CSR Report 2019/20

SCC

support

CSR Report 2019/20

08

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About this report

A message from James Rigby

At SCC, our mission is to enable our partners to succeed in reaching their full potential using the power of technology. Spanning 44 years, our business has become engrained with numerous household names and critical organisations, helping them to do what they do best using our IT expertise, solutions and services.

Our capability across the infrastructure extends from Data Centre Services through the network to PC and printer devices at the edge and we help our partners through our knowledge of innovative technologies. We also help to deliver competitive advantage through reduced costs, improved efficiency and enhanced brand value and reputation.

We are in a fortunate position to work in the IT sector, which continues to be a thriving and steady area of business. We want to ensure we use this advantage to not only help us in business but benefit the world around us. Through our Corporate Social Responsibility (CSR) programme and initiatives we strive to ensure that our business is ethical, safe, professional, environmentally responsible and active in the community. Our focus being on three main areas – our people, our community and our environment.

A particular CSR highlight this year was winning the CSR Award at the Comms National Awards 2019. Highly competitive, the award recognises how we have embraced CSR in a highly positive manner, as well as developed successful programmes to make our organisation socially accountable to itself, its stakeholders, its customers and the general public. Our continued support of numerous charities and good causes is mirrored by our people, who engage on a high level through these initiatives, demonstrating our commitment as one big team. We choose three main charities to support each annum, with the charities for this year being Mind, Molly Olly's Wishes and The Prince's Trust. As well as these, we support numerous other good causes including our latest venture with the Canal and River Trust. This partnership saw several of our employees taking their volunteer day to help clean and maintain a stretch of canal we adopted in Tyseley, Birmingham near our head office.

The work with the Canal and River Trust was also significant in our strive to improve the environment, something we feel strongly about. In addition, we continue to nurture a strong relationship with CO2Balance to offset our carbon emissions, which we have done since 2009.

We would not be the successful company we are if it wasn't for our people and we endeavour to keep investing in them and recognising their value. The Corporate Games 2019 was a significant event this year for our people, who took part in their droves to compete in a range of sports such as badminton, golf, karting, netball, running, football and tennis against other businesses. As well as this, we took part in BBC Radio West Midland's campaign Let's Get Moving to help employees stay fit and healthy by encouraging our staff to walk at lunchtime to improve health.

Our objective is to continue to be a responsible company, increase CSR awareness and build stronger engagement within the local community. As we conclude this financial year, we have been hit by the effects of the COVID-19 global pandemic. This has seen us wind down our CSR activities somewhat as we adjust to many of our workforce carrying out their duties from home and adapt to the consequences of a national lockdown. However, we recognise this as an unforeseeable setback, out of our control, and faced by people and organisations across the globe. It remains unclear how long the pandemic and its effects will last but we whole-heartedly aim to come out of this situation stronger and more determined than ever before.

James Rigby,
CEO SCC EMEA

Who we are

Our approach

Our approach is simple and supported by our family values. We are determined to fulfil our responsibilities to our customers, employees, suppliers, communities, charities and the global environment. We are committed to ensuring that our business is ethical, safe, professional, environmentally responsible and active in the community.

Our aim is to harness the power of technology to transform lives with the objective of enabling our people to positively contribute in a way that is personal, valuable and meaningful to them and the business.

Our Values

SCC is a value-led business built around five core principles:

Independence

Our solutions and services are built on impartiality, honesty and, above all, trust; we keep our word and deliver what we promise.

Passion

We provide quality and value in all we do. We have a total dedication and customer focus to deliver profitable, innovative and robust solutions.

Care

Our attention to clients is reinforced by the way we support each other. We ensure that sustainable values are woven into all that we do. We keep things simple but effective.

Excellence

We put excellence into action everyday. We ensure that our people have the opportunity to excel and that our customers always benefit from the value of what we deliver, and the service we provide. Our quality and commitment to service excellence is independently measured and accredited to the highest global standards.

Partnership

People depend on our customers and our customers depend on us. Being 'part of the team' is key to success. Being a trusted partner ensures we deliver greater value.

"harness the power of technology to transform lives"

SCC at a glance

UK - International HQ
Birmingham

France
Paris

Spain
Madrid

Romania
Iași

Vietnam
Ho Chi Minh City
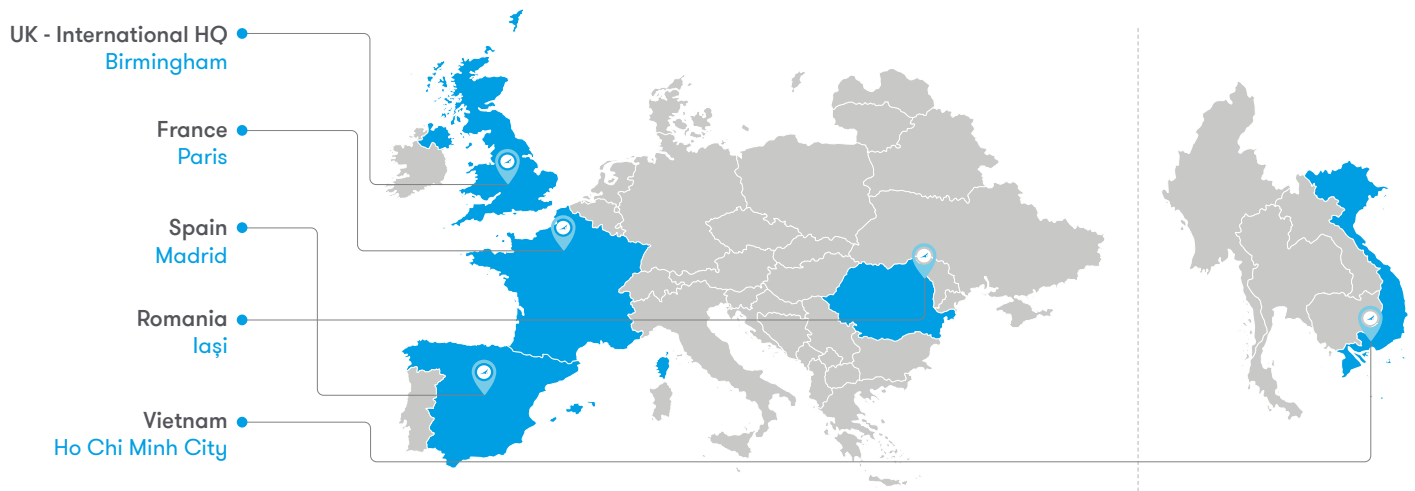
Supporting customers across Europe

Leading strategic partner to 50+ leading vendors

Multi-award winning Managed Services & Data Centres

Multi-lingual **global delivery** centres

More than **5,500 employees**

45+ offices in the UK, France, Spain, Romania & Vietnam

Certifications

SCC takes its commitments to customer service, the environment and data protection seriously and ensures these commitments are embedded throughout the company by way of ISO certifications. SCC uses Lloyd's Register as our UKAS approved accreditation body and currently holds the following standards with them to reassure our stakeholders and staff of our ongoing stewardship across all these disciplines:

ISO 14001:2015	Environmental Management System
ISO 9001	Quality Management System
ISO/IEC 20000-1	IT Service Management System
OHSAS 18001	Health and Safety Management System (transitioning to ISO45001 March 2021)
ISO/IEC 27001	Information Security Management System
ISO 22301	Business Continuity Management System

SCC has implemented a comprehensive Environmental Management System (EMS) to include all company sites. This system is subject to external verification to demonstrate compliance with the EN ISO 14001 standard for Environmental Management Systems. SCC commits to meet, or where possible, exceed the requirements of EN ISO 14001 : 2015.

We are fully committed to the ongoing training and education of our staff so that the company can ensure that there is full participation in the operation of the Environmental Management System.

In addition to these, SCC also subscribes to Achilles, Safe Contractor and CHAS to enable our staff to work across numerous customer environments.

CSR at a glance

"we believe that lives can be improved through business."

Key figures

Charities & causes supported	Volunteer Days	Employee donations	Total CSR investment
50+	**147**	**£17,511.79**	**£211,423**

Operational Group

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

Our commitment and ethics

At SCC, we believe that lives can be improved through business. We also understand the imperative for businesses to operate responsibly. People want to buy from a business that works hard to integrate sustainable and responsible practices in all that they do.

Our approach to Corporate Social Responsibility (CSR) is focused on making sure we operate in a manner consistent with our family brand values.

Customers

1. Ensure that our customers are aware of our CSR and environmental policies, giving them the assurance that we are accredited and comply with Government standards.

2. Communicate our core CSR values and practices to our customers through our website and annual CSR Report.

Employees

1. To enable our employees to contribute positively to charitable causes in a way that is personal, valuable and meaningful to them, giving them the opportunity to volunteer in the local community and for our corporate charity partners.

2. To increase employee level of awareness around our CSR.

3. To ensure SCC holds a wealth of benefits and opportunities for our people.

Communities

1. To use our skills and position within the IT industry to help improve the quality of education in the community.

2. To encourage our employees to get involved in local initiatives that will improve and benefit the local community.

3. To build and maintain solid relationships with organisations within the community who can benefit from our help and support.

Rigby Foundation

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

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

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

The Rigby Unit, Stratford Hospital

The Rigby Foundation has donated £500,000 to champion innovative cancer care in South Warwickshire at the new £22 million Stratford Hospital. The Foundation has donated £250,000 to create a new dedicated cancer unit, which is named The Rigby Unit, as well as creating and sponsoring the annual Rigby Awards, worth a further £250,000, which will encourage and champion better ways of delivering cancer care in the local community.

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

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

International Aviation Academy, *Norwich (IAA-N)*

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

The Prince's Trust, *Birmingham*

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

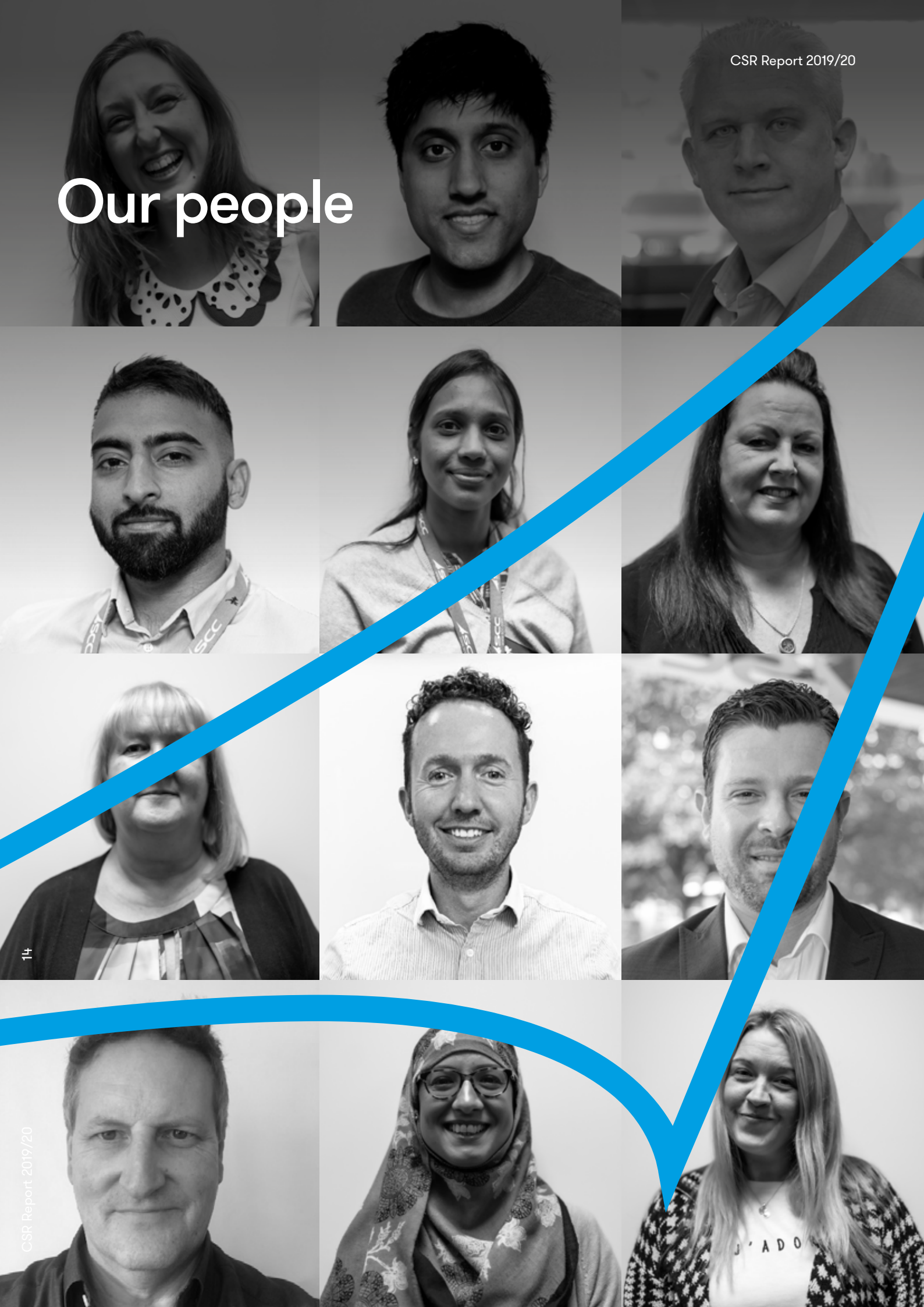### The Shakespeare Hospice, *Stratford Upon Avon*

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

Our people

"we are committed to the personal and professional development of all our staff"

Equality and diversity

SCC's continued growth and accomplishments come from the fantastic people within the business. No matter what their role, all of our employees contribute towards the business' success and enable it to thrive. We are committed to providing equal opportunities and promoting diversity in all aspects of employment. All applicants and employees are treated equally. Furthermore, we recognise the importance of employing individuals based on their knowledge and skills and that different experiences and personalities can help build innovation and diversity.

Gender Pay Gap

We acknowledge our people's contribution and therefore promote a culture that equally values the contribution of both men and women. As a family owned and managed business, we embrace diversity with pay principles that ensure gender is not a factor in how people at SCC are paid or rewarded.

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

Learning and Development

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

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

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

Industry accredited courses and qualifications

This includes many technical and personal development programmes supporting managers and teams, such as ITIL, a professional IT qualification and specialist courses aligned to their business area. In addition, we have a dedicated training team that delivers accredited and in-house technical courses, equipping people for their role, e.g. CompTIA for our IT engineering team members;.

People development training

We have a central L&D team that focus on delivering programmes for new people joining the company for a successful induction, also offering development opportunities to all SCC people to enhance their personal skills, and business and systems knowledge.

Leadership and management development

We deliver both external and in-house training developing management skills, leadership and transformation. SCC actively encourage lateral development as well as promotion, supporting people to work across multiple departments within the business gaining valuable experience, e.g. internal provision of Myers Briggs Leadership Coaching and Team Development to increase self-awareness and build great team dynamics.

Working with partners

We work with a variety of partners to co-deliver and host specialist training. An example is working with a local university to develop our senior managers by offering strategic leadership development courses.

Mentoring scheme

We run a mentoring scheme providing guidance and support to our graduates and apprentices, and also to our teams looking to develop as future leaders across the business.

Job shadowing

We coordinate secondments and job shadowing that offers our people insights to other areas, building careers for the future and retaining our best people.

Online learning

Through blended learning, all new starters undertake a series of e-learning programmes, covering key workplace knowledge such as Health and Safety, and GDPR. We have the ability to create bespoke video learning programmes so that people can access current bite-size topics, 24/7.

Upskilling our people through apprenticeship qualifications

We are proactively upskilling our existing team members and managers through talent management by offering "20 % off the job" learning time and support to complete valuable apprenticeship qualifications. An example of our commitment to people is by offering degree qualifications across a 4-year period alongside their core role.

Young Careers

Apprenticeships

SCC has a highly successful apprenticeship scheme, offering opportunities to study role-specific qualifications, with on-the-job experience and transferable skills needed to succeed in their chosen career. We work in partnership with local colleges and training providers to deliver accredited qualifications together with wrap around internal development plans so that apprentices can grow their technical, business and personal skills. We aim to retain all of our apprentices at the end of their first programme, offering optional higher level qualifications alongside a permanent position wherever possible.

Graduate Schemes

SCC recruits cohorts of sales graduates who have been working across the business, liaising with prospective clients and vendors and introducing our clients' services to key decision makers. The scheme starts the graduates on the pathway to becoming an experienced account manager and benefits from a Technical Sales qualification, as well as a comprehensive specialist sales training plan. The graduates support on campaign management and are matched to new business specialisms as they emerge. We also offer bespoke Graduate Schemes across different business areas, work in partnership with local universities to recruit our graduates. Each graduate has a tailored 12-month development plan designed, including both external and internal training courses and qualifications where relevant to the role.

Internships

SCC has had success with internships. We are hoping to attract our interns back into the company on completion of their final year at university. We offer valuable workplace experience, job rotation through secondments and an associated 12-month development plan including skills workshops and coaching.

Testimonials

My time as an SCC apprentice has helped develop my professional skills such as my technical knowledge but it has also developed me on a personal level, helping me grow as a person by increasing my confidence levels and my communication skills. If I had to describe the people at SCC in three words, it would be knowledgeable, professional and supportive.

Ben Bryan,
1st Line Apprentice

SCC's training programme gave me the chance to gain on the job experience whilst also gaining a qualification in the process. With the support around me I achieved my qualification and that enabled me to progress in the company.

Nathan Lippett,
Technical Support – Infrastructure

Employee Benefits

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

The Healthy Employee Scheme

As we spend a third of our waking hours at work, the workplace is the perfect environment to facilitate and create sustainable lifestyle changes for a healthier and more productive workforce. SCC is committed to employee health and wellbeing. All of our employees have access to health assessments, where they receive practical information to help improve their health and wellbeing. In addition, we arrange for a masseuse to come into our offices across the UK every few months to provide our employees with relaxation massages or massages catered to specific health issues.

Yoga / meditation classes

In some of our locations we provide free yoga and meditation classes to our staff.
Our weekly yoga and meditation practice sessions give employees a small amount of time to prioritise self-care, helping them to feel calmer, less tired and more present.

Flu jab

We want to help employees stay as fit and healthy as possible through the colder months. For the last couple of years, SCC has provided free Boots flu jab vouchers to employees, in order to help protect employees from what can be a debilitating condition.

Cycle to Work Scheme

The aim of the Cycle to Work Scheme is to encourage our employees to make healthier and more environmentally friendly lifestyle choices. For the individuals, it means cheaper travel and better health. For us and businesses, it means increased productivity and increased footfall in shops. And for society as a whole it means lower congestion, better air quality, and vibrant, attractive places and communities.

Salary Extras

We also offer our employees a host of other benefits such as childcare vouchers, eye care vouchers, discounts on travel cards, mobile phone schemes, secret sales, discounted cinema tickets, and many more. In addition, SCC employees can get 25% off stays at the Rigby Group's Eden Hotel Collection. SCC also gives employees one day a year to donate their time to a charity of their choice.

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. Our policy aims will be delivered through the continued involvement and commitment of directors and managers across all business levels. Effective communication and employee ownership and participation in health and safety-related matters is encouraged.

Year	2019	2020
Average Number of Employees	1950	1750
Total Number of Man Hours Worked	3510000	3150000
Total Number of Non-Reportable Injuries	38	16
Total Number of Reportable Injuries (Over 7 Day Lost Time Accidents)	1	1
Fatalities	0	0
Major Incidents / accidents	0	0
Accident Frequency Rate Total (x100,000 Hours Worked)	1.08	0.40
Reportable Accident Frequency Rate (x1,000,000 Hours Worked)	0.20	0.30
Dangerous Occurrences	0	0
Reportable Illness	0	0
HSE Improvement Notes	0	0
HSE Prohibitions	0	0
Near Misses	1	2

All incidents including RIDDOR are subject to comprehensive accident investigation, conclusion and an appropriate action plan is issued to relevant staff.

COVID-19: Our Commitment

With the COVID-19 coronavirus situation constantly evolving, SCC is working tirelessly to ensure the health, safety and wellbeing of its employees, customers and communities, whilst delivering uninterrupted services and regular communication. We are also supporting customers to remain operational throughout the crisis – and we are committed to meeting specific requirements across all the industries we serve. We are working closely with vendor partners and have implemented robust business continuity protocols, and we remain committed to maintaining the excellent service our customers are used to during this difficult time.

With guidance changing on a daily basis, SCC is regularly reviewing and adapting the plans and operations to ensure we remain consistent with relevant Government advices.

SCC's Pandemic Response and recovery plans are based on recommendations set forth by the World Health Organisation (WHO), The Centre for Disease Control and Prevention, Public Health England (PHE) and other appropriate Government organisations.

Our community

SCC named winner of CSR Award at the Comms National Awards 2019

This accolade was given to the ICT business that "embraced CSR in a highly positive manner" and has "developed successful programmes to make the organisation socially accountable to itself, its stakeholders, its customers and the general public."

Our charity partners

As a family business, we have always held philanthropic values and our staff has selected three charities for focused fundraising efforts on a national scale: Prince's Trust, Mind and Molly Olly's Wishes.

The Prince's Trust

SCC is a proud Patron of the Prince's Trust, which will allow us to participate in a number of exciting fundraising opportunities. The Prince's Trust supports young people, enabling them to move into work, education or training. The Prince of Wales's charity has helped 750,000 young people since 1976 and supports over 100 more each day.

Mind

Mind provides advice and support to empower anyone experiencing a mental health problem. They campaign to improve services, raise awareness and promote understanding. Every year, one in four of us will experience a mental health problem. But hundreds of thousands of people are still struggling. Mind believes no-one should have to face a mental health problem alone. They listen, give support and advice, and fight your corner.

Molly Olly's Wishes

Molly Olly's Wishes was founded in 2011 by Rachel and Tim Ollerenshaw in memory of their daughter Molly, who was diagnosed aged 3 with a Wilms tumour. Molly Olly's Wishes supports children with life threatening or life limiting illnesses and their families to help with their emotional wellbeing. They grant individual wishes and donate therapeutic toys and books to both children directly and to hospitals throughout the UK.
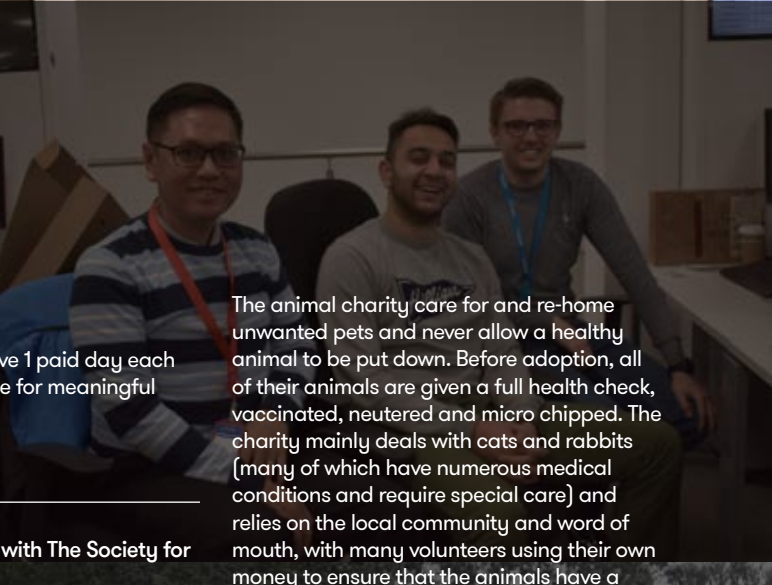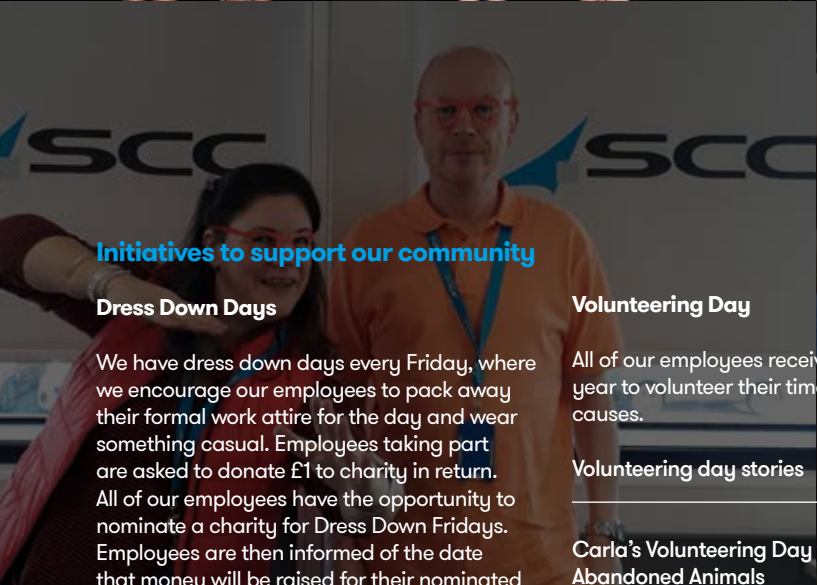
Initiatives to support our community

Dress Down Days

We have dress down days every Friday, where we encourage our employees to pack away their formal work attire for the day and wear something casual. Employees taking part are asked to donate £1 to charity in return. All of our employees have the opportunity to nominate a charity for Dress Down Fridays. Employees are then informed of the date that money will be raised for their nominated charity.

Over the last year, employees have raised £17,511 through Dress Down Fridays for varied charities such as Alzheimer's Society, Birmingham Children's Hospital, Macmillan and Cancer Research UK.

Volunteering Day

All of our employees receive 1 paid day each year to volunteer their time for meaningful causes.

Volunteering day stories

Carla's Volunteering Day with The Society for Abandoned Animals

Standard Operating Procedure (SOP) Co-Ordinator, Carla Lea, chose to use her volunteering day at The Society for Abandoned Animals in Manchester.

The animal charity care for and re-home unwanted pets and never allow a healthy animal to be put down. Before adoption, all of their animals are given a full health check, vaccinated, neutered and micro chipped. The charity mainly deals with cats and rabbits (many of which have numerous medical conditions and require special care) and relies on the local community and word of mouth, with many volunteers using their own money to ensure that the animals have a good quality of life. Carla spent the first half of her volunteering day in the cat quarantine unit. She mucked out, cleaned up, disinfected, changed water and food, as well as some socialising. The second half of the day was spent sorting out food, sending some to other charities to make use of and socialising with the rabbits at the rescue centre. Carla thoroughly enjoyed the experience and said, *"Despite all the setbacks the charity has faced in the last five years, they have successfully re-homed 123 dogs, 1058 cats and 341 rabbits! It was a really humbling and eye-opening experience to volunteer for the charity."*

Canal and River Trust – a year project

Canal &
River Trust

SCC adopted a stretch of canal in Tyseley in July 2019 and have been working closely with the Canal & River Trust to organise 1 volunteer day a month for employees to take part in activities to maintain the canal. The volunteer days include numerous activities such as painting, litter picking, towpath maintenance and much more. The work that they do makes a huge difference to the local community and wildlife, with many members of the community stopping to thank them for their contributions. This is an ongoing project and we are always in need of volunteers. Matt Walker comments on his experience volunteering on the canals, *"A fantastic morning spent with the CRT guys; they are totally reliant on volunteering to keep the waterways looking good. I got to meet some people from the business that I don't normally work with plus it was fantastic to be out in the community talking to locals about what we were doing; I'd certainly be up for doing something like this again."*
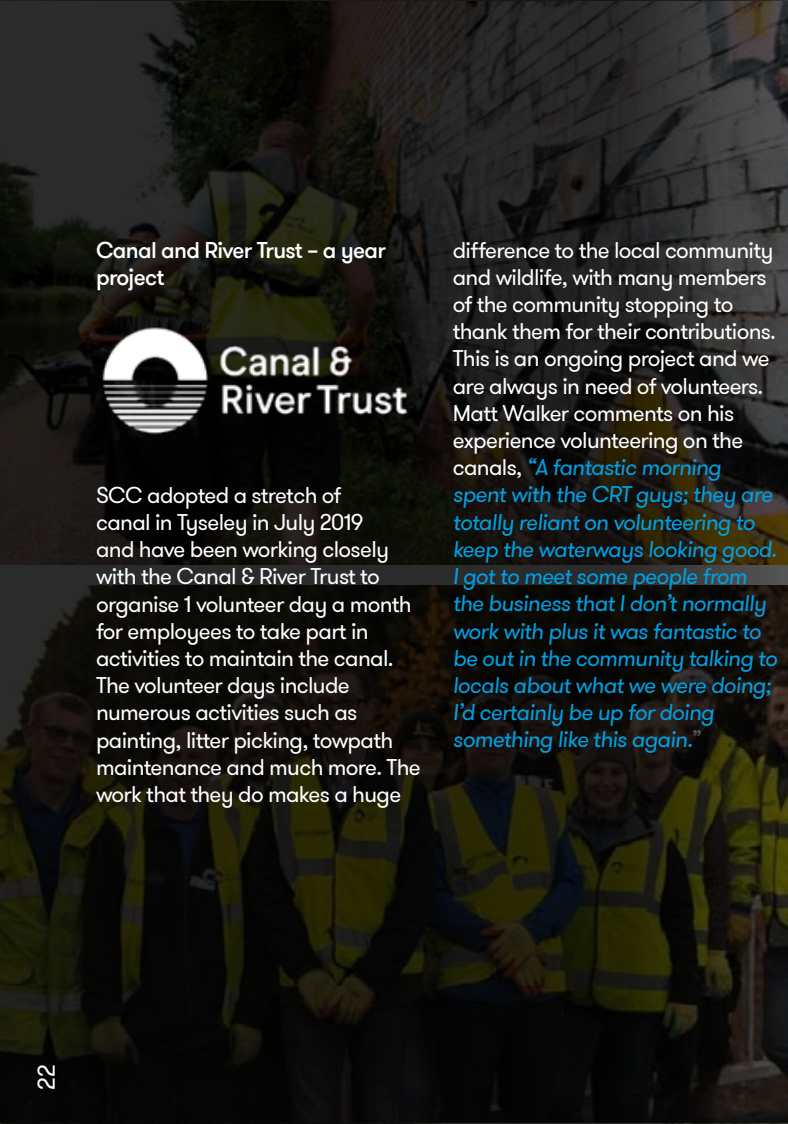
Donations

Example of contribution

SCC donated £500 to Nottingham Hospitals Charity's 'Big Appeal'.

The Big Appeal initiative was to raise £3 million for Nottingham Children's Hospital. Paediatric doctors and nurses at the hospital care for more than 60,000 babies, children and young people from across the region. Their goal is to provide specialised diagnostic equipment and fund research into childhood illnesses.

The £500 donation came about as long-standing partner of SCC, Nottingham County Council (NCC), has been a supporter of The Big Appeal. SCC wanted to help support them in their cause. Martyn Beckett, Business Development Executive of Supply Chain Services, said, *"NCC has been a long-standing partner of SCC supply chain services, specifically on configuration and recycling services. SCC has processed more than 20,000 devices where 70% has been reused or resold, promoting the WEEE directive.*

"As we all focus so much on sales and services, I thought it was appropriate, as working in close partnership with NCC, that sometimes it is good to make a difference, in a different way."

The Friends of Birchwood Forest Park

Darren Knight, SCC's North West Area Manager, visited The Friends of Birchwood Forest Park to present the group with a brand-new HP Laptop on Sunday 28th July. The Friends of Birchwood Forest Park is a group that aims to promote and improve Birchwood Forest Park for the benefit of the whole community. The group of volunteers run, organise and support events in the community as well as run a café. The laptop SCC has provided will be a great help to the group in organising activities at the park, as well as everyday administrative work that is necessary. Alan Nugent, Chair of the group added, *"The laptop will be a huge asset for the group for many years to come."*

SCC donates 15 laptops to Staffordshire County Council's care leavers.

Staffordshire County Council goes above and beyond to help the children in their care. As 12 of this year's foster children go on to higher education, SCC helped the Council by providing them with brand new laptops to assist them on their education journey. *"We try to treat these kids as if they were our own kids,"* said John Henderson Staffordshire County Council's Chief Executive. *"This is usually labelled as the 'corporate parent', but we see it as much more than that; they're our children."* The council's virtual school, headed by Sarah Rivers, means that every child in care has a support officer who liaises with all their schools and acts like their form tutor, making sure they are ok and properly supported. A mentoring scheme started by Sarah then helps children wanting to gain experience in their chosen field. Out of the 100 or-so care leavers this year, around 12 are pursuing higher education, and Staffordshire wanted to help them on their way. *"If they were your kids, you would give them a laptop,"* said John. But with tight budgets and increasing demands on their services, this isn't always possible. So, SCC stepped in, donating 15 laptops. SCC Account Manager Dan Horton said, *"I've been working with Vic Falcus, CIO at Staffordshire County Council and was asked if we could help look into the possibility of supporting their care leavers with some computing equipment. We were happy to be able to provide 15 laptops, alongside bags, chargers, pens and notebooks."*

Dan added, *"It is a great pleasure to offer our help in this circumstance, knowing full well that this gesture will go a long way to a young person attending University for many years. It also gives us a great story of the partnership that Staffordshire County Council and SCC have together."*

Example of Sponsoring and Wellbeing

Let's Get Moving initiative

SCC got involved with BBC Radio West Midland's campaign to help employees stay fit and healthy! BBC West Midland's Get Moving campaign encourages people to move a bit more and live happier and healthier lives. We asked our employees to take fifteen minutes during the working day to run, jog or walk. Champions from each branch volunteered to coordinate and arrange the activity during either breaks, lunchtimes or at the end of the working day.

Marine experience

Eight SCC employees used their volunteer days to take part in a once-in-a-lifetime opportunity and experience to live and breathe as a Royal Marines Commando on the 19-20 June 2019. The personnel spent two days with the officers and men of the Commando Training Centre Royal Marines (CTCRM), staying in the Officers' Mess and experiencing this unique setting on the banks of the River Exe in East Devon. Based at Lympstone, near Exeter in Devon, CTCRM trains new recruits as well as delivering specialist trade training and consultation training. The Royal Marines are the only armed forces to train officers and other ranks in the same place, although they follow different courses.

The SCC employees were pushed to their limits as they endured some of the toughest physical challenges. But through blood, sweat and tears, it was all worth it for the once-in-a-lifetime experience they had.

Colin Amaral, Senior Project Manager Data Centre Services, said, *"The Royal Marines Experience is one I will never forget and definitely a once-in-a-lifetime opportunity."* This Marines Experience was to raise money in support of the Armed Forces charity, formerly known as Soldiers, Sailors, Airmen and Families Association (SSAFA). The UK charity provides lifelong support to serving men, women and veterans from the British Armed Forces and their families or dependents.

Molly Olly's Golf Day

SCC entered two teams into the 7th Annual Molly Olly's Golf day, organised by Molly Olly's Wishes to help raise money for the charity. The event took place at Fulford Heath Golf Club on Tuesday 2nd July. Rachel Ollerenshaw, Trustee at Molly Olly's Wishes, stated, *"We were very grateful for the support from SCC and all the golfers that enabled us to raise over £22,000 to help support children with life-threatening illnesses. We have received more wishes this year than previous years and it means a lot to be able to make those dark days brighter whether it be with a wish, an Olly the Brave pack or other support so, a big thank you from all Team Molly Olly to everyone involved. Together we can make a difference."*
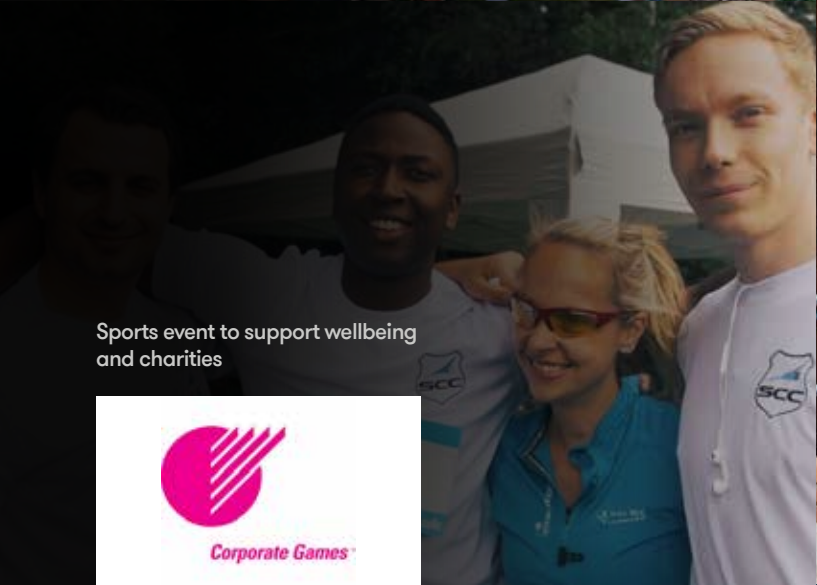
Sports event to support wellbeing and charities

Corporate Games – Coventry – 1-4 August

SCC employees took part in the Corporate Games from August 1st to 4th in Coventry. The Corporate Games is the world's biggest and best team building event for businesses and organisations of all types and size.

The employees chose to take part in Badminton, Golf, Karting, Netball, Running, Soccer and Tennis. 50 teams, 23 sports, thousands of competitors – and SCC finished third in its division!
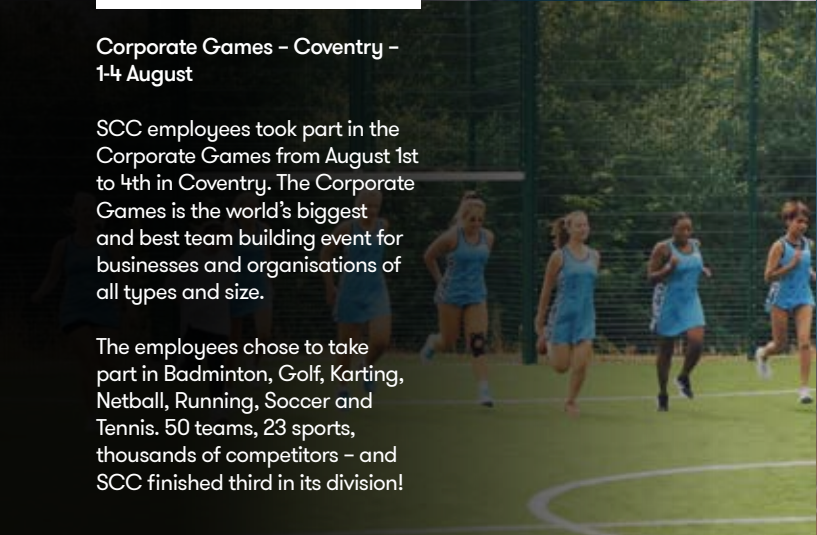
Contributions through 2019/20

April 2019

- Motor Neurone Disease
- Place2Be
- Henshaws
- Hope & Homes for Children
- IGO Challenge – Fundraising for Place2Be

May 2019

- Help Harry Help Others
- Vasculitis UK
- Shelter
- Birmingham Dogs Home
- Stroke Association
- Strictly Worcestershire 2019, sponsoring (staff participant)

June 2020

- SANDS
- Alzheimer's Society
- Spring of Hope
- British Heart Foundation
- Marine experience - in support of the Armed Forces charity
- Let's Get Moving Initiatives (Wellbeing)

July 2019

- St Stephen's Aids Trust
- CALM
- White Swan
- SAFE
- Molly Olly's Golf Day, Event sponsoring

August 2019

- Ollie Young Foundation
- Mary Stevens Hospice
- The Helen Foundation
- Make a Wish Foundation
- Longfield Hospice
- Corporate Games, sports challenge for Molly Olly's Wishes

September 2019

- Childhood Cancer Charity
- St Christopher's Hospice
- Jeans for Genes
- Macmillan

October 2019

- Versus Arthritis
- Net Patient Foundation
- Breast Cancer Now
- Samaritans
- Being-well Festival, event sponsoring
- Women in Tech Award, Event sponsoring

November 2019

- Prostate Cancer UK
- National Rheumatoid Arthritis Society
- Children in Need
- Crohn's and Colitis UK
- Royal Brompton and Harefield Hospitals Charity
- Raffle for Mind, at Synthesis Workplace Productivity event

December 2019

- St Mary's Hospice
- Save the Children
- Breast Cancer Care
- Ocean Youth Trust

January 2020

- Diabetes UK
- Coventry Cat Group

February 2020

- Charlie Waller Memorial Trust
- Dogsnhomes Rescue

Our environment

"year-on-year waste management"

Waste Management and Recycling

SCC's Recycling, Environmental and IT teams carry out extensive research and system development in order to input the most accurate data into our bespoke Recycling system, Radius. Radius is a fully auditable system which records real time touch points involved in the end to end processing of each individual item.

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

The unique tracker is physically placed on items and captured in Radius, alongside all other critical item details.

A total of **122,769** trees would be needed to offset the carbon emissions

The energy saving is equivalent to the annual energy supplied to **7,113** homes

The carbon emissions saving is equivalent to the yearly emissions of **5,866** cars

A total saving of **2,882m³** of landfill space, avoiding a cost of **£271,543** in landfill tax

32,718 MWh
Energy Saved (recycled)
Yearly usage

14,723 tonnes
CO_2 reduction (recycled)
Yearly usage

70,640 MWh
Energy Saved by re-use

31,788 tonnes
CO_2 reduction by re-use

1,732 tonnes
Total

2,882 m³
Landfill Saved

Units	Re-used	Recycled
Desktops	20,593	39,398
Laptops	18,203	12,274
Misc	16,225	57,120
Monitors	33,677	17,010
Printers	1,009	5,841
Servers	828	2,638
Total	**90,535**	**134,281**

Data 06/04/2019 - 05/04/2020

Waste management and recycling results

Over the last year, we have processed 224,816 units, that's a monthly average of over 18,734 units that were processed through Recycling Services. In addition, 36,410 units were fully data erased during the FY 19/20 period.

Over 18,000 units per month processed through Recycling Services on average

- Financial Year 2018– 2019
  - **172,146** Units Processed
  - **14,345** Monthly average

- Financial Year 2019-2020
  - **224,816** Units Processed
  - **18,734** Monthly average

Data Erasure

(Total Trackers which have a Blancco ref processed in the 19/20 Period, does not include "Failed", "Sanitised", "Un-economical")

- **36,410** units were fully data erased during the FY 19/20 period

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

Tables 1, 2 and 3 illustrate our overall year-on-year IT equipment figures, while
Table 5 highlights the total number of units we have reused and recycled.
In Tables 1-4, miscellaneous refers to items such as, but not limited to disk drives, hard drives, mobile phones, modems, cache memory, hubs and switches, input accessories, storage accessories, phones and bridges and routers.

1. IT Equipment Refurbished and Redeployed back to our customers.

	FY 18/19		FY 19/20	
Desktops	4,531	40,779 Kgs	4,049	36,441 Kgs
Laptops	2,887	4,331 Kgs	4,750	7,125 Kgs
Misc	3,395	3,056 Kgs	6,451	5,806 Kgs
Monitors	4,303	73,151 Kgs	5,031	85,527 Kgs
Printers	616	5,852 Kgs	693	6,584 Kgs
Servers	155	2,635 Kgs	182	3,094 Kgs
	15,887	**129,804 Kgs**	**21,156**	**144,577 Kgs**

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

	FY 18/19		FY 19/20	
Desktops	17,643	158,787 Kgs	15,734	141,606 Kgs
Laptops	20,947	31,421 Kgs	12,718	19,077 Kgs
Misc	7,756	6,980 Kgs	5,288	4,759 Kgs
Monitors	19,346	328,882 Kgs	27,878	473,926 Kgs
Printers	57	542 Kgs	28	266 Kgs
Servers	400	6800 Kgs	495	8,415 Kgs
	66,149	**533,412 Kgs**	**62,141**	**648,049 Kgs**

3. IT Equipment Re-Used via Non Remarketing Channels.

	FY 18/19		FY 19/20	
Desktops	164	1476 Kgs	810	7,290 Kgs
Laptops	288	432 Kgs	735	1,103 Kgs
Misc	2,349	2114 Kgs	4,486	4,037 Kgs
Monitors	75	1275 Kgs	768	13,056 Kgs
Printers	50	475 Kgs	288	2736 Kgs
Servers	79	1,343 Kgs	151	2,567 Kgs
	3,005	**7,115 Kgs**	**7,238**	**30,789 Kgs**

4. Combined table

	FY 18/19		FY 19/20	
Desktops	22,338	201,042 Kgs	20,593	185,337 Kgs
Laptops	24,122	36,183 Kgs	18,203	27,305 Kgs
Misc	13,500	12,150 Kgs	16,225	14,603 Kgs
Monitors	23,724	403,308 Kgs	33,677	572,509 Kgs
Printers	723	6,869 Kgs	1,009	9,586 Kgs
Servers	634	10,778 Kgs	828	14,076 Kgs
	85,041	**670,330 Kgs**	**90,535**	**823,416 Kgs**

5. IT Equipment securely and environmentally recycled.

	FY 18/19		FY 19/20	
Desktops	17,976	161,784 Kgs	39,398	354,582 Kgs
Laptops	9,189	13,784 Kgs	12,274	18,411 Kgs
Misc	48,218	43,396 Kgs	57,120	51,408 Kgs
Monitors	10,334	175,678 Kgs	17,010	289,170 Kgs
Printers	6,672	63,384 Kgs	5,841	55,490 Kgs
Servers	3,010	51,170 Kgs	2,638	44,846 Kgs
	95,399	**509,196 Kgs**	**134,281**	**813,907 Kgs**

Our Carbon Emissions

Methodology

The Annual Greenhouse Gas emissions assessments for SCC have been carried out by carbon management company CO2balance since 2009 to monitor the scope and source of the company's emissions. The assessment methodology for the Greenhouse Gas Assessment follows the reporting principles and guidelines provided by the Greenhouse Gas Protocol published by the World Business Council for Sustainable Development and the World Resources Institute (WBCSD/WRI Protocol). In line with the WBCSD/WRI Protocol, CO2balance uses these procedures to undertake Greenhouse Gas Emissions Assessments.

Scopes

The Greenhouse Gas Protocol and the ISO 14064_1 standard define three protocols that must be used when determining emissions. These are divided into scopes.

- Scope 1 – Direct Emissions (fuel combustion, company owned vehicles)

- Scope 2 – Indirect Emissions (such as purchased electricity for own use)

- Scope 3 – Indirect Emissions (outsourced operations, business travel in vehicles not owned by the company, embodied energy in products purchased, waste disposal)

The Annual Greenhouse Gas emissions assessments for SCC have been carried out by CO2balance.

Carbon footprint results - summary

The total greenhouse gas emissions for this reporting period amounts to 3,242.47 t CO_2e.

This represents an increase in emissions of 91.65 tCO_2e, with a percentage rise of 2.91%. Whilst there has been a rise in emissions, it is still well under the revised baseline of 2016/17, which was 3,695.46 tCO_2e – a reduction against the baseline of -12.26%.

The largest increase in emissions is linked to emissions from the company's fuel cards, with an increase of 94.92 tCO_2e resulting in an increase of 7.89%. Emissions from car-based transport also increased in 'staff owned vehicles', up by 13.86%. There was though a decrease in 'company cars' emissions of 39.50tCO_2e (-12.24%).

As with previous assessments the largest carbon emitting part of SCC's footprint since the revised baseline continues to be emissions from fuel cards and company owned vehicles, with a combined carbon footprint of 1,581.11 tCO_2e amounting to 49% of the company's footprint.

The company's continued use of green electricity continues to have a significant impact on its carbon footprint compared to previous years, prior the revised base line.

Other notable results from this year's assessment include:

- Slight increase of emissions from gas consumption, up by 1.45%

- Decrease in emissions from air travel, down -6.15%, a reduction of 26.54 tCO_2e.

- Increase in the emissions from train travel by 6.15%; this builds on the 41% increase from the previous assessment, showing a growth trend in usage of this low carbon mode of transport when compared against car usage.

- Reduction in emissions from hotel accommodation by -19.16%, building on the reductions from the previous assessment.

Carbon emissions by general activity - Summary

Summary	Emissions - tCO$_2$e	Percentage
Company owned vehicles	283.30	8.75%
Fuel cards - petrol	1,230.86	37.97%
Fuel cards - diesel	66.95	2.07%
Gas consumption	292.66	9.04%
Electricity consumption	0.00	0.00%
Air travel	405.24	12.51%
Taxi	9.76	0.31%
Train	106.99	3.31%
Tube	2.02	0.07%
Bus	0	0.00%
Staff owned vehicles	686.72	21.1%
Hotels	157.97	4.78%
Total	**3,242.47**	**100.00%**

"energy-saving cooking stoves for people in villages"

Sustainable projects

Since 2009, we have been working with CO2balance, to calculate and offset the carbon dioxide emissions created from our Data Centres and offices and in doing so, achieving Carbon Zero status for these facilities. We have achieved this through CO2balance's support of a range of projects, the most prominent being its Energy Efficient Stove Project in Kenya, and more recently, its Borehole Rehabilitation Project in Uganda.

Kenya stove project

The Energy Efficient Stove Project builds energy-saving cooking stoves for people in villages around the region of the Matheria and Eldoret, which is located to the North West and North East of Nairobi.

These brick stoves result in a 50% reduction in the need for firewood and thereby prevent carbon from being emitted. In addition to carbon prevention, it also provides families with a cost and time effective method to cook with. The reduced need for firewood helps to prevent deforestation, creating knock-on benefits to the wildlife in terms of habitat and flood prevention. It is also a healthier method of cooking as it reduces in-door smoke by half. In-door smoke is a serious problem in Africa and the World Health Organisation dubbed it the "kitchen killer", as it is responsible for 1.9 million deaths in Africa every year.

Uganda borehole project

The most basic requirement to sustain life is clean water. For many rural communities across Sub-Saharan Africa the struggle to find clean safe drinking water can take a major part of a families' resource. The burden falls to women and children to collect water often walking a great distance from home. Even then, water drawn from pools or rivers is often contaminated with pollutants and potentially lethal bacteria that cause illness and infections, so to make the water palatable and safe to drink it needs to be boiled.

The project - located in the north of Uganda - works with local communities to identify and repair the many broken boreholes. As well as the natural health benefits it means that families no longer have to boil the water, saving firewood and thereby preventing carbon emissions from being released.

Looking to the future
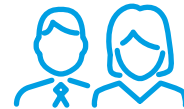
We are commited to:

5% annual reduction in CO$_2$ based on FY20 with a target of **50%** reduction by 2030.

5% annual reduction in waste that is not recycled or reused.

Work to raise employee awareness of sustainability issues such as food waste, recycling, paper use and energy consumption.

Provide employees with more opportunities to volunteer in their local communities.

SCC