

Generating Social Value through Supplier engagement

Self-Certification response 2022

Supplier name:	Sigma Connected Group Ltd
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Completed by:	Scott Evans, HR Director
Date:	22 nd April 2022

Please answer the questions below as comprehensively as possible. Please return your response to me by email by 29 April 2022

Environmental concerns

Question	Comments
How do you control your energy consumption within your office premises without compromising on staff health and safety?	<p>Sigma Connected control our energy consumption in various ways:</p> <ul style="list-style-type: none"> • All our HVAC control panels are contained within security boxes, preventing any Sigma Connected employee from being able to manipulate the HVAC settings. The HVAC system is controlled centrally by the landlord, which ensures we have suitable temperatures throughout the office, set at the right times and deactivated when the office is not in use. • Most of our lighting system, apart from small offices and meeting rooms, are on sensors, enabling them to only be on when there is a physical presence in the room. • All our portable electrical items are annually PAT tested to ensure they are working efficiently • Our landlords ensure the HVAC system is annually serviced, inspected and regularly maintained • Where possible we only purchase and install electrical items (vending machines etc.) that have a high energy efficiency rating
Do you know the extent of your carbon emissions footprint that you can control as an organization? What plans have you in place to reduce it?	<ul style="list-style-type: none"> • Our building landlord sends us monthly breakdowns of our energy use, which we can convert into carbon emissions • We are in early talks with our landlord's energy provider to move onto a different

	<p>energy tariff, that allows us to reduce our carbon emissions at source</p> <ul style="list-style-type: none"> • We have just purchased and are in the process of implementing a new digital system that monitors and assesses our business travel. This system will offset the miles travelled. • We are in partnership with “Treedom” which allows us to plant trees in a Sigma Connected Forest across the world, offsetting some of our carbon emissions
Do you operate a paperless environment? If not do you have plans to enable that?	<ul style="list-style-type: none"> • We operate a paperless environment • In the McLaren building we only have 2 photocopiers, and these are only accessible by Managers and above • Our default position is do not use paper, and when you must, ensure it is recycled after use in one of our shred bins

Tackling economic inequality

Question	Comments
What % of your workforce is paid the minimum wage?	0% of Sigma Connected employees are paid <u>at</u> minimum wage, 100% of Sigma Connected employees are paid <u>above</u> the minimum wage level.
Do you recognize a union and do you facilitate staff joining it?	No, Sigma Connected do not currently recognize any Trade Unions
What % of the jobs or roles you have created over the past 12 months have been provided to school leavers or graduates?	We do not have a track of roles specifically provided to school leavers or graduates; however ‘Impact Sourcing’ is a key element of our Recruitment strategy across the Group. We partner with various government funded organisations such as BMET, People Plus, Back2Work and Seetec to provide job opportunities and stability to individuals from disadvantaged backgrounds, or those who have struggled to enter/re-enter the job market due to various personal challenges. Impact Sourcing accounts for 55% of our UK Recruitment activity overall. Whilst the roles within HOS may not be entirely suitable for these candidates due to the complexity, we do have individuals who have joined in our Contact Centre and moved in to HOS as a promotional opportunity.

Workforce Well being

Question	Comments
Are you working towards or are you accredited as one of the top UK 100 best/great places to work? Or a member of an alternative recognized scheme?	We do not currently hold this accreditation however are actively discussing this for potential investment as part of our people strategy for 2022/23 aligned to our budget cycle.
Does your organization keep records of exit interviews? If yes, how do you apply any learning?	Yes. All leavers are issued with a link to an exit interview. Along with other feedback sources, this is regularly reviewed during retention and engagement workshops, and also annually as part of our ongoing continuous improvement activity. Action plans are created at campaign level in line with feedback received.
What is your organisation's staff retention rate for grades most likely to be employed in our service?	Historically over our 3-year relationship with HOS we have seen exceptionally low attrition, to 0% annualised. Over the last 12 months we have increased the team size by 130% and growing. Aligned to that significant growth we have seen some level of attrition, which is to be expected. We expect annualised attrition rates to stabilize post ramp below 50%.
How do you balance providing a service and making a profit with establishing good working practices for your staff?	We believe that these 2 objectives go hand in hand and do not compete. We price all of our contracts to include a minimum level of investment and development time for all of our employees that supports the quality of the service that we deliver, people development, morale and engagement. We set clear expectations with employees at the beginning of their employment and throughout their training and probation periods, and ensure that we invest in technology, people and support to create a successful working environment for both our Clients, our business, and our people. Our strategy is to develop long-term and collaborative partnerships with our clients through all aspects of our service delivery. This in turn supports organic growth and long term profitability.

Tackling workplace inequality

Question	Comments
What is your pay gap between genders? Why do you have a gap and what are you doing to close it out?	Our gender pay gap has closed further since the last reporting period. Mean sitting at 21.8% and Median 0.0%. This reduction is due to us employing and promoting more females in to middle-management positions, and us adding two females to our Senior Management team over the last 12 months. The key driver for the remaining

	<p>gap is the lower proportion of females in senior management positions. In the last 12 months we have launched our Sigma Woman programme, specifically developed to celebrate the outstanding females we are lucky to have as part of the Sigma family. Furthermore, we are in the process of introducing an overarching Diversity & Inclusion Programme, 'One Me, One Sigma – Definitions Not Applicable'. In each of the regions we operate in, our DNA committees will support in our ongoing efforts to ensure that Sigma Connected remains a diverse, inclusive and welcoming employer where everyone has a sense of belonging. We continue to review and improve our approach to retention, development and recruitment with a view of further closing the remaining pay gap.</p>
<p>Do you provide scholarships or advanced learning opportunities for your staff? If yes, how are they selected for this?</p>	<p>Staff development and ongoing CPD is discussed with all staff members on a monthly basis. All staff have access to range of enhanced skills and behaviors based courses via our online learning platform Discovery free of charge. Dependent on the nature of the role and individual career development plans Sigma also supports staff to achieve externally recognized qualifications in the relevant disciplines e.g. HR or Finance related qualifications. A recent example would be our Mental Health First Aid certification, in this case management level employees were invite to express interest in obtaining the qualification and all staff interested were funded to attend the external training.</p>
<p>Have you used positive discrimination techniques in your recruitment campaigns? Why have you needed to do this and what has been the results? Are you maintaining this practice?</p>	<p>As above, Impact Sourcing forms a key element of our Recruitment strategy across UK & SA. In addition to partnering with various local government funded providers, where we have work at home opportunities we run location targeted advertising in areas with high unemployment with a view of helping local communities in the more deprived areas thrive.</p>