

**intercity**

# ENVIRONMENTAL, SOCIAL & GOVERNANCE

**Our sustainability framework  
to deliver social impact**



Communications



Managed Services



Cloud & Security



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### In this eGuide, we'll explore:



What is ESG and its importance?



How we apply The 17 Sustainable Development Goals



How Intercity give back to the environment and community



Our goals for the future through continuous improvement

# WHAT IS AN ESG STRATEGY?

ESG stands for Environmental, Social, and Governance. It is a way for companies to act more consciously. This includes giving back to the environment, community, and acting lawfully and ethically.

The United Nations released 17 Sustainable Development Goals (SDGs), pictured below. This is a system which

recognises ending poverty goes hand-in-hand with improving health and education, reducing inequality, and spurring economic growth – all while tackling climate change.

These goals are fundamental to our own strategy as a business to be socially conscious and sustainable.



We aim to incorporate these focal points for sustainability and positive change into the fundamental way that we do business. Take a look at how we break down **Our Approach** on the next page...



# OUR APPROACH


At Intercity, We Care, We Never Stand Still, and We Make it Happen make up three of our five core values; they make great guides for our approach to the implementation of our ESG strategy!

We have aligned our goals with the **UN's 17 SDGs**. Take a look at our ESG Framework below to see how we implement the highest standards across our entire business.



"... two thirds of SMEs are aware of the concept of net zero and sustainability, but over 50% of them don't know how or where to start implementing it into their own businesses."

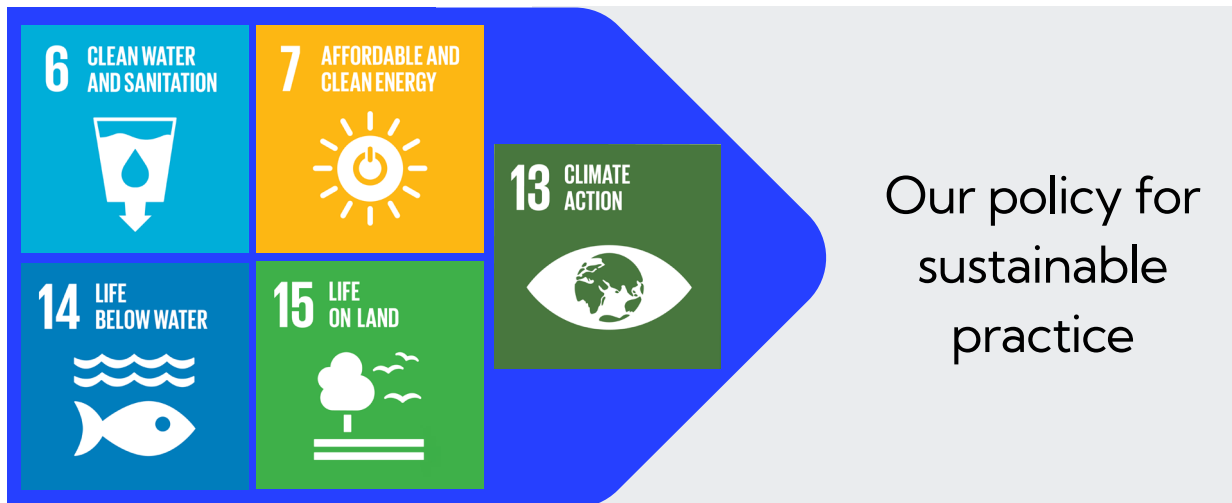
RESEARCH FROM LLOYDS BANK

- 
- » WE CARE
  - » WE THINK SECURE
  - » WE MAKE IT HAPPEN
  - » WE NEVER STAND STILL
  - » WE ENJOY WHAT WE DO



# ENVIRONMENTAL

## MAPPING SDGS TO OUR ESG STRATEGY



1

### FOLLOW OUR ENVIRONMENTAL MANAGEMENT SYSTEM

By continually reviewing our environmental Aspects and Impacts and striving for continuous improvement.

2

### EXCEED ENVIRONMENTAL LEGISLATION REQUIREMENTS

By following all environmental legislation and supporting the UN to achieve the 17 SDGs.

3

### MINIMISE WASTE, ENERGY USAGE AND WATER CONSUMPTION

Through our waste management and recycling programmes, energy efficiency improvement plans and colleague training and awareness campaigns.

4

### PURCHASE ENVIRONMENTALLY FRIENDLY PRODUCTS AND SERVICES

By appraising and auditing suppliers.

5

### OFFSET REMAINING CARBON FOOTPRINT

Using an accredited programme.

# OUR INITIATIVES

## ELECTRONIC BILLING

157,223 pieces of paper used in 2020 versus 0 in 2021 and 2022, saving approximately 15 trees per year.

## ENVIRONMENTAL SUSTAINABILITY TRAINING

For colleagues on a range of topics including waste management, energy management, and travel management.

## REDUCING SINGLE USE PLASTIC

By providing reusable bags, water bottles and coffee cups for all of our colleagues.

## MAXIMISING ENERGY EFFICIENCY

Through our HQ Data Centre design, equipment refreshes and investment in network rationalisation to remove legacy networks.

## CARBON NEUTRAL

We have offset 100% of our recorded emissions from our offices and data centres and planted 200 trees in the UK.

# OUR ACHIEVEMENTS



## ISO14001 CERTIFICATION IN ENVIRONMENTAL MANAGEMENT

Signifying achievements of objectives in our company's environmental management system. We don't just plan a neat policy; we see it through!



## PLATINUM ECOVADIS SUSTAINABILITY RATING

The EcoVadis sustainability assessment is an evaluation of how well a company has integrated the principles of Sustainability/CSR into their business and management system. Our score is in the **99th percentile**—if you can't tell, we're very proud.



## CARBON OFFSETTING

We have offset our recorded emissions from our offices and data centres with the Pacajai REDD+ Project which reduces the emissions from deforestation and degradation in the Amazon in Brazil. The project is to a Verified Carbon Standard. We have also planted 200 trees in the UK.





# SOCIAL

## MAPPING SDGS TO OUR ESG STRATEGY



## FUNDRAISING

### There's no fun like fundraising

We actively encourage (not that they need much) our colleagues to spend time volunteering and raising money for charity.

#### Golf Day

We hold an annual charity golf day, in 2021 we supported the British Lung Foundation and Mind. In 2022 we supported St Basils to help young homeless people.

#### Company Donations

Together with our sister company GuidingLight, we also make a number of Company donations to good causes.

#### Macmillan Coffee Morning

We hold annual Macmillan coffee mornings in our offices, complete with a raffle with some big prizes on offer.

#### Colleague Choice

Office initiatives, such as coffee mornings and money raised from our in-office tuckshops, are devoted towards charities chosen by our colleagues. Our Birmingham HQ's charity this year is Child Poverty Action Group, while our Bolton and Elstree offices are supporting Mind.

#### Donating Blood

Colleagues are given time off to donate blood!

# AHEAD PARTNERSHIP

A social enterprise that connects businesses with schools and colleges, to extend young peoples' knowledge and experience of the world of work, and in turn improve the pipeline and diversity of talent in the technology sector.

We work with **Ahead Partnership** to overcome social inequalities and ultimately instigate positive social change. From volunteering programmes with schools, to providing work experience placements, here at Intercity We Enjoy What We Do and love tech. We want all young people who love tech, too, to have access to a future in it. We also aim to demonstrate opportunity to under-represented groups who may not have had the chance to discover their love of tech.

## GROWING TALENT WEST MIDLANDS

We are a key sponsor of Ahead Partnerships, Growing Talent West Midlands programme, which ensures that every young person can find a successful future, regardless of their background.

Growing Talent West Midlands enables us to build long-term collaborations with other businesses, educationalists, community partners and the public sector to deliver year round programmes in schools and colleges.



# WORKING AT INTERCITY

Our mission is to be the best technology company to work for and with. As **Best Companies No.1 Telecoms Company to Work For in the UK**, it's evident our colleagues feel this as part of our culture!

Let's take a look at some of the ways that our ESG strategy carries through into our way of working!



## Bridging the Skills Gap

We are supporting the tech industry to close the skills gap by upskilling existing colleagues and providing development opportunities via our apprenticeship and graduate schemes.



## Team Building

We spend lots of time at work, so we make sure that **We Enjoy What We Do**, with a supportive working culture and regular team building events.



## Colleague Wellbeing

We focus on enhancing our colleagues wellbeing, with many initiatives and regular campaigns such as bringing in expert speakers.



## Women in Tech

Women are underrepresented within the technology industry which is something we are passionate about changing. We have introduced a Women in Tech Networking Group who ensure we do more to improve our working environment, address the challenges of women in tech and to inspire and encourage girls to consider tech careers.



# GOVERNANCE

## MAPPING SDGS TO OUR ESG STRATEGY

**16** PEACE, JUSTICE  
AND STRONG  
INSTITUTIONS



**17** PARTNERSHIPS  
FOR THE GOALS



Our  
leadership,  
audits and  
internal  
controls

Governance overarches everything we do here at Intercity, and is embedded in our everyday practices.

1

### REGULATORY COMPLIANCE TO LAWFUL PRACTICE

Such as preventing modern day slavery, a zero tolerance to bribery and corruption, and auditing clients and suppliers to ensure they follow due diligence also.

2

### PROVIDING TRAINING

Colleagues undergo compulsory training on environmental awareness, anti-bribery and corruption, and equality and diversity, as well as GDPR to ensure data protection is conducted properly.

3

### ACCREDITATIONS AND POLICIES

Our certifications, frameworks and policies provide reassurance that we are a compliant and recognised technology partner. We have a number of International Organisation for Standardisation certifications as well as Cyber Essentials Plus.

## FUTURE GOALS

Accreditation goals act as markers for our company to meet, and help us stay focused on milestones for achieving our ESG strategy.

### ISO50001 CERTIFICATION IN ENERGY MANAGEMENT

We are in the process of developing a Energy Management System in line with ISO50001:2018 to reduce consumption and costs promoting long term environmental and economic sustainability of our operations.



### NET ZERO

We recognise the difference between carbon neutral and net zero and will be implementing carbon reduction initiatives to reduce our emissions to the lowest amount and offsetting as a last resort.



## Just some of our certifications and frameworks



ISO 27001 – Information Security  
ISO20000:1 – Service Management  
ISO22301 – Business Continuity  
ISO9001 – Quality Management  
ISO14001 – Environmental Management

See our full list of certifications and frameworks online at:

<https://www.intercitytechnology/why-intercity/certifications>

**intercity**

**SECTOR LEADING  
SUSTAINABILITY**

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