

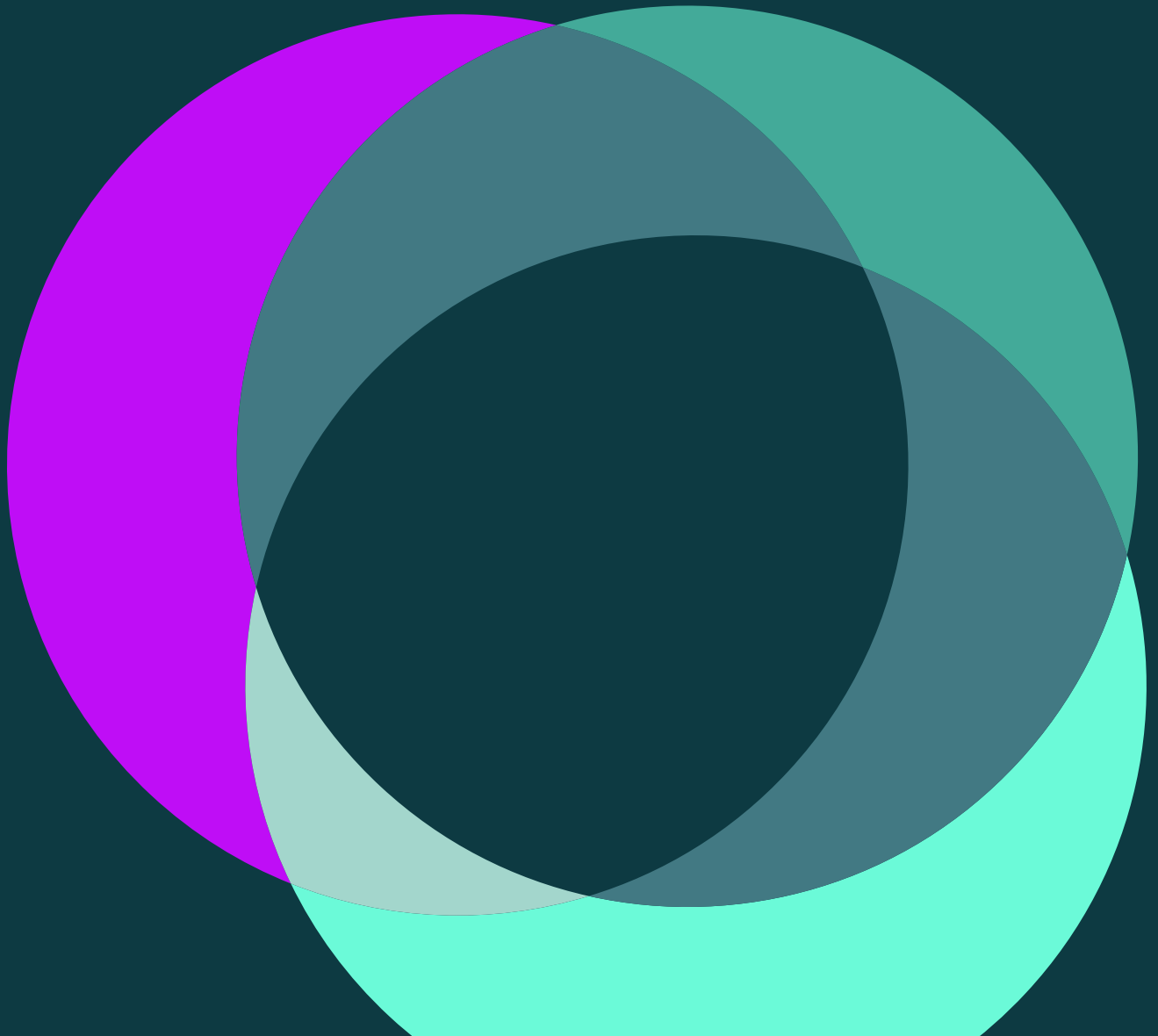


TRUSTMARQUE  
Trusted. Technology. Together.

# Responsible business strategy

Our strategic vision for responsible and sustainable growth guided by our environmental, social, and governance principles.

September 2023





## Introduction and priority actions

Our strategic direction is shaped by a desire to grow the Trustmarque business in a way that is responsible and sustainable and has Environmental, Social, and Governance (ESG) principles at its core, guiding the way we operate across our business.

Our responsible business strategy is brought to life by executive leaders, our colleagues, network of external partners and suppliers, and stakeholders. We recognise the importance of having buy-in at all levels and that we all need to act to achieve our goals and contribute to a better future.

The Trustmarque responsible business strategy has been defined in consultation with our executive leaders, customers, and community groups to identify the relevant issues we need to address.

The strategy is aligned to the United Nation's sustainable development goals and has four key areas of focus: inclusive workplace, community skills and development, digital inclusion, and reducing our environmental impact.

# Governance

The parameters of the responsible business strategy are set by the executive leadership team, ensuring appropriate resources are in place to deliver the programmes.

Accountability for the responsible business strategy is sponsored by an ELT member.

The People and Governance, Risk and Compliance (GRC) teams execute the strategy, developing and delivering group-wide programmes, monitoring performance against stated goals and raising awareness of responsible business practices across Trustmarque.

All Trustmarque colleagues are accountable for embedding responsible business actions through colleague conversations, customer interactions, annual objectives, and everything we do at Trustmarque.

## Executive leadership team

Set the parameters of the responsible business strategy ensuring budget and resources.

## ELT sponsor

Is accountable for the responsible business strategy.

## People and GRC teams

Executes the strategy, develops and delivers programmes, monitors performance and raises awareness.

## Trustmarque colleagues

Collectively responsible for embedding responsible business into everything we do at Trustmarque.



# Inclusive workplace

Diversity correlates with a company's profitability and creates value. However in 2022, the United Kingdom ranked 11th highest on the global gender gap report by the Organisation of Economic Cooperation and Development. At the current rate of progress, the UN state global gender parity will not be attained for 257 years.

Trustmarque Group wants to create a workforce that reflects the diversity of the communities we serve, and a working environment in which no one feels excluded.

We have listened to the experiences of our colleagues in relation to inclusion and wellbeing at Trustmarque through group-wide surveys and a series of listening sessions and we will continue to do so. Using the quantitative and qualitative data, we have developed our strategy to create a diverse and inclusive workplace.

## Inclusion and wellbeing strategy



### Valuing differences

Diversity and inclusion is a commitment made by everyone. We foster belonging and appreciate that everyone is different. The nine protected characteristics are aspects of a person's identity that make them who they are.



### Improving colleague engagement and data

Colleague engagement will help the Group better understand the needs and priorities of our workforce. We use colleague data in line with GDPR UK law to identify where we need to invest, and what is needed to reflect and support our communities.



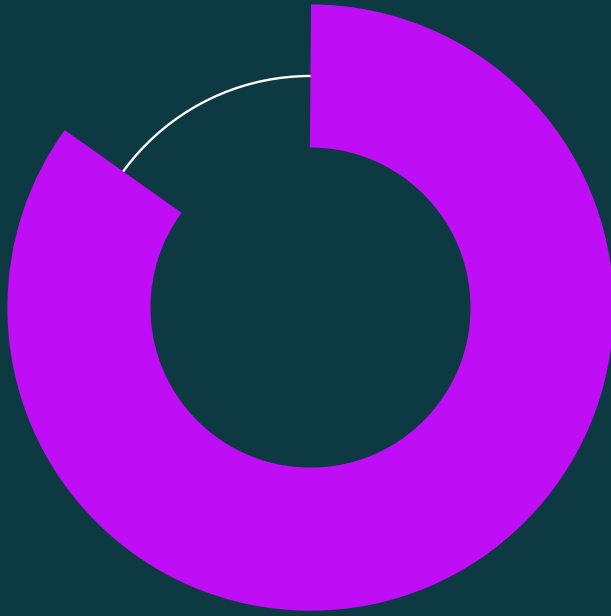
### Gender parity

In Q3 2023, 32.1% of our workforce is female, higher than the UK sector average of 26% (Tech Nation). We will do more to increase female representation at all levels of the business through a range of affirmative action.



### Support wellbeing

Access to an Employee Assistance Programme, internal mental health first aiders, and content and resources from external wellbeing SMEs support our colleagues' wellbeing.



85%

of UK employers think communication, problem-solving, creativity, leadership and teamwork skills are important for work

## Community skills and development

At Trustmarque, we want to drive social mobility and empower people of all ages and from all walks of life through access to skills and development opportunities. We are delivering a range of services and support to community members across the UK.

According to the Institute of Employment Studies, 85 percent of UK employers think communication, problem-solving, creativity, leadership and teamwork skills are important for work. However, not everyone can access training to support their professional development, and not all young people leave school with these skills. Children from disadvantaged backgrounds are least likely to acquire these skills at school.

Trustmarque is well placed to help young people and those from disadvantaged backgrounds to develop the skills they need to get into work. Working in partnership with education providers, charities, and councils, we proactively seek to provide people with the knowledge, skills, and confidence to reach their full potential.





# Digital inclusion

We aspire to help our customers transform their business through digital, data analytics and automation. However, not everyone can take advantage of the new digital world as digitisation can make products and services less accessible to some.

An estimated 11.7 million people in the UK (22 percent of the population) are without the digital skills needed for everyday life; 9 million (16 percent) are unable to use the internet and their device by themselves; and 3.6 million (seven percent) are almost completely offline, according to 2022 data from gov.uk statistics. Basic digital literacy skills are needed by every citizen to become 'digitally literate' to participate fully in an increasingly digital society.

We recognise we have a responsibility to ensure the digital world is inclusive, therefore we donate refurbished laptops to those who face digital exclusion. We have also developed a suite of workshops to support people within the communities we serve to better utilise digital technologies, increase their confidence, and promote enhanced accessibility to digital skills education for everyone.

## 11.7 million people

22% of the UK population are without the digital skills needed for everyday life.

## 9 million people

16% of the UK population are unable to use the internet and their device by themselves.

## 3.6 million people

7% of the UK population are almost completely offline.

# Reducing our environmental impact

Addressing the universal challenge of climate change requires a comprehensive, multifaceted, and multi-agency response. With more than 500 employees across the UK, Trustmarque Group is mindful of our responsibility to be a sustainable business and minimise our impact on the environment.

We operate a 'digital first' policy and work with our customers and partners to develop innovative solutions to global environmental and sustainability challenges, alongside managing our own environmental performance.

Our health, safety, and environmental policy sets out our commitment to sustainability and the environment, alongside our externally audited ISO14001 accredited environmental management system.

We have set specific targets to align with a 1.5°C reduction pathway. We share our targets and achievements EcoVadis, the business sustainability ratings company.

- Reduce absolute Scope 1, 2 and 3 (business travel) greenhouse gas (GHG) emissions 28% by 2026 from a 2019 base year.
- Achieve net zero emissions by 2035.
- Ensure that 50% of our suppliers by spend have science-based targets by 2025.



# About Trustmarque

## Delivering the value of technology

Trustmarque delivers the value of technology to bring real-life impact. As a trusted partner to both customers and technology vendors, together, we turn your vision into reality.

Trustmarque's knowledge, experience, and technical expertise helps organisations acquire and adopt the right technology to create an environment of innovation.

