

Generating Social Value through Supplier engagement

Self-Certification response 2022

Supplier name: PCS Business Systems

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Date:	22 nd March 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?	We have ISO14001 and part of this standard requires the monitoring of energy consumption. Since the outbreak of Covid 19 our energy consumption has fallen dramatically as most of our employees now work from home full time.
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?	Yes. We know our Carbon footprint as per the requirements if ISO14001. We don't believe we could substantially reduce our footprint further than we have done.
Do you operate a paperless environment? If not do you have plans to enable that?	We are paperless as far as is practicable.

Tackling economic inequality

Question	Comments
What % of your workforce is paid the minimum wage?	All of our staff are paid above minimum wage.
Do you recognize a union and do you facilitate staff joining it?	We do not have a recognized union that is affiliated to us, however, staff are free to join a union independently if they so wish.
What % of the jobs or roles you have created over the past 12 months have been provided to school leavers or graduates?	0% during the pandemic it has not been possible to develop a school leaver or graduate campaign. We have previously had a graduate programme.

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 were voted best place to work by a recognized industry publication some years ago. We are not working towards any particular scheme, however, we do feel that we treat our employees well and have many schemes and benefits open to staff.
Does your organization keep records of exit interviews? If yes, how do you apply any learning?	We have a very low turnover of staff. Unfortunately we lose about 4% of our staff to pastures new each year. The majority of leavers move to a role with more responsibility.
What is your organisation's staff retention rate for grades most likely to be employed in our service?	Our staff retention rate year on year is about 96%. We are a privately owned company and employ accounts staff, sales people and IT Technicians. From a grading level in relation to the Housing Ombudsman's own employees we would guess that only our accounts/admin staff would be likely to be employed in its service and the retention rate for this at present for the last year is 100%
How do you balance providing a service and making a profit with establishing good working practices for your staff?	We have partnered with a mental health in the workplace organization and trained a group of selected staff to become mental health first aiders. As an organization of 50 we operate a very flat structure and access to people such as our Managing Director and Finance Director, along with other company shareholders is met without difficulty. This allows an open and transparent approach to staff making suggestions and being able to talk to a member of senior management about any concerns they may have.

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?	There is no pay gap in our organization between genders.
Do you provide scholarships or advanced learning opportunities for your staff? If yes, how are they selected for this?	For our technical staff we offer regular training. For our sales staff, they often receive training in industry related products

	<p>and services. Our administration and accounting staff also receive regular training as necessary. Should any member of staff find a course or training scheme that they are interested in they can approach their line manager about this and if deemed appropriate for the needs of the business and the individual PCS would either part pay or pay for the course/training in full.</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>We do not use positive discrimination in any recruitment campaign. All staff employed by PCS are always done so on merit.</p>