

31.08.21 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 2020 to – 31st, August 2021 for dissemination to Stakeholders.

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 Tangent's 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; The Data Protection Act 2018; 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.

The APSCO Code of Conduct for members though structured differently to the REC Code of Professional Practice nevertheless maintains the same high principles and expectations for ethics, equity, integrity, professional conduct, and fair practice in dealing with others – whether Candidates, Clients, or Industry contacts.

APSCO ASSURANCES require: -

- ASSURANCE OF ETHICAL BEHAVIOUR

- ASSURANCE OF HONESTY
- ASSURANCE OF STAFF TRAINING
- ASSURANCE OF LEGAL COMPLIANCE
- ASSURANCE OF TRANSPARENCY AND ACCOUNTABILITY IN THE RECRUITMENT PROCESS
- ASSURANCE OF RESPECTFUL AND MUTUALLY BENEFICIAL RELATIONSHIPS: DEALINGS WITH CLIENTS
- ASSURANCE OF RESPECTFUL AND MUTUALLY BENEFICIAL RELATIONSHIPS: DEALINGS WITH CANDIDATES
- COMPLAINTS & ESCALATION
- WHISTLEBLOWING

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 2021 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, or upon request via email to info@tanint.com.

External CSR Standards

Signed up to UNGC – latest Communication on Progress uploaded – December 2020

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 to stakeholders.
31.08.21 - as per Appendix A


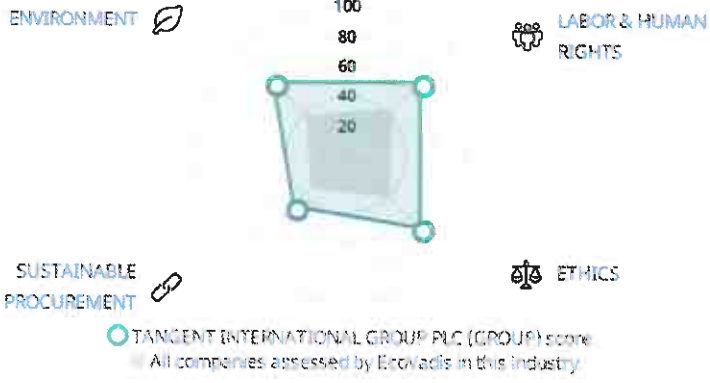
APPENDIX A

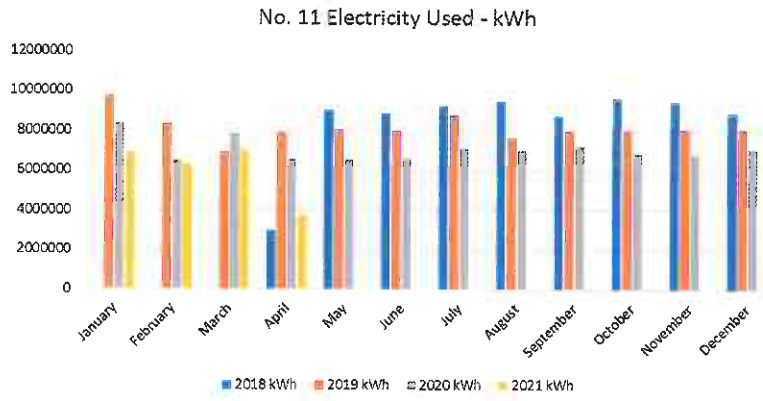
TIL Annual CSR / Sustainability Report

Period of Report: 1st September 2020 – 31st August 2021

(Period covers Covid Pandemic with most staff working on home working, or part home/office on a hybrid basis)

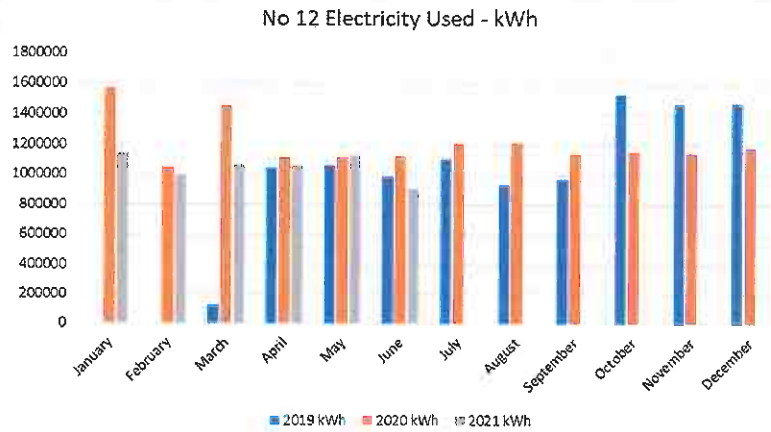
		UNGC / SDG Read Across
<u>Environment</u>		
Policy statement	Environmental Policy Statement version dated Dec. 2018 – remains valid	
Initiatives/Actions		
- Completed	<ul style="list-style-type: none"> i) Fluorescent lighting units in First Floor # 11 replaced with LED units in refurbishment (September 2020) ii) Collation of base electricity usage data via ‘Owl Intuition’ on-line reporting service during year – data set skewed by hybrid mix of working patterns under Covid-19 precautions iii) Refurbishment of desktop PCs beyond usable work life and donation to chosen charity. iv) Redundant & unusable IT equipment recycled in accordance with W.E.E.E. regulations. v) Any Spent fluorescent light tubes/bulbs, & 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 – 11 joiners. ix) Installation of Clamp-meter on electricity supply cable to # 12 Woodbrook Crescent to allow collation of base usage data for premises. x) Electricity supply remains with Haven Power/Drax – will change to TotalEnergies from mid-2023 with their stronger focus on Renewables. Drax electricity is generated from biomass combustion which produces 86% less carbon than an equivalent coal generator. 	 
- Work-in-Progress	<ul style="list-style-type: none"> i) Evaluation of Air Conditioning units as potentially more efficient heating source than existing gas heated hot-water . ii) SMART meters - installation. iii) Assessment of Carbon Footprint across the company to identify any options to work towards Net Zero. iv) Change of electricity generator from biomass combustion to Renewables. v) Ecovadis reassessment 	

	<p>vi) Change of Confidential Waste Collector to one with ability to report on weight of paper removed over the year.</p>	
<p>Measurements & KPIs</p>	<p>Annual/Monthly/Weekly/Daily usage for # 11 Woodbrook Crescent - 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>  <p>Theme score comparison</p>  <p>Electricity Usage</p> <p>‘Owl Intuition’ meters installed April 2018/March 2019 to build up a database of usage – below is an extract of the output taken mid-year 2021 - No. 11 Woodbrook Crescent</p>	



The drop-off from April 2020 shows the impact of homeworking.

The equivalent for **No. 12 Woodbrook Crescent** (below) shows a smaller change as the company migrated to homeworking as there are less staff working in that building. The ‘Owl Intuition’ meter was installed on the supply to No. 12 in March 2019.



Information output from the ‘Owl Intuition’ meters is available on a daily/weekly/monthly or annual basis, and across each of the phase supply.

CO2 Emissions from electricity consumption: -

For the last full calendar year combined 98,893 kWh electricity usage across Nos 11 & 12 Woodbrook Crescent in 2020 would have released CO2 using the average UK generator fuel mix of 0.233 kg per kWh of:-

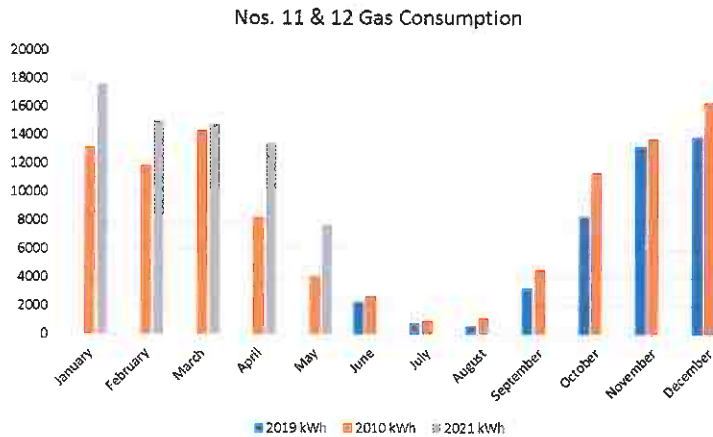
$$98,893 \times 0.233 = 23,042 \text{ kg}$$

The Tangent electricity supply contract for the period however was for electricity generated from Carbon Neutral sources therefore preventing CO2 to the equivalent of 23.04 metric tonnes being released to the atmosphere from the

burning of fossil fuel.

Gas Usage – for heating buildings.




Combined data for Nos 11 & 12 Woodbrook Crescent – available monthly. View taken mid-2021.




Assessment of CO2 released in to the air:-


Month	2019 kWh	2020 kWh	2021 kWh
January		13,054.06	17,546.56
February		11,787.53	14,959.15
March		14,309.79	14,772.05
April		8,222.07	13,422.74
May		4,059.37	7,712.99
June	2,243.35	2,636.16	
July	799.18	930.37	
August	623.51	1,078.18	
September	3,280.34	4,563.98	
October	8,285.82	11,302.45	
November	13,166.14	13,762.19	
December	13,860.14	16,302.43	
Annual kWh		102,008.58	
2020 CO2 per kWh *1	0.185	18,871.59kgs	
Metric tonnes		18.87	





Key:


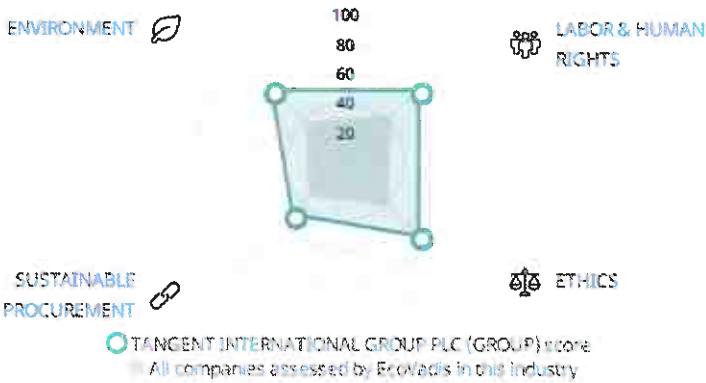
	<p>0.185 kg / kWh</p> <p>The CO2 generated by burning natural gas is 0.185 kg / kWh [8].</p> <p>https://www.carbonindependent.org ...</p> <p>Offset options for the CO2 released through building heating will be assessed in separate work studying the Company’s Carbon Footprint.</p> <ul style="list-style-type: none"> • Water consumption – not used in processes but solely for staff hygiene. Not currently monitored. 	
<p><u>Labour Practices & Human Rights Policies</u></p>		
<p>Fundamental Human Rights</p>		
<p>Policy statement(s)</p>	<ul style="list-style-type: none"> • Diversity Policy Statement (version Dec 2018) • Equal Opportunities Statement (version Dec 2018) • 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 – 11 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 	
<p>- Inclusivity initiatives</p>		
<p>- Completed</p>	<p><u>Disability Confident Company</u> (HM Government Scheme) – TIL progression to Level 2: Disability Confident Employer</p> <p><u>Promoting and Nurturing Tangent Sports</u> – lockdown fundraising event in May in favour of MIND.</p>	




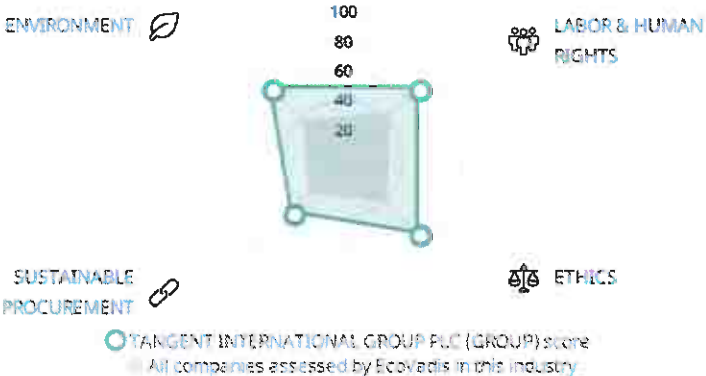
	<p><u>Little Havens Children’s Hospice</u> – TIL’s chosen charity</p> <ul style="list-style-type: none"> • Halloween Costume in the virtual office – fund raising (Oct 20) • Santa Run – fund raising • Christmas Jumper Day in the virtual office – fund raising (Dec 20) <p><u>Made – (formerly Aspire)</u> – On-line Workshop session offered during lockdown. Charity teaches 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.</p> <ul style="list-style-type: none"> • Lockdown 3 – reminder for 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>- Work-in-Progress</p>	<ul style="list-style-type: none"> • <u>Made – (formerly Aspire)</u> – Tangent-based workshop session. • <u>Race4Business</u> – sponsorship of Little Havens fundraising event September 2021 • <u>Halloween</u> – dress-up day fundraising event October 2021 • Christmas Jumper Day – fund raising (Dec 21) 													
<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>  <table border="1"> <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>70</td> </tr> </tbody> </table> <p>— Average peers</p>	Category	Score	Overall Score	68	Environment	70	Labor & Human Rights	70	Ethics	70	Sustainable Procurement	70	
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	<p>Theme score comparison</p> <p>ENVIRONMENT </p> <p>LABOR & HUMAN RIGHTS </p> <p>SUSTAINABLE PROCUREMENT </p> <p>ETHICS </p> <p>○ TANGENT INTERNATIONAL GROUP PLC (GROUP) score ● All companies assessed by Ecolab in this industry</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 & 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>	
<p>Labour Practices</p>		

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"> • June – Home working safe and comfortable work environment assessment. • On-going. Risk evaluations carried out on workplace to support hybrid working – limited number of staff in the buildings with every other workstation closed; single access system to toilet facilities; closure of meeting rooms; windows open to ensure mix of fresh air. • Coronavirus (Covid-19) Operating Policy published in May to support hybrid working. • ‘Access Applause’ roll-out – on-line staff recognition tool. • Roll-out second phase of ADP (new staff Payroll and Personnel System to offer service improvements - includes Learning and Development modules) in January • 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. ○ Promoting & Nurturing Tangent Sports competition raising money for MIND ○ Just Eat vouchers February ○ Reminder of EAP availability • Fire Safety – Croner visit 2021 completed. • Fire training for Fire Marshalls by M&G last completed. Nov. 19. Follow-up training delayed due to Covi-19 restrictions. • M&G Annual Fire Detection System maintenance completed Oct. 19th. • H&S – quarterly walkabouts undertaken by Team CEO • Electrical & Equipment Testing – PAT testing on fans & kettles & office computers completed Mar. 2019 (not due again until period 2022/4. • # 11 & # 12 Woodbrook Crescent Boilers annual checks completed Sept 18th. • 3 First Aiders trained with current Certificates. 	
- Work-in-Progress	<ul style="list-style-type: none"> • Fire Training for Fire Marshalls 	
- Career Development		

<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 passed Master of Business Administration (MBA) - 1 individual passed L3 in Leadership and Management - 1 individual completed L5 NVQ Diploma in Leadership and Management - 1 individual passed Treasury Management - 1 individual passed AAT and now working for next level - 1 individual studying AAT - 1 individual studying Advanced Cyber Security Diploma L5 - 1 individual studying Cloud Computing training 	
<p>- Training</p>	<ul style="list-style-type: none"> - Sales Training – Workshop-based training where Covid protocols have allowed, or video Conference delivered training during lockdown periods, continued throughout 2020/1 with all Sales staff completing at least 2 – 3 modules/sessions monthly. - Labour Practices Induction Training completed – 11 joiners in period 	
<p>- Discrimination</p>	<ul style="list-style-type: none"> - Anti-discrimination Induction Training completed – 11 joiners in period 	
<p>- Work-in-Progress</p>		
<p><u>Fair Business Practices/Business Ethics</u></p>		
<p>Policy statement</p>	<ul style="list-style-type: none"> • Fair Business Practice Policy Statement • Public Interest Disclosure Policy <p style="text-align: right;">Versions Dec 18 – remain valid</p>	 
<p>Initiatives/Actions</p>		
<p>- Whistle-blowing</p>	<p>No incidents/issues of concern reported to CEO</p>	
<p>- Anti-bribery & anti-corruption</p>	<p>No incidents/issues of concern reported to CEO</p>	
<p>- Conflicts of Interest</p>	<p>No incidents/issues of concern reported to CEO</p>	
<p>- Training</p>	<ul style="list-style-type: none"> - Fair Business Practices Induction Training completed – 11 joiners in period - GDPR training – 84 staff completed initial training in 	

	2019, and repeat training in April 2020 and 2021	
Client Complaints	<p>Quality MRM Extract 26.1.21 4.2.1 vi) - Complaints – no client or Consultant/Candidate complaints have required CEO involvement</p> <p>Quality MRM Extract 26.1.21 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> <p>No additional complaints post 15.1.20</p>	
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>Legend: ● TANGENT INTERNATIONAL GROUP PLC (GROUP) score ■ All companies assessed by Ecovadis in this industry</p>	

<p><u>Sustainable Procurement</u></p>		
<p>Policy Statement</p>	<p>Sustainable Procurement Policy – version Dec 18 – remains valid</p>	 
<p>Initiatives/Actions</p>		
<p>- Completed</p>	<p>i) Recycling of printer toner cartridges ii) Paper consumables for printers & photocopiers selected from suppliers manufacturing from sustainable forests. iii) Sustainability / Environmental Induction Training completed – 11 joiners in period</p>	
<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>	

A handwritten signature in black ink, consisting of several fluid, overlapping strokes that form a stylized, abstract shape.

Mr. Simon Dear, CEO

31st August 2021