

ESG Policy

Environmental, Social, Governance



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At Netcentrix, we believe in making a positive difference. Our goal is to not only provide exceptional value to our customers and employees but also to contribute to a healthier planet and stronger communities.

Environmental, social, and governance (ESG) factors are crucial for businesses today. We're dedicated to incorporating ESG principles into our operations. Read our policy and visit our [ESG webpage](#) to learn more about our commitment to sustainability and social responsibility.

Signing the Microsoft Partner Pledge

We're excited to share that Netcentrix has signed the Microsoft Partner Pledge, a commitment to harnessing digital innovation for good.

This commitment reflects our dedication to driving positive social and environmental impact within our business and the wider community. By harnessing the power of digital innovation, we aim to cultivate tech talent, promote diversity and inclusion, and contribute to a sustainable world.

Learn more about our commitment to the Microsoft Partner Pledge [here](#).



Our attitude and Commitment

- Our attitude towards ESG is reflected within our business.
- We are committed to treating our team, customers, suppliers, and the wider community with respect, dignity, and consideration at all times.
- The success of our team is just as important as the success of our business. That's why we prioritise recognising and rewarding their hard work with incentives that celebrate their achievements, while also providing ample opportunities for career growth and development.
- We aim to build and develop a talented, committed and loyal workforce to establish ourselves as an employer of choice and to maintain our exceptional performance.
- We treat people with consideration, respect and dignity at all times.
- We take compliance very seriously – our systems, experience and knowledge effectively eliminate compliance risk.

Improving our ESG performance is the responsibility of everyone within our organisation

- We produce an Environmental Social Governance report, on an annual basis, that is signed off by the directors who have overall responsibility for ESG – this report will cover all of the measurements detailed in this policy document.
- We review our ESG performance at board level on a six-monthly basis.
- Day-to-day implementation of the ESG Policy and measurement of the performance is the responsibility of the ESG Committee.
- Every employee, regardless of whether they are based in our offices or from home, is aware of our ESG policy and has a responsibility to play their part, no matter how big or small it may be.

What We Believe

- As a leading employer, we recognise the impact of our actions and therefore we hold ourselves accountable for them.
- We want a workforce who are engaged with what we do and understand the values that make the Netcentrix brand strong.
- We want Environmental Social Governance to be at the heart of our decision-making and recognise ISO14001 as the standard and framework to which we operate.
- ESG relies on strong governance and is a function of the organisation's leadership.

How We Achieve This

- By ensuring that up-to-date information about our company is available, principally through our website and social media profiles.
- ESG reporting takes place every six months at committee level, against the measures of this document.

Our Attitude and Commitment

- We believe in transparency in the way we run our business, and our employees are encouraged to raise issues with their managers or with directors via our Whistleblowing Policy, Make a Difference, Director Open Door and Employee Surveys.
- Bi-annual update from the ESG Committee via People HR.
- On a bi-annual basis, we hold a presentation for all employees where the successes of the past year are celebrated, and the challenges of the coming year are discussed.
- We have embodied the principles of ESG into all aspects of our business.
- We focus on getting the very best out of people, rewarding them fairly, treating them with dignity and providing them with greater levels of opportunity compared with what they can achieve elsewhere.
- This philosophy starts at the top and is embedded into every aspect of the business.
- We measure our ESG performance against ISO14001.
- We made our ESG Policy available to all of our staff via our Employee Handbook and People HR.

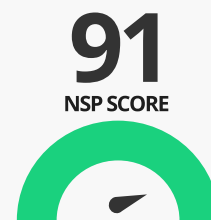
Our attitude and Commitment

Future Opportunities

- We will continue to work with employees to ensure they understand the mission and values for our organisation and can translate this to our teams.
- We will continue to work with staff to ensure their activities are aligned with the vision of our organisation's leaders.
- We will work with our suppliers to ensure their activities and ESG strategies are aligned with those of Netcentrix.
- Where appropriate, we will embed ESG principles into other policy areas – this will create and nurture an environment and culture in which the principles of ESG responsibility are practised.

How We Measure Ourselves

- ESG Reporting takes place every six months at Committee level against the measures in this document.
- Quarterly update from the ESG Committee.
- Measuring our performance against ESG benchmarks.



What We Believe

- We are committed to minimising our environmental impact and protecting our planet for future generations.
- We aim to continually reduce our carbon footprint.
- We monitor our aspects and impacts against ISO14001.
- We are embarking on our journey to become a carbon neutral business.

How We Achieve This

- Working with independent experts to assess our carbon footprint and create our roadmap to becoming carbon neutral.
- We have installed new electric vehicle (EV) charge points at our Chorley Office.
- We're transitioning our fleet to hybrids, aiming for fully electric vehicles. This will eliminate diesel and petrol use, significantly reducing our transport emissions. We'll accelerate this shift as the UK's electric vehicle infrastructure improves.
- We encourage video conferencing and telephone conference calls to reduce the need to travel to meetings.
- We have a comprehensive waste management program in place to minimise waste and promote recycling. This includes providing designated recycling bins and working closely with Biffa to improve biodiversity and reduce our impact on the planet. We recycle glass, paper, cardboard, toner cartridges, plastics and drink cans.
- We prioritise working with suppliers and partners who share our commitment to sustainability. We are dedicated to partnering with providers who share our aim of working towards a more sustainable future and helping businesses to become more eco-efficient through digital transformation.
- We recycle IT equipment via a third-party processor.
- We aim to purchase 'green' office supplies that help to reduce our carbon footprint.

- Working with the North Wales Wildlife Trust, we protect hundreds of bee orchids and pyramidales on the road verge next to our Wrexham office on Llay Industrial Estate.
- To encourage eco-friendly commuting and improve employee wellbeing, we offer a Cycle to Work scheme. This helps employees purchase bikes and cycling equipment through a tax-efficient salary sacrifice arrangement, making it easier to choose cycling as a regular mode of transport.
- We believe in giving back to the community and protecting our planet. Our employees have the opportunity to volunteer their time to support local environmental causes. We encourage staff to participate in initiatives such as litter picks, tree planting, and conservation projects.

Successes

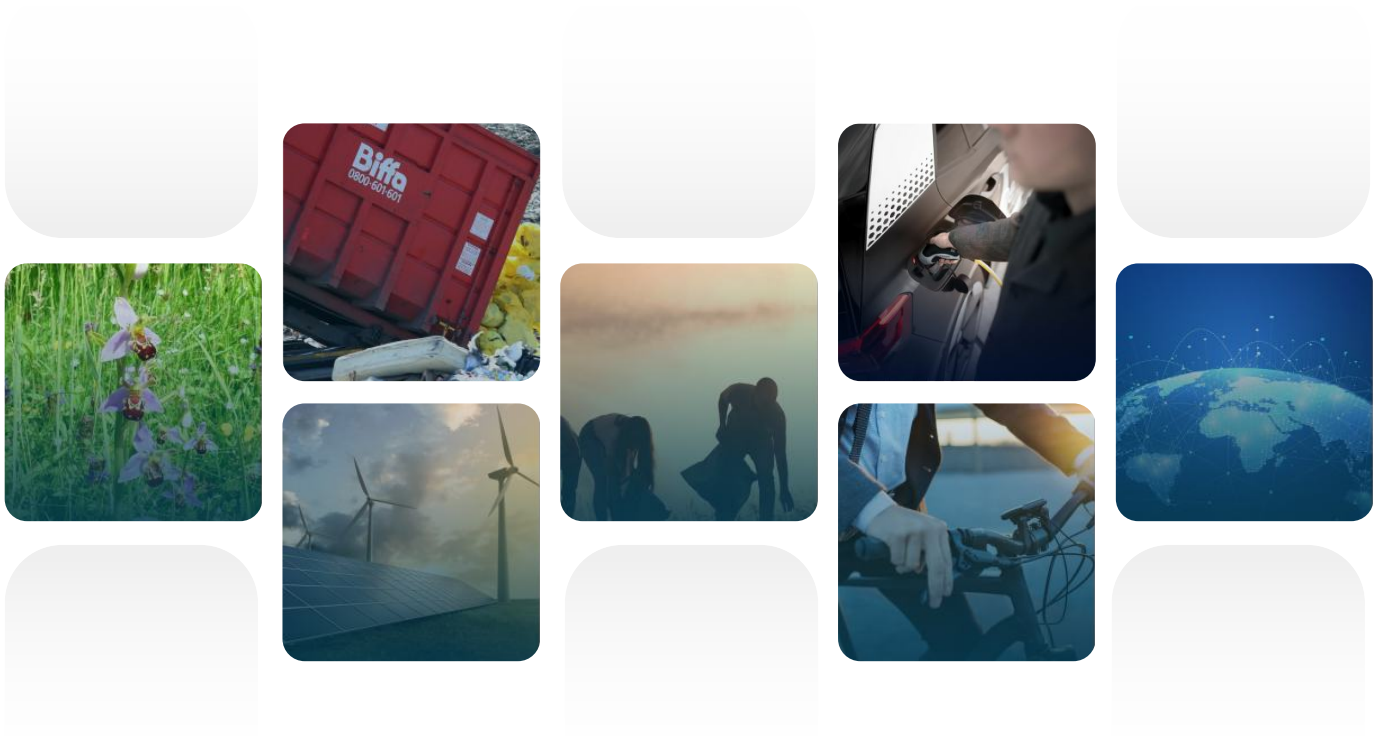
- We retain our current suite of ISO accreditations including ISO 9001 (Quality Management System), ISO 27001 (Information Security Management System), ISO 22301 (Business Continuity Management System), and ISO 45001 (Health and Safety Management System), every year since they were first awarded.
- All Netcentrix Offices are running on renewable clean energy.

Future Opportunities

- We're working towards ISO 14001 certification to minimise our environmental impact, comply with regulations, and continuously improve. This globally recognised standard shows our commitment to sustainability and responsible business.
- We will be replacing some solutions within our suite of products with carbon neutral alternatives, such as Hosted Voice, to provide more environmentally friendly options for our customers.
- We are committing to replacing hybrid vehicles with electric models when the UK transport network is fully enabled to support electric.
- We continually strive to minimise the environmental impact of our business.

How We Measure Ourselves

- We will baseline our carbon footprint and, from there, determine and set carbon reduction targets – this is to be reviewed annually and detailed in a separate document.



What We Believe

- We recognise that a company of our size has a responsibility for our involvement in the public sphere to act responsibly and to conduct our business with integrity and the highest ethical standards.

How We Achieve This

- Our Integrated Management System demonstrates our commitment to governance and compliance. Since achieving ISO 9001 accreditation in 2015, we've added ISO 27001, ISO 22301, and ISO 45001. This ensures quality, security, business continuity, and employee safety. We're currently expanding our system with ISO 14001 and Cyber Essentials.
- We believe that strong supplier relationships are essential to achieving our ESG goals. We carefully select partners who share our commitment to sustainability by assessing their ESG strategies and ensuring alignment with our own values to work together to drive positive environmental and social impact throughout our supply chain.
- We are committed to transparent communication with our stakeholders, including investors, employees, and customers. We have a diverse and independent board of directors who are responsible for overseeing our ESG practices. This ensures a balanced perspective and strong leadership on sustainability issues.
- We achieve this by ensuring all anti-corruption measures are in place; including antibribery and maintenance of all local laws and customs in the markets we operate.
- Where local law falls short of the standards in the UK, we strive to maintain UK standards in our business.
- To prevent bribery, we follow the principles of the Bribery Act 2021, which employees are required to sign.
- To prevent abuse of corporate hospitality and the giving or receiving of gifts, guidelines are adhered to and a register is used to record all activity in this area.
- We subscribe to and are committed to anti-slavery legislation and all of the responsibilities that are required.

Successes

- We monitor and audit our suppliers and those we supply to encourage them to maintain their ESG and to monitor ours.
- We are committed to sustainability being at the forefront of our business. We are dedicated to partnering with providers who share our aim of working towards a more sustainable future.
- We maintain a Corporate Hospitality & Gifts register that monitors all hospitality and gift activity and ensures transparency and integrity.

Future Opportunities

- We will continue to be diligent in maintaining a zero-tolerance approach to corruption measures.

How We Measure Ourselves

- The Board of Directors will continue to lead by example – they will not tolerate corruption and will monitor this in their 6-monthly ESG report

