



# Responsible Business Report

2024-2025



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*"It's important to FourNet that our social impact is aligned to our business principles, addressing the digital divide and helping the vulnerable avoid cybercrime are simply extensions of our business priorities."*

**Richard Pennington**  
Chief Executive Officer, FourNet

## Reporting Methodology

This report has been written in line with the principles of the Global Reporting Initiative (GRI) which encompasses the principles of inclusivity, materiality, and completeness. FourNet focus on areas where they can have the greatest material impact, addressing areas including the digital divide and prevention of cyber fraud for people with limited access to such resources, and they work closely with wider stakeholders and community partners to ensure a collaborative and joined up approach. In terms of the completeness of the report, Collins McHugh have covered all of FourNet's key social and environmental impacts, and through FourNet's KPIs we have provided clarity and consistency to the reporting process. FourNet remains at a relatively early point in the process of reporting impacts and as their approach to social and environmental reporting continues to mature, GRI principles will remain at the heart of their reporting to ensure transparency and accountability.

All content and data in this report has been reviewed by Collins McHugh, who are an accredited AA1000AS organisation.

**Barry Collins**, Collins McHugh CSR Limited

# Introduction

At FourNet we see our customers as our partners. We view our business partnerships as collaborations, and we pride ourselves on building strong relationships with all our customers, delivering against their business expectations as well as their technical specifications. Our ongoing service reviews don't just focus on the solution, but ensure that it is delivering the business benefits we jointly set out to achieve at the start of the project.

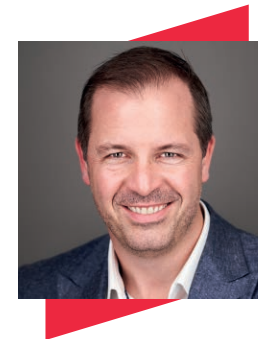
We bring that same level of commitment and focus to our social and environmental impacts, many of which are delivered through our contractual relationships with our customers. From our investors to our employees, from every supplier choice we make to every project we deliver, we believe in making responsible business decisions. We are committed to minimising not just our own but also our customers' environmental impact, making the right decisions for now and for the future. We ensure that the projects we deliver for our customers deliver

both the business outcomes they are seeking, and take a broader view of the social value that these projects bring to the wider community.

To FourNet, responsible business is part of every aspect of our operations from the transformative solutions we deliver for customers, to the positive social and environmental impacts we achieve in the communities where we work. It is the right thing to do and just as importantly, we enjoy doing it!

I hope you enjoy the report.

**Richard Pennington**  
Chief Executive Officer, FourNet



The United Nations Sustainable Development Goals (UNSDGs) are the United Nations roadmap for a sustainable and prosperous future for all. The UNSDGs do not directly shape our approach, but much of our activity contributes to the achievement of the Goals.

FourNet primarily contribute to UN SDGs 8, 9, 12 & 13



# The FourNet Difference



We are very proud of the FourNet difference, which places great emphasis on building relationships far beyond simply the transactional. We look to operate as an extension to our customers' internal teams, focusing on the outcomes that our customers are trying to achieve and creating a roadmap to help them align their objectives, relating to people, process, data and technology to achieve these goals.

## Surrey County Council

Surrey County Council (SCC) covers one of the most populous regions in the UK, serving over 1.2 million citizens across a broad range of vital services. Handling over 870,000 inbound calls each year, SCC plays a crucial role in maintaining the wellbeing of its residents, providing essential services to keep their communities functioning and ensuring that no one is left behind.

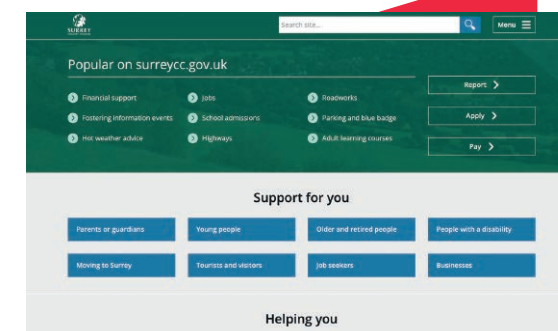
To improve service delivery, enhance citizen experience, and ensure operational efficiency, SCC and FourNet embarked on a joint journey to upgrade their communications infrastructure.

The outcomes of this project have been transformative for Surrey County Council. The technology and systems improvement have delivered:

- A streamlined communication process
- Improved the efficiency of call handling
- Made customer interactions smoother and more effective

Additionally, the project has laid a solid foundation for SCC's future digital initiatives, including an expansion of the contact centre's capabilities, with the possibility of incorporating omnichannel features that will allow citizens to engage with the council through their preferred communication channels, whether it be phone, email, or social media.

Implementing this customer focused solution has been a rewarding process for all parties.





## Sustainability – Part of the FourNet Difference

FourNet undertakes the EcoVadis Sustainability Rating on an annual basis. EcoVadis is a globally trusted provider of business sustainability benchmarking, and they rate over 130,000 companies worldwide annually.

Following a ‘Silver’ rating for our first submission in 2023, we improved significantly in 2024, and although our rating remained as ‘Silver’ we scored in the top 93% percentile, improving in nine of the 28 specific areas and putting FourNet on the borderline of ‘Gold’. More importantly it allowed us to see where we were improving and where we could improve further. Sustainability is an integral part of our customer offering.

And just to blow our own trumpet a little more...

Our EcoVadis score:  
**72/100**

Sector Average:  
**49.87/100**

## UN Global Compact

As committed as we are at FourNet to ensuring our people work in a respectful and rewarding environment, we understand that many people worldwide do not benefit from the same supportive and inclusive work environments, and for that reason we are signed up to the UN Global Compact.

The UN Global Compact provides a blueprint for the protection of people and the environment, as well as championing the ethical behaviour of businesses across the globe. FourNet supports the principles of the UN Global Compact, and operates within them at all times.



### Human Rights

**Principle 1:** Businesses should support and respect the protection of internationally proclaimed human rights.

**Principle 2:** Make sure that they are not complicit in human rights abuses.

### Labour

**Principle 3:** Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining.

**Principle 4:** The elimination of all forms of forced and compulsory labour.

**Principle 5:** The effective abolition of child labour.

**Principle 6:** The elimination of discrimination in respect of employment and occupation.

### Environment

**Principle 7:** Businesses should support a precautionary approach to environmental challenges.

**Principle 8:** Undertake initiatives to promote greater environmental responsibility.

**Principle 9:** Encourage the development and diffusion of environmentally friendly technologies.

### Anti-Corruption

**Principle 10:** Businesses should work against corruption in all its forms, including extortion and bribery.

# Our People

## FourNet Heros

Recognising the outstanding work undertaken by our people on a daily basis at FourNet has become an integral part of our annual employee event.

FourNet Heros allows our employees to nominate colleagues who they think have made a special contribution during the year, in a variety of ways from leadership to innovation, from living our values to delivering exceptional customer service.

We were delighted to receive an amazing number of nominations this year, reflecting the widespread engagement in the process, and also how highly our people recognise the efforts of their colleagues.

*“Our people are the heartbeat of all we do.”*

**Steph Whittaker,**  
Chief People Officer, FourNet

### This Year's Award Winners were

#### Focus on Customers

Committed to providing the best service to our customers in all that they do.

Winner – **Lewis Grewar**

#### Working Together

Working co-operatively with colleagues, customers, partners and suppliers. Gains support from others. Relationship driven and overall just a great person to work with.

Winner – **Tom Daniel**

#### Can Do attitude

Takes personal responsibility for getting things done, and they get lots done!

Winner – **Cheryl Dawson**

#### Growth

Proactively seeks ways to improve and grow the business, adding real value in everything they do.

Winner – **Karl Spenceley**

#### Managing and Leading

Provides direction, development and support to get the best out of others, building an amazing team.

Winner – **Carl Flaherty**

## Getting Innovative about Inclusion



### Employee Voice

We use the annual employee survey to help us understand how the whole business is feeling, but we're always seeking input and innovation from team members. We really want to know what our people need or want from the company, or any great ideas they may have, so we introduced the virtual suggestion box.

An inclusive environment is one that listens to everyone's voice, and sharing ideas with our teams or colleagues is a great way to do that. The virtual suggestion box simply offers another option, and we are delighted to have already introduced a number of the ideas submitted.

*“Our H & S Committee members, who are all employees, were instrumental in managing the wellbeing of remote workers to identify stress and poor mental health, by using wellbeing sessions and assessments as part of the PDR process.”*

**Sarah-Jane Heber-Hall**  
Head of Compliance





## Making a Virtue of Virtual

Employing almost 200 people across the UK and with ever increasing work flexibility, including homeworking, it can be a challenge to keep the team connected. So, we came up with some new and different activities online around health and wellbeing, giving everyone a chance to find some time in the day to relax and engage with others in the team, wherever they are in the UK

Midday Meditation – we introduced a series of short Midday Meditations aimed at refreshing our people and bringing a little calm into their lives and sharing that experience with colleagues. Invites went out to all our staff for these short relaxing and replenishing activities. For those that couldn't make the meditations the sessions were recorded and available on our FourNet sharepoint accessible 24/7.

## Stress Awareness

During April this year, as part of our response to Stress Awareness month we decided to introduce 15 minute virtual coffee breaks on different days and times to try and ensure that anyone who would like to attend, could.

The idea was simple, employees were just encouraged to bring a cup of coffee, tea, water, juice or just a snack and take up to 15 minutes out of the working day to chat to any of their FourNet colleagues who logged in. A FourNet Mental Health First Aider also attended each session as part of our commitment to stress awareness. These virtual coffee breaks were designed to be informal, relaxed, and friendly, and also gave our remote colleagues a chance to interact with the wider FourNet community.



## Introducing the Quiet Room

For those working in, or visiting, our Manchester Office who just need a little 'me' time, we have introduced a Quiet Room. Whether you just need 10 mins quiet contemplation, to listen to music, do a short yoga routine, or offer a little silent prayer, the Quiet Room has been designed as a flexible space and an oasis of calm to be used as and when needed.

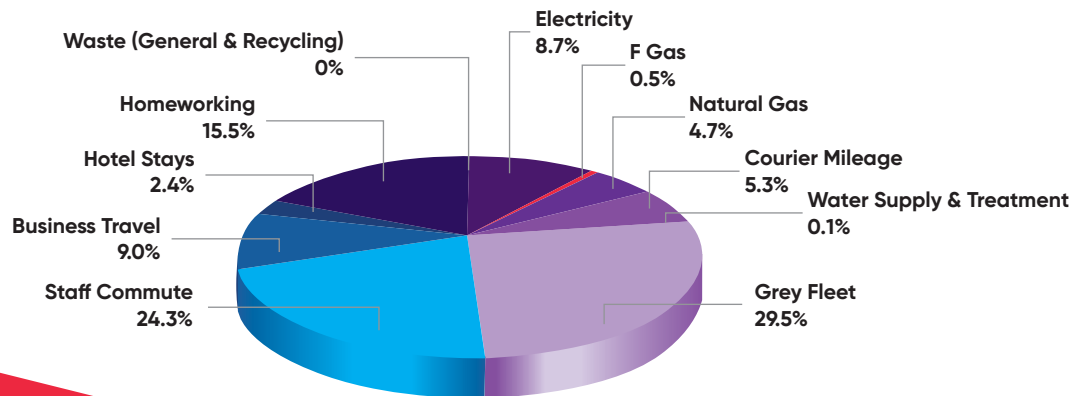


# Our Planet

## Collaborating on Carbon

FourNet has been measuring and reporting on our carbon performance for four years. Discounting our acquisitions, we are delighted to report that our carbon trend remains on a downward trajectory. However, we know there is a lot more to do, and collaborating with our major investor Palatine and other companies in their portfolio, is one way we look to share best practice and implement a process of continuous improvement.

## GHG Emissions in Tonnes CO<sub>2</sub>e by Activity 2024 - 350.43 tonnes



## Project Biodiversity

We recognise that our responsibilities stretch well beyond the boundaries of our operations and were therefore delighted when Karen Wentworth, our Head of Sales Operations, undertook to become a charity ambassador for project biodiversity (Projeto Biodiversidade), a non-profit organisation that protects unique wildlife through community environmental protection programmes at Sal Island, Cape Verde.

Having experienced first hand, the professionalism and dedication of the full time staff and volunteers at this non profit charity, Karen was compelled to continue supporting Project Biodiversity. This is a personal commitment from Karen, but one that we are delighted to promote through our sharepoint portal to raise awareness and provide links for those that would like to donate to the excellent work being undertaken.

# Our Communities

## The Lighthouse Charity

As part of our work with Surrey County Council we have supported the outstanding work of the Lighthouse Charity in Woking. The Lighthouse operates a number of centres across Surrey, all of which provide vibrant hubs that host a range of projects to support, encourage, and empower those who find themselves in need.

From foodbanks to employment support, from activities to reduce social isolation, to helping those in debt, The Lighthouse provides a warm welcome and skilled staff and volunteers. We were delighted to help The Lighthouse by providing a Mental Health Wellbeing Awareness Course for staff and volunteers.

*"The Lighthouse means friendship. It's like a family, where people help each other one way or another."*

Luis, Lighthouse Guest

*"We love to support the development of our staff and volunteers and the course that FourNet ran for us did exactly that, it is a skill set that is really important in our day to day roles."*

Lucy Greenland, The Lighthouse, Woking



## Trek 26

Having already designed, built, and installed a care and support centre for the Alzheimer's Society, and seen first hand the exceptional work they do, it was a fairly easy decision to help fund-raise for the organisation via their Trek 13 and Trek 26.

Choosing from a number of stunning locations to trek either 13 or 26 miles, to raise a target of £200 or £300 per participant, FourNet choose Bakewell in Derbyshire and 17 of our intrepid employees all completed the gruelling but rewarding experience. It was a fantastic occasion for a fantastic cause and our employees have already decided it is an experience they would like to repeat!

*"The trek was superb, really well organised and tons of fun. I loved every minute of it and everyone I spoke to wants to do it again."*

Emma Upton, FourNet

## Our Volunteering Policy

To encourage our employees to support causes close to their heart, FourNet operates a system of two paid volunteering days every year for each employee. Widely communicated through the organisation, we are trying to increase the annual take up of volunteering days, as it is a great way of supporting the communities in which we operate.

In addition to supporting the Alzheimer's Society and the Lighthouse Charity, we have also continued to support Help Bristol's Homeless, Age UK, and the Ace Grace Foundation which has always been close to our hearts.

However, just as important to us is that employees can choose to do something, that is personal to them.



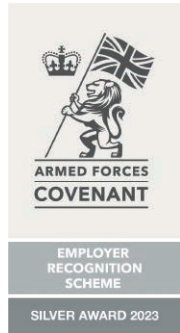
PALATINE 2025 PIONEERS  
IN ESG AWARDS

LEADERSHIP IN SOCIAL VALUE  
WINNER – FOURNET

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# Social Value

FourNet undertakes a comprehensive approach to our social and environmental impacts



Our Employment, Training, and Charitable donations create social value of **£2,660,194**

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## ISO Accreditations



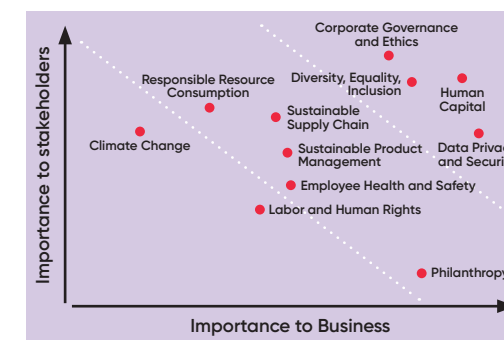
# Key Performance Indicators

KPI's Environment	2022 Baseline performance	2024 Actual	2025 Target	R/A/G
Carbon Net-zero by 2050	312 tCO2°	Total tonnes: 350 tCO2° Scope 1: 15.73 tCO2° Scope 2: 24.22 tCO2° Scope 3: 310.48 tCO2°	Absolute carbon reduction: 311 tCO2° Scope 1: 12.5 tCO2° Scope 2: 19.4 tCO2° Scope 3: 279 tCO2°	
Carbon intensity ratio (per capita)	1.92 tCO2° per capita	1.86 tCO2° per capita	1.75 tCO2° per capita	
Maintain Environmental Accreditations (ISO 14001 & EcoVadis)	EcoVadis Silver achieved	ISO 14001 maintained. EcoVadis rating maintained at Silver but score improved	ISO 14001 re-accredited. Maintain EcoVadis sustainability ratings	
Increase the mileage use of EV vehicles during 2023	54 miles	51,596 miles	Increase by 10%	
<b>Social</b>				
All employees to receive the Real Living Wage	All employees paid the Real Living Wage as a minimum	Achieved	Maintain Living Wage accreditation	
Star Rating in Best Companies to Work For	2 Star Rating	1 Star Rating	Maintain or improve	
Volunteering Days Utilised	39 Days Utilised	17 Days Utilised	100% increase	
Social Value Impact	£1,761,935	£2,660,194	10% increase	
<b>Governance</b>				
<b>Supply Chain</b>				
Onboarding of Suppliers	Undergoing review	Improved evaluation process established	All new suppliers to undergo improved evaluation	
Sustainable Procurement	Strategic supplies to be reviewed on sustainability	Top suppliers reviewed (see panel on the right)	Further establish sustainable procurement process	
<b>Health &amp; Safety</b>				
Employee Health and Safety (Reportable accidents - Riddor)	Zero Reportable incidents	Zero incidents	Continue to target zero harm	
Maintain H&S accreditation (ISO 45001)	Maintain ISO 45001	Maintained	Maintain ISO 45001	
<b>Human Rights</b>				
UN Global Compact	To report any incidents which infringe the 10 principles.	Zero incidents	Zero incidents	
<b>Business Ethics</b>				
Number of reports related to whistleblower procedure	Zero incidents	Zero reports	Zero reports	
Number of confirmed corruption incidents	Zero incidents	Zero incidents	Zero incidents	
Number of confirmed information security breaches (raised to the ICO)	Zero incidents	Zero incidents	Zero incidents	
Number of confirmed discrimination or harassment incidents	Zero incidents	Zero incidents	Zero incidents	

As well as monitoring our own performance, we work closely with our key partners with eight of our significant partners also using the EcoVadis rating system, which covers all the major material impacts of our sector.

Partner	EcoVadis Rating
Cisco	Gold
Ayaya	Bronze
Fortinet	Bronze
Westcon	Silver
Exclusive Networks	Bronze
Ingram Micro	Platinum
Arrow	Silver
Ring Central	Silver
BT Wholesale	Platinum

## Materiality Matrix





# Let's start working together

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