



Social Values Policy

Version 1.0

Classification: Internal

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Executive Summary

Our Social Values Policy is an amalgamation of our previous Corporate Social Responsibilities and Environmental & Sustainability policies. At CCS Media, we are committed to creating social value that benefits our employees, clients, communities, and environment. We recognize that social value is integral to how we operate as a responsible and sustainable business. This policy outlines our commitments to promoting inclusivity, wellbeing, ethical practices, and long-term community engagement, ensuring our operations make a positive impact on society.

Policy Statement

Our Social Value Policy seeks to ensure that we deliver measurable social, economic, and environmental benefits. By embedding social value into our operations, decision-making, and corporate culture, we aim to lead by example and contribute to a fairer, healthier, and more sustainable future for everyone.

Our Company Commitment

We are dedicated to:

- Being a profitable company to our customers, to offer the provision of B2B technology solutions and services, fit for intended use, conforming to requirements, and delivered with exception customer service.
- Complying with all relevant legislation.
- Supporting our customer and our suppliers through joint projects to reduce the impact of our carbon footprint.
- Operating in a socially responsible manner.
- Supporting the growth and development of our people.
- Making a positive difference in the communities we serve.
- Minimizing our environmental footprint.
- Promoting diversity, equity, and inclusion.
- We aim to use our resources proficiently and will look for ways to proactively carry out our corporate activities so as not to adversely impact on the environment.

Our Social Values purpose in action is to:

- Foster a caring culture of wellbeing & happiness in our business
- Help make positive changes in local communities through volunteering & with our recruitment and development programs,
- Support & participate in education events within the community.
- Endeavour to source products and services from local suppliers,
- Champion an environmental program to drive sustainability & mindfulness in our workplace and beyond,
- Comply with Modern Slavery & Human Trafficking Act, Anti-Corruption, Anti-Bribery, Security and Environmental legislation
- Ensuring fair treatment for all employees

Caring for our Employee Family

Our employees are our most valuable asset. We prioritize their wellbeing, growth, and happiness by fostering a supportive, respectful, and inclusive work environment. We encourage open communication, fair treatment, and equal opportunities, ensuring every employee feels valued and empowered.

We believe that our success is tied to the success of our employees.

Only when our people are successful – will we be successful”

Good Health & Wellbeing

We really care for our people, and we have their best interests at heart. Our family first orientation means we do not sacrifice work life balance in the pursuit of performance. Our work ethos informs our organisational design, decisions, actions and ultimately everything we do as a collective.

We are emotionally invested in the mental, physical health and welfare of our employees. We value and support our employees, through the offering of our free confidential helpline & Babylon services, our Menopause Program, our wildflower garden at HQ, fun social events, and our open, genuine approach, harnessing a safe environment when our people need it the most. We also promote a healthy lifestyle through various clubs and initiatives, including the CCS Running Club and Mindful Mondays.

Open Door

Transparency and open communication are key elements of our culture. Everyone has a voice. Our leadership team welcome and actively encourage our employees to contribute and participate in idea sharing, with the intent of continuously improving ourselves at an individual level, a team level and at a business level. This approach fosters a culture of trust, accountability, and continuous improvement.

Trust

We are proud to have created an environment and a culture built on trust. We build trust through integrity, transparency, and consistency. By delivering on our promises and upholding ethical standards, we maintain strong relationships with our employees, clients, and communities. We empower our teams by trusting them to deliver their best, fostering an environment of mutual respect and responsibility.

Our employees are testament to this through our feedback program.

Below are what some of our employees say about us:

- “I feel trusted”
- “I feel safe”
- “I can be myself”
- “I have autonomy to do my job”
- “I feel cared for”

Agile Working

Through our technology program, we enable our teams to succeed, whether they are working from home, in the office or anywhere else. We embrace agile working principles that prioritize flexibility, innovation, and efficiency. By enabling our employees to work in ways that suit their needs and responsibilities, we enhance productivity and support a healthy work-life balance. We value results over rigid processes, allowing our teams to adapt quickly in a dynamic environment. Whilst we are an agile business, all of our offices offer free fruit to our employees.

During 2019 we launched our Agile Program. We invested over a million pounds in new technology, applications, and a resilient network, enabling our people to work from anywhere, staying connected to one another and to our customers.

Appreciation

We never lose sight that work should be fun and rewarding. We host an annual company conference to showcase our joint success and acknowledge our appreciation of our teams for their dedication and commitment to our business. We also celebrate throughout the year with various parties and events, giving back to our dedicated team members.

We show our appreciation of our team members by ensuring every employee receives at least the living wage as defined by the Living Wage Foundation and CCS Media has been an active participant of this foundation for a number of years. CCS Media do not operate zero-hour contracts, meaning all of our employees know when they will be working and what hours.

Our Learning and Development Program

We recognise our employees are an intrinsic part our continued success and our future. The investment in our learning and development platforms focuses on the advancement of individuals, to grow and nurture talent through organisational and personal accomplishments. Access to continuous learning, both academically and individually underpins the development opportunities we offer our employees.

We enable our employees to explore multiple career opportunities within our business, encouraging and supporting them to find a role they are happy and successful in.

We have significantly invested in cultivating the next generation of individuals through industry leading development, training and mentorship programs.

Our Community

“We help people transform lives”

We are proud to raise thousands of pounds each year for local charities and initiatives through the regular organising of enjoyable events and activities.

We are privileged to have Business Community Champions, who help support young people through the local Council programs. We participate in the ‘Young Enterprise’ event and contribute to work shadowing and mentorship services at local schools.

We engage with numerous schools and colleges to discuss careers in IT. Additionally, several of our graduates from our development program are active members of the Yorkshire Champions Group. We conducted mock interviews for entire Year 11 cohorts and organised visits for primary school students to our Bradford office, providing them with a firsthand experience of a professional work environment.

One of our directors sits on the Bradford Careers and Technical Education (CTE) Board for Business. The board helps shape the educational approach for secondary, further, and higher education, supporting young people from Year 7 onwards in understanding their options and achieving their career goals upon leaving education. The Industry Centres of Excellence (ICE) initiative ensures all career sectors are considered, providing a clear framework and support for schools to deliver tailored learning programs for various career pathways.

The CTE partnership aims to reach a larger number of young people, improving educational outcomes and employment opportunities through the development of occupational pathways, employer-led engagement, consultancy, and continuous improvement programs.

We actively collaborate with universities, in an advisory board capacity, to support the link between business enterprise and academia.

CCS Media proudly supports the Breakfast Club at Rycroft Primary School in Bradford, ensuring that at least 120 pupils receive a warm breakfast daily. This initiative also helps the school administer a hardship fund for the families of the pupils.

- CCS Media is honoured to be a significantly higher than industry standard contributor to
- Global Majority, where our development program supports individuals from disadvantaged backgrounds and nurtures non-traditional routes into the IT industry.
- female managers in our workplace.

CCS Media actively engages and participates with Women in Technology and as well as having had our employees nominated for this prestigious award, they also participate in conferences,

talks about their careers, CCS Media's empowerment of women and, the role of women within the technology sector.

Inclusion and Diversity

We understand an inclusive and diverse workforce encourages a range of perspectives, initiate revolution, and creates a stronger company community. We are firmly committed to treating everyone fairly, to nurture talent, instilling a culture of true inclusiveness and equality. Our inclusive practices ensure that we attract, retain, and develop a diverse workforce, fostering innovation and creativity.

Our Environment

CCS Media is dedicated to sustainability incentives that influence our daily operations in addition to ensuring compliance with all applicable legal and regulatory obligations.

This is reflected in our commitment to the Government legislative requirements, PWR, ESOS, SECR, our ISO 14001 Accreditation, and our Plastic Free Pledge.

We actively participate in a circular economy, aimed at eradicating waste through our remanufactured print toner cartridges and recycling WEEE IT services, which we promote to our thousands of customers.

We work closely with our supply chain vendors to proactively identify common initiatives to support recycling WEEE services as well as the reduction of packaging and waste in our logistics network. We are proud to work with companies who help us with our Carbon Offsetting Commitments.

We continue to focus on driving automation within our business by continually seeking way of continual improvement, with a view to reducing our carbon emissions through reduction of printing documents.

We use recycled paper for in-house printing requirements & we have removed the use of single use plastic cups and stirrers at our premises.

At our Head Office we have created a wild garden to attract and feed insect life in our local area. This space is also a welcome retreat for staff at lunchtime and for meetings.

Investing in the skills of our workforce and increasing the number of trading customers are two of our "4 Pillars of Growth" strategy. Increasing the awareness of environmental and sustainable manufactured goods we sell is key to understanding our customers environmental business strategies. Working closely with our OEM partners to offer training programs to our sales team, enables them to offer eco-friendly & sustainable products.

We use carriers DPD & DHL for the transportation of goods internally and externally. They both have sustainable and environmental methods of transport. Our warehouse uses 100% recyclable plastic postal bags to ship products under 5kgs, and anything over 5kgs, recyclable packaging is used wherever possible.

We have several EV charging points at our headquarters to support our 100% Hybrid and Electric Company Vehicles.

We have replaced old strip and halogen lighting in our warehouse with 100% LED lighting.

Responsibilities

CCS Media Board of Directors

The Board of Directors are the sponsors and owners of this policy and are responsible for setting the overall vision and strategy for social values. They will approve the policy following any major revisions. They will also ensure the management responsibilities and authorities for the roles relevant to Environmental & Sustainability Policy are assigned and communicated as listed below.

Managers

Managers play a critical role in implementing this policy. They are responsible for leading by example, fostering a culture that aligns with our social value principles, and supporting their teams in delivering on our commitments. Managers will ensure that staff within their own departments comply with this policy and regularly review the compliance of information and procedures within their area of responsibility with the appropriate sustainability and environmental policies, standards and any other sustainability and environmental requirements; this shall be supported by Internal Audit to measure performance against this requirement.

Employees

Every employee is expected to contribute to our social value goals by adhering to the principles of this policy, participating in initiatives, and promoting a positive and inclusive workplace culture. Each employee shall be responsible for the helping the Company meet its sustainability and environmental objectives. All employees shall contribute to our Company sustainability and environmental goals and all its sub-policies.

This policy applies to

- All documents submitted for inclusion within the company Integrated Management System (IMS)
- All personnel within CCS Media
- CCS Media customers (existing, new and prospect)
- CCS Media suppliers

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