FourNet®



Responsible Business Report

2023-2024

FourNet®

Contents

Introduction 3

The FourNet Difference 4

Our People 6

Our Planet 8

Our Communities 9

Key Performance Indicators 11



"Looking to create positive social and environmental impacts in all aspects of our operations has simply become part of our DNA."

Richard Pennington Chief Executive Officer, FourNet

Introduction

At FourNet we focus on solving our customers' business problems not just their technology challenges. Using our expertise in cybersecurity, secure network infrastructure and customer experience optimisation we provide best in class communication, collaboration and security services for our customers. We don't just facilitate change; we look to drive transformation.

We bring those same business values to our social and environmental vision. Our passion for addressing the digital divide for example looks to engage those who may be getting left behind in the increasingly technological world we live in. Helping those people to bridge the digital divide, may simply allow them to access health appointments, combat social isolation, or shop when they have mobility issues. This has the potential to transform their lives.

With the environment, we don't just look to turn off the lights, for quick wins, as important as they may be, we support green energy tariffs and look to make electric cars affordable and attractive to our people, transforming the way our people travel, reducing carbon emissions and improving air quality. Change that makes a real difference.

Our Responsible Business Report provides an insight into the transformation we at FourNet want to be a part of, from being a Real Living Wage employer, to working with forces veterans and recruiting apprentices. From supporting charities to addressing the digital divide we are looking to help people transform their lives for the better.

I hope you enjoy the report.

Richard Pennington
Chief Executive Officer, FourNet





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

FourNet®

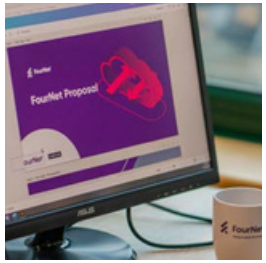


The FourNet Difference

Our focus on Customer Experience, in addition to the high quality business solutions it provides, brings significant value for communities and end-users, and underpins how responsible business practice truly sits in the centre of our business model.

Our work with many of our clients looks to support vulnerable service users, but in some areas, in particular, blue light services, the housing sector, and the charity sector our solutions do not just enhance business efficiency, they add value in the community.

Here are just two examples of the way our solutions provide ripple out benefits into our communities, which brings the FourNet difference to life.



Housing

We are acutely aware of the challenges in this sector as organisations want to engage as positively as possible with their customers and communities, and meet the problems presented by the social and economic landscape we are currently in, and the challenges its brings.

According to the Financial Conduct Authority (FCA) Financial Lives survey conducted in June 2022, 24.9m adults in the UK, or 47% of the population, have one or more of the following characteristics that would classify them as vulnerable:

- Low Financial Resilience
- Poor Health
- Recent negative life events
- Low capability (and digital exclusion)

At FourNet, we work with some of the most critical organisations in the UK – from central government departments to fire, police and ambulance services, so the need to provide solutions that support the end user is paramount.

FourNet's state of the art 'Contact Centre as a Service' (CCaaS) solutions mean that our tech really can be used for good to help vulnerable customers, and that solutions are designed to identify vulnerability, and tailor support to meet this need.

On a current collaboration with Your Homes Newcastle (YHN), in the first eight weeks alone of our engagement cycle we achieved

- A reduction of 48% of abandoned calls, and
- An extra 4,000 calls answered per week

Savings associated with this were in the region of £1m of avoided cost, and we believe the social value generated for customers will also have been significant.

Our white paper on Supporting Vulnerable Customers can be found on our website.

Alzheimer's Society

FourNet's solution architects worked hand-in-hand with the Society for more than a year to design, build, install and deliver the new care and support centre, which is expected to transform the charity's dementia support services and fundraising capabilities.

Built in collaboration with FourNet's cloud contact centre partners, the contact centre solution has been tailor-made to ensure best-in-class support for people living with dementia, with key input to the design from people with lived experience through Dementia Voice, Alzheimer Society specialists and their **Dementia Friends** programme.

The bespoke solution supports the Society's core fundraising and dementia support services across its operations including sites in Birmingham, Norfolk and Warrington as well as its offices in Northern Ireland and Wales.

Dementia is the UK's biggest killer. One in three people born in the UK today will develop dementia in their lifetime. Alzheimer's Society provides help and hope for anyone affected by dementia, and FourNet were committed to providing the very best solution possible.

"We have thoroughly enjoyed working with FourNet on this unique solution, which has delivered an unrivalled care and support centre, harnessing technology, expert advice and input from people living with dementia, which will really help our teams".

Jennie Mummery, Senior Supporter Care Engagement Manager at Alzheimer's Society,



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

Comms National Awards 2023 Best Reseller Innovation Award

We are delighted to have won the Best Reseller Innovation Award and we were also proud to have been highly commended in the Business Transformation category

As one of the fastest-growing privately owned technology companies in the UK and we created a new sector-leading Customer Experience (CX) function which has transformed the business over the past 18 months.

Judges selected FourNet for the **Best Reseller Innovation Award** based on the company's determined switch from being tech-led to CX-led, and achieving business transformation not just for FourNet, but for its customers.

FourNet's CX approach has already been shortlisted for several awards, including at this week's UK Customer Experience Awards 2023 and for Best Use of Customer Insight at the Engage Awards.

We don't create our unique solutions to win awards, but it always feels great when we do!

Our People

Our Employee Event

Our Annual Employee Event goes from strength to strength which approximately 70% of our employee from across the UK joining us in Manchester, for a mix of learning, interaction, business updates and future vision, and most importantly to enjoy themselves.

Centre stage was therefore given to our first internal awards, the 'FourNet Heroes'

There was a huge response to nominations and voting, and we were overwhelmed by some of the amazing things our people had to say about their colleagues. The shortlists were decided by the Social and Environmental Committee (SEC) and the fantastic levels of engagement made for lots of very difficult decisions about the winners of each of the categories.

It was an outstanding event celebrating the contribution of our outstanding people!

The categories and winners were Focus on

Customers

Committed to providing the best service to our customers in all that they do.
Winner – **Amanda Henderson**

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 - **Charlotte Kavanagh**

Can Do attitude

Takes personal responsibility for getting things done, and they get lots done!
Winner - **Steve Hallam**

Growth

Proactively seeks ways to improve and grow the business, adding real value in everything they do.
Winner - **Mike Glover**

Managing and Leading

Provides direction, development and support to get the best out of others, building an amazing team.
Winner - **Karen Wentworth**



Supporting the Next Generation of Talent

As the UK continues to target growth in the high skills economy, FourNet as a provider of high-tech infrastructure solutions, are committed to playing our part. Working with some of the UK's most exciting customers and creating cutting-edge technical solutions for some of the most critical and challenging sectors in the UK, we have exciting opportunities for young people to grow and develop in a thriving environment.

As part of this growth in a high skills sector we have recently recruited an apprentice to join us in the South West. Joining us as a Graduate Apprentice Pre-Sales Solution Consultant, we hope the opportunity will prove an exciting start to a great career path with FourNet.

"It's great to get this opportunity with a growing company in such an exciting sector."

Ahmed Yuusuf

Apprentice Pre-Sales Solution Consultant, FourNet



Valuing the Foundations for Growth

Compliance is not always recognised for the integral part it plays in the growth and development of a company, yet the role compliance plays is a crucial one. As FourNet continues to grow it is of the utmost importance to us that we grow on a foundation of excellence. Giving all our customers, partners, and employees the assurance that our commitments to our processes, security, safety, and the environment are independently evaluated and constantly kept up to date.

We are growing a business on creativity, innovation and customer experience, but every aspect of our operations is underpinned by solid foundations.

"Safeguarding our Business reputation by being able to consistently operate to the highest standards requires teamwork, so together we build on our core foundations and continuously find a more efficient and effective way to do business, maintain integrity and reach our growth potential, together."

Sarah-Jane Heber-Hall

Head of Compliance

bsi ISO 9001 Quality Management Systems CERTIFIED

bsi ISO 14001 Environmental Management CERTIFIED

bsi ISO/IEC 20000-1 Service Management CERTIFIED

bsi ISO/IEC 27001 Information Security Management CERTIFIED

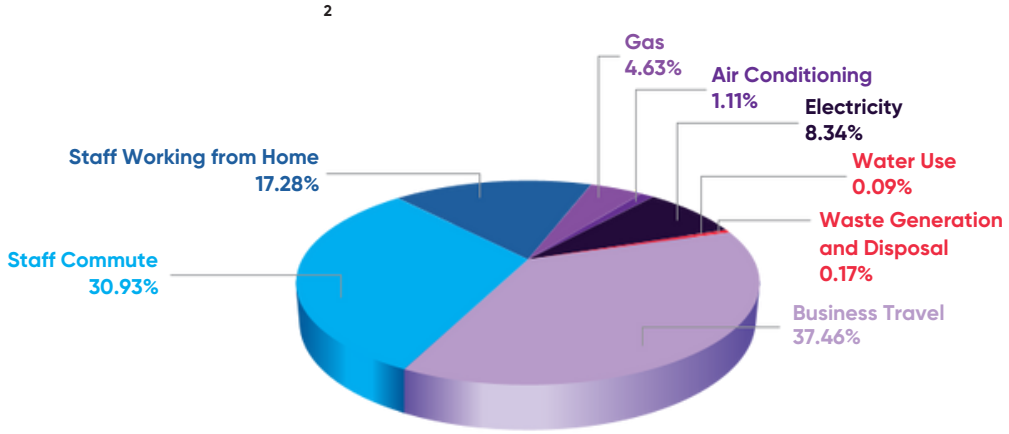
bsi ISO 45001 Occupational Health and Safety Management CERTIFIED

SILVER | Top 15% ecovadis Sustainability Rating NOV 2024

Our Planet

Carbon footprint

GHG Emissions in Tonnes COe by Activity 2023 - 305.83 tonnes



Carbon Management

We are working hard at taking a credible and achievable approach to carbon management and reducing our emissions. To hit the 2050 targets of net-zero carbon, companies need to be halving direct carbon emissions every 10 years. In line with best practice we are looking at our scope 1&2 emissions and including business travel, as although technically a scope 3 emission it is directly within our control.

The movement of office premises onto renewable tariffs and our commitment to making electric cars affordable and attractive to our people, are actions which help address our three main impact areas.

EcoVadis

Since being founded in 2007, EcoVadis has grown into a globally trusted provider of business sustainability ratings with a network of more than 130,000 rated companies. FourNet's reason for engaging with EcoVadis is twofold, first so we can benchmark ourselves against an independent worldwide standard and secondly as a way of cascading best practice down our supply chain, and work even closer with our customers on the challenges presented by climate change.

Supply Chain Sustainability

We are delighted that seven of our top 10 suppliers are rated through the EcoVadis process, two at platinum, one at silver, and four at bronze. Our top 10 suppliers cover approximately 70% of our total spend and this provides FourNet with a high level of reassurance that our supply chain is committed to the sustainability agenda and is performing well.

All our top eight suppliers rate their sustainability performance

SUPPLIER	ECOVADIS RATING
WESTCON International Limited	Bronze
Avaya Sales Limited	Bronze
EXCLUSIVE NETWORKS LTD	Bronze
NICE SYSTEMS UK LIMITED	Awaiting rating
Ingram Micro UK Ltd	Platinum
(NOW) GAMMA TELECOM LTD	Use MSCI ESG Research
RING CENTRAL UK LTD	Silver
British Telecom	Platinum

Our communities

Help Bristol's Homeless

The Help Bristol's Homeless Charity was founded in 2017 by Jasper Thompson, who was motivated by the increase in homelessness in Bristol, and the need for practical action to address this.

In addition to providing temporary accommodation, Help Bristol's Homeless also offer a range of support services to help people get back on their feet. Their team includes experienced professionals who provide advice and guidance on a range of issues, including housing, health, employment, and addiction.

Their flagship project, Help Bristol's Homeless Village, features converted shipping containers that offer safe and secure accommodations for those who are sleeping rough. This unique approach has proven successful in meeting the needs of this vulnerable population.

"I simply wanted to create a space where Bristol's homeless get a chance to change their lives and a home is the beginning of that journey."

Jasper (H. Thompson)

CEO, Help Bristol's Homeless



Case Study - Digital Volunteering at Age UK Westminster

Having won a contract with UK Parliament FourNet worked with Age UK, and One Westminster, an umbrella charity helping the 3rd sector across Westminster to look at ways of addressing the digital divide.

Age UK's Digital Inclusion Service runs drop-in sessions at libraries around Westminster for residents aged 50+ who want some support or guidance on using a digital device and getting online, sometimes for the first time. Sarah Robinson the Digital Inclusion Coordinator for Age UK Westminster was a great point of contact and explained *"Every session is different - volunteers may find themselves supporting a participant to set up an email address and send their first email, to connect to others over WhatsApp or Facebook or to access essential online services such as healthcare and shopping".*

We really liked the opportunity as it allowed such a high percentage of our employees the chance to volunteer in an area of great passion of our company, addressing the digital divide.

To launch the partnership our Chief Marketing Officer, Sarah Keedy, spent two hours volunteering at Marylebone Library in Westminster *"It was a pleasure just speaking to the people who attended, helping them access WhatsApp, showing them how to create photo albums, and helping them to understand how to facetime friends and family was just a bonus. I think I got as much out of the session as the people who attended!"*

The session was definitely a success as FourNet already have volunteers booked in at Paddington and Church St Libraries!

Our communities

Our Local Community - Ace Grace

Supporting the Ace Grace Foundation Our Charity of the Year is one that is close to our hearts; the Ace Grace Foundation. Gracie was the daughter of a FourNet colleague who was diagnosed with Rhabdomyosarcoma, a rare form of soft tissue cancer, a few weeks before her third birthday. She was treated for three and a half years at Royal Manchester Children's Hospital on Ward 84. Gracie lost her battle to cancer on June 20th 2017. The Ace Grace Foundation raises money for the ward to help support the brave children and their families who are still fighting cancer today.



Our Global Community - UN Global Compact

FourNet is very close to the charities we support, but we do understand that worldwide, challenges exist on many levels. 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.

United Nations Global Compact



Human Rights

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

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; and

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; and

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

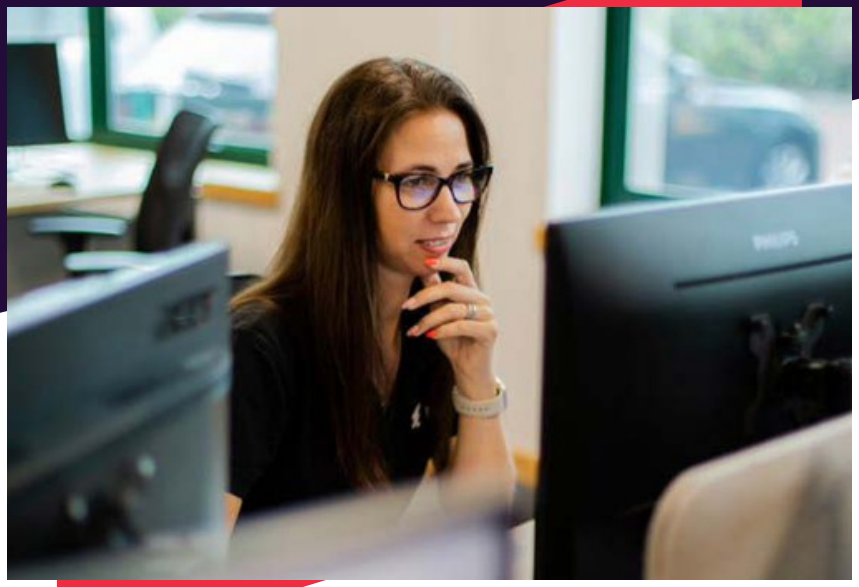
Anti-Corruption

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

Key Performance Indicators

KPI's Environment	2022 Baseline performance	2023 Current performance	2024 Target	Actual	2025 Target	Actual	R/A/G
Carbon Net-zero by 2050	312 tCO2e	306 tCO2e (2% reduction)	Absolute carbon reduction Scope 1 – 6% (1 tonne) Scope 2 – 6% (1 tonne) Scope 3 – 6% (16 tonnes)		Absolute carbon reduction Scope 1 – 6% (1 tonne) Scope 2 – 6% (1 tonne) Scope 3 – 6% (16 tonnes)		
Reduction of Company Business Mileage by 50% by 2030	205,470 miles	249,836 miles (21% increase). Change to – Reduce Company business mileage emissions by 50% by 2030	Reduce Company Business mileage emissions by 6%		Reduce Company Business mileage emissions by 6%		
Maintain Environmental Accreditations (iso 14001 & Ecovadis)	New	ISO 14001 accredited. Achieved silver in Ecovadis sustainability ratings	Maintain or improve		ISO 14001 accredited Achieved silver in Ecovadis sustainability ratings		
Increase the mileage use of EV vehicles during 2023	54 miles	2,818 miles (5,000% increase)	Increase by 10%		Increase by 10%		
Social							
All employees to receive the Real Living Wage	All employees paid the Real Living Wage as a minimum	All employees paid the Real Living Wage as a minimum	All employees paid the Real Living Wage as a minimum		All employees paid the Real Living Wage as a minimum		
Star Rating in Best Companies to Work For	2 Star Rating	1 Star Rating	Maintain or improve		Maintain or improve		
Volunteering Days Utilised	39 Days Utilised	17 Days	10% increase		10% increase		
Increase Charitable Giving to £10,000 (cash and in-kind) by 2025	£6,627	£8,502.48 (30% increase)	10% increase		10% increase		
Benchmark social value		Baseline - £1,761,935	10% increase		10% increase		
Governance							
Supply Chain							
On-Boarding of Suppliers	Undergoing review	All Suppliers to go through appropriate screening	Maintain or improve		Maintain or improve		
Sustainable Procurement	Undergoing review	Using Eco-Vadis to assess sustainability performance of top 10 suppliers by spend	Bring sustainability weighting into procurement function		Further establish sustainable procurement process		
Health & Safety ~~Employee Health and Safety~~ (Reportable accidents - Riddor) Maintain H&S accreditation (ISO 45001)	0 Reportable incidents ISO 45001 accreditation held	0 Reportable incidents Successful re-accreditation process for ISO 45001	Continue to target zero harm Maintain ISO 45001		Continue to target zero harm Maintain ISO 45001		
~~Human Rights~~							
UN Global Compact	New	We have publicly committed to the principles of the UN Global Compact (Responsible Business Report)	To report any incidents which infringe the 10 principles.		To report any incidents which infringe the 10 principles.		
Business Ethics							
Number of reports related to whistleblower procedure	New	Zero number of reports	To report against KPI		To report against KPI		
~~Number of confirmed corruption incidents~~	New	Zero number of confirmed incidents	0 incidents		0 incidents		
~~Number of confirmed information~~ security breaches (raised to the ICO)	New	Zero number of confirmed incidents	0 incidents		0 incidents		

NOTE: Our Key Performance Indicators are reported against a calendar year.



Let's start working together

Manchester Office (HQ)
3 Scholar Green Road,
Cobra Court,
Manchester. M32 0TR

Tel: 0845 055 6366

Derby Office
Wyvern Business Park,
Stanier Way,
Derby. DE21 6BF

Tel: 0300 303 1200

London Office
83 Victoria Street,
London. SW1H OHW

Tel: 0203 503 0003

FourNet PR & Media Office
Tim Reid

e-mail: treid@fournet.co.uk

www.fournet.co.uk

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