reduce, reuse and recycle their electrical waste. The team are committed to taking action to reduce waste and promote positive</p>



Environment



Our policy cements our position in leading the way in ethical environmental practices, emphasising our dedication to reducing our environmental impact and fostering green initiatives. It serves as a definitive message to stakeholders, underlining our prioritisation of ethical sustainability practices and inspiring proactive engagement. Endorsed by our CEO, Andy Morgan, in December 2022, it outlines our direction of the business on environmental matters, providing a clear guidepost for our employees on our values.

Smart CT will protect the environment by operating in an environmentally responsible manner. We ensure that environmental management is integral to our decision-making processes, demonstrating our continual improvement in our environmental performance.

SMART CT IS COMMITTED TO:

- ✓ **Ensure our operations are carried out in accordance with our compliance obligations**
- ✓ **Enhance our environmental performance through continuous improvement driven by the leadership and commitment of top management**
- ✓ **Ensure our environmental commitments are embedded in our decision-making processes**
- ✓ **Embed an “environmental mindset” across the business by developing a culture of environmental responsibility and leadership amongst employees, subcontractors and our supply chain**
- ✓ **Maintain an environmentally aware workforce, by ensuring personnel are appropriately trained and demonstrably competent**
- ✓ **Identify and manage the impact of our significant environmental aspects, proportionate to risk**
- ✓ **Communicate our environment strategy, including our management system obligations, across the business**
- ✓ **Measure and review our environmental performance and embed in our working life the learning that arises from both our and others’ experience**

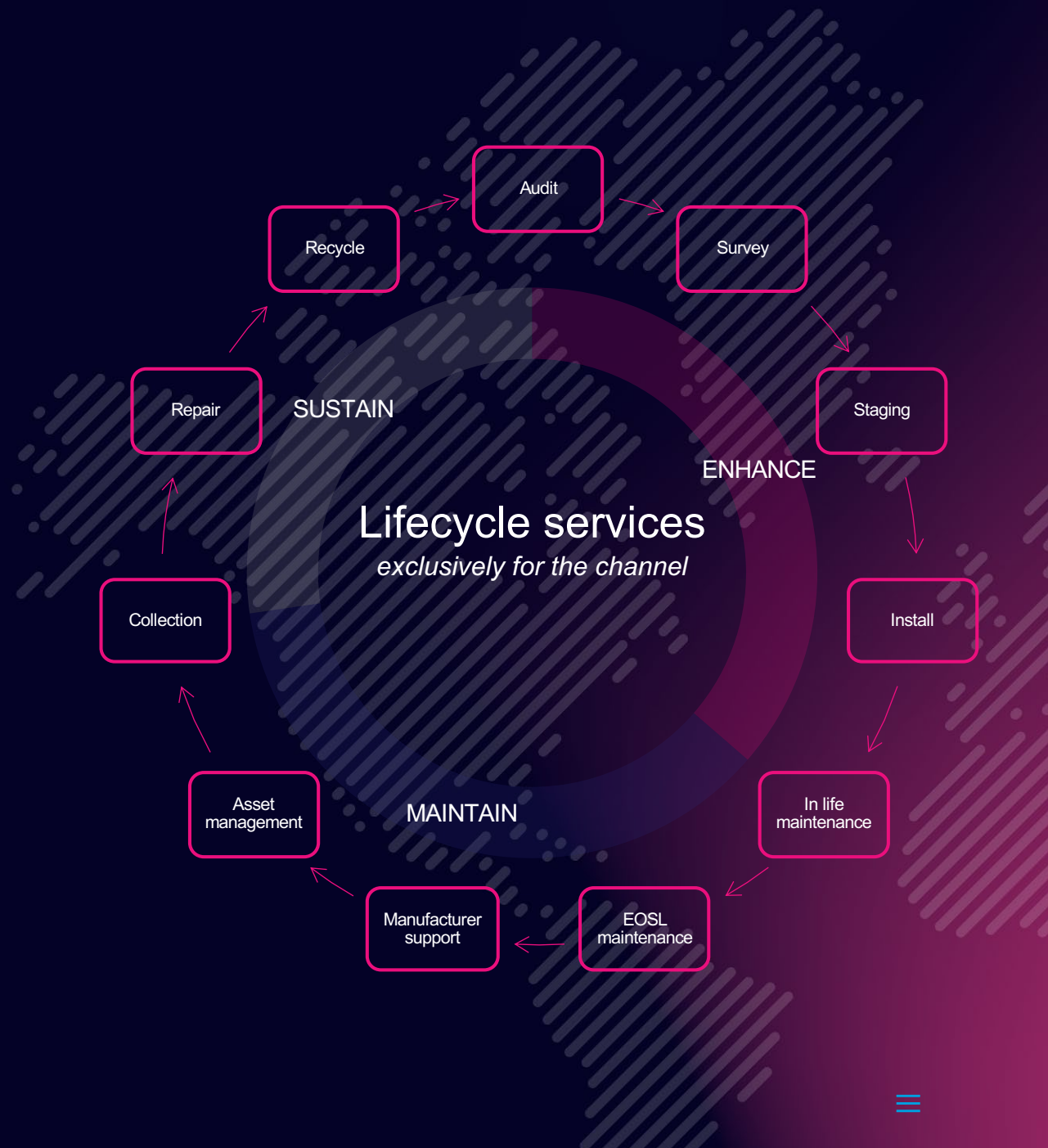


Our Environmental Pledge:

We are proud of our ISO 14001 accreditation, which we renewed in February, 2023. This accreditation demonstrates the robust environmental management systems we have in place to ensure that we are maintaining environmentally responsible practices in our business. The entire business is audited during the ISO 14001 accreditation process to assess and monitor our compliance and existing

OUR BUSINESS MODEL EMBRACES A CIRCULAR ECONOMY APPROACH

At Smart CT, we actively assist our clients in reducing their carbon footprint and minimising their environmental impact. Embracing a Circular Economy approach, we manage the lifecycle of equipment by repairing and reselling faulty items. Our in-house RMA team diligently repairs returned products, extending their lifespan significantly. This not only prevents unnecessarily electronic waste, which, if ended up in landfill is highly toxic to the environment, but also avoids all the carbon emissions associated with manufacturing and procuring new products and parts. Any items deemed beyond economical repair (BER) are disposed of in line with industry best practices and government regulations on waste electrical and electronic equipment (WEEE).



Towards Net Zero

2045

Achieve Net Zero

45%

Reduction in our Scope 1 and 2 emissions by 2030

93%

Overall reduction in all GHG emissions across Scopes 1, 2 and 3 by 2045, offsetting any residual emissions via high-quality nature-based or direct air capture projects to become Net Zero

CO₂

HFCs

PFCs

N₂O

NF₃

CH₄

SF₆

Net Zero is the internationally agreed upon goal for mitigating climate change in the second half of this century. It is achieved when a company or a country removes, as a minimum, the amount of greenhouse gas (GHG) emissions from the atmosphere as that which it emits. This is usually achieved through a combination of reducing emissions through implementing technological and behavioural efficiencies, and by offsetting any residual emissions. As part of a commitment to the 2015 Paris Agreement, which states that the average global temperatures must remain below 2°C and as close to 1.5°C as possible, the UK Government has committed to reaching Net Zero by 2050.

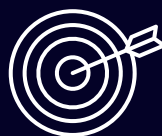
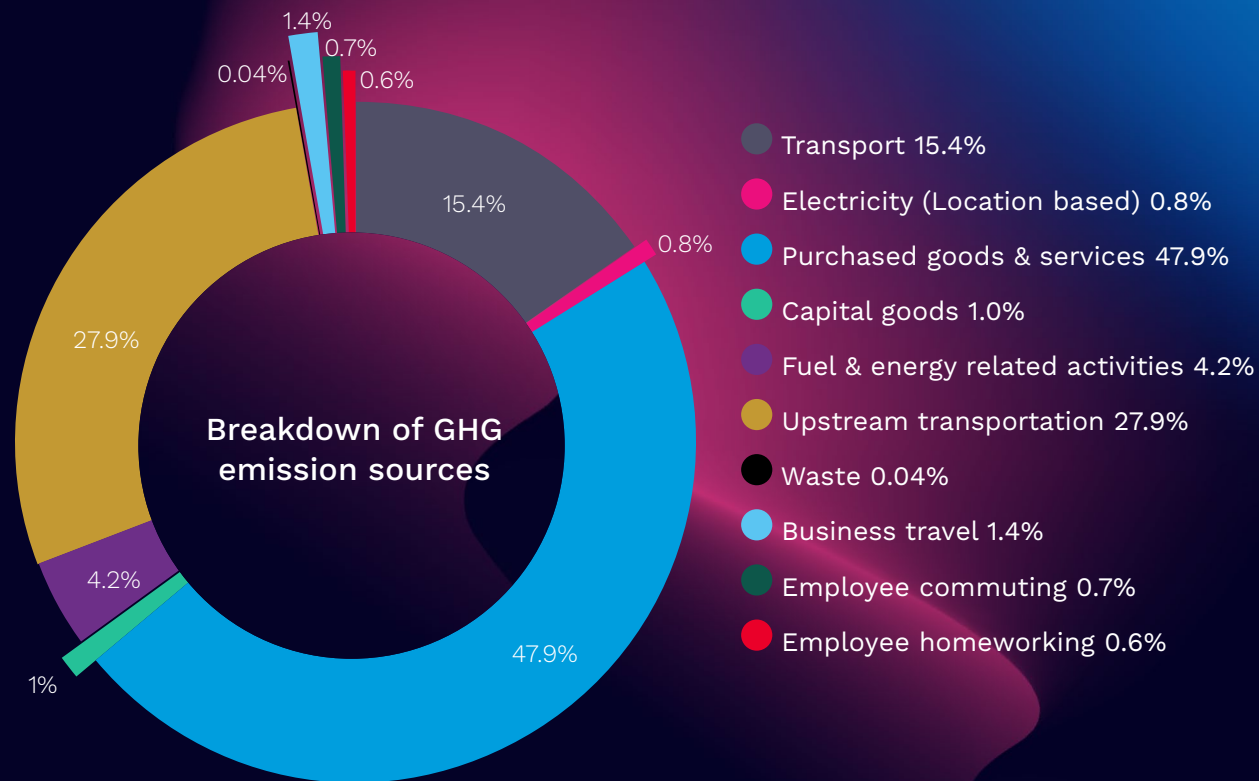


In the summer of 2023, we launched our strategy and commitment to achieve Net Zero by 2045, five years in advance of the UK Government’s Net Zero 2050 target. Our carbon footprint was calculated in line with the GHG Protocol by external experts who have helped us to set clear milestones and provided a carbon reduction glidepath towards reaching our 2045 target. We are committed to annually updating our carbon footprint and have set our baseline emissions year as our 2023 financial year period, which is the reference point against which future emissions reduction will be measured.

We have measured our emissions across Scopes 1, 2 and 3, and we are still on a journey to improving the coverage of our carbon footprint data due to the complexity of our operations. We are working to improve our data collection each year to enhance the quality of our reporting and accurately track our emission reduction goals.

We are working with our telematics tracking provider – CanTrack – to understand the interface between our employee’s driving behaviours and the maximisation of fuel efficiency, this will enable us to effectively implement change where needed. In addition, we are investigating the feasibility of installing solar panels at our site.

In the year ahead we will explore the possibility of moving our diesel van fleet to electric vehicles. Looking outwards to our external stakeholders, we have identified significant long-term work that needs to be done with our supply chain to reduce our Scope 3 emissions further.



Net Zero by 2050

According to the Intergovernmental Panel on Climate Change (IPCC), the world needs to be Net Zero by 2050 to remain consistent with the 1.5°C global warming target detailed in the Paris agreement. In 2019, the UK became the first industrialised nation to legislate for Net Zero emissions.



Below is an itemised breakdown showing the amount of carbon emissions (tCO₂e) produced by each scope and category from 1st May 2022 to 30th April 2023 baseline calculation.

Scope/Category	Item	Total tCO ₂ e	%
SCOPE 1			
Stationary combustion (Gas)	Gas consumed	-	0.0%
Transport	Owned and leased vehicles	289.86	15.4%
Refrigerants	HVACs	-	0.0%
SCOPE 2			
Electricity (Location based) ¹	Purchased electricity, for own use (grid average)	15.96	0.8%
Electricity (Market based) ²	Purchased electricity, for own use (specific contract or onsite generation)	15.96	N/A
SCOPE 3			
Cat 1: Purchased Goods & services	Goods and services	902.25	47.9%
Cat 2: Capital Goods	CapEx Expenditure	18.88	1.0%
Cat 3: Fuel & energy related activities	WTT ³ & T&D ⁴ for S1 and 2	79.43	4.2%
Cat 4: Upstream Transport	Paid transport for goods (upstream & downstream), WTW ⁵	524.99	27.9%
Cat 5: Waste	Waste	0.83	0.04%
Cat 6: Business travel	Land and air travel for business purposes (WTW)	25.97	1.4%
Cat 7: Employee commuting	Employees commuting to and back from work, (WTW)	12.34	0.7%
Cat 7: Employee commuting	Employees working from home	11.58	0.6%
Total Gross Emissions (Location based)		1,882.09	100%
Less emissions avoided by procurement of renewable electricity		(0.00)	
Total Gross Emissions (Market based)		1,882.09	
Less carbon offsets		(0.00)	
Total Net Emissions		1,882.09	

¹ Location based represents emissions from electricity consumption based on grid average emissions

² Market based represents emissions from electricity consumption based on specific energy contracts

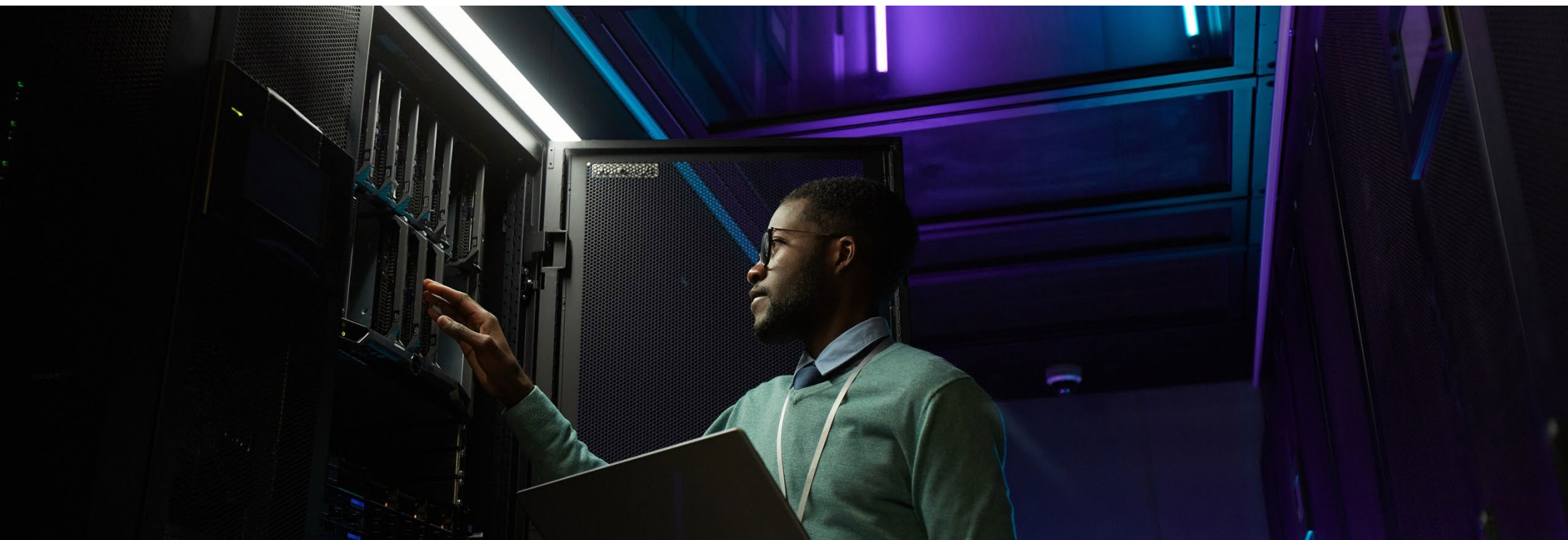
³WTT – Well-To-Tank emissions. Emissions associated with the extraction refinement and transport of fuels before consumption

⁴T&D losses – Transmission and distribution losses. Emissions associated with the energy lost during the transmission of electricity through the network

⁵WTW – Well-to-wheel emissions. Includes emissions associated with the extraction, refinement, transport, and consumption of fuels

To further understand our emissions, we have also recorded them using intensity ratios as this will allow us to track our emissions as our business grows and develops.

Intensity Ratios	Gross Emissions (Location based)	Gross Emissions (Market based)	Net Emissions
tCO ₂ e per employee (start of year)	24.44	24.44	24.44
tCO ₂ e per square meter	2.37	2.37	2.37
tCO ₂ e per million £ turnover	160.86	160.86	160.86





Smart CT's Environmental Officer: Claire Jones

We are pleased to introduce Claire Jones, who has been appointed as our dedicated Environmental Officer. In her capacity as Smart CT's Environmental Officer and Director of Service Delivery, Claire plays a pivotal role in advancing energy efficiency initiatives through internal communications and proactive campaigns. With her expertise, Claire is set to foster a culture of sustainability and energy efficiency, reflecting our commitment to environmental responsibility and forward-thinking innovation.

What influenced your decision to become Smart CT's Environmental Officer?

Improving environmentally friendly practices has always been close to my heart. In our day-to-day lives, my family and I make a concerted effort to be as sustainability friendly as possible, particularly when it comes to managing energy and recycling. I strongly believe that there's untapped potential for us – both as individuals and as a business - to do a lot more in these areas. Upon joining the company, I quickly identified an opportunity for us to strengthen our impact and over the last 12-18 months, significant changes have taken place.

How do you work with your customers to ensure strong environmental performance?

Our strong ESG performance has been influenced by our collaborative efforts with customers, driven by their increasing demand for suppliers to meet ESG obligations. Recognising this trend, customers have developed policies and guidelines based on the expectations imposed by their own customers.

Customers seek detailed information about our sustainability goals and the specific measures we have in place, particularly concerning energy usage and our commitment to sustainable and renewable energy sources. The overarching goal of achieving Net Zero is also a recurring theme in these discussions.

What are the biggest challenges facing companies to improve their ESG performance?

During the process of enhancing ESG performance, one of the key challenges companies face is finding dedicated time to drive this change. It is crucial that everyone allocates time for ESG efforts for robust environmental awareness training. We've enlisted the help of external providers iHASCO for ESG training, ensuring employees understand our commitments right from the moment they join Smart CT. This initial investment ensures that new team members are fully aware of what the company is working towards.

What does the near-term future of sustainability at Smart CT look like?

The future of sustainability at Smart CT is taking shape in various forms. We're examining our fleet of 45 engineers, exploring ways to enhance the sustainability of the vehicles they use. Our focus is on transitioning to electric vehicles (EVs), understanding that this shift will not happen overnight, but it is a commitment we are making to underscore the importance of sustainability from our customers' perspective.

On the energy front, we are considering the installation of solar panels. While we lease our building, we have the flexibility to collaborate with our landlord to explore sustainable energy solutions. This move aligns with our ethos of proactively leading change rather than reacting to it. We are committed to staying ahead of the curve in sustainability practices, not just as a response to trends but as an active driver of positive change in our industry.

Energy Monitoring and Waste Management

ENERGY MONITORING

We proactively track our energy usage and share the collected data. This transparency not only holds us accountable but also instils a collective responsibility among our team. The insights gained from having visibility into our monthly usage guide our ongoing efforts, helping us discover the most effective ways of operating sustainably.

To complement our energy tracking initiatives, we actively promote practical measures such as turning off lights and monitors. These seemingly small measures contribute to our broader strategy, playing an important role in reducing our environmental impact. Additionally, we are exploring initiatives like car-sharing schemes, acknowledging that each small effort contributes to our collective journey towards making a meaningful difference.



WASTE MANAGEMENT

Our goal is to achieve zero waste to landfill by 2028. To achieve this objective, Smart CT has intensified collaboration with waste management companies, actively reviewing and reducing the volume of waste directed to landfills. We have implemented an annual waste reporting system, with plans to increase reporting frequency to monthly updates.



Director of Operations,
Kevin Kemp

2023: Overview of Smart CT's Waste Data

Waste Disposal Method	Quantity (tonnes)	Percentage
Recycling	4.68	76%
Incineration	0.005	0.08%
Landfill	1.47	24%
Total	6.16	

To raise waste awareness, internal communications are actively employed. On-site, all waste undergoes separation into distinct categories, including general waste, WEEE, hygiene waste, and dry mixed recycling encompassing plastics, cardboard, glass, metal, and wood. Our waste management practices adhere to the waste hierarchy, ensuring a strategic and sustainable approach to waste disposal.



DISPOSING OF WEEE WASTE RESPONSIBLY

Each year, innovation in electronics allows businesses and consumers alike to do more. Laptops, smart phones, and servers all get faster. Data storage becomes smaller, faster, and cheaper. Technology is advancing at an astonishing rate; many of the electrical items being manufactured today are less durable than they used to be and gadgets such as mobiles and tablets quickly become obsolete when newer, slicker models become available. As a result, more products are being discarded into landfill, with a detrimental impact on the environment.

Each year, as much as 2 million tonnes of WEEE items end up in landfill when they could easily be recycled³. With many harmful materials in their assembly, electronic devices in landfill cause significant environmental damage as they:

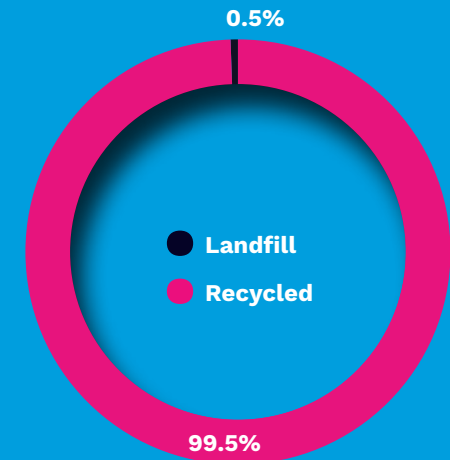
- Contaminate surrounding areas
- Kill living species
- Take up more space than most other landfill waste

In 2002, these environmental issues caused by electrical and electronic waste were addressed by the UK Government, and the first draft of the waste electrical and electronic equipment (WEEE) Directive was introduced. WEEE compliance refers to the obligations on producers and retailers of electrical and electronic goods. The Government sets annual targets for the recycling of all waste electricals – the overall objective is to reduce the amount of WEEE being incinerated or going to landfill sites.

Smart CT collaborates with specialised suppliers for the recycling and disposal of WEEE and controlled waste, ensuring compliance with government waste guidelines, including meticulous tracking and certification documentation for conformity. Our secure data wiping service guarantees that all products undergo a rigorous process led by security-cleared engineers. Following a strict security-audited procedure, this ensures the complete removal of data traces from decommissioned products. Subsequently, these items are restored to factory default settings, enabling their reclassification for general use. This reclassification allows equipment that would otherwise be discarded to be repurposed for support or recycled for general sale, thereby extending the product's overall lifespan.



Smart CT produces 3.9 tonnes of WEEE each year. 99.5+% is recycled, less than 0.5% goes to landfill



³ <https://www.hse.gov.uk/waste/waste-electrical.htm>



Transport

We have implemented a sophisticated vehicle tracking system to simplify fleet management; all of our company vehicles are fitted with CanTrack telematics.

CanTrack serves as a technology-driven tool for better understanding driving behaviours, providing data-rich reports on utilisation, driver behaviour, and route optimisation. We are also exploring the assessment of our environmental impact with a carbon calculator. By identifying areas of inefficiency, we can tailor driver training programmes to address specific needs. Our managers are provided with real-time data reporting, which will soon include emissions data. This approach directly contributes to the efficiency of our fleet, simultaneously reducing costs associated with business travel.

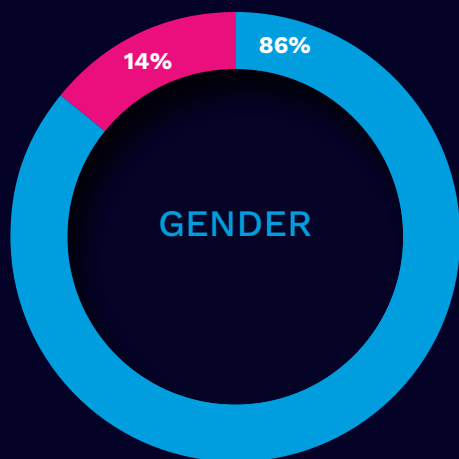
In addition, we have in place a comprehensive Company Vehicle & Driver policy to ensure the adherence to industry standards and best practices.



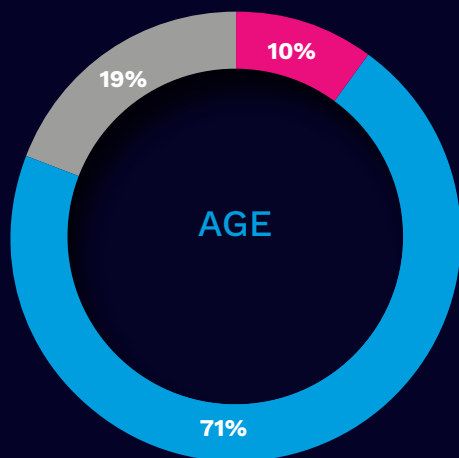
Social



Employee Overview



- Total % of male employees (FTE)
- Total % of female employees (FTE)



- Total % of permanent employees under the age of 25 (FTE)
- Total % of permanent employees between 25 and 55 (FTE)
- Total % of permanent employees over 55 (FTE)



90	Total number of permanent employees
4.25	Average Employee Tenure (years)
68	Number of employees with one year or more in service

Stakeholder Engagement to Improve ESG Outcomes for All



OUR PEOPLE

Effective communication and engagement with employees fosters a culture of shared values, empowerment, innovation, and continuous improvement.

Here are some of the ways we engage with our colleagues:

- Scheduled company updates during which the CEO shares latest news about the company
- Regular email communications to employees on a variety of topics - from system updates to celebrations to training notifications
- Annual performance reviews
- The Employee Engagement Questionnaire
- Annual company events – such as the Summer Party and Christmas Party – are open to all members of staff



OUR CUSTOMERS

Engaging and communicating with customers about ESG initiatives is a strategic imperative for businesses. It not only aligns with evolving consumer expectations but also creates a positive brand image, fosters loyalty, and contributes to the overall success and sustainability of the organisation. As part of our customer engagement strategy, we have the following in place:

- Dedicated Service Delivery Managers and Account Managers
- During customer onboarding, we provide access to our policies and ESG objectives
- ESG is a reporting area in our customer report template
- Customers are invited to complete experience and satisfaction surveys after each project
- Customer feedback is requested at exit



Smart CT is dedicated to maintaining open and regular communications with its stakeholders



OUR COMMUNITIES

By understanding and involving local communities, we can ensure that our sustainability efforts are meaningful, relevant, and contribute to the overall wellbeing of the communities in which we operate.

Smart CT's dedicated ESG Community Champion engages regularly with organisations in our community to drive a number of initiatives such as work experience for students and supporting local businesses through the establishment of partnerships.

This year, we are focusing efforts on identifying charity organisations that align with our business services so that we can make the most impact.



OUR SUPPLY CHAIN

By nurturing a collaborative and transparent relationship with our suppliers, we have built a sustainable and responsible supply chain that aligns with our ESG goals.

Crucial processes such as our New Supplier Due Diligence Survey, onboarding, performance reviews, audits, and exit interviews are conducted with a flexible approach, employing both in-person and virtual methods as deemed most effective for each specific purpose. Changes in process or strategy are communicated in a timely manner using best placed individuals within our business.



Championing Diversity, Equity and Inclusion

We are dedicated to fostering an inclusive environment that acknowledges and values the unique contributions of our employees, ensuring a working culture that upholds dignity and respect for all. To underpin our intentions, we have launched our first Diversity, Equity and Inclusion (DE&I) strategy. As part of this we have assessed our workforce demographics, which has helped us to understand the current landscape of our company. Having an informed understanding of our demographics is crucial for guiding our strategy and setting DE&I-specific targets.

Our newly implemented DE&I policy outlines our commitment to inclusion within the company and it underscores our appreciation for individuals with diverse opinions, cultures, lifestyles, and circumstances. The DE&I strategy has involved launching a diversity questionnaire, we will use the survey data to devise an action plan outlining specific guidelines for all staff and line managers based on the diversity topics highlighted in the survey.

To further promote equality within our workforce, we take proactive measures, including advertising vacancies to a diverse pool of potential candidates. Our Recruitment policy ensures fair and consistent employee promotion, free from discrimination. We specifically target groups that may be disadvantaged or underrepresented in our company, eliminating any unlawful barriers to accessing employment opportunities, training, progression, benefits, and facilities.



“We are dedicated to fostering an inclusive environment that acknowledges and values the unique contributions of our employees, ensuring a working culture that upholds dignity and respect for all.”

Promoting Gender Equity in IT Services

According to an analysis by the British Computer Society (BCS), The Chartered Institute for IT, computing degrees have seen a 23% growth in accepted applications from women since 2019⁴. This is a higher percentage rise than for any other UCAS subject group, which is promising for diversity within the industry. However, we are also acutely aware that there is still a great deal of work to be done to drive gender equity and inclusion within IT services.

The technology industry's gender pay gap currently stands at 16%, which is higher than the national average of 11.6%⁵. In our recent annual pay gap reporting, we observed a decrease in the gender pay gap, reducing the gap +10%. While we remain below the industry and the national gender pay gap averages, we are still determined to reduce the gap further.

Recognising the significance of addressing gender imbalance across the industry, we intend to narrow the gap and are committed to the following initiatives.

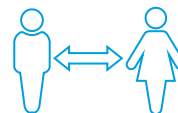
⁴ <https://www.bcs.org/articles-opinion-and-research/women-choosing-computing-degrees-in-record-numbers/#:~:text=The%20number%20of%20young%20women,The%20Chartered%20Institute%20for%20IT.>

⁵ <https://www.womenintech.co.uk/the-gender-pay-gap-in-tech-how-do-we-close-it>

SMART CT IS COMMITTED TO:

✔ **Collaboration with Local Schools:**
We are collaborating with local schools to challenge and eliminate any stigma around girls working in our industry

✔ **Regular Gender Pay Gap Measurement:**
Taking a proactive stance, we regularly measure and analyse the gender pay gap. Our analysis of the data is helping us drive our DE&I strategy



✔ **Review of Job Advertisements:**
To eliminate unconscious biases, we are reviewing our job advertisements and seeking guidance from recruitment agencies to ensure they attract a diverse range of candidates



Looking ahead, we will offer targeted work experience opportunities for girls and establish mentoring programmes specifically designed for female students. These initiatives underscore our commitment to not only addressing gender imbalances within our organisation but also making a positive impact on the industry as a whole.

Prioritising Continuous Improvement of our Employees

Training at our company is comprehensive, with policies covering all essential areas. We employ a dynamic, multifaceted approach to training, incorporating on-the-job training, internal programmes, and external courses, including specialised training that lead to professional qualification. Through our Performance Management Reviews, we identify skills gaps and tailor development plans accordingly; this process takes place twice a year.

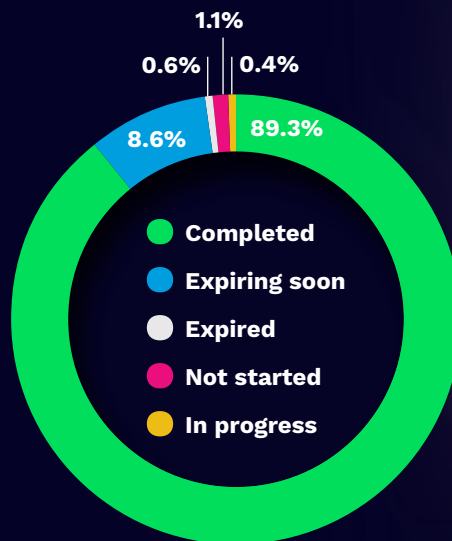
Our Training and Development policy reflects our commitment to the continuous development of all employees, whether permanent or temporary. We view this investment in our people as an investment in the future growth of the company. The evaluation of development activities is an integral part of our appraisal process, ensuring a dynamic and evolving workforce.

Heading?

Active users (112 in total)
89 active

CPD time logged
813 hours

Certificates issued
1,601



695 hours of Continuous Professional Development (CPD) logged on our iHASCO training system

Smart CT's Employee Spotlights



Candace, Project Coordinator

Candace started her journey at Smart CT four years ago in the role of a Service Desk Analyst. When a Project Coordinator position opened, Candace, showing remarkable initiative, took a step forward, despite having no prior training in that field. Her proactive approach and dedicated efforts led to her promotion to the Project Coordinator role, where she has performed exceptionally well. Candace is scheduled to undergo formal Project Management training in the upcoming year which will add to her skillset and her continued success in the company.

What do you enjoy about working at Smart CT?

I really appreciate the positive and supportive work environment. The team spirit and collaboration make it a great place to work.

What do you enjoy about your role?

I enjoy the creativity and problem-solving aspects of my role, it is very fulfilling to come up with innovative solutions and see them come to life.

Apprenticeship Opportunities

We have a successful apprenticeship programme at Smart CT that has been running for a number of years. This year we have welcomed: Jack and Dani.

“As an apprentice at Smart CT, the experience has been fantastic for developing my skills and my overall professional growth. I have been provided with excellent support and tutoring, and my day-to-day tasks have been insightful and enjoyable. I have really made the most of the diverse resources and companywide valuable learning opportunities to enhance my skill set. My managers have made it clear to me throughout my course that development is an absolute priority.”

Jack, 21, Accountancy Apprentice

“Being an apprentice has given me the opportunity to learn a wide range of knowledge and skills. I have been able to rotate job roles and tasks within the finance department to give me experience of all areas. I have been able to develop and build my career, achieving my accounting qualifications by attending classes and completing exams, but also through practical on the job experience and shadowing and working with colleagues to learn the day-to-day tasks required. In addition to accounting knowledge and skills, the apprenticeship has also helped to develop my personal skills such as confidence, communications and organisation.”

Dani, 22, Accountant



Employee Wellbeing

Smart CT has recently introduced its wellbeing policy and plans to dedicate the upcoming year to the development of a comprehensive wellbeing strategy. In light of Health & Safety Executive (HSE) statistics revealing that 1.8 million workers reported that they were suffering from work-related ill health in 2022 – 2023, with approximately half of the cases down to stress, depression or anxiety, the importance of addressing this issue is paramount⁶. Stress, when sustained, can have a detrimental impact on both physical and mental wellbeing, affecting day-to-day quality of life.

To take proactive measures, Smart CT has implemented several actions (see right). These initiatives underpin Smart CT's commitment to creating a workplace that prioritises the wellbeing of its employees, fostering a supportive environment and addressing the challenges posed by work-related stress.

⁶ <https://press.hse.gov.uk/2023/11/22/hse-publishes-annual-work-related-ill-health-and-injury-statistics-for-2022-23/>

SMART CT HAS PROACTIVELY IMPLEMENTED SEVERAL ACTIONS:



- ✓ **Wellbeing Policy Implementation:**
Smart CT has established a robust Wellbeing policy, ensuring that the health and wellness of its employees are prioritised
- ✓ **Hybrid Working:**
Recognising the evolving work landscape, Smart CT has embraced hybrid working to accommodate the diverse needs of its employees
- ✓ **Grievance Procedure:**
A grievance procedure is in place to provide employees with a structured mechanism for addressing concerns related to their wellbeing
- ✓ **Employee Benefits:**
Employees have access to EdenRed, a discount portal offering savings with various retailers and cashback. Additionally, a financial contribution is provided for eye tests and glasses
- ✓ **Mental Health Training for Managers:**
Our senior management team and Service Desk Manager (a total of 7 managers) have received mental health training, encompassing an understanding of mental health, recognising signs of struggle, and effective ways to support staff. We intend on extending training to our 3 Engineering Supervisors
- ✓ **Awareness Initiatives:**
Smart CT actively participates in events like World Mental Health Day and National Stress Awareness Day, raising awareness and promoting strategies for managing stress and fostering mental wellbeing
- ✓ **Feedback and engagement opportunities:**
We conduct Performance Reviews for all of our employees, which take place twice a year. We recognise the value in providing opportunities for our employees to share their experiences and perspectives as we believe that open communication positively impacts people's mental health and wellbeing, this is why we offer regular mental health check-ins to our employees

Enhancing Wellbeing through Employee Engagement

Employee engagement is a cornerstone of our commitment to fostering a healthy and thriving workforce. We have created opportunities for open dialogues to ensure a continuous flow of feedback. This approach contributes to a positive culture, where employees genuinely feel valued.

To gauge employee satisfaction and enhance engagement, we conduct comprehensive surveys every six months. We appreciate the participation of over 50% of our workforce in our most recent questionnaire. Employee engagement survey results are reviewed by the senior management team, action plans created and feedback communicated to staff. The insights gained from these surveys are invaluable as they guide our actions in addressing key themes identified through careful review of the results. In our recent survey, themes included recognition, sustainability, training, systems, and team-bonding. We are now strategising to address the themes and implement positive changes. We encourage all employees to recognise the value of their participation, and in time, we hope to see the participation rate increase.

As part of our commitment to recognising outstanding contributions, we introduced the Smart CT Employee Awards in 2023. These awards, which are aligned with our company values, provide an excellent platform for sharing feedback and showcasing exceptional and consistent work and attitude. The awards, decided through both people's votes and management's input, serve as a motivating force within our organisation.

Throughout the year, we enable engagement through various channels, including quarterly company updates, email alerts, live demos, and celebratory events such as the Christmas and Summer parties.

As part of our commitment to recognising outstanding contributions, we introduced the Smart CT Employee Awards in 2023.



Keeping Employees Safe



We are an Alcumus SafeContractor accredited business which assures our stakeholders that our health and safety practices are of the highest standards and in line with regulations and industry best practices.

Health and Safety (H&S) is at the forefront of our business practices. Our Health and Safety Committee meets quarterly to discuss best H&S practice and our H&S policy is regularly reviewed to ensure it is updated with best practices and compliance standards. In addition to our committee's responsibilities, we also employ the services of an external consultant who conducts risk assessments and checks. H&S risks are included on our company risk register which is crucial for the planning and implementation of mitigating activities.

iHASCO H&S training is a requirement for employees and it encompasses essential topics such as asbestos awareness, fire safety, and manual handling for all staff.

We also ask our Engineers to conduct weekly van and ladder checks to ensure their equipment is safe.

Additional training also includes individual certifications for engineers working on high risk sites such as IPAF and PASMA.

In addition to our employee training, we have appointed a committed group of four individuals to act as Fire Wardens and First Aiders at our office, which reflects the continuous commitment to the health and safety of our employees. SmartCT is also the first and only business on our premises to have installed a Defibrillator; we have two trained employees who perform monthly checks to ensure that the machine remains in perfect working condition.

Notably, there have been no reported RIDDOR incidents in the last year.



HEALTH & SAFETY

Ladder Safety ⓘ

IOSH, CPD

25 minutes



HEALTH & SAFETY

Asbestos Awareness ⓘ

IATP, IOSH, CPD, Skills For Care

35 minutes



HEALTH & SAFETY

Fire Awareness ⓘ

RoSPA, IOSH, CPD, IIRSM, Skills For Care

30 minutes



HEALTH & SAFETY

Electrical Safety ⓘ

IOSH, CPD, Skills For Care

31 minutes



Building Strong Customer Relations

Underpinning our dedication to delivering exceptional service is our ISO 9001 certification. As part of the ISO 9001 management system, Smart CT actively seeks and collects regular customer experience feedback. This feedback is meticulously reviewed by the senior leadership team to identify effective strategies for action, enhance performance, and elevate overall customer satisfaction. Our excellent delivery of service is reflected in our latest Customer Satisfaction Survey where we achieved an astounding Net Promotor Score of 92 for the overall service of our Field Engineers.

We continue to strengthen our customer partnerships through our commitment to improving our ESG performance. We proudly collaborate with companies that share our commitment to ESG and sustainability. Proactively engaging with our customers' ESG teams, we have initiated a materiality review to identify what matters most to our customers. Additionally, we invite our suppliers to challenge, innovate, and collaborate to enhance Smart CT's performance. Our recent appointment of an ESG Customer Champion further highlights our ESG commitment to our customers.



Supply Chain Partnerships

Supplier Codes of Conduct play a pivotal role in advancing ESG performance for the following reasons:

- **Ethical Standards:** Establishes transparent ethical standards aligned with the company's values, ensuring suppliers adhere to the same principles
- **Risk Mitigation:** Outlines expectations for environmental sustainability, labour practices, and ethical considerations, proactively identifying and mitigating potential risks to minimise supply chain disruptions
- **Compliance and Legal Adherence:** Sets out legal and compliance expectations, ensuring suppliers operate within relevant laws and regulations

In Autumn 2023, we introduced our Supplier Code of Conduct, which has been incorporated into the company's General Terms for Purchase – this is due to be released to our stakeholders imminently. We already conduct compliance assessments during onboarding, contract reviews, and contract data collection. Our comprehensive Supplier Due Diligence Questionnaire covers key areas such as modern slavery, anti-bribery, fraud and corruption, criminal finances, Business Continuity Plan, tax evasion, H&S management system, IT systems health checks, penetration testing, quality management, ISO 14001 management, and data protection. Our approach ensures that ethical, legal, and environmental considerations form the foundation of our supplier relationships.



Governance



Governance and Leadership

The Smart CT Board and its leadership team are committed to upholding the highest standards of governance, ensuring effective communication, and leading on initiatives that prioritise ESG considerations.

BOARD FUNCTION/RESPONSIBILITY:

The primary function of the Smart CT Board is to establish comprehensive management policies, safeguard the interests of shareholders, oversee the governance of the organisation, and make critical business decisions.

COMMUNICATION:

The Board undertakes various responsibilities, ranging from disseminating critical documents to providing updates. This ensures a seamless flow of



information, fostering transparency and accountability within the organisation.

ESG STRATEGY OVERSIGHT:

The Smart CT Board assumes a central role in the overarching responsibility for the ESG strategy. Acknowledging the growing significance of ESG considerations at Board level enables the top-down integration of sustainable and socially responsible practices across the company.

ESG COMMITTEE:

The ESG Committee plays an essential role in shaping and implementing sustainable practices within Smart CT. Comprising dedicated ESG Champions for key areas such as Community, Supply Chain, Staff, Customer, Environment, and Information Security,



Our ESG Committee:



ESG Customer Champion

Natasha Francis, Service Delivery Manager



ESG Supply Chain Champion

Phil Pollard, Transition and Service Delivery Manager



ESG Community Champion

Helen Bamber, Executive Assistant and HR Administrator



ESG Environment Champion

Claire Jones, Director of Service Delivery, Environment Manager



ESG Information Security Champion

Jeff Hill, Information Security Manager and Head of Engineering



ESG Staff Champion

Joey Avoscan-Harbridge, Service Desk Analyst now transitioned to Logistics



ESG Manager

Chris Farrell, Finance Director

“ Being Community Champion is very important to me and I have only realised how impactful this can be since the ESG project has really kicked off. I would love to do so much more with Smart CT to embed this further into our DNA. ”



Accreditations

Smart CT proudly holds internationally recognised accreditations that evidence the implementation of robust management systems that enhance regulatory compliance, environmental responsibility, customer satisfaction, and operational efficiency.



ISO 9001 ACCREDITED

ISO 9001 provides a systematic approach to managing and improving the quality of products and services. The accreditation has supported Smart CT to identify and address quality issues in a structured manner, leading to enhanced overall quality management.

Crucially, the standard underscores our focus on enhanced customer satisfaction. By consistently meeting our customers' requirements and delivering quality services, we have built trust and loyalty among our customer base.



ISO 14001 ACCREDITED

ISO 14001 is an international standard for environmental management systems (EMS). The standard has supported us to identify and manage our environmental practices and impacts. By doing this, we are continually improving our environmental performance and minimising our negative environmental impact.



ISO 27001 ACCREDITED

ISO 27001 is an international standard for information security management systems (ISMS). Achieving ISO 27001 demonstrates a company's robust approach to managing and protecting information assets.

Our 27001 accreditation has enabled us to identify and address potential security risks, reducing the likelihood of data breaches and unauthorised access to information.



ALCUMUS SAFECONTRACTOR ACCREDITED

Alcumus SafeContractor is a third-party accreditation scheme that assesses the health and safety practices of contractors and service providers. Achieving the Alcumus SafeContractor accreditation demonstrates our compliance with health and safety regulations and industry best practices.

Policy Management and Compliance

Smart CT prioritises effective policy management and compliance, ensuring accessibility through the PeopleHR platform. In the past year, we have intensified our efforts to enhance policy adherence and have improved our employee handbook. The revised version now provides clarity on company processes and empowers staff with the company information they need to be successful and safe in the workplace.

Timely updates on policy changes are provided and team members annually revisit and digitally sign policies to confirm understanding and compliance. In our drive to improve the integrity of policy management, we have raised the pass mark on our iHASCO policy training modules this year.

This training, complemented by the Code of Conduct, addresses critical areas such as human rights, forced labour, discrimination, harassment, freedom of association, health and safety, compensation, and working hours.

Smart CT has strengthened its governance pack by incorporating ESG-specific policies. Additionally, new policies introduced this year, such as the modern slavery statement, Anti-Bribery and Corruption policy, and Employee Code of Conduct, are consolidated in the employee handbook, with Health and Safety policies shared separately.

This commitment to policy compliance extends to regular Committee meetings and the annual Management Review sessions, where instances of non-compliance are documented, discussed, and tracked, ensuring a comprehensive governance approach.

DATA PRIVACY AND CYBER SECURITY

Our high standards of data protection and cyber risk management are evidenced by our recent ISO 27001 certification. Quarterly Information Security Committee meetings routinely address data compliance and improvement opportunities, with escalations to Senior Management as needed. Our commercial Contract Manager holds data protection responsibilities, they report to the Financial Director, who, in turn, reports to the CEO and the Board.

All staff undergo annual data protection training through iHASCO and internal policies, reinforcing a culture of compliance. Looking ahead, we plan to introduce a regular information, data, and cyber newsletter in 2024. This newsletter will keep staff informed about the latest developments from the Information Commissioner's Office (ICO) and the National Council for the Social Studies (NCCS), further promoting awareness and understanding.

RISK MANAGEMENT

Smart CT maintains a regularly updated risk register, which is reviewed annually during management review meetings. Our risk register specifically addresses risks that are highlighted through our ISO 9001, ISO 14001 and ISO 27001 management systems. These include waste management, environmental performance, staff shortage, supply chain risk, and compliance with policies and regulations.

The comprehensive reviews involved in the ISO management systems ensure the company's commitment to safety, environmental responsibility, and regulatory compliance, and are key to maintaining our robust risk management processes in these areas.

Looking Ahead

We look forward to enhancing Smart CT's ESG maturity in the year ahead. As we build on our previous actions, we will continue to integrate ESG into our business and ensure that it remains front and centre of our longer-term planning and thinking.

For a long time, we have championed the benefits of sustainability and environmental care to our stakeholders; it is not a new concept to us. However, as we move into 2024, we are proactively driving forward a more cohesive approach to how we create, implement and embed our ESG initiatives across our business.

This is just the beginning. In 2024, we will continue to be a force for positive change in the technology space.



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