

31.08.19 Corporate Social Responsibility (CSR) / Corporate Sustainability within Tangent International Limited (TIL)

Context – the business of TIL

TIL is a medium-sized privately-owned Services Company based on a commercial park in Billericay, Essex – 50kms East of London, in the U.K. The company provides Permanent and Contract staffing solutions to a global client list primarily in the Telecommunications, IT, & FMCG sectors. TIL's 80-strong staff work across 2 buildings in a variety of front-office; back-office & support roles.

This report captures CSR initiatives & activities across the company during Financial Year 2018 and for the months April – August 2019 for report to the September 2019 AGM. The report will be repeated annually thereafter at the end of August.

AIMS

Corporate social responsibility (CSR) / Corporate sustainability has been core at Tangent for a number of years. We believe that a clearly defined and well measured program is a crucial component in the company's overall success.

Our aim is to achieve a positive impact within the Tangent community AND across society as a whole – Whilst maximising shared value for Tangents shareholders, stakeholders and employees. We believe our CSR program enhances our reputation, helps to reduce costs, and increases productivity. We believe that a concern for our staff's well-being, coupled with wider societal goals, is both 'food for the soul' and good for business.

Tangents CSR program is led by the firm but encourages participation from all. The program has put in place policies and procedures whose purpose is to integrate social, environmental, ethical, human rights and customer concerns into business operations and core strategy.

Tangent CSR is externally monitored and our goal is to always be in the top 5% amongst our peers



TIL Values

Responsible businesses implement and live the same values and principles wherever they have a presence, and within TIL implementation means that we conduct our business in ways that, exceed minimum, fundamental responsibilities in the areas of human rights, labour, environment and anti-corruption.

Corporate Social Responsibility (CSR) / Corporate sustainability starts with a company's value system and a principles-based approach to doing business. CSR commitments feature strongly in company values.

One Team, One Goal

- Tangent is a Family
- We embrace and drive change through innovation
- We delegate with accountability

Be a Good Corporate Citizen

- We operate with respect and integrity, always
- We are open and honest
- We are sustainable in everything we do, we support the communities in which we work

Have Passion – Play Full Out

- We are always positive and energised
- We go above and beyond
- We strive to be the best we can

We Deliver WOW Through Service

- We create fans of Tangent putting the customer first, always
- We reward success
- We constantly support learning and development

TIL Values permeate the company ethos – through policies, training and encouraged behaviours.



Governance & CSR Framework

Legislation

The activities of TIL are governed by the [Conduct of Employment Agencies and Employment Businesses Regulations 2003](#), and through other more generic employment legislation e.g. : The Equality Act 2010; Public Interest Disclosure Act 1998; Fair Trading Act 1974; Health & Safety at Work laws; Environmental laws;

Industry Code of Practice

As a Corporate Member of the Recruitment & Employment Confederation (REC) the company works to **REC's Code of Professional Practice and its 10 core Principles:** -

Members are expected to be seen to lay down high principles of ethics, equity, integrity, professional conduct and fair practice in dealing with others and expect members to conduct their business in a manner designed to enhance the operation, image and reputation of the recruitment industry and REC members.

The 10 Principles cover:-

- PRINCIPLE 1 Respect for Laws
- PRINCIPLE 2 Respect for honesty and transparency
- PRINCIPLE 3 Respect for Work Relationships
- PRINCIPLE 4 Respect for Diversity
- PRINCIPLE 5 Respect for Safety
- PRINCIPLE 6 Respect for professional knowledge
- PRINCIPLE 7 Respect for certainty of engagement
- PRINCIPLE 8 Respect for prompt & accurate payment
- PRINCIPLE 9 Respect for ethical international recruitment
- PRINCIPLE 10 Respect for confidentiality and privacy

External CSR Standards

To establish a recognisable CSR framework TIL has signed up to and committed to follow the **Ten Principles of the UN Global Compact (UNGC)**

By incorporating the Ten Principles of the UNGC into TIL strategies, policies and procedures, and establishing a culture of integrity, we believe that we are not only upholding our basic responsibilities to stakeholders; neighbours and the planet, but that this framework also sets the stage for long-term company success.

The Ten Principles of the United Nations Global Compact are derived from: the [Universal Declaration of Human Rights](#), the [International Labour Organization's Declaration on Fundamental Principles and Rights at Work](#), the [Rio Declaration on Environment and Development](#), and the [United Nations Convention Against Corruption](#).



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.

The United Nations has developed the above into a series of Sustainable Development Goals (SDGs) to promote Sustainable Corporate Development by 2030. Companies signing up to the UNGC are expected to report on transformative initiatives progressing SDGs in their annual Communication on Progress (COP) under the Global Compact.

SDGs at August 2019 are as below. The ones highlighted are Goals that TIL's profile and activities can influence directly through transformative actions, or indirectly through the client-base it services: -



Goal 1. End poverty in all its forms everywhere



Goal 2. End hunger, achieve food security and improved nutrition and promote sustainable agriculture



Goal 3. Ensure healthy lives and promote well-being for all at all ages



Goal 4. Ensure inclusive and equitable quality education and promote lifelong learning opportunities for all





Goal 5. Achieve gender equality and empower all women and girls



Goal 6. Ensure availability and sustainable management of water and sanitation for all



Goal 7. Ensure access to affordable, reliable, sustainable and modern energy for all



Goal 8. Promote sustained, inclusive and sustainable economic growth, full and productive employment decent work for all



Goal 9. Build resilient infrastructure, promote inclusive and sustainable industrialization and foster innovation



Goal 10. Reduce inequality within and among countries



Goal 11. Make cities and human settlements inclusive, safe, resilient and sustainable



Goal 12. Ensure sustainable consumption and production patterns



Goal 13. Take urgent action to combat climate change and its impacts



Goal 14. Conserve and sustainably use the oceans, seas and marine resources for sustainable development





Goal 15. Protect, restore and promote sustainable use of terrestrial ecosystems, sustainably manage forests, combat desertification, and halt and reverse land degradation and halt biodiversity loss



Goal 16. Promote peaceful and inclusive societies for sustainable development, provide access to justice for all and build effective, accountable and inclusive institutions at all levels



Goal 17. Strengthen the means of implementation and revitalize the global partnership for sustainable development

TIL CSR Infrastructure: -

Training

Induction Training – CEO session introducing CSR & TIL Policies
Repeat Training
Cross-company broadcasts

Staff Handbook

Contract of Employment for all TIL staff – detailing employee legal obligations on behaviours & the penalties for transgressions.

Policies

- Anti- Modern Slavery Statement
- Diversity Policy Statement
- Environmental Policy Statement
- Equal Opportunities Statement
- Fair Business Practice Policy Statement
- Health & safety Policy Statement
- Public Interest Disclosure Policy
- Sustainable Procurement Policy
- Privacy Policy

The latest Policy Statements are available in the TIL Information Database or from the TIL website – www.tanint.com

External CSR Standards

Signed up to UNGC – latest Communication on Progress – December 2018

External Measurement

TIL uses the on-line services of Ecovadis who assess company CSR infrastructure and provide a scoring with peer group, and broader market, comparisons.





Internal Reporting

31.08.19 initial CSR Report to stakeholders is as per Appendix A

APPENDIX A

TIL Annual CSR / Sustainability Report

Period of Report: 1st April 2018 – 31st August 2019

		UNGC / SDG Read Across
Environment		
Policy statement	Environmental Policy Statement version dated Dec. 2017 – remains valid	
Initiatives/Actions		
- Completed	<ul style="list-style-type: none"> i) Electricity Supply Renewal # 11 Woodbrook Cresc – continued with Haven Power – 100% Renewable Generation from Biomass ii) Fluorescent lighting units in # – Ground Floor # 11 & throughout 12 Woodbrook Crescent replaced with LED units in refurbishment iii) Installation of Clamp-meter on electricity supply cables to # 11 Woodbrook Cresc to allow collation of base usage data and sign up to ‘Owl Intuition’ on-line reporting service. iv) Redundant IT equipment recycled in accordance with W.E.E.E. regulations v) Spent fluorescent light tubes & batteries disposed of at Local Authority Recycling facility. vi) Confidential Waste collected, shredded and recycled by licensed Disposal Company. vii) Office waste collected and sorted off-site – emphasis upon recycling or energy generation from residual material. viii) Sustainability / Environmental Induction Training completed – 25 joiners. ix) Replacement of plastic cups at water fountains with biodegradable paper cups 	 
- Work-in-Progress	<ul style="list-style-type: none"> i) Fluorescent lighting units in First Floor # 11 Woodbrook Cresc replaced with LED units in on-going refurbishment 	



- ii) Installation of Clamp-meter on electricity supply cables to # 12 Woodbrook Cresc. to commence usage statistics. Needed to allow collection of data for KPI purposes.
- iii) Evaluation of options of switching electricity supply to carbon negative generator with greater CO2 release benefit.
- iv) Evaluation of newly installed Air Conditioning units as more efficient heating source than existing gas heated hot-water radiators (particularly following on from iii above).
- v) SMART meters - installation.

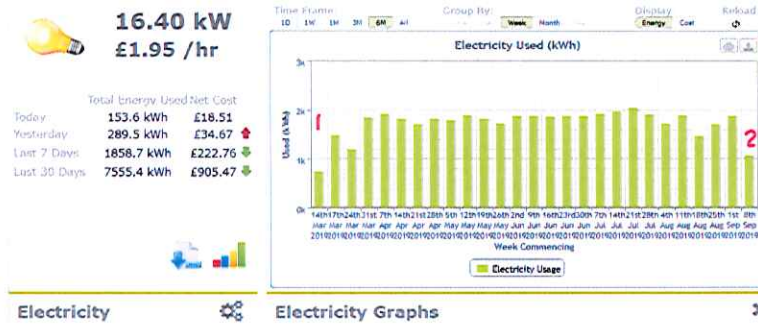
Measurements & KPIs

Weekly usage for # 11 Woodbrook Cresc - Electricity

Electricity Usage

'Owl Intuition' meter installed to create database of usage.

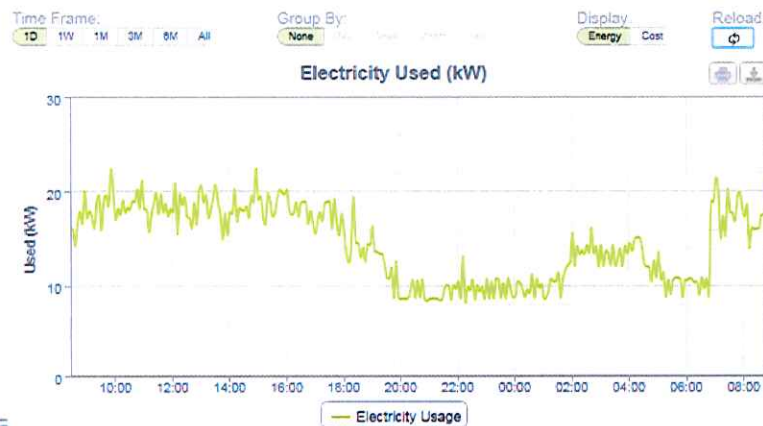
'Owl Intuition' weekly report for annual electricity consumption






Key:


- 1 – Meter fitted mid-week - incomplete period
- 2 – Incomplete period – reading mid-week

'Owl Intuition' flexible reporting – intra-day example: -




	<p>CO2 release from Electricity Generation</p> <hr/>  <p>CO2e</p> <p>Yesterday: 151.87kg Last Week: 975.10kg Last 30 Days: 3963.58kg</p> <hr/> <p>Annual equivalent CO2:- 3,963.58 x 12 = 47,562.96kg</p> <p>With Carbon Neutral Generator Supply choice TIL saves the release of an equivalent of 47,562.96kg of CO2 p.a.</p>	
	<ul style="list-style-type: none"> • Gas consumption – not used in company processes but solely used for heating premises. Usage driven by weather & little potential for effective control. Monitored through usage under utility bills. • Water consumption – not used in processes but solely for staff hygiene. Not currently monitored. 	
<p>Labour Practices & Human Rights Policies</p>		
<p>Fundamental Human Rights</p>		
<p>Policy statement(s)</p>	<ul style="list-style-type: none"> • Diversity Policy Statement (version Dec 2017) • Equal Opportunities Statement (version Dec 2017) • Privacy Policy (website June 18) <p>All versions remain valid</p>	 
<p>Initiatives/Actions</p>		
<p>- Training on Fundamental Rights</p>	<p>Induction Training completed – 25 joiners in period. Modules covered included: -</p> <ul style="list-style-type: none"> • Equal Opportunities/Anti-discrimination • Anti-Modern Slavery • Health & Safety 	




	<ul style="list-style-type: none"> • Information Security & Data Protection • Environmental Policy/Sustainability 	
- Inclusivity initiatives		
- Completed	<p>Autism Awareness Training – Sales Training by SAFE (Supporting Asperger Families in Essex) – Feb 19</p> <p>Disability Confident Company (HM Government Scheme) – TIL signed up at Level 1: Disability Confident Committed</p> <p>InterAct - Christmas Party sponsorship - A local charity that help with the learning and development of young people with disabilities – particularly improving the emotional well-being and life opportunities for a) Teenagers/young people/young adults with a learning disability and additional needs, and their parents/carer, focusing on supporting the whole family, & b) People who experience barriers through disability, challenging emotional and mental health issues, other disadvantage and social difficulties</p> <p>Little Havens Children’s Hospice – TIL’s chosen charity</p> <ul style="list-style-type: none"> • Fun Run Sponsorship (June 18) • Halloween Costume in the office – fund raising (Oct 18) • Christmas Jumper Day in the office – fund raising • Christmas Raffle in the office – fund raising (Dec 18) <p>Made – (formerly Aspire) – 2 workshop sessions during period teaching children from disadvantaged backgrounds how success and purpose can be found, against the odds, through determination and hard work</p> <p>Oaklands – kit sponsorship</p> <p>Ramadan Fridges – Dubai. The Dubai Office were active participants in the 2018 & 2019 ‘Kindness Sharing Fridge project’, helping to stock a number of outdoor fridges with food intended to provide a healthy and free meal to the unemployed and low paid during Ramadan.</p> <p>Mental Health Awareness Seminar for TIL</p>	





	<p>Management held May 19</p> <p>Development of Mental Health Awareness training & workshops for all TIL staff – 50 staff attended 2 sessions Aug 19.</p> <p>Roll-out of Employee Assistance (EAP) Programme across TIL in partnership with Health Assured Apr 18.</p> <p>Services Available – staff members & immediate family members 24 hours a day, 7 days a week, 365 days a year:</p> <ul style="list-style-type: none"> • Life support: Unlimited access to counselling for emotional problems and a pathway to structured telephone counselling or face-to-face counselling sessions (employees only) at your convenience. • Legal information: For any issues that cause anxiety or distress including debt management, accountancy, lawsuits, consumer disputes, property or neighbour legalities (employees only). • Bereavement support: Qualified and experienced counsellors who can help with grief and related stress plus a team of legal advisors to help with legal issues. • Medical information: Qualified nurses on hand to offer advice on a range of medical or health related issues. No diagnostic capabilities but can offer a sympathetic ear and practical information and advice. • CBT online: Range of self-help modules. 	
<p>- Work-in-Progress</p>	<ul style="list-style-type: none"> • Made – (formerly Aspire) – 1 workshop session booked for October 2019 • Wellness Plan – due to be launched Sep 19 	
<p>Child & Forced Labour Issues</p>		
<p>Policy statement</p>	<p>Modern Slavery Statement (website) – Version dated Dec. 2017 – remain...</p>	







Initiatives/Actions	<p>TIL has 1,100 contractors working in over 80 countries. The qualifications & experience required for the roles, together with the remuneration levels involved effectively preclude the likelihood of the risk of Slavery/Forced or Child Labour. Nevertheless - copy of Consultants Passport & Right to Represent confirmation received from each individual as part of age, & right-to-work, checks before assignment commencement. The position vis a vis client roles being filled is kept under review by TIL Management Team periodically.</p> <p>TIL Suppliers tend to be relatively specialist (Fire Alarm & Equipment installation & maintenance; Air Conditioning & Heating installation & maintenance; etc...) and therefore unlikely to be at risk of Slavery/Forced or Child labour. Where a contractor that uses a lower paid workforce is employed e.g. Office Cleaning Company, checks are made to ensure that the company complies with all the relevant employment legislation.</p> <p>For new staff directly engaged by TIL full background checks are carried out in accordance with UK Employment legislation before a joiner starts work.</p>	
Labour Practices		
Policy statement(s)	Health & Safety Policy Statement – version Dec 2017 - remains valid	
Initiatives/Actions		
- <i>Workplace Health & Safety</i>	No H&S incidents reported to Team CEO/HR	
- Completed		
	<ul style="list-style-type: none"> • Fire Safety – Croner visit Nov. 18. • M&G linked # 12 Woodbrook Crescent in to main office systems. • Fire training for Fire Marshalls by M&G completed. Mar. 18. • H&S – quarterly walkabouts undertaken by Team CEO • Annual Workstation Questionnaire (comfort/glare/flicker....) completed during Q4 2018. • Electrical & Equipment Testing – PAT testing on fans & key office computers completed 	



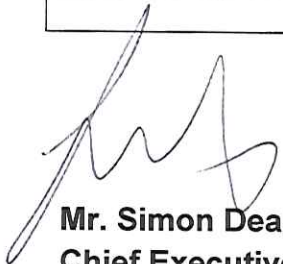
	<p>Mar. 19.</p> <ul style="list-style-type: none"> • # 11 Woodbrook Crescent Boiler annual check completed Sept 18. • 2 First Aiders trained during year • Installation of dual Air-Conditioning/Heating units across both # 11 & # 12 Woodbrook Crescent to allow better control of ambient work temperatures. 	
- Work-in-Progress	<ul style="list-style-type: none"> • # 12 Woodbrook Crescent Boiler to be tested. • # 11 Woodbrook Crescent Boiler annual maintenance scheduled Sep 19 • M&G annual maintenance scheduled Oct 19 	
- Career Development		
- Completed	<ul style="list-style-type: none"> - In-house Training System developed – provides better MI compared against previous Excel-based system; allows training requesting and booking; e-mail reminders of sessions; central library of material. - Monthly Leadership & Management Development Programme introduced – including external presenters e.g. Head of Henley Business School - Continued drive and sponsorship for Professional Qualifications across TIL – 2 individuals at various stages of individual learning towards an MBA; 1 individual working towards L4 Association of Accounting Technicians qualification; - 1 of 2 Apprentices working with TIL completed Qualification early. Additional Apprentice taken on & working on Sales Team – Aug. 19. 	
- Training	<ul style="list-style-type: none"> - Sales Training – Sales represent approximately 50% of TIL staff and are expected to complete a minimum of 10 training modules + between 20 – 40 sales-based Workshops per annum. - Labour Practices Induction Training completed – 25 joiners in period 	
- Discrimination	<ul style="list-style-type: none"> - Anti-discrimination Induction Training completed – 25 joiners in period 	
Fair Business Practices/Business Ethics		



Policy statement	<ul style="list-style-type: none"> • Fair Business Practice Policy Statement • Public Interest Disclosure Policy <p>Versions Dec 17 – remain valid</p>	 
Initiatives/Actions		
<ul style="list-style-type: none"> - Whistle-blowing 	No incidents/issues of concern reported to CEO	
<ul style="list-style-type: none"> - Anti-bribery & anti-corruption 	No incidents/issues of concern reported to CEO	
<ul style="list-style-type: none"> - Conflicts of Interest 	No incidents/issues of concern reported to CEO	
<ul style="list-style-type: none"> - Training 	<ul style="list-style-type: none"> - Fair Business Practices Induction Training completed – 25 joiners in period - GDPR training – 84 staff completed Jun - Aug 19 	
Client Complaints	<p>Quality MRM Extract 17.1.19 4.2.1 vi) - Complaints – no client or Consultant/Candidate complaints have required CEO involvement</p> <p>Quality MRM Extract 17.1.19 4.2.1 vii) - Complaints – Consultant actions – a number of client complaints received about individual consultant behaviour on assignment needing TIL disciplinary actions.</p> <p>No additional complaints post 17.1.19</p>	
Contractor Complaints	None received requiring escalation to Commercial Director or CEO	
<u>Sustainable Procurement</u>		
Policy Statement	Sustainable Procurement Policy – version Dec 17 – remains valid	 
Initiatives/Actions		



- Completed	<ul style="list-style-type: none">i) Selection of local suppliers and contractors in line with Sustainable Procurement Policy under refurbishment of #s 11 & 12 Woodbrook Crescent.ii) Plastic cups available at drink dispensers replaced with bio-degradable paper option.iii) Recycling of printer toner cartridgesiv) Paper consumables for printers & photocopiers selected from suppliers manufacturing from sustainable forests.vi) Sustainability / Environmental Induction Training completed – 25 joiners in period	
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Mr. Simon Dear
Chief Executive Officer

31st August 2019

