



Phoenix Software Corporate Social Responsibility Policy

Making A Difference. Together.

(December 2020)



There are immense challenges facing our society and the corporate world has the power to help overcome them, it cannot just be the responsibility of government. When individuals and organisations who care enough to make a difference work together, we can deliver real, meaningful change to people's lives and show the world that business can be a force for good.



As a pure UK Public Sector IT Solutions and Managed Service provider, we are committed to delivering social value for our customers, staff and community. We have undergone a major transformation of our social value strategy to make Phoenix a more socially responsible business, as we wanted to craft a socially impactful culture to shape the everyday practices of the company, our employees and managers so that everyone is involved in fulfilling our social purpose.

Sam Mudd – Managing Director, Phoenix Software



The Importance of Corporate Social Responsibility (CSR)

Corporate Social Responsibility (CSR) aims to ensure that organisations conduct their business in a way that is ethical. This means taking account of their social, economic and environmental impact, and consideration of human rights.

To drive our expanded social value strategy, we implemented the following initiatives:

- Created a Charity Committee to manage our charity partnerships and fundraising activities on both a local and national level
- The company works with our staff to select several 'chosen' charities who we support over the course of a year with a variety of fundraising activities
- Formed new charity partnerships on both a local and national scale where we can make a meaningful impact
- Introduced a policy to provide one day's paid leave per year for our employees to perform voluntary work for a charity or charitable cause
- Supporting local businesses wherever possible



Taking Action Today

The UN Sustainable Development Goals (SDGs) promise action on 17 critical social and environmental issues - from ending poverty and homelessness to protecting the planet to fighting inequalities - by 2030. The 17th goal is a call for businesses and individuals to step up to collectively and systematically solve the world's biggest issues and Phoenix is determined to do its bit. We are proud to be contributing in a small way to meeting these goals by 2030.

Phoenix is focusing on the highlighted seven SDG's, shown below, as part of its community improvement programme:





UN SDG Goal 1: No Poverty

Living Wage Employer

Phoenix believes that a fair day's hard work deserves a fair day's pay. We are proud to be an accredited Living Wage Employer, supporting an important socially responsible policy and investing in our people.

Our Living Wage commitment means that everyone working at Phoenix Software receives the Living Wage as a minimum. In addition to this, when establishing partnerships with third-party contractors, sub-contractors and suppliers we also check their status with regards to the Living Wage as we want to ensure that the message is heard and acted upon by all.





UN SDG 2: **Zero Hunger**

Food Bank Scheme

Phoenix believes that no one should be forced to go hungry and we are actively working to help tackle this prevalent UK social issue by working with our staff, customers and partners to help food banks across the country.

The Phoenix Charity Committee have introduced a food drive where we appeal to our staff to donate items from the 'most needed' list of the selected food bank. The food banks are selected from our local community or the communities of our customers. We also offer staff volunteer time to work in groups to help food banks, which are often understaffed.



UN SDG 3: Good Health & Well-being

We Care

The mental well-being of our staff is of the utmost importance to us and we want to help raise awareness of this vital issue to ensure our people know the importance of seeking help and showing understanding to others who are suffering.

In 2020, we signed the Mind 'Time to Change Employer Pledge' to underpin our commitment. We take an active part in World Mental Health Day by running various fundraising activities for Mind and engaging our employees to raise awareness of this vital cause.

The Phoenix strategy to provide support to staff around mental health and well-being is founded upon our key message 'We Are in This Together' and 'We Care'. Phoenix has strived to ensure that our team are supported, remain in communication with management and each other, and understand that they can speak openly to their managers about their health and well-being so that we can discuss how we can help them.



Our programme of activities is run by 24 internal champions to help promote positive mental health. These include:

- Monthly 'Tea & Toast' chats covering various topics such as 'loneliness', 'am I really fine', and 'how do we chill'.
- All staff have taken part in a 'Mental Health' workshop, which focussed on the different types of mental health problems and how to spot signs. The workshop also covered what we can do to help achieve good mental health
- All staff can access Mindfulness workshops
- All managers have completed a 'Managing Mental Health' course to help them spot early signs of their team members suffering mental health, how to support their teams and themselves through poor mental health and how to help maintain good mental health



UN SDG 3: Good Health & Well-being

- We offer flexible working to all staff to help ensure a good work-life balance
- We send monthly well-being emails to all staff
- We offer heavily discounted private health insurance which includes Mental Wellness. Plan members can access a range of health treatments including face-to-face counselling, cognitive behaviour therapy (CBT) and eye movement desensitisation processing (EMDR)
- We share internally (and externally where relevant) blog articles on mental health from members of staff who have experiences of a mental health problems to try and 'normalise' the subject and make people feel more comfortable talking about any issues they may be experiencing.
- We know that having a healthy, active lifestyle can contribute to good mental well-being, so we provide showers and changing facilities for anyone wishing to take part in any sports during their lunch breaks. We hold regular tournaments for badminton, table tennis and football and offer free online Yoga classes for all staff paid by the company
- We have offered to pay for the flu vaccination jab in 2020 for all staff

Private Health Care

We have introduced a private healthcare scheme at a discounted rate via a salary sacrifice system which offers our staff and their families extra protection and reassurance.





UN SDG 4: Quality Education

Investing in students and apprenticeships are an integral part of that ethos. Our Technical Apprenticeship scheme offers a valuable career path for students wishing to specialise in a technical background. Apprentices benefit from formal training and development, allowing them to grow and develop a prosperous career within IT. We also partner with a recruitment agency that specialises in Graduate placements.

Apprenticeships

Phoenix believes in investing in our young people and apprenticeships are an integral part of that ethos. We prefer to recruit young school leavers into one our Sales Support Team and IT Services Team. Through formal training and development, we give them the opportunity to grow and develop a prosperous career in the IT industry. We currently have six former apprentices now on full time contracts working in sales teams, our Consultancy division and on the Service Desk. We currently have four new apprentices working for our IT Service Desk.

Examples of recent apprenticeships:

Matt Tinker

“When I first started at Phoenix, I spent a significant amount of time reading into things that I didn’t know existed. I have learned so much over the past year. I came in having minimal to no experience with most of the software that Phoenix uses, but now feel confident supporting all of the internal system.

I feel very happy to have reached a point of self-sustenance and I certainly couldn’t have reached it without the help from the Service Desk Team, the Apprenticeship Team and trainers as well as the patience of everyone who helped me while I was learning and to all of them I owe a massive thank you.

I am going to continue with further specific vendor qualifications and am currently planning which areas to study.”





UN SDG 4: Quality Education

Jimmy Johnson

"I always thought technical support was fixing hardware, password resets, account unlocking, fixing and/or replacing hardware – I was so wrong.

Before starting at Phoenix, I did a wide range of IT including dabbling with Graphic Design especially the Adobe Suites, 3D Modelling Software and some Web Development, but then moved onto the more technical side as this interested me more.

I started at Phoenix having no idea what my colleagues were saying. Literally. Now, after only being here for a year, I am already dealing with second line support work and what myself and Matt have learnt in one year would take five years anywhere else. This shows how fantastic the progression here is at Phoenix. I would highly recommend Phoenix to anyone with family members looking for an apprenticeship in IT.

I am now studying for an MCSA in Windows 10 which will mean I have to complete three tough exams. I want to start looking more into Intune and its deployment, configuration and maintenance. In the future I am hoping to be a Technical Consultant working for Phoenix."



Career Talks

We regularly visit schools and colleges within our community and the communities of our customers to offer the delivery of classroom activities and careers talks. Our objective is to help inspire and educate the next generation while informing them about the thriving, ever-growing IT industry and demonstrating the benefits of education and digital literacy.

Careers Guidance

We engage with local schools and colleges to offer the delivery of career guidance to help inspire and educate the next generation. In partnership with our suppliers and eco-system, we can assist with mock interviews, CV writing guidance and also provide pre-recorded careers guidance and CV writing webinars. The benefit of a pre-recorded video is that they can use it continuously and at a time that suits them.



UN SDG 4: Quality Education

Retaining Talent

Phoenix believes in investing in our people. Our training and development program enables individuals to realise their full potential and get the best out of their career. In a competitive environment, it is essential that our employees continually replenish their knowledge and acquire new skills to perform their job better and drive forward their own personal development. We want them to feel confident about performing for our customers, improving the efficiency and productivity of the company and finding new ways towards personal development and success.

Every employee benefits from a comprehensive induction programme when they start their role with us. This includes a detailed introduction to Phoenix, our history and objectives, our ethos and policies and processes – and a thorough overview of our services. A key member of staff from each department will deliver a detailed overview of their area of the business so that inductees can develop an understanding of our services. Inductees will then receive further training from their manager on their specific responsibilities and the inner workings of their department.

Each employee has a fully tailored training and development plan put in place within their first month by their line manager. This is a continuously evolving plan of objectives and recorded achievements designed in collaboration with the employee and reviewed on a monthly basis. This will include regular product training and internal specialist training, so all staff are fully trained in our products and services and have all the knowledge and skills they need to service their accounts. In addition, all staff will have access to an online repository of all training materials including access to online training.

Objectives of the Phoenix Training and Development programme:

- Provide all staff with access to training that will enable them to reach their full potential
- Ensure all training delivered is relevant and in line with our corporate message
- Be fully certified in all technology areas we want to deliver to our customers
- Offer an e-learning platform to give all staff access to training on demand
- Offer bespoke induction plans
- Provide a central repository of all training and certifications



UN SDG 4: Quality Education

Building a stronger digital talent pipeline

Today, technology is woven into the fabric of how we live, learn, work and play. Digital skills start with being able to comfortably use digital devices or the internet and advance all the way to mastering cutting edge technology such as quantum computers or artificial intelligence.

As with technology, digital skills are dynamic and evolving. We encourage everyone to be a lifelong learner, to embrace a growth mindset and continuously build their digital skill set - so everyone can thrive in the 21st century world.

We are proud to educate and assist our customers and their customers beyond around the options available to them through the programmes such as the Microsoft UK Digital Skills Hub <https://www.microsoft.com/en-gb/home/digital-skills/>

Working with our customers, we can showcase the options available to their staff and look at ways that they can use that information to help those that they serve such as citizens and tenants that may be struggling in today's challenging climate. An example of how we've helped one such resident can be seen in the work we've done with London and Quadrant.

For more than half a century, London & Quadrant (L&Q) has been creating homes and neighbourhoods to be proud of. Today, with more than 90,000 homes across London and the South East, L&Q is the largest landlord in the capital and one of the largest residential property developers.

As part of its mission to combine social purpose and commercial drive, each year L&Q aims to increase the amount of social value created by its supply chain. To this end, as a Category 'A' supplier to L&Q, Phoenix Software wanted to ensure it included a range of offerings in its partnership plan which would provide real social value. Indeed, Phoenix Software took Board-level interest in what L&Q was trying to achieve for its tenants and the community at large, as there was a specific desire to make an impact at a personal level to an individual's life.

A plan was therefore drawn up to provide relevant training skills to L&Q tenants, with the aim of helping improve their employment chances. After considerable consultation between Phoenix Software and L&Q, a set of courses, both IT and Project Management-related, was presented as a starting point to this plan – with a view to providing the crucial skills required by the chosen candidate.

Read more at <https://www.phoenixs.co.uk/case-studies/london-quadrant/>



UN SDG 5: Gender Equality

While gender equality is a high priority for Phoenix, we also look at the wider equality issues facing society which include race, disability, accessibility and inclusion.

Women In IT

Phoenix is passionate about helping women advance in the IT industry by providing them with access and support from other professional women working in the industry. This commitment has proved hugely successful with 32% of positions held by women, well above the 20% industry average. Phoenix's Managing Director, Samantha Mudd won the 2018 Women in IT Awards - Business Leader, in recognition of the high percentage of women working in the organisation, her passion for the tech industry and work with female leaders and employees.

We have run monthly blogs which showcasing some of the amazing women from Phoenix, outlining their backgrounds and careers within the industry. We hold regular Podcasts on the subject and how we encourage more women into tech. These blogs and podcasts are shared widely, but we also welcome the opportunity to take part in webinars and speaking slots to inspire future generations of females.

We offer sessions to local schools, colleges and universities where we go in and talk to students about the vast array of opportunities available to them within the tech industry.

Women in IT Network (WIT)

The WIT Network is a global not-for-profit organisation dedicated to supporting women in technology and we are thrilled to be part of this group both globally and locally. Julie Simpson, Founder and CEO at ResourceIT Consulting Ltd and Co-Founder and Executive Director at The WIT Network, had the following to say on this new partnership:



“The decision taken by Phoenix Software to invest in a Corporate The WIT Network membership just goes to show how serious the business is about supporting diversity and inclusion for its own people, its partners and the IT industry as a whole. We are absolutely thrilled that such an innovative and influential organisation like Phoenix has taken this important step. We look forward to seeing the impact of this decision as we work in partnership to reach everyone we can to let them know that the IT industry (and especially Phoenix) is a great place to work”.



UN SDG 5: Gender Equality



Diversity and Inclusion

At Phoenix, we have a Diversity and Inclusion (D&I) group who meet monthly to ensure that all we do and say represents all races and cultures. The Race Disparity Audit's Ethnicity Facts and Figures website and the BiTC Race at Work Survey highlight that ethnic minority staff still encounter significant disparities in employment and progression and The McGregor-Smith Review highlights that greater progress and positive outcomes are now needed to ensure all organisations benefit from the wealth of diverse talent on offer.

At Phoenix, like many other organisations, we want to recruit from the widest pool of talent and help them progress, so we are proud to have a LGBT Equality at Work policy in place and have also signed up to the Race at Work Charter.

The Charter comprises of five principal calls to action for leaders and organisations across all sectors. Signing up means taking practical steps to ensure that workplaces are tackling barriers that ethnic minority people face in recruitment and progression and that organisations are representative of British society today. By signing, Phoenix Software are committed to:

1. Appointing an Executive Sponsor for race

Executive Sponsors for Race provide visible leadership on race and ethnicity in their organisation and can drive key actions such as setting targets for ethnic minority representation, briefing recruitment agencies and supporting mentoring and sponsorship.

2. Capture ethnicity data and publicise progress

Capturing ethnicity data is important to establishing a baseline and measuring progress. It is also a crucial step towards an organisation being able to report on ethnicity pay.

3. Board level zero tolerance of harassment and bullying

The Race at Work Survey revealed that 25% ethnic minority employees reported that they had witnessed or experienced racial harassment or bullying from managers. Commitment from the top is needed to achieve change.

4. Making clear that supporting equality in the workplace is the responsibility of all leaders and managers

Actions can include ensuring that performance objectives for leaders and managers cover their responsibilities to support fairness for all staff.

5. Take action that supports ethnic minority career progression

Actions can include embedding mentoring, reverse mentoring and sponsorship in their organisations.

This is all a direct result of us wanting to take more action and devise principles and goals around this agenda, such as including unconscious bias training for our staff.

To learn more and get your organisation involved, visit <https://www.bitc.org.uk/race-at-work-charter-signatories/>



UN SDG 5: Gender Equality

Accessibility

Phoenix works not only with our customers, but also our staff to ensure that they are fully aware of the accessibility options available to them within the technology, apps and services we all use daily. Whether this is the device they use, the accessibility checker within Outlook or Word or the live captions that can be added to all Microsoft Teams meetings to ensure that they are as inclusive as possible.

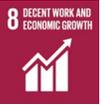
We actively promote the Microsoft Accessibility Fundamentals course to staff so that they can ensure that they are considering all accessibility conditions when communicating with one another and customers – be it in email, by phone or a video call. Learn more at <https://docs.microsoft.com/en-us/learn/paths/accessibility-fundamentals/>

To further enhance our position on this, we are also a Disability Confident Committed employer. The Disability Confident scheme supports organisations like Phoenix to make the most of the talents disabled people can bring to the workplace. The scheme aims to help successfully recruit and retain disabled people and those with health conditions.



It was developed by employers and disabled people's representatives to make it rigorous but easily accessible – and is one that we fully embrace.

We have furthered this by building our very own Accessibility Centre of Excellence (ACE) in our offices, where we can showcase all the latest and greatest solutions in an accessible manner to both staff and customers.



UN SDG 8:

Decent Work and Economic Growth

Secure Work

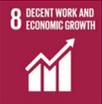
Phoenix offers its employees secure work via full-time contracts and fair pay and conditions. We do not believe in zero hours contracts because we believe a happy workforce is one that feels secure in their job and financially rewarded.

We go above and beyond International labour standards, set by the European Union and the International Labour Organisation, and hold official company policies in Equality and Diversity, Equal Opportunities, Health and Safety, Fair Working Practices and Human Slavery which we review and update on an annual basis. We also review the working practices and standards of all sub-contractors prior to the establishment of new partnerships.

Employee Engagement

To ensure that Phoenix is a place that people want to work, we send regular surveys to measure staff satisfaction and ensure that we analyse and act on suggestions where possible.

In addition to these surveys, we have an ongoing initiative called “All Ideas Matter”, where staff have an always-on way to make suggestions on how to improve the business – for them and our customers. As a result of AIM, we have already implemented staff suggestions such as setting up a Charity Committee to coordinate fund raising events, implemented a new meeting room booking system and installed a defibrillator on the outside of our building for the local community to access in an emergency.



UN SDG 8: Decent Work and Economic Growth

Best Companies

Every good employer knows that success begins with an energised workforce and a sense of purpose. Positive workplace cultures give people a sense of fulfilment and motivation, encouraging them to go the extra mile and delight customers.

To ensure we are meeting the needs and requirements of all our employees, Phoenix took the decision to take part in the annual Best Companies Survey. This anonymous survey goes to all staff with results and feedback analysed and most importantly - acted upon.

Phoenix were recently awarded the 3 star rating for 2021. A 3 Star accreditation is the highest standard of workplace engagement, representing organisations that truly excel. Awarded to organisations with a BCI score of 738 or higher, the 3 star accreditation reflects 'extraordinary' levels of workplace engagement.

On achieving this accreditation, Sam Mudd, Phoenix Software Managing Director, had the following to say:

"Phoenix are thrilled to have been accredited a 3 star company in November 2020 having had high engagement levels from our staff in the Best Companies Survey. This recognition that we have continued to manage all of our staff in a proactive, caring and thoughtful manner throughout this exceptional year of stress and worry means so much to us.

With nearly 250 staff working from home I find this result incredible and testament to the work and training we have done with our Leadership Team and Managers over the last 18 months. The continual reviews with our staff as they worked in challenging conditions and met all our customer needs has meant we have excelled in these trying times. There could never have been a better year to know we are providing clear and motivational leadership to our teams as we continue to grow as a business"





UN SDG 13: Climate Action

We take our responsibilities for the environment very seriously. Throughout the business there is a keen focus on minimising our impact upon the environment. Due to the nature of our business, this impact is inherently minimal – however, we believe it is our moral duty to reduce our effect of the environment even further.

Our ISO 14001 driven Environmental Management System doesn't just comply with all the relevant requirements of the Environmental Protection Act 1990, it also drives environmental best practice throughout our supply chain and operations. Our business model is designed to meet the following environmental criteria:

- Comply with the relevant requirements of the Environmental Protection Act 1990 and all other domestic legislation concerned with the protection of human and natural resources
- Minimise the risk to the environment and public from any acts of pollution or emissions during our operations
- Have the necessary control measures in place to protect the natural environment and conserve resources
- Minimise emissions of noise, air pollution and waste products
- Ensure all employees have suitable and enough information, instruction, training and supervision to act with due consideration towards the environment
- Require all contractors working on our behalf to meet with an equal standard of care for the environment
- Ensure our suppliers meet our standard of care for the environment
- Assess the environmental impact of any new developments/actions
- Liaise with any relevant parties regarding new developments/projects
- Continually monitor the environmental impact of our operations



UN SDG 13: Climate Action

Monitoring and Review

To achieve these goals, it's essential to monitor and track our progress to allow us to set improvement targets and drive continuous improvement. We have developed a bespoke Carbon Footprint and Waste Management tracking system and update it quarterly.

- We measure all company vehicles looking at petrol/diesel/cc/CO² emissions/total CO² tonnes/average tonnes p/a
- Electricity usage measured in KWH Units utilised and cost or electricity purchased
- Gas usage measured in Gas Units
- Water usage measured in M3

We report this information on a quarterly basis in accordance with companies Environmental objectives.

Physical Waste Management

We do not manufacture any products ourselves and do not incur the waste associated with manufacturing related processes. However, to ensure that all our products reach our customers in the best condition possible, we make use of packaging materials. Without compromising the supply quality, we work to ensure the environmental impact is reduced in the following ways:

- Majority of hardware pre-configured in advance before going directly to our customers' sites thereby reducing double handling
- Re-use packaging where possible and appropriate
- Software licensing done electronically rather than hard copy
- Internal hardware is handled in line with Waste Electric and Electronic Equipment (WEEE) Regulations



UN SDG 13: **Climate Action**

All office waste is recycled with each office having dedicated waste-paper metal, plastic and cardboard recycling bins. These bins are emptied and collected on a regular basis by a registered recycling company. All our electronic and other waste equipment is also disposed of/recycled by a registered company in line with legislative requirements.

From 2019 - 2020 we have significantly reduced paper archives and digitalised many paper-based systems, alongside reducing paper use throughout the company. Duplex printing is used as standard and to further influence less paper usage throughout our supply chain we have adopted electronic signature software to prevent print and enable sign and scan contract processing.

Carbon Footprint

To reduce energy use, we have run successful switch-off and turn-off campaigns to drive awareness and encourage a 'no people – no lights' approach. All taps, sinks and lights have notices asking staff to turn them off and all communal areas are equipped with automatic, motion-sensor lighting, with the introduction of boiling water taps to reduce energy consumption from kettles in 2019.

To drive further savings, we virtualised our server and desktop environment. This has enabled us to make energy savings of 32% compared to the original environment, as well as significant space savings. As part of our commitment to the environment, we can run cost models to work out the potential energy savings via virtualisation to help our customers meet their environmental objectives.

Since 2012, we have reduced electricity usage per person by more than 30%, reduced gas usage per person by more than 15% and reduced water usage per person by more than 15%.

Ongoing technical work is moving Phoenix to Microsoft cloud-based data centres to reduce the footprint of our on-premise server hosting. This forms part of our initiative to align, where possible, to the Microsoft Carbon Negative by 2030 pledge.

We are currently reviewing top suppliers to ensure green energy is utilised where possible throughout operations.



UN SDG 13: **Climate Action**

Transport

To align with the Government pledge of banning petrol and diesel cars by 2030; we are installing additional car charging point to our already available charging bays to further encourage staff to go electric/hybrid.

Furthermore, we operate numerous green initiatives to drive further savings in fuel consumption. Where appropriate, we use Microsoft Teams meetings and host virtual webinars and events with our customers, giving greater flexibility of organisation and reducing the impact upon the environment. When personnel do attend meetings or site visits, we encourage car sharing wherever possible.

Hardware Recycling Scheme

Working with our accredited suppliers, we offer a market leading IT recycling scheme which reduces waste, protects the environment and delivers financial and security benefits

The Greensafe IT Recycling Scheme works according to a simple five step process:

1. Agree list of devices for collection
2. Attend site with cleared engineers, collect devices in secure containers
3. Containers returned to Greensafe for data wiping and assessment
4. Remarket, refurbish or recycle items - tailored to customer requirement
5. Detailed report delivered, with data erasure and/or destruction certificates for each data bearing device processed

Make a difference today. For all of our tomorrows.

Since 1990, we have been on an exciting journey of growth supported by our vision for social responsibility. We are now focussed on enhancing this by employing more people and developing a more diverse workforce while also partnering with more organisations that share our values.

Whether you already work at Phoenix, are a customer or are one of our partners, please keep up your efforts to enact positive change and inspire your colleagues to do the same.

We can make a difference if we all work together.

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