

The image is a low-angle, upward-looking shot of a modern glass skyscraper. The building's facade is composed of a grid of dark window frames, with the glass reflecting the surrounding environment. To the right, a dense forest of tall, leafy green trees reaches towards the sky, with sunlight filtering through the canopy. The overall composition is split vertically, with the dark, geometric lines of the building on the left and the organic, vibrant green of the forest on the right.

NEXTEQ

Sustainable
business
report

Sustainable business report for the
year end 31 December 2023.

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Introduction

In today's corporate landscape, climate change, sustainability and ESG are taking centre stage. Our report offers an insight into Nexteq plc sustainable business journey.

Nexteq plc (formerly Quixant plc) is a B2B technology company that enables customers in selected industrial markets to outsource the design, development, and supply of non-core aspects of their product offering.

We work as a collaborative technology partner with our customers, enabling them to achieve their goals. Our customers are always at the heart of our strategy, and our passionate teams combine technical expertise and deep sector-specific knowledge to innovate, craft and manage the right solutions to power our customers' business.

The breadth and strength of Nexteq technology is its foundation. Our engineering capabilities span a broad range of disciplines, including hardware and software design, display technology, industrial design, and mechanical engineering, giving us the unique ability to engineer turnkey solutions for the benefit of our customers.

Our value proposition goes beyond the quality of our product offering and creativity of our global engineering teams, our Far Eastern sourcing, manufacturing, and logistics operation, including a thriving hub in Taiwan, grants us local access

to Far Eastern electronics market and insight into their complex supply chain dynamics. In turn this enables us to protect customers from volatility when it comes to component availability.

As our business grows, we continue to develop our approach to Environmental, Social and Governance (ESG) aspects and our overall sustainable business journey and we track and build on our history of performing with integrity for our people, our communities, and the environment. This year we are pleased to report on our efforts with our first annual Sustainable Business Report. With our partners and customers, we recognise and have a passion for delivering our products in a sustainable way. We know how important it is to shed light on all the ways that we work to build a brighter future as a collective.

Becoming a truly sustainable business is a journey we are undertaking and progressively improving. We hope that you gain an insight and understanding through our report as to the many ways that Nexteq empowers our people, protects the environment, acts with integrity, and supports our communities.

Our year at a glance



Governance

2023 = £0 regulatory fines
2022 = £0 regulatory fines



Health and safety

0 Fatalities
0 RIDDOR reports



Employee safety

90% Management ethical
93% Treated well
95% Safe place to



Climate action

2023 = 154,851(kg)CO₂e
2022 = 134,333(kg)CO₂e



Carbon intensity

per employee - (kg)CO₂e
2023 = 651
2022 = 589



A Message from our Group CEO

Jon Jayal, Chief Executive Officer

In today's corporate landscape, climate change, sustainability and ESG (Environmental, Social and Governance) aspects are taking centre stage. As we strive to balance profit with purpose, sustainability reporting becomes crucial.

I am delighted to share this report which aims to provide a comprehensive view of our organisation's sustainable practices, impact, and commitment to long-term value creation.

During the past year, we've worked on broadening our sustainable business strategy, implementing measurable goals and targets, and aligning to five of the UN Sustainable Development Goals (SDGs). Whilst good progress has been made to support sustainability initiatives, the Board recognises its responsibility to drive further improvement and focus by identifying our long-term ambitions, our key performance indicators and appropriate targets against which we will measure our progress.



A Message from our Global ESG Coordinator

Nikki Dow, Global ESG Coordinator

Nexteq is a business that places real importance on its customers, its people, its community, its surroundings, and its ethical approach to business: its people care and see the value in all its forms that can be created from having high standards in our approach to delivering a service and constantly looking for ways to improve it.

I am proud to have been asked to coordinate the Sustainable Business journey across Nexteq, bringing together our experts from across the globe with the support and encouragement of our executive team enabling us to build our reporting framework and share our successful stories through this report.



Our culture and values

We are proud to be a business that spans multiple countries, cultures, languages, and time zones.

The diversity inherent within our culture enhances our thinking, providing us with a strong competitive advantage as well as making the business a much more enriching and vibrant place to work.

We believe that creating a thriving, dynamic, inclusive, and welcoming environment fosters creativity and unlocks career potential, which in turn brings benefits to our shareholders, customers, and suppliers.



Business operations in

7 countries



Customers in over

47 countries



Our employees speak more than

13 languages



Average employee tenure of

6 years

Our culture is characterised by five values. These helped us achieve our decades of success.



Innovation

We believe that success comes through innovation. We champion creative thinking within our group, and actively seek new viewpoints.



Collaboration

We work together with our customers to fully support them and understand their needs. Together with our colleagues and partners, we are always friendly, honest and supportive.



Expertise

We value knowledge and take pride in our professionalism. We invest in skills and state-of-the-art thinking so our customers can depend on our expertise.



Determination

We do not cut corners, even while we strive for efficiency. We enjoy hard work and have an absolute commitment and determination to see a task to completion.



Responsibility

We believe in being held accountable for our actions. We are open and honest about how we do business and are always accessible to our shareholders, employees and customers.

Sustainable development goals

The 17 Sustainable Development Goals (SDGs) were adopted by the United Nations in 2015 and are in place to help achieve a better and more sustainable future for all. We have aligned to five SDGs that are material to our business, each of which contain a range of key performance indicators and targets.

Sustainable transformation

Operating responsibly



Quality education

Goal 4 focusses on the acquisition of foundational and higher-order skills, greater and more equitable access to technical and vocational education and training.

Decent work and economic growth

Goal 8 aims to provide opportunities for full and productive employment and decent work for all while eradicating forced labour, human trafficking, and child labour.

Responsible consumption and production

Goal 12 aims to ensure good use of resources, improving energy efficiency and sustainable infrastructure, providing access to basic services, creating green and decent jobs, and ensuring a better quality of life for all.

Climate action

Goal 13 focusses on the urgent action that is needed not only to combat climate change and its impacts but also to build resilience in responding to climate-related risks and natural disasters.

Peace, justice and strong institutions

Goal 16 envisages peaceful and inclusive societies based on respect for human rights, the rule of law, good governance at all levels, and transparent, effective, and accountable institutions.



Aligning with these specific sustainable development goals allows us to focus on and excel in the key SDG targets which were identified by our business.

Strategy in context

Everyday our products play a central role in the livelihoods of our customers. We work hard to ensure our sustainable business strategy extends across our whole organisation and are committed to engaging in positive relationships with all our stakeholders.

Investors

We are committed to doing the right things and doing them well. From safeguarding private data, strong ESG performance to driving company prosperity.

Customers

Our customers trust is fundamental to what we do. We provide quality products and services and maintain excellent customer relationships.

Employees

Our business performance and our customer experience depends on our ability to attract and retain talented individuals at all levels of our organisation.

Suppliers

We work in partnership with our suppliers and approach our relationships with openness as together we strive to improve our product offerings and positively impact the environments in which we work.

We believe that we all have a role to play in contributing to the communities in which we operate and to deliver positive impact in key areas both internally and externally. We remain committed to ensuring that we operate responsibly, ethically and are transparent about our progress and work towards our stated goals.

We have chosen to align to the Responsible Business Alliance code of conduct, which is a set of standards to ensure safe, respectful, ethical, and environmentally responsible working conditions within the electronics industry and its supply chains.



Quality education

The levels of youth unemployment and growing technical skills gap are significant social and economic challenges. The Organisation for Economic Cooperation and Development (OECD) reports youth unemployment rate has declined but remains at 10.5% globally in July 2023 and 20% or more in 9 OECD countries.

Unemployment can have a negative impact on people's well-being, even a short period of unemployment can have a long-term impact on a person's self-esteem or confidence.

Demand for technical skills outstrips the supply of readily available talent and while many people entering the world of work are familiar with the use of electronics, most do not leave education with the skills required to create and support the products that businesses are reliant upon.

We are committed to supporting learning and improving the skills of our potential future employees by tackling quality education for all.

This year we partnered with Code First Girls who are empowering women in tech through education and employed Sinthuja our first UK apprentice working in our Data and analytics department.

In 2024 we intend to expand our partnership with Code First Girls wherever possible by sponsoring additional training and continuing to focus on quality education and women in tech.

Internally we are implementing a refreshed learning and development structure for all employees to continue to develop our employees within their current roles and provide opportunity to acquire new skills.



"I'm Sinthuja and I'm working as a Junior Data Reporting Analyst as part of the apprenticeship scheme with Code First Girls.

So far, I have been learning and working with SAP HANA, Excel, PowerBI, SQL and C# and I study data analytics using Python.

I have had the opportunity to dive into the world of data and development.

My colleagues are hugely supportive, and I feel encouraged by everyone I have met. I feel very lucky and grateful to be in a team that wants to see me succeed and grow. I'm looking forward to continuing to learn, delivering value and am excited to see what the future holds."





Climate action

There is clear evidence that man-made greenhouse gases (GHGs) are having a direct impact on the climate. Evidence tells us that global temperatures are rising rapidly, with several of the latest recorded years being the hottest on record.

Producing electronic devices requires a significant amount of electricity. Each additional connected device represents a potential increase in energy needs.

We understand that every organisation can carry out activities to help combat the negative impacts of climate change and have targeted ourselves in key areas which focus our activities on reducing the amount of GHG emissions we produce.

Nexteq Plc is committed to achieving Net Zero emissions by 2050.

Global baseline emissions footprint

The baseline emissions are a record of greenhouse gases that have been produced in the past and were produced prior to the introduction of any strategies to reduce emissions. The Baseline emissions are the reference point against which emissions reduction are being measured for the purposes of Net Zero.

We have chosen our global baseline to be 01/01/2022 to 31/12/2022.

Baseline Year: 1/01/2022 – 31/12/2022

Emissions	Total (kg)CO2e
Scope 1	14,276
Scope 2 (location based)	102,967
Scope 3 - Business Travel	17,090
Total emissions	134,333

Note: Scope 1 and 2: Recording of emissions for scope 1 and 2 are only available for the UK prior to our baseline year.

Current global emissions

Reporting Year: 01/01/2023 – 31/12/2023

Emissions	Total (kg)CO2e
Scope 1	8,220
Scope 2 (location based)	126,043
Scope 3 - Business Travel	20,588
Total emissions	154,851

Our carbon emissions equate to a carbon intensity of 651(kg)CO2e based on 238 employees globally.

Emissions reduction targets

To progress towards Net Zero, we have set carbon reduction targets for the 7-year period to 2030. During this time, targets will be set for the remaining period to ensure Net Zero will be achieved by our target date. We are aiming to reduce our absolute carbon emissions by at least 90% from our baseline year or achieve (and maintain) a carbon intensity metric of <500kg CO2e per employee, whichever comes soonest.

This is in line with science-based Net Zero targets. To keep ourselves on track with these long-term targets, we have the following goals:

- Reduce our Scope 1 & 2 emissions by 50% from our baseline year by 2032.
- Reduce our Scope 3 emissions by 30% from our baseline year by 2026.
- Reduce our Scope 3 emissions by 50% from our baseline year by 2032.

UK SECR reporting

In accordance with the Streamlined Energy and Carbon Reduction (SECR) regulation we report energy use in kWh and CO₂e tonne for the group.

Energy use (kWh)	Group 2022	Group 2023	Change
Consumption of Electricity	532,457	608,685	14%
Combustion of fuel oil for heating company premises	57,880	33,492	-42%
Combustion of fuel, for the purpose of transport	69,266	85,056	23%
Total energy use	659,306	727,234	10%
GHG emissions (kg CO₂e)			
Consumption of Electricity	102,967	126,043	22%
Combustion of fuel oil for heating company premises	14,276	8,220	-42%
Combustion of fuel, for the purpose of transport	17,090	20,588	20%
Total gross CO₂e emissions	134,333	154,851	15%
Intensity ratio			
Average number of employees	228	238	4%
Total GHG emission per employee (kg CO₂e/employee)	589	651	10%

The methodology used to produce emissions reporting is the GHG Reporting Protocol (Corporate Standard). Scope 2 change is attributed to increased office working throughout our estate, provision of additional electricity recordings from Atlanta and installation of additional electric car charging points for employee use at Balsham offices.



Future environmental ambition

As part of our environmental journey, we are broadening our range of environmental reporting to encompass additional sections of Scope 3 which enables us to monitor and improve indirect greenhouse gas emissions that occur across our value chain.

In addition to the Scope 3 transport reported for the Streamlined Energy and Carbon Reduction (SECR) regulation we have calculated our global carbon footprint for flights and intend to introduce a sustainable travel policy throughout 2024 as we work to record more Scope 3 output.

Location	2022 CO2e (kg)	2023 CO2e (kg)	Change
UK	189,000	211,350	+11.8%
Rest of World	186,770	163,520	-12.45%
Total	375,770	374,870	-0.24%

Carbon offset

At its simplest, a carbon offset refers to balancing out the associated carbon of our organisation by funding an equivalent reduction of carbon emissions elsewhere.

We have chosen to use the Gold Standard as this is one of the most widely respected carbon standards available. Established in 2003 by the WWF and other international NGOs to ensure that projects that reduce carbon emission meet the highest levels of environmental integrity and contribute to sustainable development.

All projects have verified impact on a minimum of three Sustainable Development Goals which includes SDG 13 – Climate Action.

Nexteq have offset 509,203(kg)CO2e and supported a community-based project repairing water boreholes in Eritea.

The Zoba Debub Community Boreholes project is eligible under the Gold Standard methodology Technologies and Practices to Displace Decentralized Thermal Energy Consumption version 2.0.

The project will support the provision of safe water to thousands of households in Zoba Debub using borehole technology.

By providing safe water, thereby removing the need to boil water, the project will ensure that households consume less firewood during the process of water purification and as a result there will be a reduction in carbon dioxide.



Carbon reduction projects

The following environmental and cultural measures have been implemented, are in progress or being considered for implementation since the global baseline calculations:

Activity	Completion	Scope
Commit to measuring carbon footprint aligned to SECR for required business activities to identify areas of risk and improvement to reduce these emissions.	UK 2019 Global 2022	1,2,3
Create a global team to lead initiatives made up of representatives from different locations and departments to support the roll out of initiatives and management of data, this includes sharing and collaborating throughout our organisation.	2023	1,2,3
Alignment to relevant Sustainable Development Goals.	2023	1,2,3
Implement Supplier Code of Conduct.	2022	3
Provision of electric car charging points at all UK offices.	2023	3
We/Landlord to implement low-cost options such as reducing boiler temperatures, adding solar control reflective window sheets, sensor lighting.	In progress	2
Implement behavioural change initiatives within the workplace for reduction of emissions including clear messaging for turning off lights, monitors, computers, and other electrical appliances.	In progress	2
We/landlord to procure 100% renewable electricity tariff to reduce market-based emissions.	In progress	2
Develop and implement a sustainable travel policy to support environmental impact of choices when travelling, staying in hotels, and commuting utilising the emissions travel hierarchy: Digital communication, Walking and well-being, Cycling, Public and shared transport, Public and shared EVs and car sharing, Air Travel.	In progress	3

We have achieved 100% green tariff electricity in our Balsham UK offices and installed multiple electric car charges for use by employees and visitors.



Operating responsibly

We are committed to ensuring our business operates ethically, lawfully and with integrity and believe doing so is critical to our long-term success.

This section of the report contains sections relating to key risks we face and details the controls in place to ensure our operating procedures meet regulatory requirements, our customer contractual arrangements and our stakeholder expectations.



Supply chain integrity

We work with our supply chain to ensure integrity by managing various legal, social, ethical and environmental risks. We encourage those who work directly with us to adopt sustainable business practices and sign up to our supplier code of conduct.

Health and safety

Ensuring the people that work for us are healthy and safe is one of our most important priorities. We promote our approach by adhering to regulations in all our areas of operation.

Anti-bribery and corruption

We do not tolerate any form of bribery or corruption. We maintain and train our policy throughout Nexteq and onwards to our suppliers and contractors.

Privacy and information security

Our strict governance and compliance controls aid in the protection of our customers, employees and stakeholder data. We respect privacy and pro-actively manage security risks to ensure we remain within the regulatory frameworks appropriate to our locations of operation.



Supply chain integrity

We work with more than 290 direct suppliers that assist us in meeting our business and customer needs. We rely on complex and multilayer supply chains with our direct suppliers often having multiple suppliers of their own, who in turn rely on multiple suppliers.

We manage the integrity of our supply chain by analysing and acting upon various legal, social, ethical, and environmental risks and encourage our direct suppliers to adopt sustainable business practices and work to our Supplier Code of Conduct, which is developed around the principles in the Responsible Business Alliance Code of Conduct.

Safety in our supply chain is critically important, our comprehensive measures are in place and designed to make sure that everyone who works for us does so in a safe and lawful way. We reinforce this culture across our supply chains through close working relationships and contractual arrangements to meet the standards that Nexteq require.

We believe that engaging directly with suppliers through regular review and monitoring is one of the most effective ways of improving performance in our supply chain and work, where evidence of non-conformance is identified, with improvement plans to strengthen our interaction and working practices together.

Supply chain risks

Some of the highest-level risks along the supply chain the electronics industry include injury to people working operationally in the field, forced labour, disposal of harmful substances, corruption, and human rights abuse in the mining of metals and minerals.

Our Supplier Code of Conduct and period supplier reviews seek to challenge our direct suppliers to demonstrate their adherence to our mandatory ethical, workforce and environmental standards. We expect all suppliers to adhere to our supplier code of conduct and uphold lawful business practices.

Our suppliers are responsible for managing risks within their organisations and understand that we expect them to hold their suppliers accountable to the same, high standards. They are also responsible for maintaining their upstream suppliers to the same standards.

When selecting suppliers or continuing to work with existing suppliers we assess their compliance to our Supplier Code of Conduct, achievement of environmental and social activities and successful management of health and safety in the same way that we assess commercial factors such as cost, quality, and achievement of service level agreements. Each supplier is analysed, and risk assessed.

Levels of influence

We manage the provision of new suppliers to support the needs of our business and complete regular supplier reviews.

A supplier cannot be engaged without appropriate due diligence being completed prior to entering contractual arrangements. For all component suppliers these audits are completed by expert supplier management and procurement personnel in our Taiwan office.

We have relationships with international, national, and local suppliers. Our support for local businesses has a positive impact on communities local to our offices through providing employment near to our operating locations.

Monitoring our supplier's compliance against our code of conduct is a complex activity and can be challenging because of the multiple suppliers and their suppliers within our supply chain. The level of influence we have over businesses in our supply chain can vary significantly and we concentrate on the management of our direct suppliers where impact would be felt most by our customers and our business.

Minerals in the supply chain

Whilst Nexteq does not purchase raw materials such as minerals or ores, all electronic products have numerous components that may contain one or more of the 3TG metals. These 3TG metals are referred to as 'conflict minerals' regardless of their country of origin and whether its extraction has helped finance illegal organisations. The 3TG metals (tin, tantalum, tungsten and gold) can be used as follows.

- Tin for soldering metal and electronic components.
- Gold and Tantalum are used in components such as connectors or capacitors.
- Cobalt is used within lithium-ion batteries.

The smelters, refiners and miners are many supply chain tiers away from Nexteq and we have little, if no, influence on the provision of these minerals. However, we work closely with our suppliers to identify components and products likely to contain these minerals. It is important to Nexteq that our suppliers understand and influence the provision of such metals through reviewing their standards and onward ethical process adherence.

Monitoring compliance

We expect our suppliers to monitor their compliance to our code of conduct and address any failures immediately. Our approach to monitoring is determined by the nature of the risks and the supplier activities involved. In general, our suppliers are expected to confirm compliance to our code of conduct and be open to regular audit by Nexteq.



Our practices

Modern slavery

As a responsible and ethical business, Nexteq has zero tolerance approach to all types of activities that pertain to slavery and human trafficking within our business and supply chain.

We are committed to ensuring that there is not modern slavery or human trafficking in our supply change and if we become aware of any such practise, we act immediately and decisively to highlight and remedy the issue.

Our anti-slavery position reflects our commitment to acting ethically and with integrity in all our business relationships and this is supported by our policies on bribery and corruption, and whistle blowing.

Our payment practices

Nexteq payment terms consider the size of the supplier, the contractual arrangements and the nature of the service or product provided. We have suppliers ranging from small and medium-sized enterprises to global organisations.

In general, payment terms are 90 days from receipt of invoice.

Health and safety

Nexteq has an excellent record in our approach to health and safety (H&S) and takes appropriate steps to keep our employees safe. We are committed to managing H&S effectively to protect our employees and other persons with whom we interact because we recognise that we have not only a moral and legal duty but also that our employees are our greatest asset. Our commitment to H&S does not differentiate between our employees, contractors, or suppliers and their onwards contractors. We want everyone to work in a safe and healthy way, every day.

A fully inclusive and consultative approach to H&S is embedded across our organisation. All employees can input to and discuss safety concerns and decisions.

Health and safety performance

Continual monitoring of our safety performance is essential to ensure the safety of everyone working with us and for us, it also helps us focus on and address any risks that are identified.

Accident and near-miss data is collected centrally, and all accidents and near-misses must be investigated, mitigated, and reported.

We continued to maintain our low accident rate throughout 2023.

- Zero RIDDOR Reports.
- Zero Fatalities.
- Zero lost time incidents.

Anti-bribery and corruption

Bribery and corruption are, unfortunately, a feature of corporate and public life in many countries across the world. It is widely accepted that corruption inhibits economic growth, damages businesses both financially and reputationally and may result in criminal or civil liabilities and penalties for organisations and individuals.

Nexteq does not tolerate any form of bribery and corruption and is committed to operating responsibly and engaging with stakeholders to manage the social, environmental, and ethical impact of its activities in the various markets in which it operates.

We have a clear gifts and entertainment policy which all employees are bound by.

Privacy and information security

Privacy

Nexteq considers privacy and information security aspects as a top priority for customer confidence, legal and regulatory compliance, and the protection of the Nexteq brand.

Our commitment to privacy and information security is a vital part of our responsibility to customers and is central to our privacy and information security culture.

Our privacy commandments aid us in meeting regulatory requirements and building trust with our stakeholders (see below).

Everyone has a right to privacy across our customers, employees, and wider stakeholder groups. That is why we apply a company-wide approach to managing privacy. Respecting individuals’ privacy is essential to maintain trust in our business. Managing privacy risk effectively and ensuring compliance to regulations is at the core of our approach.

Our privacy program governs how we collect, use, and manage personal data to make sure we respect confidentiality and any choices that have been made regarding the use of personal data.

Information security

Our approach to information security is based around integration of information security controls at point of design for our internal systems and procedures.

As attacks on systems and information become more advanced and widespread, it is essential that we continue to develop our capability to detect and protect against threats and attacks, we do this through a range of controls:

- **Risk Management:** Understanding, reviewing, and reporting the risks and threats associated with information assets.
- **Perimeter controls:** Maintaining devices designed to prevent unauthorised access to and from our network.
- **Secure configuration:** Ensuring systems are configured in the most secure and up-to-date way and standardised to meet our business needs.
- **Access control:** maintaining role-based access control with the least access as default.
- **Malware protection:** latest virus and malware protection is installed.
- **Patch management:** Only supported versions of applications are used and all necessary patches applied.

Our privacy commandments

<p>Privacy by design Incorporate privacy and security in our products and services</p>	<p>Limit collection Minimum information received to achieve requirements</p>	<p>Secure data Technical and organisational information security controls in place</p>
<p>Respect rights and freedoms Ease of access to choices and clear privacy notice</p>	<p>No unauthorised disclosures Its private information - We keep it that way</p>	<p>Protect confidentiality Manage information within guidelines</p>

Our people

Employee retention

Having a supported, loyal and therefore productive workforce helps to provide stability throughout the Nexteq group. The organisation prides itself on having an average of **12% voluntary attrition** each year. The aim is to improve this statistic with a view to reducing the average voluntary attrition to **10%**, this time next year.

Gender diversity and inclusion

Diversity, equity, and inclusion (DEI) is defined as the representation, promotion, and fostering of a broad range of individual differences, including but not limited to race, ethnicity, gender identity, sexual orientation, age, religion, ability, and socio-economic status

Being a global business, the organisations always strive to ensure that we recruit employees from a range of ages, ethnic/racial groups, religious beliefs, gender and personal backgrounds. This is to ensure an inclusive and diverse workplace at all times. This can often prove to be a challenge at times since there can be lower levels of representation in some roles. However, we always ensure that we at least try our best to consider and act to positively discriminate where we are able to.

We monitor gender diversity and inclusion across all levels of our business and promote the inclusion of females into historically male roles, where possible. At present **35% of our workforce is female**. The majority of management roles within the business is also held by males. It is the Group's aim to improve these statistics over time as we believe becoming a more diverse business is key to growing the business and attracting, retaining the best talent for it. However, it needs to be mindful of the fact that there is a serious level of competition for these types of roles and therefore must balance this with the commercial challenges faced by an SME like us, such as the cost impact to our organisation. Before proposing a plan of changes, we would like to first carry out a detailed analysis of what the current landscape is and how we can realistically improve the situation, in a cost-effective manner, for an organisation our size. This programme will then form the basis of our proposed changes with a view to improving our DE&I footprint.

Understanding our people

Towards the end of 2023, the organisation completed its first ever employee survey that was administered by an externally recognised professional firm. The aim of this was to improve our understanding of our employees by asking them for their views on us as an organisation since we wanted to improve our current efforts to ensure they were also employee-led.

We asked a total of 60 questions about the organisation, focusing on Respect, Fairness, Pride and Camaraderie. We had a **70%** response rate from our staff who overall voted **77%** positively in our favour. The following metrics were rated as exceptional by our employees:

- **90%** said management are honest and ethical in their working practices.
- **93%** (average) said people are treated regardless of age, race, sex, sexual orientation.
- **95%** said it is a physically safe place to work.

The level of positive feedback from our employees earned us the 'Great Place to Work' accreditation which is an excellent result for the organisation.

We have also embarked on a series of focus groups across our offices, in a bid to understand what we can do to improve the employee experience. The aim is to convert the key initiatives into a series of actions, with a view to further improve our results so that our results improve by **2%** overall from **77%** to **79%**.

Employee well-being

To enhance our employee well-being, one of the UK office changes has been the implementation of our dog friendly policy.

We only have one dog in the office at a time and they not only provide entertainment, but there are also benefits for our employees as well as their pets:

- Improved animal welfare, our “office” dogs have the human interaction they crave and its less stressful than being left at home alone.
- Providing more opportunities for co-workers to interact in a positive setting and our dogs are always open to a pat or a scratch behind the ear.
- Providing more social support for employees.

Many animals’ welfare organisations encourage participation of our furry friends in our day-to-day work and social activities and our policy aids for easier rescue placements by organisations and charities that re-home dogs where their daily welfare is a paramount consideration.

Employee volunteering

This year we introduced an employee volunteering policy which enables all employees to carry out volunteering that is important to them.

We have targeted ourselves to achieve at least 10 days volunteering per annum throughout our company. We exceeded our target by completing 22 days volunteering across a range of organisations.

Lottie Nowne, Business Development Manager, Crawley UK Completed volunteering activities and travelled to Nairobi to work with Le Cheile Africa who are working in local communities to provide a better tomorrow and a better place for the children of Kenya to call home where no child cries in hunger or pain.

During her visit, Lottie completed a range of activities including, helping in the local food bank, delivering food parcels, assisting in a day centre where children with special needs are encouraged to complete a range of activities, and distributing the clothing our team collected in the UK.



Our local community and charitable activities

As a global organisation we made the decision to set up a charity committee with local representatives from all our offices to understand the needs of communities and causes local to our locations.

We have aligned to recognised charities across the globe and in some of our offices we've already made good progress on supporting our chosen organisations.

United Kingdom

Macmillan Cancer Support

One of the largest British charities that provides specialist health care, information, and financial support to people affected by cancer.

We have introduced monthly McMillan Mondays where we encourage employees to get together in the office and hold raffles, sweepstakes, and tournaments to raise money for MacMillan. So far, we have raised £800.

Some of our employees are looking forward to participating in the MacMillan mighty hike in the South Downs in June 2024 and are busy breaking in their walking boots.

Crawley open house

Providing support and services for those suffering the effects of homelessness, unemployment, loneliness, discrimination, or other forms of social exclusion.

We collected and donated 15 coats to help those less fortunate than ourselves keep warm this winter and have collection boxes at every UK office to provide those essential food and hygiene items for those less fortunate than ourselves.

The Meadow Primary school

Located close to our offices in Balsham, this primary school educates children between 4 and 11 years old and offers a range of extracurricular activities including music, sports, and drama.

We sponsored the children of years 5 and 6 to attend the Young Voices event in London which is the largest

children's choir concert in the world at the O2, a fantastic opportunity for this group of young people to broaden their experience and improve their social skills.

United States of America

Atlanta: Wounded Warrior Project

Providing care and comfort items to hospital bedsides for service members returning home from conflicts.

Las Vegas: Opportunity Village

Helping people with disabilities through workforce development, community services and day services.

Corona: Juvenile Diabetes Research Foundation

We took part in the One Walk San Diego in November 23 raising \$2,500 which is being used to improve the lives of those affected with Type 1 diabetes.



Europe

Italy: La Chiave di Volta – (ODV)

We have nominated our chosen charity and are planning events to assist with the protection of civil rights with particular interest in the world of disability.

East Asia

Japan: Red Feather Community Chest

We have completed a sponsored walk with 1,678,013 steps completed in a month by our team of 8 employees for our charity which focusses on helping social change and community-based welfare.

Taiwan: Sunshine Social Welfare Foundation

A group from our Taiwan manufacturing facility carried out a range of activities with the Sunshine Social Welfare Foundation which was established in 1981 to change the lives of people with facial disfigurement and burn survivors by assisting them with physical, psychological, and social rehabilitation.

Our team enjoyed volunteering at the Sunshine car wash and cleaned 100 cars where proceeds go directly to the Sunshine foundation to assist with their support work.

We also lent our expertise to the administrative tasks in the Sunshine foundation office, setting up filing systems and local processes to enhance the efficiency of the office.



Key performance indicators

Area	2023 achievements
Carbon Neutral: Calculate and offset global Scope 1 and Scope 2 emissions and flights in Scope 3 using Gold Standard offset at end of 2023.	523.59 CO2e Tonne
Minimum 1 x Board member to be female.	1
Baseline Female Senior Managers in 2023 and work to improve.	24%
Baseline Female employees in 2023 and work to improve.	35%
Less than 10% voluntary attrition.	12%
Achieve a minimum of 10 days volunteering globally by the end of 2023.	22
Minimum 1 x apprenticeship commencing in 2023 .	1
Adherence to relevant regulatory and legislative requirements identified through £0 (zero) fines.	£0
>90% suppliers audited and confirmed as achieving Code of Compliance.	100%
Baseline number of accidents and near misses during 2023 (Reduction target in 2024 - Reportable accidents and fatalities).	0
Implement employee group to raise awareness of environmental and sustainable practises.	Achieved
Implement and communicate volunteer policy.	Policy in place
Produce sustainable business report for publication with 2023 ARA.	Achieved
Include a minimum of 1 x female applicant for technical vacancies to close recruiting process, wherever possible.	Achieved
Employee Satisfaction (Positively in our favour).	77%

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