



Communication on Progress October 2021 to October 2022



United Nations
Global Compact



Communications



Cloud and Security



Managed IT Services



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Document Control

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Management Commitment

I am pleased to confirm that Intercity Technology Limited (Intercity) reaffirms its support of the ten principles of the Global Compact with respect to human rights, labour, environment, and anti-corruption.

The company's inherent value system and principled approach to conducting business in an ethical manner reflects its commitment to corporate sustainability, and pledge to adopt good practices and deliver on its fundamental responsibilities in areas of human rights, labour, environmental impact and anti-corruption.

Intercity's business strategies, policies and procedures collectively establish a culture of integrity and set the basis for ensuring long term success whilst upholding its basic responsibilities to people and planet.

In this annual Communication on Progress we describe our actions to continually improve the integration of the Global Compact and its principles into our business strategy, culture and daily operations. We also commit to share the information with our stakeholders using our primary channels of communication.

Yours faithfully,

A handwritten signature in dark ink, appearing to read 'AJ Jackson', with a stylized, flowing script.

Andrew Jackson

CEO

Intercity Technology Limited

1 Human Rights Principles

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

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

1.1 Policy & Goals

Intercity actively supports the Universal Declaration of Human Rights. As far as we are reasonably aware, we do not carry out business with any countries or organisations where human rights fail to be respected and unacceptable methods are used e.g., exploitation, torture, politically motivated disappearances, slavery and child labour.

Intercity's operations are in the United Kingdom and comply with the protection offered by legislation in the UK. Our Directors ensure we protect the human rights of our employees through establishing and implementing various policies that support our company values.

Intercity has an Equality and Diversity Policy which provides a working environment that protects the rights of all employees and individuals. The Policy is designed to encourage, value and manage inclusivity and to ensure everyone is treated with respect and dignity.

Intercity is committed to promoting and valuing diversity in all areas of recruitment, employment, training and promotion. It strives to maintain an environment that is based on merit and inclusiveness. It guards against all forms of discrimination and harassment and is committed to ensuring all employees can develop their full potential, irrespective of age, gender reassignment, marital/civil partnership status, pregnancy, disability, race (including colour, nationality, ethnic or national origin), religion or belief, sex or sexual orientation

Intercity has a Bullying and Harassment Policy and is committed to ensuring that all employees are treated fairly and with respect. Intercity forbids all forms of harassment in the course of employment including that committed by third parties and seeks to ensure that the working environment is comfortable and safe for all its employees.

1.2 Implementation

Intercity has multiple Human Resource Policies which reflect our pro-active state on human rights. Staff consultations are conducted where organisational changes are being implemented to ensure staff are informed and have an opportunity to influence outcomes. Intercity's Employee Handbook covers policies concerning our employee rights which are founded on sound business practice and UK legislative requirements.

A Grievance Policy provides staff a mechanism to deal with grievances fairly and promptly.

Every effort is made to ensure where suppliers are located comply with the Universal Declaration of Human Rights. We evaluate all partners and suppliers against a set of defined principles, policies and guidelines.



1.3 Measurement

All policies are reviewed for suitability, sustainability and effectiveness on an annual basis or sooner should a significant change occur. These reviews are formally recorded.

Intercity has never been subject to any investigation, legal cases or incidents involving Human Rights violations. No other issues have been identified.



2 Labour Principles

Principle 3: *Business 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*

2.1 Policy & Goals

It is Intercity's policy to provide employment, training, promotion, pay, benefits and other conditions of employment without regard to age, gender reassignment, marital/civil partnership status, pregnancy, disability, race (including colour, nationality, ethnic or national origin), religion or belief, sex or sexual orientation unrelated to an individual's ability to perform essential job functions. It is also the company's policy to comply with all employment standards by law, including the freedom of association.

Intercity re-affirms its support of the International Labour Organisation (ILO) Core Conventions and will not do business with any organisation that uses forced or child labour, and within its own business promotes opportunities for people of all genders to obtain decent and productive work, in conditions of freedom, equity, security and dignity.

All Intercity employees are issued with a contract of employment which clearly states their terms and conditions including salary, hours of work and annual leave.

All employees are issued with a Company Handbook which includes information on standard terms and conditions of employment, company benefits including sick pay, company rules, modern slavery policy, equality and diversity policy, grievance and disciplinary procedures.

Intercity also has a robust induction programme which introduces employees into the ethos of the company, including its commitment to Corporate Social Responsibility, our Environmental, Social and Governance policies and the importance of the 10 Principles of the UN Global Compact.

In addition, Intercity provides detailed guidelines on health and safety items such as risk assessments, identified hazards and the procedures in place to reduce or eliminate risks.

These policies and procedures are formally accredited by CHAS, SafeContractor and SafePQQ which require Intercity to be fully compliant with all relevant health and safety legislation and verifies the business against key business sustainability topics.

2.2 Implementation

Intercity is ISO9001 – Quality Management certified and has a wide range of policies supporting best practice in terms of labour and employment including; Equality and Diversity Policy, Performance Appraisal Policy and Whistleblowing Policy.

To enable seamless integration of new and emerging standards across the business Intercity has developed an Integrated Management System (IMS) which incorporates all policies, processes and procedures required to support key compliance requirements including ISO9001 and other ISO standards, best practice guidelines and other industry requisites.

Formal IMS meetings regarding all compliance and Health and Safety matters are held bi-annually to review current policies and discuss any issues or concerns.

The meetings are formally recorded, and the minutes are available for all to read.

2.3 Measurement

Intercity consults with staff on a regular basis through: annual reviews where staff are encouraged to define their own objectives and goals to support business objectives, through annual internal staff suggestion surveys where feedback is gathered about various aspects of the business including HR Policies, and through quarterly and annual company updates where the CEO and Executive Board provide an update on the business performance, progress made and business projections for the following year.

Intercity has a silver Investors in People accreditation, demonstrating the genuine commitment to continuously improving the approaches used to lead, manage and develop people.

Intercity also has a two-star Best Companies accreditation. Best Companies is an external organisation that measures employee engagement. Intercity's two-star signifies 'outstanding' levels of workplace engagement.

Intercity has not been involved in any investigations, legal cases or other relevant events related to the contravention of the Global Company Labour principle.

Intercity has not been subject to any health and safety statutory notices or prosecutions.



3 Environmental Principles

Principle 7: Business should support a precautionary approach to environmental changes;

Principle 8: Undertake initiatives to promote greater environmental responsibility; and

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

3.1 Policy & Goals

Intercity is ISO14001 – Environmental Management accredited and has a wide range of policies supporting best practice in terms of environmental management and minimising any adverse environmental impact.

Intercity promotes the use of environmentally sound resources, discourages wasteful and damaging practices and continues with initiatives to promote greater environmental responsibilities through implementation of a detailed and comprehensive Environmental Policy.

Being mostly office based, the nature of Intercity's business makes our environmental impacts relatively small however we are keen to ensure continued commitment to internal policies and controls.

3.2 Implementation

In context of our Environmental, Legal and Communication Aspects Policy, environmental aspect and impacts along with company environmental objectives, targets have been documented which are reviewed and audited annually with results reported at the Integrated Management Meetings.

Climate Control – Intercity Technology has identified the responsibilities relating to the provision and use of energy services and we encourage all employees to take reasonable measures to conserve energy.

Energy efficiency measures include:

- automatic controls of heating;
- automatic light switches;
- good housekeeping measures such as switching off PCs and other office equipment;
- continued investment in network rationalisation to remove legacy networks and upgrade projects to further reduce our energy use.

Waste Minimisation – Intercity Technology has defined the requirements for the suitable disposal of waste material in order to help protect the environment. All cardboard, paper and general waste is disposed of in appropriate bins. All electrical items such as computers, monitors, external peripherals are either recycled or disposed of in accordance with the Waste Electrical and Electronic Equipment Directive (WEEE). We have also introduced electronic billing, saving approximately 100,000 pieces of paper per year.



Water Pollution – Intercity conforms to the requirements for the discharge of waste-water from company premises preventing any associated risk related to waste-water discharge into the environment.

Transport – We're committed to reducing the amount of carbon emissions from transport operations associated with the business. Car share and Cycle2Work schemes are in-place. We have adopted a hybrid working model, with employees completing 2 days in the office and 3 days working from home, reducing the requirement for commuting.

Carbon Offsetting – We have offset the recorded emissions with the Pacajai REDD+ Project which reduces the emissions from deforestation and degradation in the Amazon in Brazil. The project is to a Verified Carbon Standard. To maximise the impact of our carbon reduction programme, Intercity will also be planting 200 trees in the UK in Autumn 2022. This programme means that we are offsetting emissions to help address climate change now by protecting the mature trees, as well as planting new trees as an investment in our future.

3.3 Measurement

In the last year Intercity achieved their target of reducing electricity consumption in offices by 10%. This was achieved by using technologies available such as videoconferencing to enable individuals to home-work.

We have offset our energy consumption from 2021 with the Pacajai REDD+ Project which reduces the emissions from deforestation and degradation in the Amazon in Brazil. The project is to a Verified Carbon Standard. To maximise the impact of our carbon reduction programme, Intercity will also be planting 200 trees in the UK in Autumn 2022. This programme means that we are offsetting emissions to help address climate change now by protecting the mature trees, as well as planting new trees as an investment in our future.

Intercity has a platinum EcoVadis award for its commitment to sustainability.

Intercity has never had a reportable environmental incident, and would not expect to, given the nature of our operations. We have never been subject to any statutory notices or prosecutions.



4 Anti-Corruption Principles

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

4.1 Policy & Goals

It is Intercity's policy to conduct all of our business in an honest and ethical manner. The company takes a zero-tolerance approach to bribery and corruption and are committed to acting professionally, fairly and with integrity in all its business dealings and relationships wherever it operates and implementing and enforcing effective systems to counter bribery. Intercity supports the UN Convention.

Intercity will uphold all laws relevant to countering bribery and corruption and is compliant with the Bribery Act 2010.

4.2 Implementation

Intercity's Anti-Corruption and Bribery Policy sets out clearly exactly what could be considered bribery in terms of business operation including receiving gifts and hospitality with the CFO (Chief Finance Officer) being ultimately responsible for anti-corruption within the company.

All employees are subject to a robust induction process which covers the Company's Anti-Corruption and Bribery Policy, and all employees who are required are subject to formal Disclosures & Barring Service checks during their probation and then at regular intervals to ensure the integrity of their background and suitability for employment.

Through ISO27001 internal and external audits, the Data Protection Policy is regularly reviewed with all staff being trained annually on the requirement to protect personal data.

Intercity ensures that monetary values are checked under the responsibility of the CFO with a prior check by the Finance Director.

Intercity will continue to audit our suppliers to ensure they are ethically trading and not involved in any unethical practices.

4.3 Measurement

All Intercity employees go through rigorous checks on induction including proof of citizenship and DBS checks where required which reduces our exposure to risk of corruption.

Audited accounts are verified by external auditors each year and submitted to Companies House.

Intercity has not been involved in any legal cases, rulings or other events related to bribery, corruption or extortion.

