



CORPORATE SOCIAL RESPONSIBILITY POLICY

Making a difference together



The Phoenix Software Corporate Social Responsibility (CSR) policy aims to ensure that we conduct our business ethically by considering human rights and taking account of our social, economic, and environmental impact.

The UN Sustainable Development Goals (SDGs) promise action on 17 critical social and environmental issues – from ending poverty and homelessness, to protecting the planet and fighting inequality – by 2030.

The 17th goal is a call for businesses and individuals to step up to solve the world's biggest issues collectively and systematically, and Phoenix is dedicated to contributing to this.

We use these SDGs as the guiding framework for our CSR policy and are proud to be contributing toward meeting these goals by 2030.

We are focusing on the highlighted seven SDGs below as part of our community improvement programme.



Scope

This policy applies to our workforce and operations. Some elements may also refer to suppliers and partners.



POLICY ELEMENTS

Volunteering

We encourage all of our employees to volunteer and they are given volunteering days to support charitable causes close to their hearts. We also support two company charities annually, who we fundraise for every year.

In addition, we partner with the volunteering organisation, [onHand](#) to support communities nationwide through different charities, including: Shelter, Crisis, Red Cross, Pret Foundation, NHS, Dementia Friends, and the Salvation Army. Volunteering impacts include youth mentoring, befriending schemes for the socially isolated, and environmental street or beach cleans.

[Read more about our charity work](#)

UN SDG goal 1: no poverty

Living Wage Employer

We acknowledge that a fair day's work deserves a fair day's pay. We are proud to be an accredited Living Wage Employer, supporting an important socially responsible policy and investing in our people.

Our Living Wage commitment means that everyone working at Phoenix Software receives the real living wage as a minimum. In addition to this, when establishing partnerships with third-party contractors, sub-contractors, and suppliers, we also check their living wage status to ensure that the message is heard and acted upon by all.

UN SDG goal 2: zero hunger

Foodbank scheme

We believe that no one should go hungry, and we are actively working to tackle this prevalent UK social issue by working with our staff, customers, and partners to support foodbanks across the country.

Phoenix's Charity Committee has introduced a food drive to encourage our staff to donate items from the 'most needed' list of the selected foodbank. The foodbanks are selected from our local community or the communities of our customers. We also offer staff volunteer time to work in groups to help understaffed foodbanks.

UN SDG goal 3: good health and wellbeing

We care

The mental wellbeing of our staff is of the utmost importance to us and we want to raise awareness of this vital issue to ensure our people know the importance of seeking help and showing understanding to others.

Our strategy to provide support to staff around mental health and wellbeing is founded upon our key messages: 'We are in this together' and 'We care' and in 2020, we signed Mind's ['Time to Change Employer Pledge'](#) to back our commitment.

We ensure that our team are supported, remain in communication with management and each other, and understand that they can speak openly to their managers about their health and wellbeing to encourage discussion about how we can help them. Our programme of activities is run by our internal employee champions to help promote positive mental health and embed it into the culture of the organisation.

[Read more about our health and wellbeing](#)

UN SDG goal 4: quality education

Apprenticeships

We believe in the future of our industry, and in investing in the next generation through apprenticeships and career opportunities are an integral part of that ethos. Through formal training and development, we give people the opportunity to grow and develop a prosperous career in the IT industry.

[Discover our apprenticeships](#)

Career talks

We regularly visit schools and colleges within our community and the communities of our customers to deliver classroom activities and careers talks. Our objective is to inspire and educate the next generation, while informing them about the thriving, ever-growing IT industry and demonstrating the benefits of education and digital literacy.

Careers guidance

We engage with local schools and colleges to offer career guidance to inspire and educate the next generation. In partnership with our suppliers and eco-system, we assist with mock interviews, CV writing guidance, and also provide pre-recorded careers guidance.

Retaining talent

Phoenix believes in investing in our people. Our training and development programme enables individuals to realise their full potential and get the best out of their career.

In a competitive environment, it is essential that our employees continually replenish their knowledge and acquire new skills to perform their job better and drive their personal development.

We aim to help them feel confident in their roles, improve the efficiency and productivity of the company, and find new ways to achieve personal development and success.

All our employees benefit from a comprehensive induction programme when they start their role with us. This includes a detailed introduction to Phoenix, our history and objectives, our ethos, and policies and processes – plus, a thorough overview of our services.

A key member of the team from each department delivers a detailed overview of their department to allow inductees to develop a complete understanding of our services. Inductees then receive further training from their manager on their specific responsibilities and their department.

Every employee has a fully tailored training and development plan put in place within their first month. This is a continuously evolving plan of objectives and achievements, created by the employee and their manager and reviewed monthly. This includes regular product training and internal specialist training to ensure all employees are fully trained in our products and services and have the knowledge and skills they need to succeed.

In addition, all employees have access to an online repository of training materials, including access to online training.

- The objectives of Phoenix's training and development programme are:
- To provide all staff with access to training that will enable them to reach their full potential
- To ensure all training delivered is relevant and in line with our corporate message
- To become fully certified in the technology areas we strive to deliver to our customers
- To offer an e-learning platform to give all staff access to training on-demand
- To offer bespoke induction plans
- To provide a central repository of all training and certification

UN SDG goal 5: gender equality

While gender equality is a high priority for Phoenix, we also look at the wider equality issues facing society, which include race, disability, accessibility, and inclusion.

Women in IT

We are passionate about helping women to advance in the IT industry by providing them with access to and support from other women working within the industry. This commitment has proved hugely successful with 33% of positions at Phoenix held by women – well above the 20% industry average.

[Read more about our gender equality actions](#)

Diversity, Equality, and Inclusion

Race at Work

We are a proud signatory on the [Race at Work Charter](#). The Charter comprises of five principal calls to action for leaders and organisations across all sectors. Signing it means that your company is committing to taking practical steps to ensure that workplaces are tackling barriers that ethnic minority people face in recruitment and progression, and that organisations are representative of British society today.

Accessible tech

We work with our customers and employees to ensure that they can utilise the accessibility options available to them within the technology, apps, and services we all use daily. Whether this is the device they use, the accessibility checker within Outlook or Word, or live captions that can be added to all Microsoft Teams meetings, we ensure that how we work is as inclusive as possible.

Disability Confident Committed Employer (Level 2)

We are a Disability Confident Committed employer. The Disability Confident scheme supports organisations like Phoenix to make the most of the talents people with disabilities bring to the workplace. The scheme aims to help successfully recruit and retain people with disabilities and health conditions. It was developed by employers and representatives of people with disabilities to make it rigorous but easily accessible – and is one that we fully embrace.

We have furthered this by building our Accessibility Centre of Excellence (ACE) within our Pocklington head office, where we can showcase our services and solutions to both our employees and customers, accessibly.

[Read more about our diversity and inclusion actions](#)

[Read our Diversity and Inclusion Policy](#)

UN SDG goal 8: decent work and economic growth

Secure work

We provide our employees with secure work via full-time contracts and fair pay and conditions. We do not believe in zero hours contracts because we believe a happy workforce is one that feels secure in their job and financially rewarded.

We go above and beyond International labour standards set by the European Union and the International Labour Organisation, and hold official company policies in equality and diversity, equal opportunities, health and safety, fair working practices, and human slavery, which we review and update on an annual basis. We also review the working practices and standards of all sub-contractors prior to the establishment of new partnerships.

Employee engagement

To ensure that Phoenix is a place that people want to work, we send regular surveys to measure staff satisfaction and ensure that we analyse and act on suggestions where possible.

In addition to these surveys, we have an ongoing initiative, where staff have an always-on way to make suggestions on how to improve the business – for them and our customers. As a result of this initiative, we have already implemented staff suggestions, such as setting up a charity committee to coordinate fund raising events, implementing a new meeting room booking system, and installing a defibrillator on the outside of our building for the local community to access in an emergency.

Great Place to Work and Best Companies

We were proud to have achieved the Best Companies 3-star accreditation in 2020, the highest standard of accreditation available. We are also a Great Place to Work certified organisation. Both accreditations demonstrate our exceptionally high levels of employee engagement across the organisation.

UN SDG goal 13: climate action

We take our responsibilities for the environment very seriously, which are reflected in the goals that we have set ourselves. We became Carbon Neutral in March 2022, and we aim to reduce our Scope 1, 2, and 3 emissions by 50% by 2026 and become Carbon Net Zero by 2040. We will do this in partnership with our employees, customers, and supply chain.

ISO14001 Certified

Our ISO 14001 driven Environmental Management System complies with all the relevant requirements of the Environmental Protection Act 1990 and drives environmental best practice throughout our supply chain and operations.

Our business model is designed to meet the following environmental criteria:

- Comply with the relevant requirements of the Environmental Protection Act 1990 and all other domestic legislation concerned with the protection of human and natural resources
- Minimise the risk to the environment and public from any acts of pollution or emissions during our operations
- Have the necessary control measures in place to protect the natural environment and conserve resources
- Minimise emissions of noise, air pollution, and waste products
- Ensure all employees have suitable and enough information, instruction, training, and supervision to act with due consideration towards the environment
- Require all contractors working on our behalf to meet with an equal standard of care for the environment
- Ensure our suppliers meet our standard of care for the environment
- Assess the environmental impact of any new developments/ actions
- Liaise with any relevant parties regarding new developments/ projects
- Continually monitor the environmental impact of our operations

To achieve these goals, it's essential to monitor and track our progress and set improvement targets to drive continuous development. We have developed a bespoke Carbon Accounting System and update it monthly, measuring:

- Scope 1, 2, and 3 emissions tCO₂e
- All company vehicles mileage converted to tCO₂e
- Electricity usage measured in KWH Units
- Gas usage measured in Gas Units
- Water usage measured in M3

We report this information on a quarterly basis in accordance with the company's environmental objectives.

Physical waste management

We do not manufacture any products ourselves and do not incur the waste associated with manufacturing related processes. However, to ensure that all our products reach our customers in the best condition possible, we make use of packaging materials. Without compromising the supply quality, we work to ensure the environmental impact is reduced in the following ways:

- Majority of hardware pre-configured in advance before going directly to our customers' sites, thereby reducing double handling
- Re-use packaging where possible and appropriate
- Software licensing done electronically rather than hard copy
- Internal hardware is handled in line with Waste Electric and Electronic Equipment (WEEE) Regulations
- All office waste is recycled with each office having dedicated waste-paper metal, plastic, and cardboard recycling bins. These bins are emptied and collected on a regular basis by a registered recycling company
- All our electronic and other waste equipment is also disposed of and recycled by a registered company in line with legislative requirements
- We have significantly reduced paper archives and digitalised many paper-based systems, alongside reducing paper use throughout the company. Duplex printing is used as standard and to further influence less paper usage throughout our supply chain, we have adopted electronic signature software to prevent print and enable sign and scan contract processing

Transport

To align with the UK government's pledge to ban petrol and diesel cars by 2030, we have added additional car charging points at our existing charging bays to further encourage staff to go electric or hybrid.

Furthermore, we operate numerous green initiatives to encourage further savings in fuel consumption.

Where appropriate, we use Microsoft Teams meetings and host virtual webinars and events with our customers, reducing the impact on the environment. When personnel do attend meetings or site visits, we encourage car sharing, use of public transport, or the use of electronic vehicles wherever possible. Where we do host or attend in-person events, we calculate the tCO₂e emissions from the travelling involved and will be offsetting these with Ecologi – our gold standard of climate action partner.

Hardware recycling scheme

Working with our accredited suppliers, we offer a market leading IT recycling scheme, which reduces waste, protects the environment, and delivers financial and security benefits.

[Read more about our sustainability strategy](#)

[Read our Environmental Policy Statement](#)



