

31.08.20 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 for the period 1st, September 2019 to – 31st, August 2020 for report to the September 2020 AGM.

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.

Tangent's 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 implementation and living the same values and principles wherever we have a presence, 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 former Corporate Member of the Recruitment & Employment Confederation (REC) the REC's Code of Professional Practice and its 10 core Principles were a significant influence on the establishment of the TIL CSR platform: -

Trade body membership switched to APSCO during 2019 as that body better supported the International profile and needs of TIL.

REC 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 2020 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 uploaded – December 2019

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. Last assessment completed November 2019 – awarded Gold Star rating placing Group within top 5% of Recruitment Companies assessed, and amongst top 7% of all companies reviewed.

Internal Reporting




- 31.08.19 initial CSR Report to stakeholders.
- 31.08.20 Second CSR Report - as per Appendix A

APPENDIX A

TIL Annual CSR / Sustainability Report

**Period of Report: 1st September 2019 – 31st August 2020
(Period includes five months of TIL working on home working basis)**

		UNGC / SDG Read Across
<u>Environment</u>		
Policy statement	Environmental Policy Statement version dated Dec. 2018 – remains valid	

Initiatives/Actions														
<p>- Completed</p>	<ul style="list-style-type: none"> i) Fluorescent lighting units in # – Ground Floor # 11 & throughout 12 Woodbrook Crescent replaced with LED units in refurbishment ii) Collation of base electricity usage data via ‘Owl Intuition’ on-line reporting service during year – data set skewed by switch of staff to home-working late March 2020 under Covid-19 precautions. iii) Redundant & unusable IT equipment recycled in accordance with W.E.E.E. regulations iv) Spent fluorescent light tubes & batteries disposed of at Local Authority Recycling facility. v) Confidential Waste collected, shredded and recycled by licensed Disposal Company. vi) Office waste collected and sorted off-site – emphasis upon recycling or energy generation from residual material. vii) Sustainability / Environmental Induction Training completed – 13 joiners. viii) Removal of disposable cups at water fountains and issuance of water bottles to all TIL staff. ix) Installation of Clamp-meter on electricity supply cable to # 12 Woodbrook Cresc to allow collation of base usage data for premises. x) Reviewed electricity supplier options and elected to remain with Haven Power – competitive pricing & the biomass fuel used for generators produces 86% less carbon than an equivalent coal generator. 	 												
<p>- Work-in-Progress</p>	<ul style="list-style-type: none"> i) Fluorescent lighting units in First Floor # 11 Woodbrook Cresc. scheduled to be replaced with LED units in on-going refurbishment – late September 2020 ii) Evaluation of Air Conditioning units as potentially more efficient heating source than existing gas heated hot-water . iii) SMART meters - installation. 													
<p>Measurements & KPIs</p>	<p>Weekly usage for # 11 Woodbrook Cresc - Electricity</p>													
	<p>Ecovadis Assessment – November 2019</p> <p>Ecovadis peer group assessment shows TIL to be consistently out-performing other Recruitment Companies with Environmental initiatives.</p> <p>Environment Score Breakdown</p>  <table border="1"> <caption>Environment Score Breakdown Data</caption> <thead> <tr> <th>Category</th> <th>Score</th> </tr> </thead> <tbody> <tr> <td>Overall Score</td> <td>68</td> </tr> <tr> <td>Environment</td> <td>70</td> </tr> <tr> <td>Labor & Human Rights</td> <td>70</td> </tr> <tr> <td>Ethics</td> <td>70</td> </tr> <tr> <td>Sustainable Procurement</td> <td>50</td> </tr> </tbody> </table>	Category	Score	Overall Score	68	Environment	70	Labor & Human Rights	70	Ethics	70	Sustainable Procurement	50	
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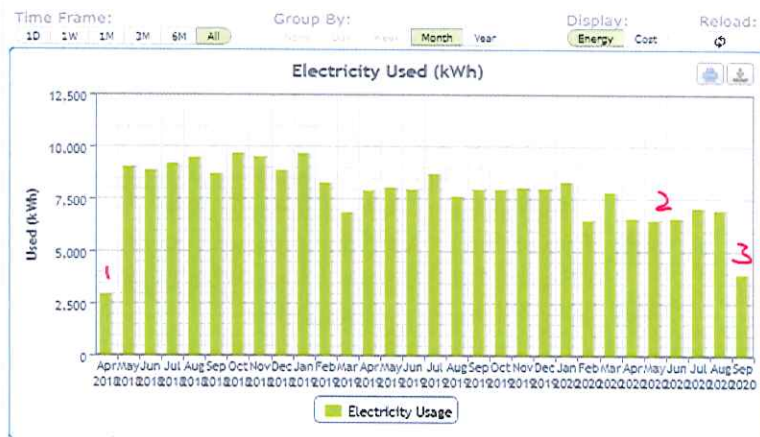
Theme score comparison



Electricity Usage

‘Owl Intuition’ meters installed to create database of usage.

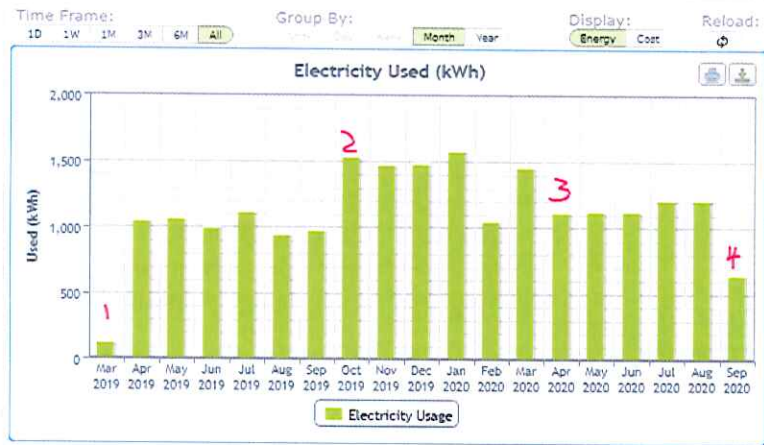
‘Owl Intuition’ weekly report for annual electricity consumption – No. 11 Woodbrook Crescent



Key:

- 1 – Meter fitted mid-month - incomplete period
- 2 – Reduction with majority of staff homeworking from the last week in March though to early July.
- 3 - Incomplete period – reading mid-month

‘Owl Intuition’ weekly report for annual electricity consumption – No. 12 Woodbrook Crescent



Key:

- 1 – Meter fitted mid-month - incomplete period
- 2 – Move of Collections Team into 1st Floor of building
- 3 – Reduction with majority of staff homeworking from the last week in March though to early July.
- 4 - Incomplete period – reading mid-month

CO2 release from Electricity Generation (September data)

Number 11 Woodbrook Crescent (at 30.9.20)



CO2e

Yesterday: 124.46kg
 Last Week: 851.39kg
 Last 30 Days: 3620.73kg

Number 12 Woodbrook Crescent (at 30.9.20)



CO2e

Yesterday: 20.02kg
 Last Week: 137.56kg
 Last 30 Days: 608.34kg


Annual equivalent CO2: - 3,620.73 + 608.34 x 12 = 50,748.84 kg


With Carbon Neutral Generator Supply choice TIL saves the release of an equivalent of 50,748.84kg of CO2 p.a.




	(47,562.96kg in 2019).	
	<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. 	
<u>Labour Practices & Human Rights Policies</u>		
Fundamental Human Rights		
Policy statement(s)	<ul style="list-style-type: none"> Diversity Policy Statement (version Dec 2018) Equal Opportunities Statement (version Dec 2018) Privacy Policy (website June 18) <p style="text-align: right;">All versions remain valid</p>	 
Initiatives/Actions		
- Training on Fundamental Rights	<p>Induction Training completed – 13 joiners in period. Modules covered included: -</p> <ul style="list-style-type: none"> Equal Opportunities/Anti-discrimination Anti-Modern Slavery Health & safety Information Security & Data Protection Environmental Policy/Sustainability 	
- Inclusivity initiatives		
- Completed	<p>Roll-out of Mandarin website.</p> <p><u>Disability Confident Company</u> (HM Government Scheme) – TIL signed up at Level 1: Disability Confident Committed</p> <p><u>Little Havens Children’s Hospice</u> – TIL’s chosen charity</p> <ul style="list-style-type: none"> Halloween Costume in the office – fund raising (Oct 19) Christmas Jumper Day in the office – fund raising 	

	<ul style="list-style-type: none"> • Christmas Raffle in the office – fund raising (Dec 19) • '30 in 30' – lockdown fund-raising initiative by staff to walk; run; cycle or swim sponsored miles during 30 days of July to at least mirror the distance completed by Little Havens nursing staff during a month. Tangent staff accumulated over 4,300 miles during the month raising over £1,200 for Little Havens. <p><u>Made – (formerly Aspire)</u> – Workshop session Oct 2019 teaching children from disadvantaged backgrounds how success and purpose can be found, against the odds, through determination and hard work</p> <p><u>REACH</u> (School for children/young adults needing a second chance in the education system. Donation of older desktop pcs to allow them to set up an IT Room. Looking for other ways to assist.</p> <p><u>Wellness Plan – Roll out</u> Tangent would like -</p> <ul style="list-style-type: none"> • Staff to have the best mental well-being they can possibly have. • Encourage staff to be open about problems they are experiencing. • Ensure confidentiality and provide an appropriate place for confidential conversations. • When talking about Mental Health, we will listen, be respectful and not make assumptions. • Be positive - we want to focus on what employees can do rather than what they can't, provide training which as a company we are very driven to do and to give mentoring/coaching if there are any skills gaps. • Work together and involve people in finding solutions as much as possible (One Team One Goal!). • Support staff to develop personal resilience and coping strategies. • Review and reflect on positive achievements with all staff as this helps to build positive self-esteem and develop skills to better manage triggers for poor mental health. <p>Encourage staff to seek further advice and support. Tangent introduced the Employee Assistance Programme (EAP) – detailed in the 2019 Annual CSR Report. The EAP is free for all to use and is a 24-hour counselling service (available after completion of probation).</p>	
<p>- Work-in-Progress</p>	<ul style="list-style-type: none"> • <u>Made – (formerly Aspire)</u> – On-line workshop session offered during Covid-19 	



<p>External Assessment</p>	<p>Ecovadis Assessment – November 2019</p> <p>Ecovadis peer group assessment shows TIL to be consistently out-performing other Recruitment Companies with Labour & Human Rights initiatives.</p> <p>Labor & Human Rights Score Breakdown</p> <p>Theme score comparison</p>	
<p>Child & Forced Labour Issues</p>		
<p>Policy statement</p>	<p>Modern Slavery Statement (website) – Version dated Dec. 2018 – remains valid</p>	
<p>Initiatives/Actions</p>	<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 &</p>	

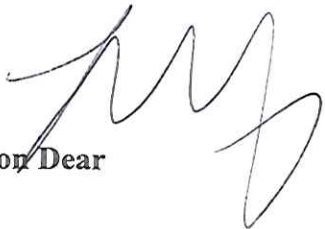
	<p>Equipment installation & maintenance; Air Conditioning & Heating installation & maintenance; etc...) and therefore unlikely to be at risk of Slavery/Forced or Child labour. Where a contractor that uses a lower paid workforce is employed e.g. Office Cleaning Company, checks are made to ensure that 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 2018 - remains valid	
Initiatives/Actions		
- Workplace Health & Safety	No H&S incidents reported to Team CEO/HR	
- Completed		
	<ul style="list-style-type: none"> • Early March - Risk evaluations carried out on workplace impact for enforcement of 1, then 2-meter Social Distancing to prevent Covid-19 spreading. • March - Acquisition and distribution across work desks of Hand Sanitizers; Anti-viral wipes & tissues. • Feb/March - Regular CEO/HR broadcast briefings on the changing HM Government instructions to prevent spread of Covid-19. • Business Continuity Infrastructure (High-speed, large bandwidth fibre optic cable to premises; lap tops & Chrome-books; investment in additional On-line Meeting Rooms; Software to support PDF signing acquired and in place to allow rapid switch at the end of March 2020 to home working in line with HM Government instructions to prevent Covid-19 spread. • April – Home working safe and comfortable work environment assessment. • March – July. Risk evaluations carried out on workplace on what policies & practices needed to facilitate a progressive and safe return of staff to the workplace within HM Government Social Distancing requirements. • Introduction/installation of: Hand-sanitizer handles on doors from toilets; closure of meeting rooms; new sign-in and contact tracing process for staff attending the workplace; control of numbers attending the workplace at any one time; signage to limit numbers accessing toilet and washroom facilities; Production and distribution on YouTube to all staff of video explaining workplace safe working environment changes; acquisition of second colour printer to reduce need for staff moving around 	

	<p>first floor work areas.</p> <ul style="list-style-type: none"> • Staff Engagement initiatives during lockdown homeworking included. <ul style="list-style-type: none"> ○ Regular CEO/HR/Sales Director email business updates / birthday emails ○ Regular Team Meetings via on-line Meeting Rooms. ○ Friday evening ‘Pub’ Quizzes ○ ‘30 in 30’ walking/cycling Initiative to raise money to support TIL’s main charity, Little Havens ○ Just Eat vouchers; Home-delivered Cocktail selection to all staff; Collation and distribution via YouTube of Tangent favourite songs. ○ Reminder of EAP availability • Fire Safety – Croner visit for 2020 delayed by Covid-19 backlog. • Fire training for Fire Marshalls by M&G completed. Nov. 19. • M&G Annual Fire Detection System maintenance completed Oct. 19. • H&S – quarterly walkabouts undertaken by Team CEO • Annual Workstation Questionnaire (comfort/glare/flicker....) completed during Q4 2019. • Electrical & Equipment Testing – PAT testing on fans & kettles & office computers completed Mar. 19 (not due again until period 2022/4. • # 11 & # 12 Woodbrook Crescent Boilers annual checks completed Sept 19. • 3 First Aiders trained with current Certificates. 	
<p>- Work-in-Progress</p>	<ul style="list-style-type: none"> • # 12 Woodbrook Crescent Boiler annual maintenance scheduled Sept. 20. • # 11 Woodbrook Crescent Boiler annual maintenance scheduled Sept. 20 • M&G annual Fire Detection System maintenance scheduled Oct 20 	
<p>- Career Development</p>		
<p>- Completed</p>	<ul style="list-style-type: none"> - Leadership & Management Development Programme underway – 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; - The Apprentice currently working with Tangent, and supporting the PO team, passed her Customer Relations Apprenticeship with distinction during the year. 	

- 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 – 13 joiners in period 	
- Discrimination	<ul style="list-style-type: none"> - Anti-discrimination Induction Training completed – 13 joiners in period 	
- Work-in-Progress	<ul style="list-style-type: none"> - Introduction of new staff Payroll and Personnel System to offer service improvements - includes Learning and Development modules with more functionality representing an upgrade to the current in-house training system. 	
<u>Fair Business Practices/Business Ethics</u>		
Policy statement	<ul style="list-style-type: none"> • Fair Business Practice Policy Statement • Public Interest Disclosure Policy <p>Versions Dec 18 – remain valid</p>	 
Initiatives/Actions		
- Whistle-blowing	No incidents/issues of concern reported to CEO	
- Anti-bribery & anti-corruption	No incidents/issues of concern reported to CEO	
- Conflicts of Interest	No incidents/issues of concern reported to CEO	
- Training	<ul style="list-style-type: none"> - Fair Business Practices Induction Training completed – 13 joiners in period - GDPR training – 84 staff completed initial training in 2019, and repeat training in April 2020 	
Client Complaints	<p>Quality MRM Extract 15.1.20 4.2.1 vi) - Complaints – no client or Consultant/Candidate complaints have required CEO involvement</p> <p>Quality MRM Extract 15.1.20 4.2.1 vii) - Complaints – Consultant actions – a number of minor client complaints received during the year about individual consultant behaviour (time-keeping usually); failures to meet KPIs on assignment needing. TIL warning letters/disciplinary actions issued. Letters logged against consultant on TR. Nothing untoward identified.</p>	

	No additional complaints post 15.1.20	
Contractor Complaints	None received requiring escalation to Commercial Director or CEO	
External Assessment	<p>Ecovadis Assessment – November 2019</p> <p>Ecovadis peer group assessment shows TIL to be consistently out-performing other Recruitment Companies with Ethics initiatives.</p> <p>Ethics Score Breakdown</p> <p>Theme score comparison</p> <p>○ TANGENT INTERNATIONAL GROUP PLC (GROUP) score ■ All companies assessed by EcoVadis in this industry</p>	
<u>Sustainable Procurement</u>		
Policy Statement	Sustainable Procurement Policy – version Dec 18 – remains valid	
Initiatives/Actions		
- Completed	i) Selection of local suppliers and contractors in line with Sustainable Procurement Policy under refurbishment of	

	<p>#s 11 & 12 Woodbrook Crescent.</p> <ul style="list-style-type: none"> ii) Removal of disposable cup option at water fountains and issuance of water bottles to all TIL staff iii) Recycling of printer toner cartridges iv) Paper consumables for printers & photocopiers selected from suppliers manufacturing from sustainable forests. v) Sustainability / Environmental Induction Training completed – 13 joiners in period 	
<p>External Assessment</p>	<p>Ecovadis Assessment – November 2019</p> <p>Ecovadis peer group assessment shows TIL to be consistently out-performing other Recruitment Companies with Sustainable Procurement/Development initiatives.</p> <p>Sustainable Procurement Score Breakdown</p>  <p>Theme score comparison</p>  <p>● TANGENT INTERNATIONAL GROUP PLC (GROUP) score ● All companies assessed by EcoVadis in this industry</p>	



Mr. Simon Dear

CEO

31st August 2020

