

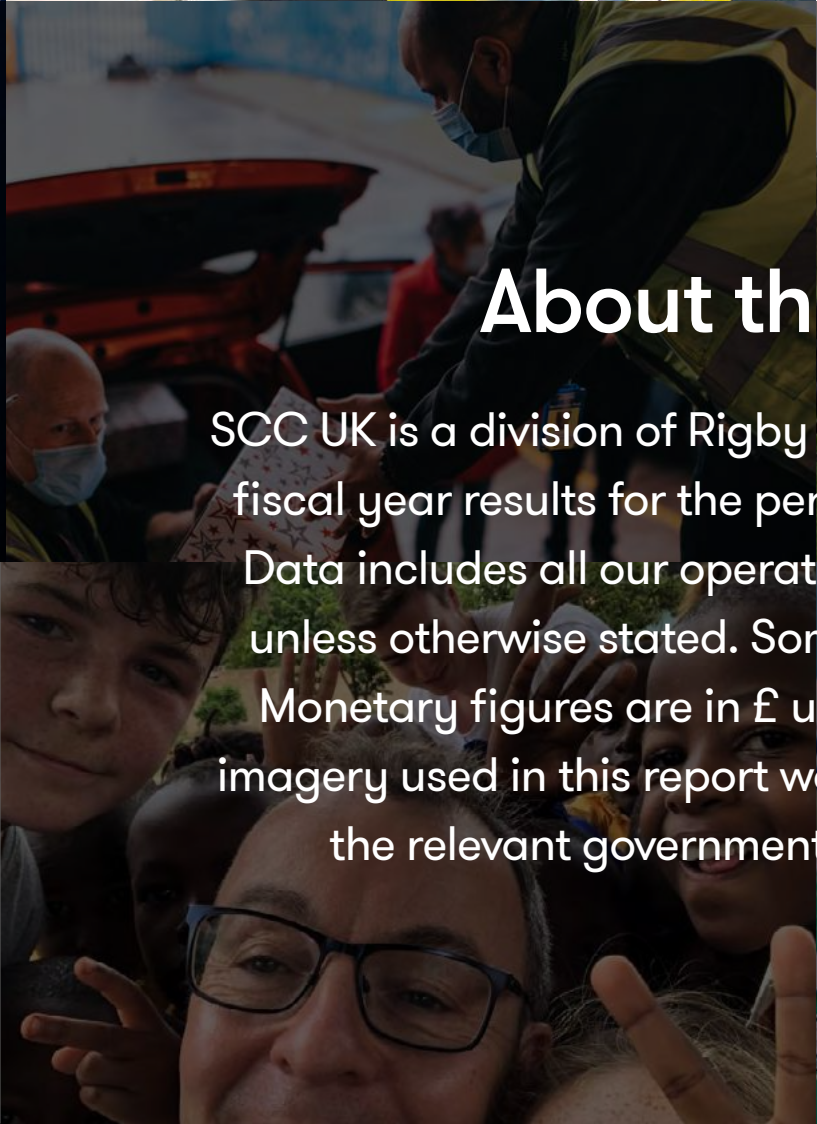
CSR Report 2020/21





CSR Report 2020/21





About this report

SCC UK is a division of Rigby Group Plc. This report covers fiscal year results for the period ending 31st March 2021. Data includes all our operations in the United Kingdom, unless otherwise stated. Some data has been rounded. Monetary figures are in £ unless otherwise noted. Any imagery used in this report was photographed in-line with the relevant government guidelines at the time.



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SCC UK CEO

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You're changing lives

Whether you've baked something beautiful, bought something sunny, or just nibbled, gathered and donated some cash, a huge thank you!

The money you raise helps us:

- Fund Macmillan nurses
- Provide cancer information
- Give financial support, like grants and advice
- Answer calls on the Macmillan Support Line
- Be there when people need us most

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 ingrained with numerous household names and critical organisations, helping them to do what they do best using our IT expertise, solutions and services.

We are in a fortunate position to work in the IT sector, which continues to thrive and be a 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 is on three main areas – our people, our community and our environment.

The family values have always been a strong influence in how we run our business. 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.

A particular highlight this year was winning the Best Company to Work for at the 2020 CRN Sales and Marketing Awards. I'm extremely proud of our people who continue to work together and am thankful for everyone's continued efforts in doing the best at what they do, and making SCC a great place to work.

The last year has been unsettling for all of us and it has been a year in which SCC has been called upon to support our customers in different ways. Although it has been difficult, I believe that we have grown as an organisation and we move forward a more cohesive and nimble company. Due to the COVID-19 global pandemic we unfortunately did

have to wind down some of our CSR activities as our workforce adjusted to carrying out their duties from home, however we have continued to work hard at reducing our environmental impact and work closely with the communities around us.

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. Alongside the support of many charities, our staff choose 3 charity partners closest to our hearts to focus SCC's support and fundraising efforts on a national scale. The charities for this year being Mind, Molly Oilly's Wishes and The Prince's Trust.

In addition to our charity work, this year we have donated laptops to schools to enable pupils from disadvantaged backgrounds to continue their learning remotely during lockdown and school closures and supported a key UK NHS Foundation Trust by donating an innovative Artificial Intelligence (AI) solution to free up beds and improve patient healthcare at home.

James Rigby,
CEO

Covid-19 Statement

As a Technology company, over the last year many of our customers have been reliant upon us to keep their businesses functional. Since the start of the Covid-19 pandemic, we have found new ways of working, executed our business continuity plans and continue to do everything possible to keep our people safe. The impact of Covid-19 on SCC has been significant, both operationally and financially. This statement sets out some of the key areas of impact and our response.

Governance

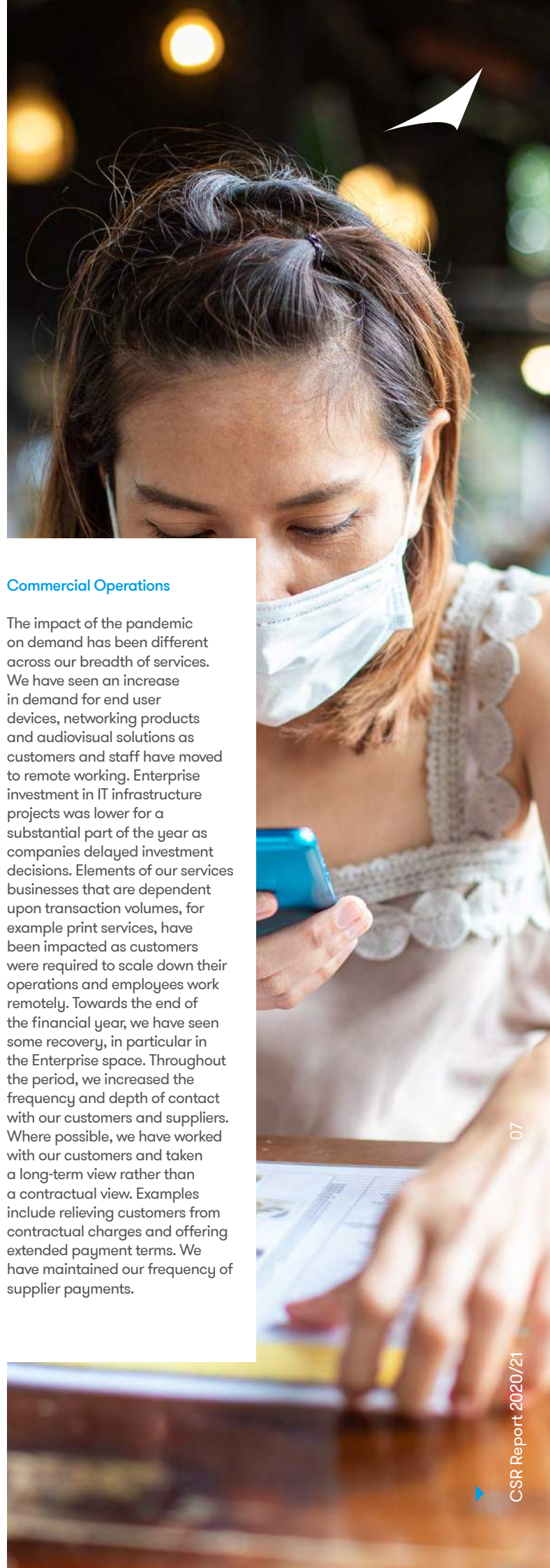
In order to be able to respond quickly to customer requirements and to manage our internal response to the emerging pandemic the Board of Directors introduced additional dedicated meetings. Meetings took place weekly and at times, on a daily basis. A dedicated Chief Financial Officer and Services Business Development Director were appointed and joined the board of directors. Our business continuity plans were instigated quickly and successfully, with minimal disruption to operations.

People

Early in the pandemic, full impact assessments were undertaken proactively on all roles and workplaces. This enabled us to respond quickly to government advice and we have strictly followed all requirements. Many of our people continued to work safely at customer or SCC sites to ensure that we could provide continuous services and support to critical businesses and public sector operations across the UK. As with many companies, where possible, remote working has become standard practice across many parts of our organisation and we are currently considering whether to move to a hybrid remote / office working model on a long-term basis. Communication has never been more important and our new intranet platform "Evie" has been instrumental in keeping our people informed and connected.

Commercial Operations

The impact of the pandemic on demand has been different across our breadth of services. We have seen an increase in demand for end user devices, networking products and audiovisual solutions as customers and staff have moved to remote working. Enterprise investment in IT infrastructure projects was lower for a substantial part of the year as companies delayed investment decisions. Elements of our services businesses that are dependent upon transaction volumes, for example print services, have been impacted as customers were required to scale down their operations and employees work remotely. Towards the end of the financial year, we have seen some recovery, in particular in the Enterprise space. Throughout the period, we increased the frequency and depth of contact with our customers and suppliers. Where possible, we have worked with our customers and taken a long-term view rather than a contractual view. Examples include relieving customers from contractual charges and offering extended payment terms. We have maintained our frequency of supplier payments.



About SCC

Our aim

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. Now more than ever, technology is making a difference for so many.

Our approach

Our approach at SCC is moulded by our family values, which flow through our relationship with our customers, employees, suppliers, communities, charities and the global environment. We are committed to aiming for the highest standards of ethics, safety, environmental responsibility, and connectivity with the community across the business. During the pandemic this has been amplified and the SCC community has pulled together to continue to make a difference.

Our Values

Team Spirit



At SCC, we help each other and work together to achieve a common goal. Team cohesion and solidarity are the results of respect and loyalty between our people and partners.

Engagement



SCC's people are committed to getting involved in the social challenges of today and tomorrow. SCC engages with its people, making life easier for them, and satisfying all customer needs.

Diversity



SCC encourages diversity and views it as a strength. We celebrate this by respecting and valuing what makes people different, in terms of their age, gender, ethnicity, religion, disability, sexual orientation, education, and national origin, any other dimension that can be used to differentiate groups and people. By always championing representation for all, our inclusive culture makes us #stronger together.

Professionalism



SCC listens to its partners. Dedicated and hard-working, our people are committed to their individual roles. Our professionalism is best matched to meet the needs of customers.

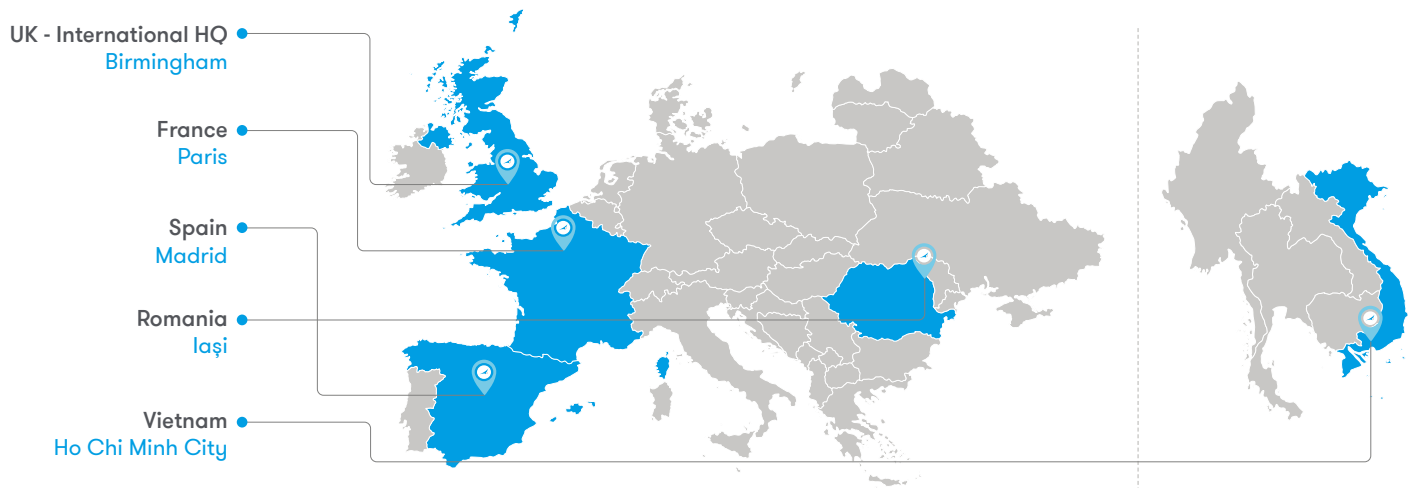
Entrepreneurship



SCC gives a voice to every employee. Everyone has the opportunity to propose new ideas and initiatives, allowing people to challenge themselves at the same time.



Our global operations



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 Lloyds 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:



International standard
for environmental
management systems
(EMS)



Occupational health and
safety



International standard
specifically for IT Service
Management



Business Continuity
Management System



International standard for
information security



International standard
for occupational health
and safety



Quality Management
System (QMS)

In addition to the above 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



Our Commitment & Ethics

At SCC we understand our customers want to buy from a business that is committed to sustainability and a responsible practice. Over the past year we have seen first hand the impact our business has had on helping improve the lives of others through our customers and community. We understand the importance of sustainable and responsible practices in helping our customers achieve their goals. SCC is committed to ensuring that our business is ethical, safe, professional, environmentally responsible and active in the community. Our approach to Corporate Social Responsibility (CSR) is focused on making sure we operate in a manner consistent with our family brand values.

Customers

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.

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, annual CSR Report and most importantly by our actions.

Employees

1. To provide opportunities for employees to positively contribute to charitable causes in a way that is meaningful and impactful to them. Encouraging employees to give back to the community by utilising our strong links within the community to facilitate volunteer initiatives with charities.
2. To increase our employees' awareness of our CSR activities and ensure employees have the opportunity to suggest CSR opportunities close to their heart.
3. To ensure SCC holds a wealth of benefits and opportunities for our people that are valuable to them.

Communities

1. To utilise our skills and position within the IT industry to help improve the quality of education in the community through close relationships with local schools and universities who have had to adjust to new ways of remote learning during the pandemic.
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 UNIT



Rigby Foundation



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

SCC is an active supporter of The Rigby Foundation Charitable Trust, which was founded by our shareholders the Rigby family and operates on the principle that success in business goes hand-in-hand with putting back into society and communities. It is a registered charity that operates independently of SCC. The Foundation invests in causes relating to lifelong learning, health and education.

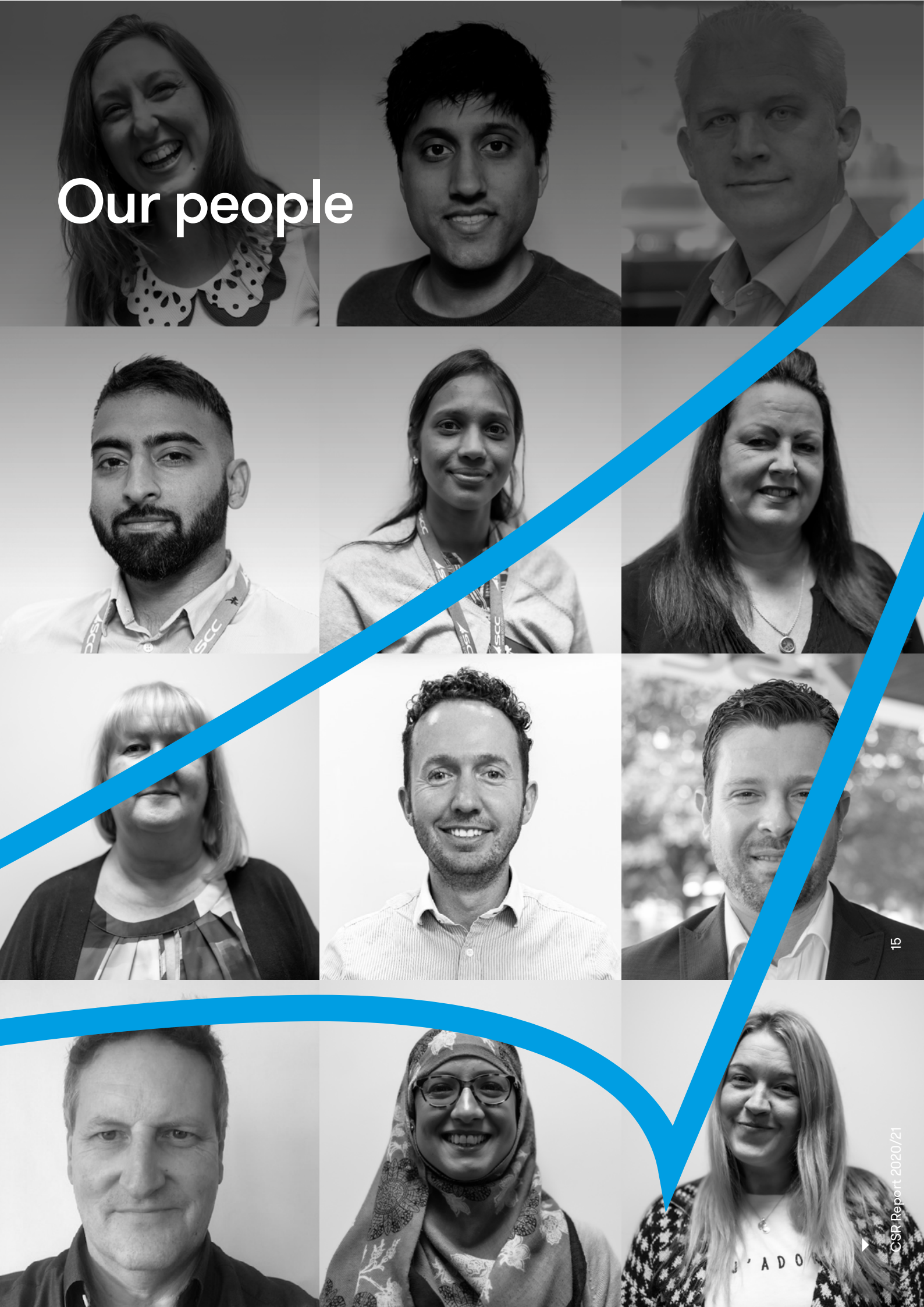
The Rigby Foundation Charitable Trust was founded and operates on the principle that success in business goes hand-in-hand with putting back into society and communities. The Foundation invests in causes relating to lifelong learning, health and education.

Examples of donations made by the Rigby Foundation during the year include:

- **South Warwickshire NHS Foundation Trust (SWFT):** SWFT provides hospital services and out of hospital community services. A donation of £100,000 has been made to support their charitable purposes.
- **Laptops donations to schools:** The Rigby Foundation has donated laptops to schools with a value of £82,356 during the year.
- **The Prince's Trust:** The Prince's Trust helps 11 to 30 year-olds who are unemployed or struggling at school to transform their lives. The Rigby Foundation made a charitable donation of £25,000 to support their charitable purpose.
- **Molly Olly's Wishes:** Molly Olly's Wishes supports children with terminal or life threatening illnesses and their families to help with their emotional wellbeing. A charitable donation of £25,000 has been made to support their charitable purposes.
- Further donations were made to a number of bodies including The Reach Foundation, Place2be and Coventry City of Culture Trust to support their ongoing charitable activities.

All of our employees receive 1 paid day each year to volunteer their time for meaningful causes. Each week, we support a different registered charity by raising awareness and fundraising for each cause. All of our employees have the opportunity to nominate a charity and we share these stories on our company intranet, Evie.

Our people



“We are committed to the personal and professional development of all our staff”

Equality and Diversity

At SCC we believe in the value and equality of all our staff. We work hard to ensure equal treatment of staff by ensuring equal rights and opportunities as well as catering for individuals needs. This helps us to build a diverse workforce that brings skill and culture to our business.

Recruitment: We ensure equal application and interview process to recruit a variety of skilled employees.

Learning and development: We have a number of learning and development programs with applications available to all staff.

Culture: Our culture at SCC encourages the benefits that come from a diverse workforce community.

Reasonable adjustments to ensure equal opportunity at SCC

We understand that everyone has their own strengths, therefore we work on an individual basis to offer a variety of support that can help to elevate our staff to achieve their goals. To ensure equal opportunity and development. Some of which include:

- Occupational Health Surveillance for all engineers including:
 1. Audiometry
 2. Spirometry
 3. General Health / Wellbeing
 4. Colour Blindness testing
 5. Fitness to drive
- Occupational Assessments (3rd party assessments & in house)
- Addiction Support
- Display Screen Equipment Assessments including: Eye Tests and Ergonomic Assessments
- Mental Health Counselling
- Dyslexia Assessments

Women In Tech

SCC acknowledges the IT industry's is a widely male dominated industry and works to break through the barriers of stereotypes and encourage women in tech.

CRN Women in Channel

CRN women in channel awards honours the industries female heroes that are inspiring the next generation of women in the channel. Held over two days, the awards show feature exclusive panels, interviews and documentaries that will shine a light on all aspects of the Women in Channel debate.

Two SCC employees made it to be finalists in different categories of this awards. One was a finalist in the Marketing Employee of the Year category, recognising her work behind the launch of SCC's intranet platform evie, as well as her work on the award entry for SCC's big win at last year's CRN Channel awards, where it scooped the Reseller of the Year accolade.

Kat Hill was a finalist in the Technical Employee of the Year category, recognising her sales work in the go-to-market strategy for Cyber Security, building a dedicated security sales overlay team, and presenting to C-level executives and industry analysts on current threats and trends.

Kat said, *“I consider myself successful in this industry not due to what I have achieved or the results we have delivered,*

but because customers regularly approach me as a trusted advisor to input on how to create, implement and manage a robust and risk adverse business strategy.”

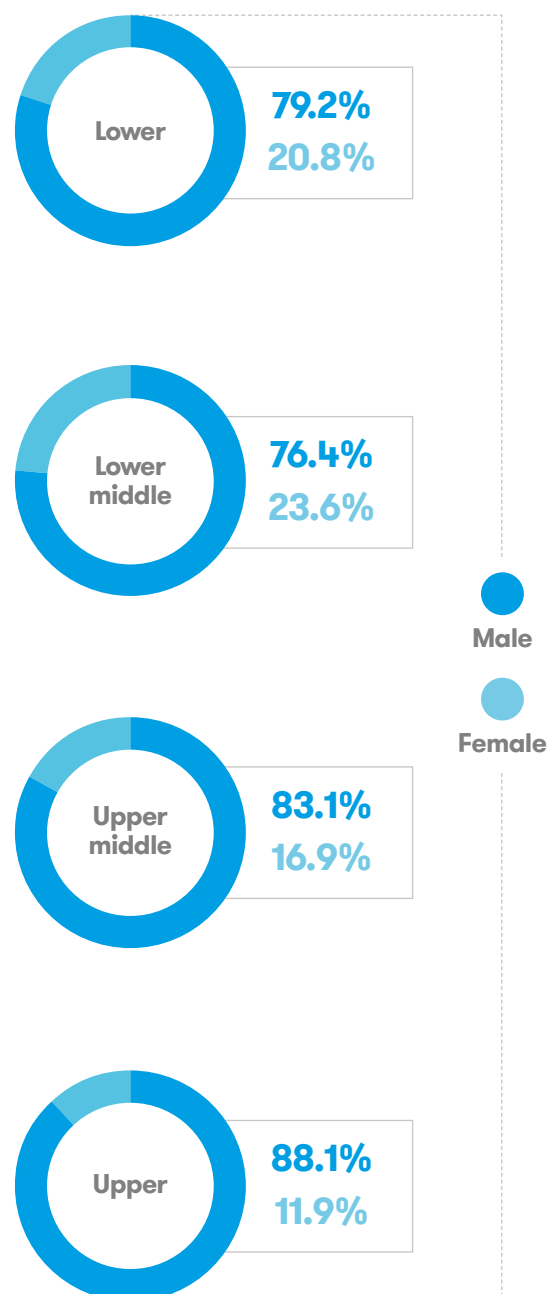
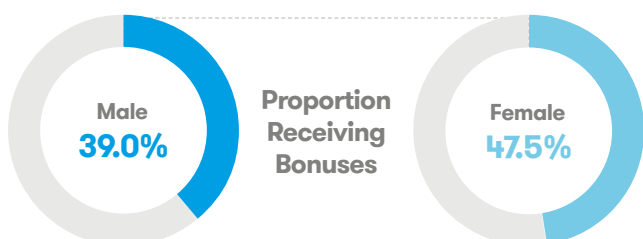
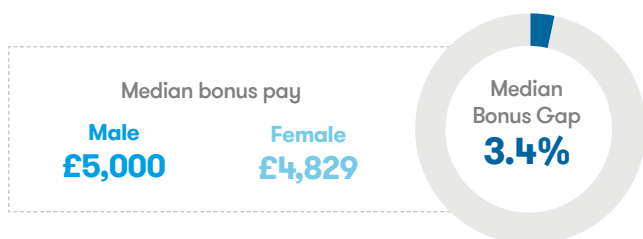
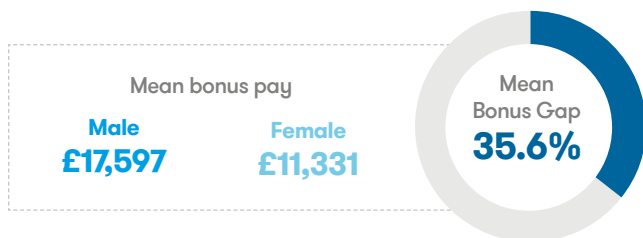
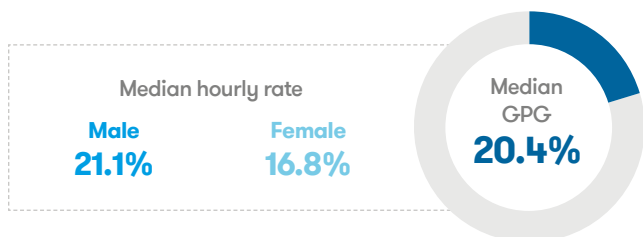
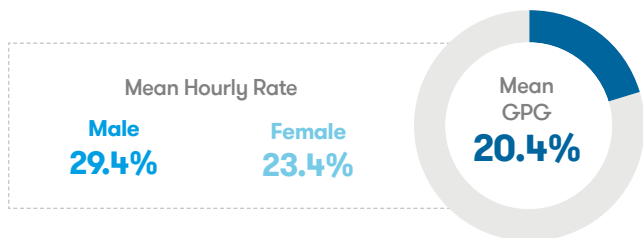
International Women's day #ChooseToChallenge

SCC supported International Women's Day as a global day celebrating the social, economic, cultural and political achievements of women. Staff took part in the #ChooseToChallenge where we are urged to be individually responsible for our own thoughts and actions on the issue. We can all choose to challenge and call out gender bias and inequality. We can all choose to seek out and celebrate women's achievements. Collectively, we can all help create an inclusive world. We hope that from challenge comes change, so let's all choose to challenge.

To show our commitment we urged staff to raise their hand high to show they are part of the equality movement and they did just that.



Gender Pay Gap Report





Continual Professional Development

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 focuses 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 encourages 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 across the business, providing both guidance and support to our graduates and apprentices, as well as to individuals looking to develop as future leaders at SCC.

Job shadowing

We coordinate secondments and job shadowing opportunities that offer our people insights to other areas of the business, building careers for the future and retaining great people.

Online learning

Through blended learning, employees have access to 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.

We are committed to upskilling our people and alongside our online learning offering, we host weekly Skill Pills for all to attend, which are also available on demand.

Upskilling our people through apprenticeship qualifications

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



Talent of the Future

Young people are the future of the industry and that's why at SCC we are passionate about young careers with our Apprenticeship and Internships to help nurture candidates to achieve their development goals.

Apprenticeships

SCC has a highly successful apprenticeship scheme, offering opportunities to study a range of qualifications, combining teaching and on-the-job experience to provide an individual with the knowledge and transferable skills to succeed in their chosen career.

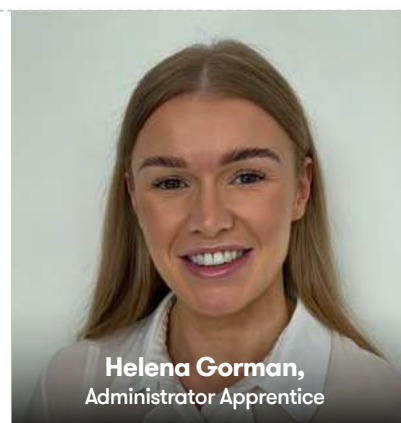
We work in partnership with local colleges and training providers to deliver accredited qualifications and internal development plans so apprentices can grow their technical, business and personal skills. At the end of their first programme we aim to retain all apprentices, offering optional higher level qualifications alongside a permanent position wherever possible.

Internships

Here at SCC we provide internship opportunities, offering valuable workplace experience, job rotation through secondments and an associated development plan which includes skills workshops and coaching.

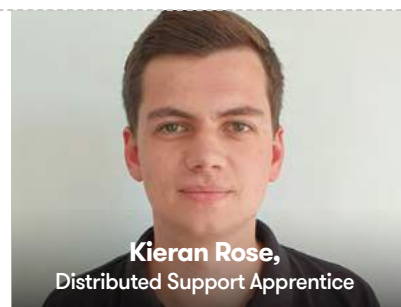
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I have been a permanent member of staff at SCC for the past 2 years, working as an Administrator and carrying out a number of administrative duties for the company. Towards the end of last year, I was given the opportunity to further develop in my career by taking up an apprenticeship in Business Administration. This course allowed me not only to develop on my existing skills, but also gave me the opportunity to upskill, which has helped to broaden my abilities and create many new opportunities. I am thankful to SCC for supporting me and giving me the opportunity to confidently grow and develop in my role.



“

Being an apprentice for SCC has given me the chance to apply the knowledge that I have gained from my training in a normal work environment aided by experts in the field that help me to learn what is expected of me and giving me the chance to even further develop my skills while also giving me time to complete my exams and complete my qualification. With the support of my co-workers I have become a much more confident and capable technician.





Evie

Our intranet, evie, has kept us connected through the year. With our offices closing to all but essential staff, the online hub has helped colleagues to keep in touch and feel part of the company.

Evie is the place where people share their CSR stories and nominate charities for colleagues to support fundraising with. It's also a tool for networking and engagement, with new starters having an opportunity to introduce themselves and be welcomed to the business, and colleagues able to give kudos for good work, or nominate SCC Champions for going above and beyond.

It's also the place where employees can find information on benefits, company information and access to the apps and systems they need for their roles.

Here are just some of the ways we've stayed connected:

Meet Our New Starters

With some people joining the business virtually, our new starter feature has been a great way to introduce people to their new colleagues and help them feel part of the team. We ask new starters to share their background and current role at SCC, as well as some fun facts including their favourite song and three dream dinner party guests.

Our social functionality allows colleagues to like and respond to the articles, welcoming them onboard.

SCC Champions

An initiative in which employees can nominate top performing peers. SCC's CEO, James Rigby, selects one employee each month as an SCC Champion, announced in his CEO Vlog. At the end of the year, one of the 12 monthly champions wins a trip sponsored by SCC's partners.

Colleagues get involved congratulating and praising the nominees for their hard work in the comments.

Kudos - #StrongerTogether

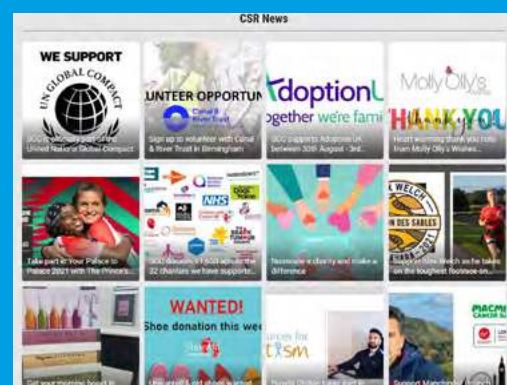
#StrongerTogether is a great way for employees to recognise those people who have been a great support to them, impressed them with their skills or knowledge, stepped in to help or are all-round team players whom their team would almost struggle without!

Each quarter, the top three people with the most kudos points on the Leaderboard receive a prize in recognition of their work.

Putting a smile on our faces #StrongerTogether

During such challenging times we worked hard to not only support charities and our community but our family of staff here at SCC. We ran a number of initiatives to help keep people connected and put a smile on peoples faces.

We had an Advent calendar during the festive period where members of staff, vendors and charity partners made positive and uplifting videos to help encourage our staff and see a friendly face. We also held a cutest pet competition, where employees were encouraged to send in the cutest picture of their pet for a staff vote. We are pleased to have had such engagement with this initiative and congratulations to Lamelo the tortoise who won first place.



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. In addition to competitive salaries and performance related pay, we offer a wide variety of non financial benefits to all employees.

Healthy Employee

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. Throughout the past year this has been offered as an online service - providing all employees with access to healthy eating guidance, exercise programmes and other services.

SCC is committed to employee health and wellbeing. The Healthy Employee creates healthy, purposeful workplaces through a range of products and services designed to inspire positive lifestyle improvements.

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

As part of SCC's health and wellbeing initiatives the Cycle to Work scheme encourages staff to swap their traffic filled car journey with a more eco-friendly alternative of cycling to work that will benefit their mental and physical wellbeing.

Salary Extras

Salary Extras is an employee benefits site set up by SCC to provide our colleagues with benefits.

Other

Discounted cinema tickets, day out and leisure, gym scheme, eye test vouchers, discounts on tech brands and vehicles, West Midlands travel cards subsidies (10% for staff and 20% for apprentices).





Health & 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.

Our commitment through COVID-19:

During the pandemic many businesses have faced unprecedented challenges and have had to make quick changes to their business operations in order to keep staff safe. The safety and wellbeing of our staff, customers and community is of the utmost importance to SCC.

Our year has been dominated by the effects of the Covid. For the duration of the year our offices have been closed to all but essential staff, or those who cannot work from home.

It has been a year which has been constantly evolving and SCC has worked throughout the pandemic to ensure the health, safety

and welfare of its employees, customers, and communities in which we operate.

We have worked closely with our staff, vendor partners and customers to implement business continuity plans and have remained committed to maintaining the excellent service our customers expect from us.

Lateral Flow Testing

SCC has, in conjunction with the NHS, established its own Lateral Flow Test facility and has supported its staff by ensuring all staff have had access to test kits as soon as they became available and will continue to do so until the NHS testing program has stopped. SCC has given over 2,000 lateral flow tests to staff during this time.

In the office

SCC has followed all relevant government guidance to keep its staff safe. Part of the adjustments made in our offices for the duration of the year have been:

- Increased hand washing and sanitizing stations around the offices.
- Social Distanced safe workspaces.
- Reduced office capacity.

It is a testament to our staff, who have worked throughout the pandemic in difficult circumstances, that we have seen a continued improvement in accident statistics, and we sincerely hope this trend is continued as we emerge from the constraints of the pandemic into normal operating procedures.

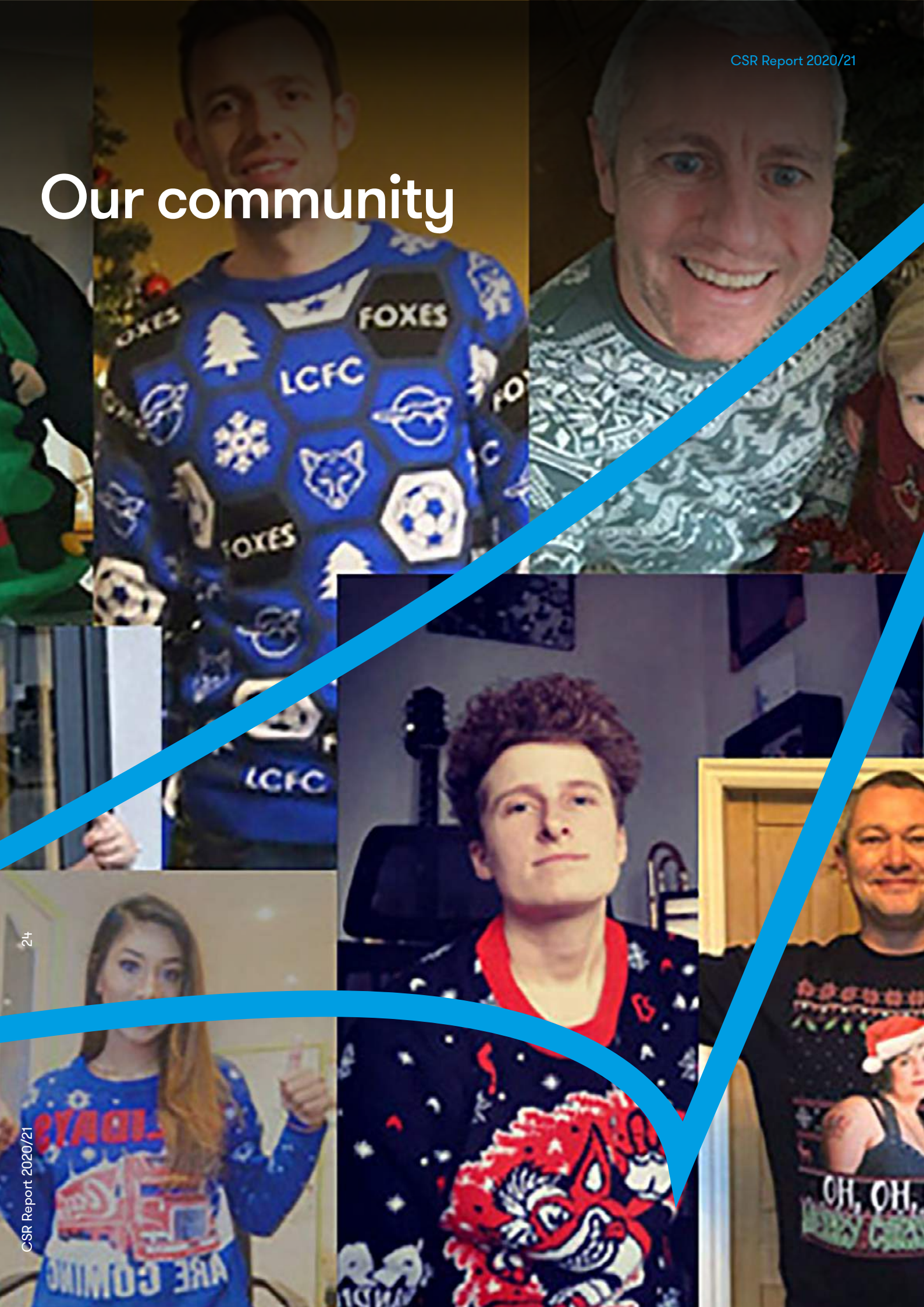
Health & Safety overview

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.

Any slight difference in 2021 data is due to a re-calculation to produce a more accurate representation.

Our community



Heroes award and Best Company to Work for

SCC was awarded the accolades of Best Company to Work for. Our family values and #StrongerTogether spirit shone through as we were able to highlight the value of our staff and how they help us mould our workplace environment that had us win 'Best Company to work for'.

CRN Sales & Marketing awards

The prestigious CRN Sales & Marketing Awards recognise and reward the achievements of the individuals and teams that are responsible for making the UK IT channel truly great, a fantastic testament to SCC.



Heroes of the year

SCC won the CRN "Heroes of the Year" award. This award was in recognition of how we all came together to go out of our way to help others during this crisis and help our partners provide an essential service.



VAR of the year

SCC was also named Corporate VAR of the Year, with judges commenting on our impressive commercial achievements and continued investment in our people. This is the first time SCC has won this award with CRN and is testament to everyone's hard work this past year.



“

What a fantastic achievement for SCC, to win two extremely competitive awards at the CRN Sales and Marketing Event! I am extremely proud of our people who continue to work together and achieve recognisable and impressive results.

James Rigby, SCC CEO



Charity Partners

Although we support a number of charities, our staff choose three charity partners to focus SCC's support and fundraising efforts on a national scale. This approach to choosing our charity partners ensures our staff are motivated and inspired to make a powerful impact.

The Prince's Trust

SCC is a long standing 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 aged 11 to 30 from all over the UK. Working with delivery partners across the country, they offer hundreds of free courses, grants and mentoring opportunities to inspire young people to build their confidence and start a career. The Prince of Wales's charity has helped 1,000,000 young people since 1976 and supports more and more each day.

We were able to run a number of awareness campaigns and virtual initiatives in partnership with the Princes Trust to get staff engaged and help in supporting young people.

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.

We support Molly Olly's Wishes in a number of ways, one of which is sponsoring 2 wishes a month to help the charity support children and their families.

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.

We know the pandemic impacted some people's mental health so we worked with Mind to promote awareness and support available to staff through the charity.



Sponsoring Molly Olly's wishes

SCC has partnered with national children's charity Molly Olly's wishes in a 12-month sponsorship. This initiative will see SCC donate two 'wishes' per month at a total of 24 wishes in just one year alongside our other fundraising efforts for the charity.

Molly Olly's Wishes supports children with life threatening or life limiting illnesses and their families to help with their emotional wellbeing. The charity grants individual wishes and donates therapeutic toys, books and experiences to both children directly and to hospitals throughout the UK.

Rachel Ollerenshaw, Trustee of Molly Olly's Wishes, said: "We have worked closely with the CSR Team at SCC for several years, increasingly so over the past year. It has provided a greater insight and understanding of the nature and variety of the work. Sponsoring individual wishes, learning more about the children and nature of the illnesses we hope has in turn helped when reaching out to others for support as it demonstrates the importance and impact that their contribution is making. It has been a tough year for fundraising with numerous cancelled events. This is at a time when the Charity has seen an increase in demand for our services. Molly Olly's are extremely grateful to SCC for the incredible support financially and for all the time and energy given. Thank you everyone at SCC for helping to make a very real and genuine difference to families facing extremely challenging circumstances."

James Rigby, SCC CEO, said: "The Molly Olly's Wishes charity is very close to our hearts with the amazing work they do for children with life limiting and terminal illnesses. It is so humbling and heart-warming to know we are able to make a tangible difference in these children and their families lives by sponsoring their wishes. We are grateful to all the charities we support for helping us make a difference."

Supporting our Customers and Community

SCC's family values reflect the efforts made in supporting our customer and community when we were needed the most over the past year. As our staff, customers, partners and community stepped up during the pandemic, we were there every step of the way. Here is a few ways we supported our customers and local communities:

Case Studies



SCC donates services to Coventry Building Society to provide 47 laptops for schools

Coventry Building Society has donated 47 laptops to local schools, and SCC provided the services to clear the laptops, in order to help children across the city succeed in their home learning. The laptops were delivered to Coventry City Council, who divided the laptops amongst 18 primary schools, and they're now being used by pupils who are learning at home.

Alex Unsworth, client director for SCC said: "As a provider of critical IT solutions, SCC understands the importance of technology in the continued delivery of education during the coronavirus crisis. SCC is involved in several initiatives to ensure access to digital learning for as many children as possible and we were delighted to learn about Coventry Building Society's donation of 47 laptops to schools in the region. We have developed a long-standing and

trusted relationship with Coventry Building Society over many years, delivering IT services including secure onsite data erasure. This provided the perfect opportunity to support Coventry Building Society's generous donation by ensuring historic data was erased from the machines. SCC is proud to have contributed to Coventry Building Society's thoughtful and timely initiative through the donation of an onsite engineer and all the software licenses required to securely erase data, with certification to demonstrate successful sanitisation."



SCC donates AI technology to support NHS Foundation Trust through COVID-19 crisis

SCC has supported a key UK NHS Foundation Trust through the COVID-19 coronavirus pandemic by donating an innovative Artificial Intelligence (AI) solution that will free beds and improve patient healthcare at home.

In line with the Government's release 'COVID-19: ethical framework for adult social care', which emphasises how we all need to pull together to support the COVID-19 crisis, SCC is delivering assistive technology to the Midlands-based Foundation Trust that goes 'significantly beyond falls pendants'.



SCC Document Services on-site print room supports United Utilities parents with homeschooling

SCC DS has been producing free school packs for staff at UU, who otherwise wouldn't have access to the appropriate resources to ensure their children received education for the duration of the UK's social distancing and lockdown periods.

The team has received so much positive feedback – and even inspired a new hashtag, #UUtogether. One UU employee said: "We've had that many things to print out from school that the ink in my printer ran out and everywhere online is either out of stock or operating a 5-7-day delivery service. SCC DS managed to sort out the remaining packs for my kids – an excellent example of supporting each other. Thank you so much!"



SCC donates laptops and data to support learning with Royal Shakespeare Company

The young people from 12 RSC Associate Schools in Birmingham and Warwickshire received individual laptops and 12 months of free data per user to support the resilience of schools and young people through the challenges of the current academic year. The equipment will ensure that students can access high quality learning and arts opportunities at home as well as in school.

The RSC's network of over 250 Associate Schools around the country focuses on areas with limited access to arts learning opportunities, and often with a high proportion of students eligible for free school meals. The donation of laptop devices and data is in partnership with SCC. The project is being funded by SCC's charitable trust, which has long invested in causes relating to lifelong learning, health and education, and currently has more than £1.5million invested in active projects. In addition

to supplying the laptops to the Foundation, technology vendor Acer has also committed to donating top-of-the-range protective sleeves for every device.

This project comes at a crucial time for many young people, who now rely more heavily on remote learning and digital access in the wake of the COVID-19 pandemic. Many families do not have regular or easy access to computers, mobile tablets or broadband connectivity in their homes.

Sir Peter Rigby, Founder and Executive Chairman of Rigby Group, SCC's parent company, said: "On behalf of the Group I can't express how pleased we are to be able to support such a wonderful and life-changing initiative. Digital access is critical both for online learning and to develop digital skills that are becoming more and more important as technology innovation continues

in the workplace The impact of COVID-19 has accelerated the requirement for us all to be more reliant on digital access and it's easy to forget that this is a privilege not afforded to everyone. We hope this donation through our charitable trust to under-privileged children in Birmingham and Warwickshire will improve their learning experience and help them to unleash their potential."





SCC partners with AWS to help Cambridge University Hospitals launch national PPE training website amid COVID-19 outbreak

Amid the on-going COVID-19 outbreak, Cambridge University Hospitals NHS Foundation Trust (CUH) had an immediate and urgent requirement to provide critical training on how to correctly put on and remove Personal Protection Equipment (PPE) to protect them from contracting and spreading the virus.

CUH built a new training website prior to lockdown measures being implemented in the UK, hosted locally. The website is a resource for the NHS on the practical aspects of PPE, developed in collaboration with experts in infectious diseases at CUH. In order to launch the website as quickly as possible, CUH asked SCC for support in architecting and deploying the infrastructure required to host this website in Amazon Web Services (AWS).

Within 48 hours and at zero cost to CUH, SCC's specialists from our Public Cloud Practice built and deployed the infrastructure, with teams in the UK and Vietnam volunteering their time outside of working hours to provide further development of the website to enable additional and enhanced features. These included a CI/CD pipeline to allow agile continuous development and improvement of the website, and governance around change process, as well as providing project management to ensure we meet the tight timelines of launch.





Employee led initiatives

Our employees have shown resilience and great community spirit to lead initiatives and support charities through a variety of events despite the limitations of the pandemic.

Christmas Jumper Day

SCC took part in the annual Christmas Jumper Day in aid of Save the Children. Our staff managed to raise an incredible £1,112 by wearing their christmas jumpers while working remotely. These funds will help Save the Children continue protecting the most vulnerable in society and help every child reach their full potential.

Staff vote for Christmas charity donation

As face to face christmas celebration was no longer possible due to the pandemic, SCC decided to give back to the community and asked staff to choose a charity to receive donations. Staff chose charity partners Molly Olly's and Mind for a total of £2,500 donation to each charity.

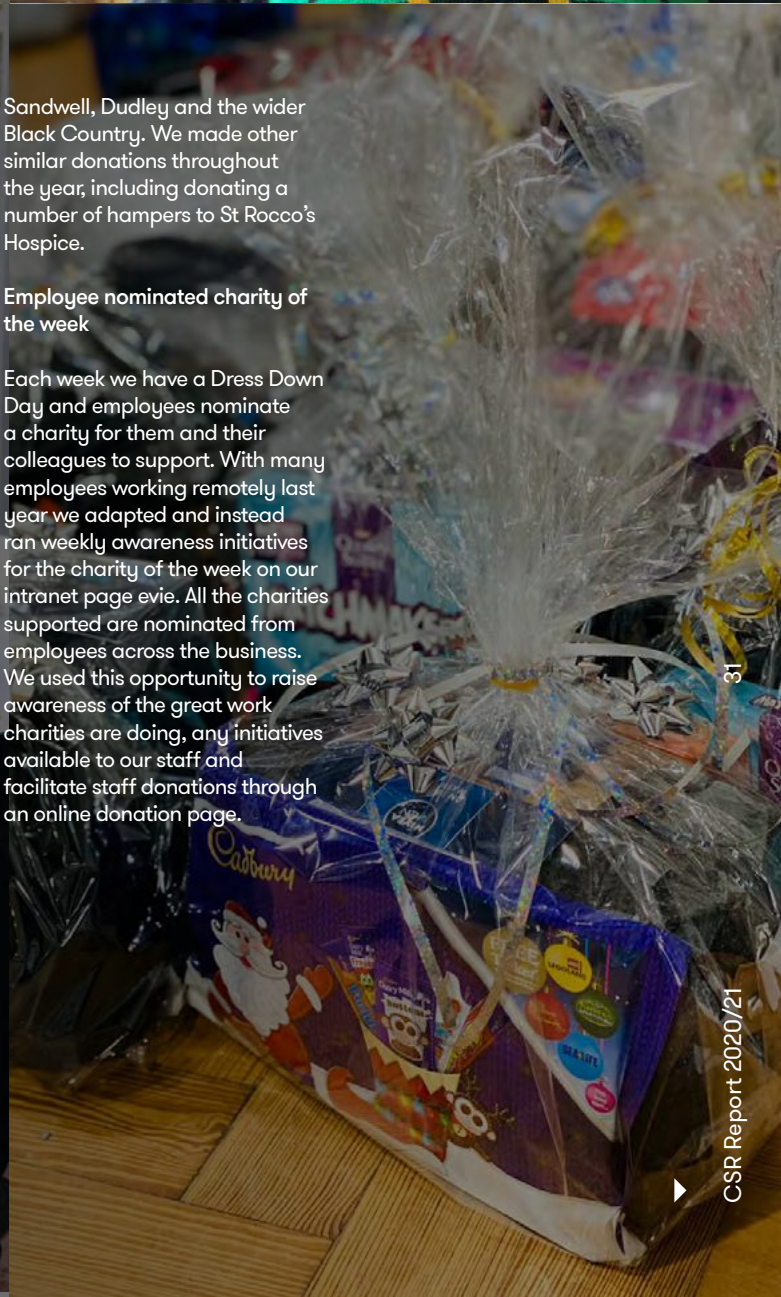
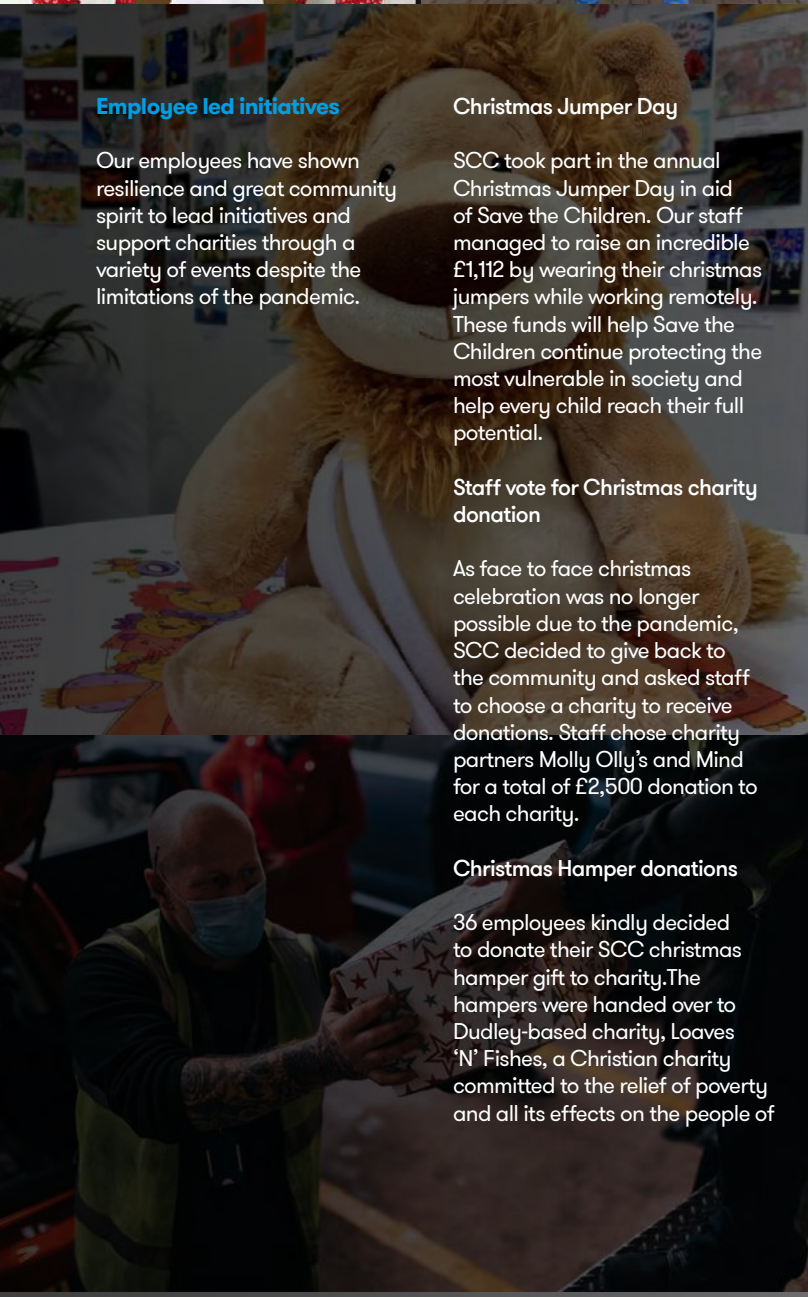
Christmas Hamper donations

36 employees kindly decided to donate their SCC christmas hamper gift to charity. The hampers were handed over to Dudley-based charity, Loaves 'N' Fishes, a Christian charity committed to the relief of poverty and all its effects on the people of

Sandwell, Dudley and the wider Black Country. We made other similar donations throughout the year, including donating a number of hampers to St Rocco's Hospice.

Employee nominated charity of the week

Each week we have a Dress Down Day and employees nominate a charity for them and their colleagues to support. With many employees working remotely last year we adapted and instead ran weekly awareness initiatives for the charity of the week on our intranet page evie. All the charities supported are nominated from employees across the business. We used this opportunity to raise awareness of the great work charities are doing, any initiatives available to our staff and facilitate staff donations through an online donation page.



Sponsoring & Wellbeing



A team of SCC golfers won an annual golf event on Friday 4th September fundraising for charity Molly Olly's Wishes.

Team Captain, Kieran Bharat, said "Charities at present are struggling in the current pandemic, so it was great in the current circumstances that Molly Olly's Wishes could run such an event successfully, raising in the region of £22,000 from the day. SCC put forward 2 teams, and out of 23 teams on the day, Team 2 came in 4th place, and I am very pleased to say Team 1 won, with all players putting in a good performance and playing well as a team."



COD Games tournament for Charity (BusinessFives tournament Game / Call of Duties 3470)

Staff took part in a charity virtual gaming tournament playing popular multiplayer game Call of Duty. This initiative led by a team of employees raised £500 for Walk Once More charity and gave employees the opportunity to engage on a virtual platform.



Wildlife Trust Silver Sponsor

SCC works towards a greener future, therefore working with charities such as the Wildlife Trust helps us make a difference and better wildlife in our area to benefit our staff and local community. Due to the pandemic we were unable to do as much face to face volunteering as we had hoped but still managed to promote awareness and contribute in other ways.



Environmental impact



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 **56,313** trees would be needed to offset the carbon emissions



The carbon emissions saving is equivalent to the yearly emissions of **2,691** cars



The energy saving is equivalent to the annual energy supplied to **3,263** homes



A total saving of **1,897m³** of landfill space, avoiding a cost of **£183,413** in landfill tax

15,008 MWh

Energy Saved (recycled)
Yearly usage

6,753 tonnes

CO₂ reduction (recycled)
Yearly usage

45,717 MWh

Energy Saved by re-use

20,572 tonnes

CO₂ reduction by re-use

870 tonnes

Total

1,897 m³

Landfill Saved

Units	Re-used	Recycled
Desktops	13,859	13,082
Laptops	17,930	12,570
Misc	14,101	30,155
Monitors	12,780	12,434
Printers	1,207	1,861
Servers	550	1,928
Total	60,427	72,030

Data 06/04/2020 - 05/04/2021





Looking to the future

Over the past year we have processed 132,458 units, with a monthly average of 11,038 units that were processed through Recycling Services. Additionally, 36,766 units were fully data erased during the FY 20/21 period.

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

Financial Year 2019/2020

- 224,816 Units Processed
- 18,734 Monthly average

Financial Year 2020/2021

- 132,458 Units Processed
- 11,038 Monthly average

Data Erasure

(Total Trackers which have a Blancco ref processed in the 20/21 Period, does not include "Failed", "Sanitised", "Un-economical")

- 36,766 units were fully data erased during the FY 20/21 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 onselling 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 19/20		FY 20/21	
Desktops	4,049	36441 Kg	3,156	28404 Kg
Laptops	4,750	7125 Kg	5,485	8228 Kg
Misc	6,451	5806 Kg	5,494	4945 Kg
Monitors	5,031	85527 Kg	4,619	78523 Kg
Printers	693	6584 Kg	1,058	10051 Kg
Servers	182	3094 Kg	55	935 Kg
	21,156	144576.4 Kg	19,867	131085.1 Kg

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

	FY 19/20		FY 20/21	
Desktops	15,734	141606 Kg	10,360	93240 Kg
Laptops	12,718	19077 Kg	10,092	15138 Kg
Misc	5,288	4759 Kg	5,800	5220 Kg
Monitors	27,878	473926 Kg	8,093	137581 Kg
Printers	28	266 Kg	67	637 Kg
Servers	495	8415 Kg	364	6188 Kg
	62,141	648049.2 Kg	34,776	258003.5 Kg

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

	FY 19/20		FY 20/21	
Desktops	810	7290 Kg	343	3087 Kg
Laptops	735	1103 Kg	2,353	3530 Kg
Misc	4,486	4037 Kg	2,807	2526 Kg
Monitors	768	13056 Kg	68	1156 Kg
Printers	288	2736 Kg	82	779 Kg
Servers	151	2567 Kg	131	2227 Kg
	7,238	30788.9 Kg	5,784	13304.8 Kg

4. Combined table

	FY 19/20		FY 20/21	
Desktops	20,593	185337 Kg	13,859	124731 Kg
Laptops	18,203	27305 Kg	17,930	26895 Kg
Misc	16,225	14603 Kg	14,101	12691 Kg
Monitors	33,677	572509 Kg	12,780	217260 Kg
Printers	1,009	9586 Kg	1,207	11467 Kg
Servers	828	14076 Kg	550	9350 Kg
	90,535	823414.5 Kg	60,427	402393.4 Kg

5. IT Equipment securely and environmentally recycled.

	FY 19/20		FY 20/21	
Desktops	39,398	354582 Kg	13,082	117738 Kg
Laptops	12,274	18411 Kg	12,570	18855 Kg
Misc	57,120	51408 Kg	30,155	27140 Kg
Monitors	17,010	289170 Kg	12,434	211378 Kg
Printers	5,841	55490 Kg	1,861	17680 Kg
Servers	2,638	44846 Kg	1,928	32776 Kg
	134,281	813906.5 Kg	72,030	425566 Kg



Our Carbon Footprint

Method

SCC has been reporting its direct CO₂ footprint with CO₂ Balance for 11 years, which includes all Scope 1 + Scope 2 + Business Travel. In 2018 we extended our offsetting to cover all of our reported market-based emissions. SCC has a policy commitment to achieve 'Net Zero' by 2050 in line with UK policy. We have set targets to reduce our emissions by 5% of FY20 every year meaning that our emissions will halve by FY30. This exceeds the level of reduction that the UK has committed to.

We are expanding our Scope 3 reporting and will be Carbon Disclosure Project Supply Chain Members from FY23 onwards to support this ambition. The biggest impact we can make on reducing emissions are those of our customers through the provision of our products and services, whether that be through virtualisation and cloud-based services, reducing the need to travel with remote working and meeting solutions, or the provision of smart technology which enables efficient use of resources.

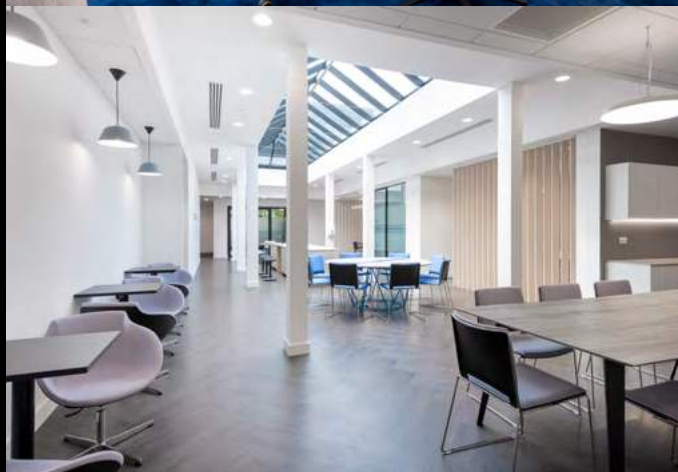




Refurbishment of our Global Head Office in Birmingham

During this financial year we have completed the refurbishment of our global headquarters building located in Birmingham, which is expected to save 400MWh of electricity and 580MWh of gas annually through use of heat pumps, heat recovery ventilation, LED lighting, metering and controls. We continue to improve the efficiency of our fleet and implement remote working and meeting technology to reduce the need for business travel where possible.

As well as the benefits we have seen in emissions the new Global Head Quarters has also provided staff with a new working space that better supports collaborative working with impromptu meeting areas, a fully equipped canteen and dining area for staff to unwind as well as a number of upgraded facilities around the building. VC systems in meeting rooms aids hybrid working to bring those working from home, in the office and across the world together assisted by Teams.



Other areas of improvement

We purchase 100% renewable, REGO backed electricity where we are responsible for the supply, which our data centre customers also benefit from. Emissions in partnership with carbon management company co2balance.

Our emissions have reduced 21% on a location based method, the reduction is driven by large reductions in business travel associated with COVID 19 restrictions contributing to exceeding our 5% reduction target.

Sustainability Projects

How digital transformation is helping SCC drive sustainability

In 2018, SCC initiated a long-term project to look at sustainability and energy efficiency gains that were being made possible by the widespread shift to digital transformation. With the growing popularity of cloud computing and as a leader in delivering hybrid cloud solutions, it was clear to SCC that the requirement for more power in the data centre presented an opportunity for new, innovative ways of becoming more sustainable, and is proactively investing in doing right by the environment.

SCC has continued to invest in its data centre services to become a distributed cloud provider supporting a number of clients across the UK in both the public and commercial sectors.

SCC acquired its newest data centre, in Fareham, in 2014: a modern Tier 3+ carrier-neutral data centre containing 100,000 square feet of space and a mix of corporate and service provider colocation customers.

Identifying opportunities for efficiency gains

SCC identified Fareham as the best option for efficiency gains and return on investment due to the design of the data centre. Fareham was built around a higher density, additional power load, and designed with cold aisle-containment already in place. When SCC acquired its Fareham data centre, the CRAC units, cooling units, and chillers were all being maintained by Airedale and the two organisations quickly established a good, collaborative relationship.

Partnering with Airedale

SCC selected Airedale as its strategic partner for the first major project in its data centres, supporting SCC's journey to better efficiency whilst also increasing its own knowledge base and skillset. This includes members of SCC's team completing professional qualifications in sustainability and energy efficiency and SCC increasing its partnerships, combining accredited internal expertise with suppliers like Airedale that are knowledgeable around efficiency and sustainability.

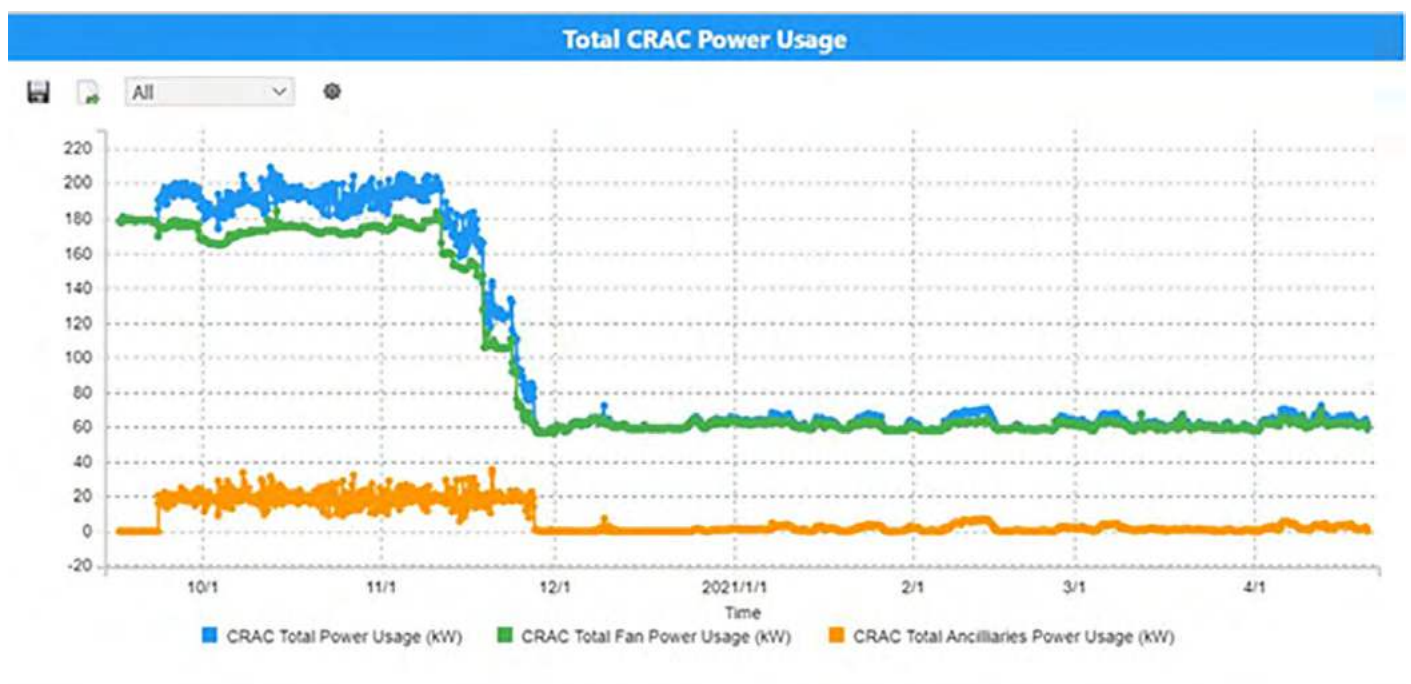
Laurence said: *"We wanted to kick-start an ongoing programme of work – not just a one-off project. This is very much the first step on a journey to greater sustainability right across our data centre operations. At SCC we talk about the 'three Rs of sustainability' – Reduce, Reuse and Recycle – and we absolutely want to build on that message in the data centre world by reducing the amount of energy that we're using and ensure we consider sustainability in our day-to-day on-site activities."*



The technical bit

SCC and Airedale took a holistic approach to the data centre, installing temperature and humidity sensors in the aisles to enable better communication between all the units, which were repositioned to optimise control reference points. This provided more granular visibility of the condition of the air feeding the data halls. With this information, Airedale could identify areas where SCC could reduce energy consumption on the CRAC unit.

Evidence of the energy reduction is shown on the graph below. The ACIS system has provided a phenomenal drop in power utilisation and major increase in cooling efficiency. Power consumption was peaking at 210kW and now runs at around 65kW to cool the same IT load.



Sustainability with CO2balance

We work closely with CO2balance to calculate and offset the carbon dioxide emissions created by our data centres and offices. In doing so, we have achieved Carbon Zero status for these facilities. We were able to achieve this by supporting a range of projects, the most prominent being the Energy Efficient Stove Project in Kenya and the Borehole Rehabilitation Project in Uganda.

Kenya stove project

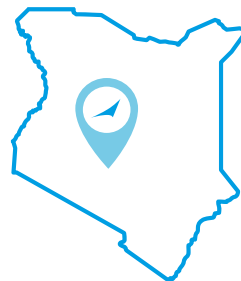
The Energy Efficient Stove project builds and donates energy-saving cooking stoves to villages across the Matheria and Eldoret, which is located to the North West and North East of Nairobi.

Each cooking stove results in a 50% decrease in wood required for cooking stoves, significantly reducing the carbon emitted. In addition to carbon emission prevention, it also helps families cook more cost and time effectively. Reducing the demand for firewood used in everyday life in these villages will help to prevent deforestation, habitat preservation for wildlife and flood prevention.

Health effects of smoke inhalation due to large in door cooking fires will be mitigated as these stoves reduce smoke by half. This is a serious health issue in Africa as the World Health Organisation reports in-door smoke is responsible for an overwhelming amount of deaths worldwide and related long term health implications.

Location

Western Central and Southern Kenya



Technology

Improved cookstove

People served

179,264

Annual wood saved

74,668 tonnes

Stove distributed

55,268





Uganda borehole project

Something as simple as water, a basic requirement to sustain life, is often taken for granted. For many rural communities across Sub-Sahara Africa the daily struggle to source clean, safe drinking water can be challenging. The burden of sourcing drinking water often falls to women and children who have to walk a great distance to complete a simple daily task. Even after traveling long distances, the water available may be contaminated with pollutants and harmful bacteria that can cause illness and infection, so the water has to be boiled to be safe to drink.

This project works with local communities in the north of Uganda to identify and repair broken boreholes. This means that not only do families no longer have to travel long distances to find water, or risk their health but by not having to boil water to get rid of bacteria they are saving the carbon emissions produced from the firewood.

Location

Northern and Western Uganda



Technology

Borehole Rehabilitation

Annual emissions reductions
11,000T^{CO2}

People served
109,199

Annual water supplied
298,000,000 litres

Annual wood saved
181,369 tonnes

Boreholes rehabilitated
187



Looking to the Future

We have evolved as a business during the pandemic and we hope to take some of the innovative solutions we have implemented into our future to better our environment, staff, customers and local community.

Targets:



10% reduction in annual CO₂ generated and waste not recycled or reused.



We are working towards ISO 50001 Energy Management standard.



To join the United Nations Global Compact

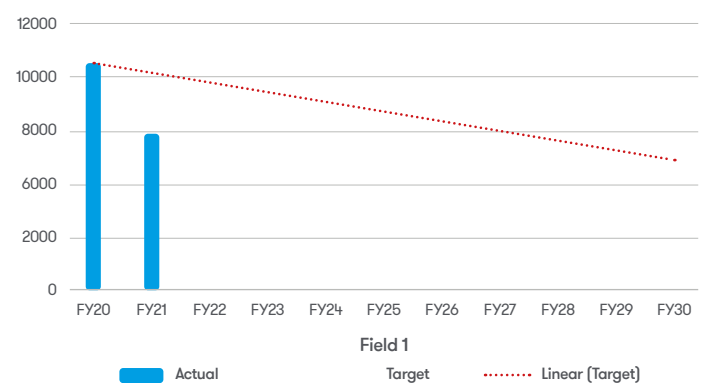


Provide staff with opportunities to use their volunteer day to give back to the community and work with local charities.

Target performance

	CO ₂ (T)	Waste(T)
FY20 Actual	10326	270
FY21 Target	9809	257
FY21 Actual	7815	185
FY22 Target	9293	243

CO₂ Target





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