



# SysGroup

Environment, Social,  
and Governance  
Report  
2022



# Introduction

## Overview

- 2 Introduction
- 3 About the Group
- 6 About this report

## Governance & Strategy

- 8 Our Purpose
- 10 Our ESG Project
- 11 ESG Governance
- 14 Stakeholder Engagement
- 16 ESG Risk Management
- 17 Business Integrity

## Economic

- 20 Company Highlights
- 22 Strategic Developments
- 24 Our Position in the Market

## Environment

- 26 SysGroup & the Environment
- 27 Greenhouse Gas Emissions
- 30 Energy efficiency
- 31 Reducing waste
- 32 Minimising our impact

## Social

- 34 Our People
- 42 Charitable & Local Communities

At Sysgroup we are committed to minimising our impact upon the environment and the local communities in which we operate.

We believe that being a good corporate citizen, good employer and working to reduce carbon emissions are of the utmost importance and are committed to improving in this regard. We understand the importance of conducting our operations in a sustainable fashion, and as such we are proud to present our first voluntary ESG Report.

This report outlines our efforts so far in developing our ESG strategy and the next steps to operating more responsibly and sustainability across our operations. This year, we have established a baseline for reporting moving forward as we set out actionable KPI's and execute on our commitments.

*"In light of the growing interest in Environmental, Social and Governance ('ESG') amongst our stakeholders, we recognise we have a part to play to reduce our impact in order to promote the success of the Group for the benefit of its members as a whole.*

*This year we have made progress in developing our ESG reporting and I am proud to present our first voluntary ESG Report. During the year, we introduced data collection processes to understand our impact on the environment and the local communities in which we operate, so we can identify areas to reduce our impact and operate more sustainably. We are taking the necessary steps to build an effective ESG strategy which aligns with our values and those of our stakeholders."*



# About the Group

SysGroup is a multi-award winning managed IT services & cloud hosting provider listed on the AIM market of the London Stock Exchange (LSE:SYS). We specialise in managed IT services, cloud hosting, security solutions, connectivity and strategic technical consultancy with offices in Liverpool, London, Bristol, Telford and Newport.

SysGroup delivers solutions using best of breed, industry leading technologies all of which are architected, supported and maintained by our highly skilled in-house teams. We focus on the UK mid-market and works with its customers to drive strategic and operational IT change, providing secure, cost effective services from a range of platforms.

Our approach is technology-agnostic, ensuring our solutions fit customers' needs and enable the best possible outcomes.

SysGroup maintains a number of strategic partnerships and accreditations with leading technology vendors including,

Dell (Gold), WatchGuard (Platinum), Veeam (Gold), Microsoft (Gold Datacentre), VMWare, Mimecast and Zerto.

Accreditations include ISO 27001:2013 and ISO 9001:2015 for quality management and Visa Level 1 Merchant Service Provider status to underpin our PCI:DSS hosting capabilities. This enables our technicians to deploy best of breed technologies in client solutions.

## Our Services

### Hosting

Cloud-based public, private and hybrid hosting designed to deliver optimum performance, resilience, high availability, security and ease of management.

Technology agnostic, we'll take care of your specific customer requirements, including PCI compliance, locked rack and dedicated hardware, creating cloud-based or on-premise IT platform just for you.

### Managed IT

Take advantage of first-class service delivery, affordable fixed costs, and the most up-to-date know-how.

Our agile approach and agnostic delivery method means we can respond swiftly to your business challenges, solving problems and creating a managed services system that works for you. We'll develop an infrastructure that responds to your unique concerns and issues, designed to scale as you grow.

### Disaster Recovery & Back Up

Keep your critical company data backed-up and secure, with a reliable and rapid means of recovering from any IT issue.

Use one of our seven UK-based data centres to ensure maximum business continuity and unparalleled peace of mind.

Overview

Governance & Strategy

Economic

Environment

Social

## About the Group/continued

### IT Security

We're serious about security at SysGroup. It lies at the heart of everything we do, which is why clients across the financial services, retail, education and charities sectors trust us.

ISO27001 accredited, we combine an exceptional reputation for IT security – which includes platinum partner status with WatchGuard.

### Connectivity

Keep your business connected with a broad range of connectivity choices, from super-fast broadband and ADSL to leased lines, WANs, VPNs and PWANs.

As your ever-increasing array of solutions grows, you can rely on SysGroup to provide impartial, independent advice, that clarifies the benefits to you.

### Consultancy

Tap into SysGroup's expertise and reputation for innovative, agnostic tech knowledge.

Make the most of our depth of experience and outside perspective to access the best advice, no matter what the project. SysGroup boasts vast expertise working across platforms and projects of every size and scale, creating solutions that are cost effective and flexible.

### Our Solutions

#### Migrating to the Cloud

When your IT systems are a mixture of new and old or on-site and cloud-based, it can be overwhelming to plan a migration project. The stakes are high, and you can't risk the security of your data or costly downtime. We're here to demystify, simplify, and streamline the migration process.

#### Business Continuity

Downtime is dangerous for your business.

At SysGroup, we can help with a business continuity plan that will support you no matter what—from hosting in our state-of-the-art data centres, to a fully-managed DRaaS strategy.

### Compliance & Data Management

Does all the discussion about data breaches and new legislation have you questioning your policies? Data security is at the heart of our operations, and we can offer you PCI-compliant hosting, GDPR automation, and bespoke cloud environments that blend public and private options for optimal security.

### Securing Your Environment

Is your organisation an easy target for cyber criminals? When was the last time you tested your security systems and adapted to new threats?

We offer powerful pen testing, email security, and more—plus education and training for your entire team on best practices and new ways to guard against security threats. Prepare for cyber attacks with SysGroup's IT security solutions.

## About the Group/continued

### IT Transformation

We've learned that a journey to the cloud is never really finished. At SysGroup, we care more about solving your problems than selling you a product.

When you choose us for managed IT services or cloud hosting consultancy, you are gaining a trusted partner. We offer 24/7/365 support and will always work to fit your budget and help you achieve your organisational goals.



### Tech Workshop

Our Tech Workshop methodology is an in-depth examination of your entire IT estate, which we analyse to identify strengths and weaknesses. Our team combines with yours to evaluate your current structures, compare them to your goals, and create a detailed outline of suggestions for improvement and growth. This process sharpens your focus before a large or complex migration process, and ensures that you only pay for the services you really need.



## About This Report

At SysGroup, we are proud to present our first voluntary ESG Report. Within this report we aim to provide our stakeholders with a detailed review of our ESG strategy and journey during FY22.

SysGroup is not currently subject to ESG regulatory reporting requirements since we're significantly below the size thresholds and not in one of the alternatively specified business categories. However, we are committed to reducing our impact on the environment, further developing our teams, and contributing to local communities where we operate.

### Partnering with experts

Following the Board's decision to embark on the Project, we took the decision to partner with a specialist ESG consultancy to help us navigate the ESG reporting landscape and develop our ESG strategy. To ensure our strategy is developed using guidance from best practice, we have followed the ESG disclosures and reporting frameworks in developing this report.

**Streamlined Energy and Carbon Reporting (SECR)** to calculate and voluntarily report on our energy usage, associated emissions and energy performance (page 28). We will use this framework when decisions are made affecting energy consumption and carbon emissions.

**Task Force on Climate-Related Financial Disclosures (TCFD)** to assess our risks and opportunities associated with climate change. We have published our first TCFD Report, allowing us to monitor risks to the business and to prepare for emerging regulation.



**Global Reporting Initiative (GRI)** to prepare our first ESG Report which outlines the development of the Group's ESG project and next steps to our stakeholders. The GRI is an depth ESG reporting framework that enables organisations to report on their environmental, social, economic and governance performance.

For our first year of reporting, understanding how our current practices affect our impact on the local communities and environment has been our primary goal. Moving forward, we aim to strengthen our ESG strategy and reporting to introduce KPIs and initiatives to minimise our environmental and social impact.

While we are not mandated to produce an ESG report, we believe that it is our first step in effectively communicating our passion for sustainability to our stakeholders.

A photograph of three men sitting at a table in a meeting room, engaged in conversation. The man on the left is partially visible, wearing a dark suit and a light-colored shirt. The man in the center is wearing a grey blazer over a blue striped shirt and is smiling. The man on the right is wearing a dark suit, a red tie, and glasses. The background is a plain wall with some circular decorations. The entire image has a warm, reddish-orange tint.

# Governance & Strategy

## Our Purpose

**The Group's clear strategy and purpose is to become the leading provider of managed IT services to businesses in the UK**

SysGroup delivers solutions that enable clients to understand and benefit from industry leading technologies and advanced hosting capabilities.

SysGroup focuses on a customer's strategic and operational requirements which enables clients to free up resources, grow their core business and avoid the distractions and complexity of delivering IT services.

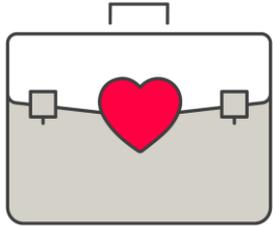
To ensure we meet our strategic goals it's vital that our organisation is structured, managed and operates in accordance with our core values.



# Core Values

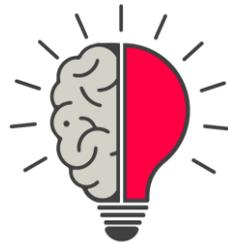
## Love what you do

Our people are passionate about what they do, committed to their team, their colleagues, and the success of our business. Loving your job is a part of everybody's role at SysGroup and we aim to inspire our colleagues and customers by our energy, tenacity and adaptability.



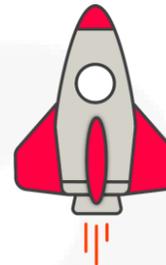
## Work smart

Being part of a fast-paced, dynamic and growing organisation means it is critical that our people work hard to help us achieve our goals and vision. We encourage people to be innovative, contribute ideas and to work in a way that is efficient and helps them to get the job done. Our people get a real buzz from the pace at which our business operates and work with a strong sense of urgency and purpose which places them outside of their comfort zone.



## Own it

Our people stand up and take ownership of tasks and take accountability for their actions. They volunteer to step up when help is needed from their colleagues. Our people are expected to use their own judgement and consistently challenge their own assumptions.



## Delight your customers

At SysGroup, we don't want happy, we want delighted! At the heart of everything we do is the desire to set ourselves apart from our competitors by delighting our customers. We want to build our business through our excellent reputation. We take the same approach with our internal customers, taking the time and making the effort to delight our colleagues and stakeholders to promote a positive working environment.



## Be bold and deliver

Our people are sharp, agile and insightful. We actively promote an environment where suggestions and ideas are welcome, where people can speak up about an idea, discuss it, then formulate a way to deliver it.

# ESG Risk Management

At SysGroup, we aim to assess and mitigate risks and their associated impacts to minimise the potential physical and financial damage that the Group may face.

Over the course of our regular operations, the Group identifies and takes preventative action to mitigate various risks that could disrupt our business operations. The Board pertains overall responsibility for managing the Group's risks, including climate-related risks.

## Climate Risks

As part of our TCFD progress, this year, we at SysGroup took the first steps to better understanding the importance of climate change, and the risks and opportunities it presents to our business.

We worked with a third-party ESG consultancy to identify and assess the climate-related impacts facing our business operations across three potential warming scenarios (below 2°C, between 2-3°C, and above 3°C), over the short (2020-2025), medium (2025-2035), and long-term (2035-2050).

We have concluded that due to the nature of our business and the location of our sites across the UK, climate change poses a low risk to our operations and business strategy. Nonetheless, we are committed to mitigating the risks of climate change and reducing our impact on the environment.

## Transition Risks

The risks associated with the transition to a low carbon economy poses more of a potential impact to our operations than the physical effects of climate change, due to the nature of our business and location of our sites. For SysGroup, our most significant climate-related risk is the increased cost of energy and materials. We have seen our energy suppliers increasing energy prices already and some costs of finished products have also increased. It's likely that energy prices will increase further in the short-medium term (2020-2035) and under the below 2°C scenario and the 2-3°C scenario. We aim to monitor this risk closely and review the impact as we explore more energy efficiency technology, supply chain management, and initiatives to reduce our energy usage.

SysGroup is not currently impacted by carbon pricing. However, we recognise that this may change over time if the government increase regulation in this area. The impact of this risk would be highest for SysGroup within the 2-3°C scenario, particularly in the medium-term when carbon pricing is expected to peak.

## Physical Risks

Physical risks and opportunities are those resulting from the physical impacts of climate change. SysGroup may feel the impact of physical risks such as increased flooding and sea-level rise within the above 3°C scenario in the long-term (2035-2050). While these risks do not impact the Company in the near term, we will continue to monitor the physical risks at all of our offices and third party datacentre locations.

Overall, we determined that climate change has the potential to cause a slowing of our operations within the short to medium term, and a small disruption to our operations within the long term. Details of all climate-related risks and opportunities identified can be found on our TCFD Report.

# Our ESG Project

While we are at the beginning of our ESG journey, operating as a good corporate citizen has always been embedded within our purpose, culture and core values. We aim to act responsibly at all times, with consideration for the environmental and the local communities in which we operate.

This year we launched our ESG Project with the purpose to disclose our carbon emissions for the first time, understand the environmental and social impact of our operations, and report on the social and governance activities that we've undertaken. Since this is Year 1, there is no comparative information included in the reports but this will be included in our annual reporting moving forward as we work to monitor our progress.

In FY22, we launched a robust data collection process to understand the environmental and social impact of our operations for the first time. Following this in-depth review of our current processes and policies, we are currently developing our ESG Strategy so we can begin introducing initiatives to reduce our impact and operate more sustainably.

## FY22 ESG Highlights

<b>Governance</b>
<ul style="list-style-type: none"> <li>● Integrated the recommendations of the TCFD within our business strategy</li> <li>● Established an ESG Committee</li> <li>● Published standalone ESG and TCFD Reports</li> </ul>
<b>Environment</b>
<ul style="list-style-type: none"> <li>● Calculated our Carbon Balance Sheet, including our Scope 1, 2 and 3 emissions</li> <li>● Refurbished and remodelled our Newport and Manchester offices with as little impact on the environment, partnering with sustainable third parties</li> </ul>
<b>Social</b>
<ul style="list-style-type: none"> <li>● Launched several new initiatives to improve employee engagement and create a positive working environment</li> <li>● Advocated for greater gender diversity within the technology industry through strategic partnerships</li> <li>● Donated generously to a company-wide charity in order to give back to our community</li> </ul>

# ESG Governance

We aim to follow the best practice in corporate governance as appropriate for a company of our size, nature and stage of development. In this respect we are at the smaller size of organisation for voluntarily taking on an ESG programme. Our intention is to embed ESG into our existing governance framework, company policies and procedures across the Group.

## Board-level Responsibility

We recognise the importance of ESG amongst our stakeholders, and the Board is pleased to present our first voluntary ESG Report where we outline our progress so far on understanding and reducing our impact on the environment and local communities.

The Board has overall responsibility for the Group's ESG programme and has an important role to oversee the Programme, authorise sufficient resources, and consider feedback from our stakeholders in its development.

In their role, the Board also provides oversight and approval for all disclosures within the Annual Report, which includes ESG disclosures and reporting. The Board sets and develops targets for the business, and in FY23 will oversee the development of SysGroup's net-zero roadmap, to support us on reducing our impact on the environment.

The Board meets formally once a month and they review updates on ESG performance and progress. In response to growing stakeholder interest in ESG, the Board has established an ESG Committee and delegated the responsibility of ESG and climate action to Martin Audcent, CFO. More details of the ESG Committee can be found on page 13.

The Board has delegated its ESG responsibilities to the ESG Committee. The committee plays a crucial part in the Group's progress in ensuring long-term sustainable development. The structure of ESG Governance can be found to the right.



Overview

Governance & Strategy

Economic

Environment

Social

# The Board of Directors

The Board consists of five directors, two of whom are executives, and three are non-executives, with a complementary mix of backgrounds and experiences.

## Michael Edelson Non-Executive Chairman



Michael has been a Founding Director or Chairman of a number of companies admitted to the AIM market, including Prestbury Group plc, Knutsford Group plc, Mercury Recycling Group plc (now Ironveld plc) and ASOS PLC.

## Adam Binks Chief Executive Officer



Adam has vast equity capital markets and M&A experience and was promoted to Group CEO in April 2018. He has extensive experience in the Managed IT, Hosting & Telecoms sectors across a 20 year career.

## Martin Audcent Chief Financial Officer



Martin has significant senior finance and operational experience. Martin is a Chartered Accountant, having qualified with PwC in 2000, and joined the Group from NCC Group plc, where he was Associate Director of Finance and Group Financial Controller.

## Mark Quartermaine Non-Executive Director



Mark has over 30 years' experience in the ICT industry in a variety of executive, sales and marketing roles. He started his career at IBM in 1984 where he held different executive positions, culminating in being appointed the Worldwide Marketing Director for the Retail Division.

## Michael Fletcher Non-Executive Director



Mike is a successful investor, business leader and entrepreneur with more than 25 years' experience in the financial services sector. He established Arete Capital Partners in 2020 where he is a Managing Partner. Mike is also a trusted advisor to several high profile and high growth entrepreneurs and their companies including Sorted Group, Svella plc and Tactus Group.

## ESG Committee

In recognition of growing interest in ESG amongst our stakeholders, we have established an ESG Committee to support the Group's efforts in developing its ESG Strategy. The primary role of the ESG committee is to ensure that the appropriate attention and resources are assigned to ESG matters. The ESG Committee is responsible for the development of the Group's ESG Strategy, managing the Group's ESG performance and progress, and implementing initiatives to minimise their impact.

The ESG Committee was established at the beginning of 2022 and comprises of the Chief Financial Officer (Chairperson), Head of Finance, Head of Legal, Risk and Compliance and the Head of People and Culture, with other members of the Senior Leadership Team co-opted into meetings as required. The ESG Committee aims to meet on a quarterly basis to review the progress of the ESG Programme across the Group. The Chief Financial Officer provides a formal update to the Board annually and periodic updates in monthly Board meetings.

The Committee is mandated by the Board to introduce and enhance data collection methods throughout the Group, recommend and implement ESG related initiatives and oversee ESG reporting. In FY22, the ESG Committee introduced and managed a robust data collection process to support the calculation of SysGroup's Carbon Balance Sheet and to better understand our impact on the environment and the communities in which we operate. These data collection processes will be enhanced year-on-year to monitor progress.

Over the coming reporting period, the ESG Committee will work with experts to establish sustainability targets and produce a road-map to net-zero, displaying a clear path to reducing our emissions.



# Stakeholder Engagement

## Employees

The Group's employees are key stakeholders in the success of the business. We look to recruit high calibre individuals and the Group invests in their ongoing development needs through internal and external training. All employees are encouraged to speak openly with line managers and colleagues, and Senior Leadership Team meetings are held once a week to ensure the teams are working with co-ordination and focus in the right areas. We have undertaken employee engagement surveys during the year to gauge how our people are coping with both working from home and the pandemic in general. The results from these surveys have led to the Senior Leadership team finding new ways to engage with their teams and support their well-being at a time where households are under considerable strain.

## Customers

We aim to delight our customers and this sentiment is at the heart of everything we do.

Our Head of Customer Experience is a key member of the Senior Leadership Team and her primary responsibility is to liaise with our customers to understand how we can help them solve their IT problems and improve our services. We measure our customer feedback by asking clients to provide us with an automated response for their level of satisfaction for every service ticket we complete and our level of satisfied or very satisfied is consistently higher than 95% which is industry benchmark. The Board Meetings include reviews of Sales, Marketing, Technical Operations and Customer Experience, all of which highlight areas which directly affect our customers. Adam Binks, Chief Executive Officer, regularly meets with our larger customers which strengthens relationships and allows opportunities and issues to be discussed and followed up.

Strategic decisions that the Board discuss that may particularly affect our customers are on the portfolio of services and products we offer, the supplier partners we engage with and changes to our operational structure.

At the start of FY22, we were still operating a remote working model which was implemented during the Covid-19 pandemic. This was highly successful, with our teams able to support clients through the trickiest of conditions, reflected in customer satisfaction levels throughout the full year of over 97%. No employees were furloughed during this period.

During the pandemic we provided financial support to a small number of customers and in some cases the deferral of fees into future periods.

## Suppliers

The Board is briefed on major contract negotiations and strategy with regards to key suppliers, notably with the Group's providers of datacentre services, software and connectivity. The Board seeks to balance the benefits of maintaining strong partnering relationships with key suppliers alongside the need to obtain value for money for our shareholders and ensuring continued high quality and service levels for our customers.

## Stakeholder Engagement/continued

During the pandemic, we maintained our operational relationships with our suppliers as “business as usual” and continued to make payments according to our usual payment calendar. We believe we took the right approach on corporate responsibility during this time by not taking advantage of the UK Government’s financial assistance or seeking cost reductions from our suppliers when other industry sectors suffered significantly more.

### Shareholders

The Directors recognise the importance of listening to and communicating openly with the Company’s shareholders to ensure that the strategy, business model and financial performance are understood. We recognise that understanding what analysts and investors think about the Company helps the Board to formulate future strategy. The Executive Directors meet our major shareholders individually following the release of the full year and interim results and are available for meetings at other times if requested.

All shareholders are invited to attend the AGM. The Non-Executive Directors can also be contacted by shareholders if they wish to raise any matters. We see the our ESG Report, Annual Report, and TCFD Report as key communications to our shareholders. In these Reports we provide a clear explanation of the business performance, financial position, organisation structure changes and prospects.

### The Community

SysGroup endeavours to operate as a “good citizen” to its local communities and environment. We encourage and support our employees to participate in charitable events and members of our teams have voluntarily contributed their own time to support local educational groups with careers advice and developments in information technology. SysGroup is a low waste business, and all our offices recycle to the fullest extent they can. Where possible, we also try to “buy local” to ensure we support the surrounding economies of our office locations.

### Regulators

As an AIM listed Group, we recognise the importance of maintaining high quality regulatory compliance and internal governance which is described in further detail in the Corporate Government Report. We comply with regulations for AIM, the Companies Act, Employment, GDPR, Health & Safety, Anti-Bribery and Corruption, and all other relevant regulations.

Overview

Governance &amp; Strategy

Economic

Environment

Social

# Business Integrity

SysGroup ensures that we uphold the highest levels of business integrity. We do not permit any behaviour that contradicts our morals and values when conducting business.

We have long standing relationships with our suppliers, and we aim to ensure that all of our principle suppliers uphold the same values. We are in the process of formalising our engagement processes with our suppliers to ensure the companies we partner with operate in a responsible manner, as we comply with future changes made by the International Organisation for Standardisation (ISO).

## Procurement Policy

We operate a Procurement Policy which outlines the process for all types of expenditure as it is important that all purchases are properly authorised.

The policy covers all purchasing with the exception of business expense claims and company credit card purchases that are included separately in the Group's "Expenses Policy".

The two types of purchases covered are:

- Internal Purchases (E-reqs PO System)
- Sale Order Purchases (Zoho order fulfilment Process)

SysGroup uses a list of preferred suppliers for the majority of purchases. If the supplier is not on the list, a request is sent to the procurement team who will check and verify the new supplier and create an active supplier account. In order to ensure that the necessary financial and legal review have been undertaken, only the CEO or CFO have the authority to sign supplier and vendor contracts.

## Whistleblowing Policy

We are committed to conducting our business with honesty and integrity at all times. However, like all companies, things may go wrong from time to time, and there is a risk of illegal or unethical conduct taking place without our knowledge. A culture of openness and accountability is essential in order to prevent such situations occurring and address them when they do occur.

We encourage staff to report suspected wrongdoing as soon as possible. Any concerns that are raised will be taken seriously and investigated so that appropriate action can be taken. If concerns are reported, confidentiality will be respected. Even if the concerns turn out to be mistaken, our employees will be protected from suffering any victimisation or reprisals for having reported them.

Our Whistleblowing Policy covers all employees, officers, consultants, contractors, casual workers, and agency workers.

# Business Integrity/continued

## Anti-bribery and Corruption

We strive to conduct our business in an honest and ethical manner. We are committed to acting professionally, fairly and with integrity in all our business dealings, wherever we operate. As a company, we take a zero-tolerance approach to bribery and corruption.

We will uphold all laws relevant to countering bribery and corruption in all the jurisdictions in which we operate. We recognise that we remain bound by UK laws, including the Bribery Act 2010, in respect of our conduct both at home and abroad.

It is a criminal offence to offer, promise, give, request, or accept a bribe. Individuals found guilty can be punished by up to ten years' imprisonment and/or a fine. As an employer, we take our responsibility to prevent bribery and corruption very seriously as, if we fail to do so, we can receive an unlimited fine and reputational damage.

## Environmental Policy

We are currently developing an environmental policy that will dedicate the Group to improving our energy efficiency and minimising our impact upon the environment.

## Discrimination

We have had no instances of discrimination throughout the reporting year.

## Compliance

We ensure that our team leaders are informed about our whistleblowing and human rights policies and procedures during their face-to-face sessions. We aim to implement a formal training procedure in the future that will also incorporate anti-slavery, which will likely be implemented into our online portal. The Group has endured no instances of non-compliance with any laws and regulations within the social or economic sector.

## Political Contributions

The Group made no political donations within FY22.

## Labour

We have no operations and deal with no suppliers who are at significant risk for incidents of forced, compulsory, or child labour.





Economic

# Company Highlights

# 14.75m

Revenue

# 5



Datacentres

# 88

Average No. of Employees

# 6

Offices



# Our Accreditations

## Cyber Essentials

Cyber Essentials is a Government-backed, industry-supported scheme. SysGroup is Cyber Essentials certified so we can help organisations protect themselves against common online threats.

## ISO 27001:2013

ISO 27001 is a specification for an information security management system (ISMS). An ISMS is a framework of policies and procedures that includes all legal, physical and technical controls involved in an organisation's information risk management processes.



## ISO 90001

ISO 9001 is the internationally recognized Quality Management System (QMS) standard that can benefit any size organization, and is designed to be a powerful business improvement tool. ISO 9001 allows us to continually monitor and manage quality across our business so we can identify areas for improvement.

## QCA

The Board has adopted the principles of the 2018 Quoted Companies Alliance Corporate Governance Code – (“the QCA Code”) to support the Company’s governance framework. We have set out appropriate disclosures of how the Company complies with the ten principles set out in the QCA Code here.



## G-Cloud

The G-Cloud framework is an agreement between the government and suppliers who provide cloud-based services. SysGroup is listed on the G-Cloud framework for cloud hosting and cloud support services.

## PCI DSS

This means we provide verified PCI compliant hosting and our infrastructure and internal processes have undergone an audit by a third-party security company. This includes internal and external penetration tests, vulnerability scans and staff interviews.



Crown Commercial Service Supplier



Overview

Governance & Strategy

Economic

Environment

Social

# Strategic Developments

This year has seen a number of strategic developments completed from which we are already experiencing significant benefits.

In March 2022 we successfully completed **Project Fusion**, the Group's project to deliver a unified system platform for our core operations.

The involved the successful implementation of a new and unified CRM, marketing, service desk, projects and billing systems. In FY22 we completed the project with further functionality for marketing automation, people management and reporting. As well as providing greater transparency and efficiency across the existing Group, the platform has enabled us to immediately commence the integration programme for the two recent acquisitions.

In addition, we were able to close down our Telford office, with all customers continuing to be supported from other Group locations and we refurbished the offices in Newport to create a greater working environment for the team.

## SysCloud 2.0

SysCloud 2.0, the Group's multi-tenanted cloud platform went fully live and operational in May 2022. SysGroup offers full cloud support from the environment, platform, virtualisation up to the operating system for infrastructure as a service (IaaS) or database platforms for platform as a service (PaaS). We support the full cloud lifecycle from design, deployment, provisioning of the platform as well as customers' applications and data to ongoing service and change management. SysCloud 2.0 provides our clients with even better performance and provides the Group with greater efficiency, giving more capacity from less physical space.

**“We have invested to drive future growth whilst maintaining prudent financial discipline throughout the business. Operationally, the Group is ideally placed to take advantage of conditions as they begin to normalise and we have started to see the early green shoots of such a recovery.”**

**Adam Binks, CEO**

Overview

Governance & Strategy

Economic

Environment

Social

# Our Partners



Overview

Governance & Strategy

Economic

Environment

Social

## Our Position in the Market

The pandemic has greatly enhanced the demand for digital transformation and managed IT services with businesses needing reliable technology solutions to ensure the continued smooth running of their operations in an increasingly hybrid working environment. The pace of the transition away from on-premise IT to cloud and hybrid solutions has continued as flexible working becomes the norm. Cloud-based services offer the efficiency and practicality required to accommodate businesses' evolving needs.

Security is increasingly important to businesses as people continue to work from home, presenting greater threats through increased access points as well as traditional dangers through email and web.

Similarly, connectivity, storage and backup are focus areas where customers need the right solutions for their staff to be effective.

With the technology landscape becoming increasingly complicated and solutions evolving continuously, outsourced managed IT services are recognised as the go-to solution. SysGroup's well established reputation as an industry leader in this field will ensure accelerated growth as spending commitment returns.

### Unified Marketing & Sales Team

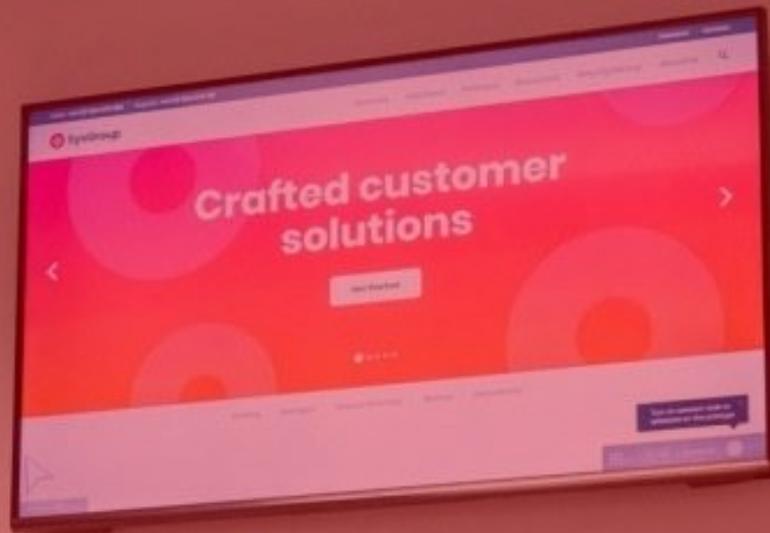
Our sales teams have been strengthened and during the year we were pleased to open the new office in Manchester which creates a unified marketing and sales team from which to target new clients. Working closely together provides the unit with the ability to be more agile and react quickly to any changes in market demand.

The hub is still in its infancy but there are a number of key marketing campaigns scheduled for the new financial year centred around our core competencies and tailored specifically towards individual sector verticals.

We are confident these will help us reach new audiences, encourage engagement and build our sales pipeline.

Through a combination of existing customer focus, increased relevant service offerings and targeted new client acquisition we are confident that we can deliver solid and sustainable organic growth.





Environment

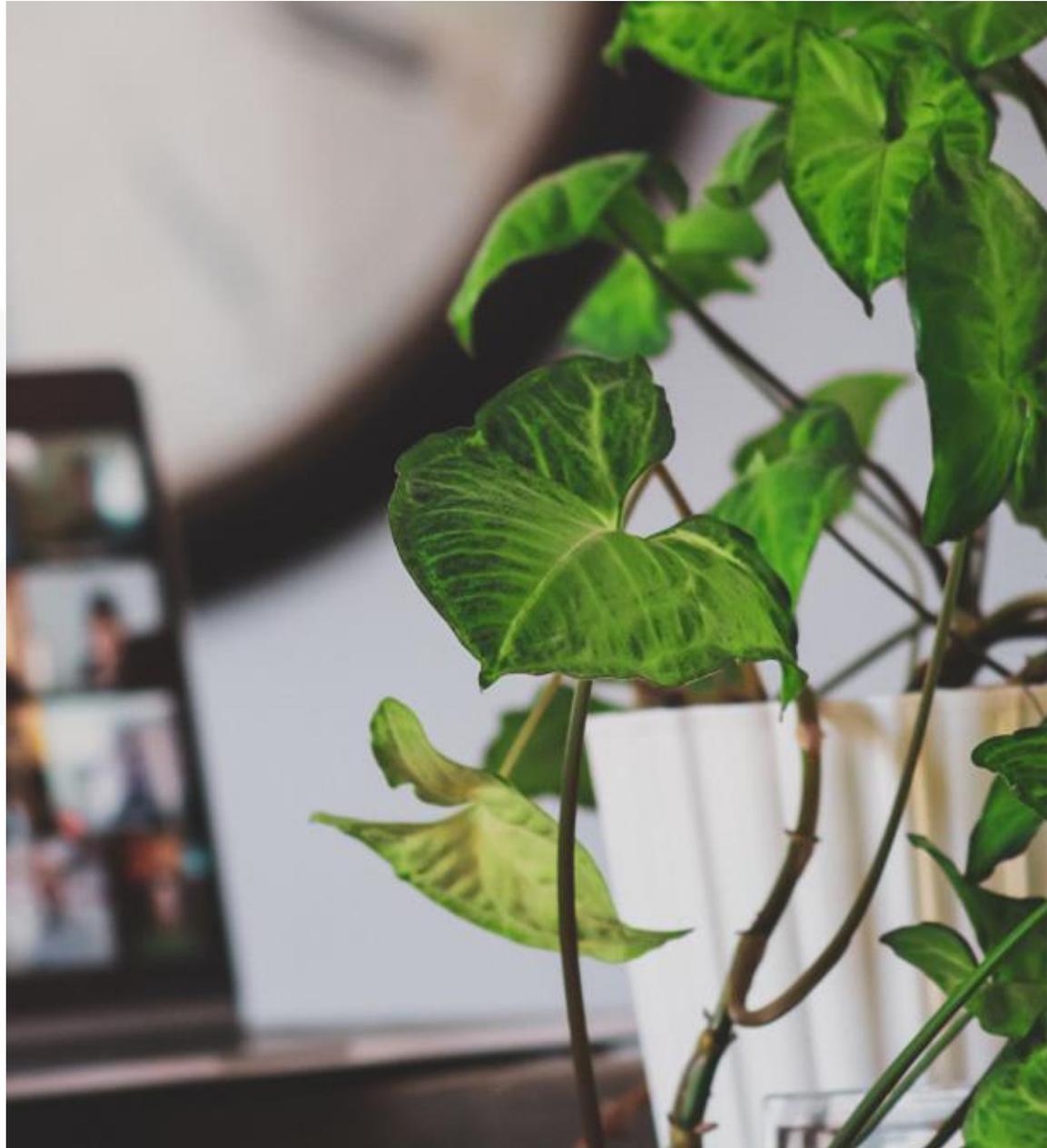


# SysGroup & the Environment

Operating responsibly is embedded throughout our culture and in embarking on our ESG journey, we are at the start of understanding our impact on the environment, including our carbon emissions.

As part of the development of our ESG programme, we have introduced and embedded data collection processes throughout our business practices. As we are at the beginning of our journey, we aim to use the information gathered in FY22 to assess and understand our impact before introducing initiatives to support our efforts of being a more sustainable business. From now, we aim to measure and report on our progress consistently year-on-year and enhance our data collection processes for waste, water and biodiversity.

During FY23, we aim to develop our ESG strategy further by setting targets and creating a net-zero roadmap that will provide us with incremental environmental goals to achieve.



# Greenhouse Gas Emissions

Reducing our carbon emissions is important to becoming a more sustainable business, and we took the first steps on this journey by capturing and understanding our Carbon Balance Sheet (Scope 1, 2 and 3 emissions) for the first time, which can be found on page 29.

**Scope 1** emissions are direct greenhouse gas ('GHG') emissions that occur from sources that we control or own, i.e. gas usage and transport fuel. SysGroup do not produce any direct emissions from sources that we own or control.

**Scope 2** emissions are indirect GHG emissions associated with our purchase of electricity, steam, heating or cooling. Our offices and datacentre racks consume electricity and this makes up 19% of our total group emissions.

**Scope 3** emissions are the indirect GHG emissions within our value chain. The emissions associated with our value chain make up 81% of our total group emissions.

We have collected and calculated our Scope 1 and 2 emissions and energy performance data as we have voluntarily disclosed under the UK Streamlined Energy & Carbon Reporting (SECR) as implemented by the Companies (Directors' Report) and the Limited Liability Partnerships (Energy and Carbon Report) regulations. Our SECR Report can be found on page 28.

Our Scope 3 emissions have been calculated to understand the impact of our value chain, which was calculated following the Greenhouse Gas Protocol (GHG) Corporate Value Chain (Scope 3) Accounting and Reporting Standard. Under the GHG Protocol, Scope 3 reporting has 15 reporting categories, 8 of which apply to SysGroup.

Due to the difficulty of this task and availability of data, we have not been able to calculate the emissions for all 8 relevant categories.

We aim to broaden and strengthen our data collection methods over time to include all relevant categories and hence improve the accuracy of our reporting.

This process enables us to recognise and assess the full impact of our operations on the atmosphere and prepare us for the development of our net-zero strategy in FY23. Our FY22 Scope 1 and 2 emissions comprise 19% of our total group emissions, with our Scope 3 emissions representing the remaining 81%, as shown in the table below.

Scope	Gross Emissions (tCO <sub>2</sub> e)	% of Total Emissions
Scope 1	0	0%
Scope 2	356	19%
Scope 3	1,486	81%
<b>Total</b>	<b>1,842</b>	<b>-</b>

Overview

Governance & Strategy

Economic

Environment

Social

## Greenhouse Gas Emissions/continued

To further understand our impact, we have voluntarily reported on all measured emissions sources required under the government policy SECR, for the first time.

SECR requires companies to report on their energy usage (kWh) and its associated emissions (tCO<sub>2</sub>e). For SysGroup, this specifically includes breaking our energy usage into Scope 2 supplied electricity and Scope 3 transportation emissions.

### Datacentres

Our Scope 2 emissions are the indirect emissions associated with the electricity we have consumed. The electricity consumed at the data centres we use for cloud hosting is responsible for most of our Scope 2 emissions, accounting for 349 tCO<sub>2</sub>e. We recognise the high energy nature of data centres, and while we have little ability to impact this, we aim to engage with our data centres to understand more about their energy usage and efforts to operate sustainably.

*Total Consumption (kWh) figures for energy supplies reportable by the Group are as follows:*

Utility and Scope	Consumption (kWh)
Grid-Supplied Electricity (Scope 2)	1,676,193
Transportation (Scope 3)	101,523
<b>Total Energy Use</b>	<b>1,777,716</b>

*An intensity metric of tCO<sub>2</sub>e per £m turnover has been applied for the annual total consumption.*

Intensity Metric	UK Intensity
tCO <sub>2</sub> e / £m	25.73

*The total location-based emission (tCO<sub>2</sub>e) figures for energy supplies reportable by SysGroup plc are as follows.*

Utility and Scope	Consumption (tCO <sub>2</sub> e)
Grid-Supplied Electricity (Scope 2)	355.91
Transportation (Scope 3)	23.54
<b>Total Energy Use</b>	<b>379.45</b>

# Carbon Balance Sheet

Emissions categories	Location-based (tCO <sub>2</sub> e)	% of Location-based Total
<b>Scope 1</b>	<b>0</b>	<b>0%</b>
Gas	0	0%
Transportation (excluding grey fleet)	0	0%
Other Fuels	0	0%
<b>Scope 2</b>	<b>356</b>	<b>19%</b>
<b>Scope 3</b>	<b>1,486</b>	<b>81%</b>
1. Purchased Goods and Services	1,023	56%
2. Capital Goods	193	10%
3. Fuel-related Emissions	132	7%
4. Upstream Transportation and Distribution	19	1%
5. Waste Generated in Operations	3	0.2%
6. Business Travel	33	2%
7. Employee Commuting	82	4%
8. Upstream Leased Assets	N/A	N/A
9. Downstream Transportation and Distribution	N/A	N/A
10. Processing of Sold Products	N/A	N/A
11. Use of Sold Products	Unknown	Unknown
12. End-of-life Treatment of Sold Products	Unknown	Unknown
13. Downstream Leased Assets	N/A	N/A
14. Franchises	N/A	N/A
15. Investments	N/A	N/A
<b>Total all Scopes</b>	<b>1,842</b>	

Overview

Governance &amp; Strategy

Economic

Environment

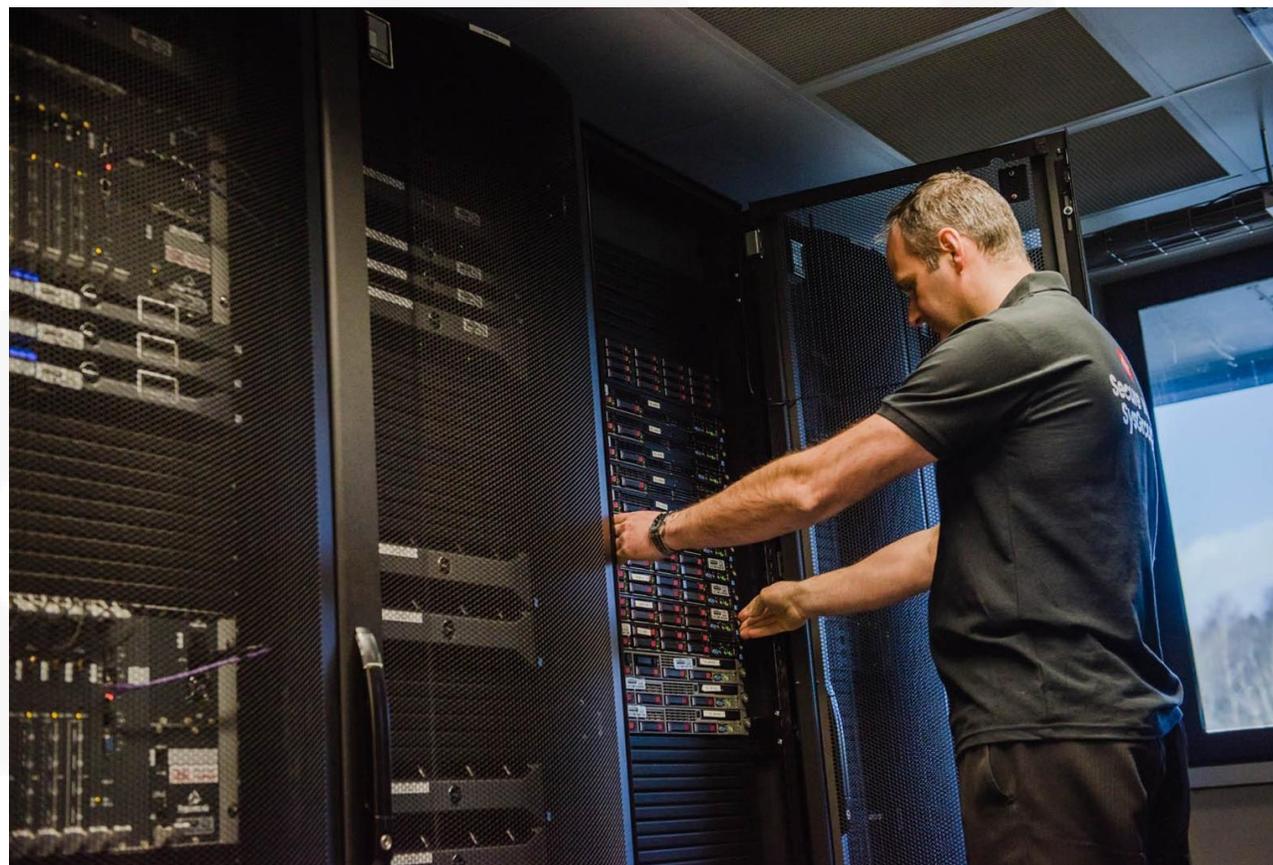
Social

## Energy Efficiency

Now we have calculated our baseline emissions, we aim to develop a net-zero strategy throughout FY23 and set targets to reduce our emissions over time. As part of this process, we will introduce initiatives throughout the Group to help mitigate the impact of our climate-related risks. We will then continue to report on our progress across the targets and initiatives annually.

We have focused on understanding and calculating our impact in FY22. We have launched a robust data collection process to report against SECR and TCFD for the first time. Completing this process enables SysGroup to identify areas of high impact throughout our operations and begin to address them.

In FY23, we aim to introduce energy efficiency measures across our business to reduce our emissions and energy usage. SysGroup will also use the information collected in FY22 to assess our position and set measurable targets. We will report on the implementation of initiatives and progress against targets over time.



## Reducing Waste

Due to the nature of our operations, SysGroup is a low waste business. Our offices are fitted with recycle bins and employees are encouraged to recycle to the fullest extent they can. Our products and services require minimal to no packaging, lessening our impact.

At SysGroup we recycle our old IT equipment using CPR Computer Equipment Recycling (CPR). Partnering with CPR ensures our equipment is wiped to comply with GDPR, before being restored and recycled, with profits from retail sales being donated to UK charities.

Following our Newport refurbishment, SysGroup ensured old items were disposed of in a sustainable way, with our impact on the environment in mind. Plasterboard, metal, timber and cardboard waste was all split and recycled. For valuable products in good condition, we held an event for employees to make anonymous donations for items they could reuse.

We partnered with Collecteco to donate old furniture, equipment and materials from our Newport office to local charities and not for profit good causes, supporting a circular economy. 342 items were donated during this project, resulting in 11,622kg of waste being diverted from landfill and 11,815kg CO<sub>2</sub>e avoided.

Refurbishment of the Newport Office:

**11,815kg**  
CO<sub>2</sub>e Avoided

**11,622kg**  
Waste diverted from  
Landfill

**£47,090**  
Value donated to the  
Community

# Minimising our Impact

## Materials

We aim to minimise our impact on the environment. When refurbishing our Newport and Manchester offices during the year, we partnered with companies who are committed to operating responsibly, operating an internal Environmental Policy. With their support, we used furniture which was sourced ethically from sustainable sources and manufactured from recycled materials.

For the refurbishment of our Newport office in April 2021, the majority of materials were procured sustainably through the partnership with sustainable business. Ceiling tiles which were installed were manufactured from recycled materials while timber planters were made from timber that was sourced ethically, from sustainable sources.

The flooring used was procured from a sustainable business that uses 100% renewable energy in their manufacturing. Our Newport office is also fitted with LED lighting, reducing our energy consumption.

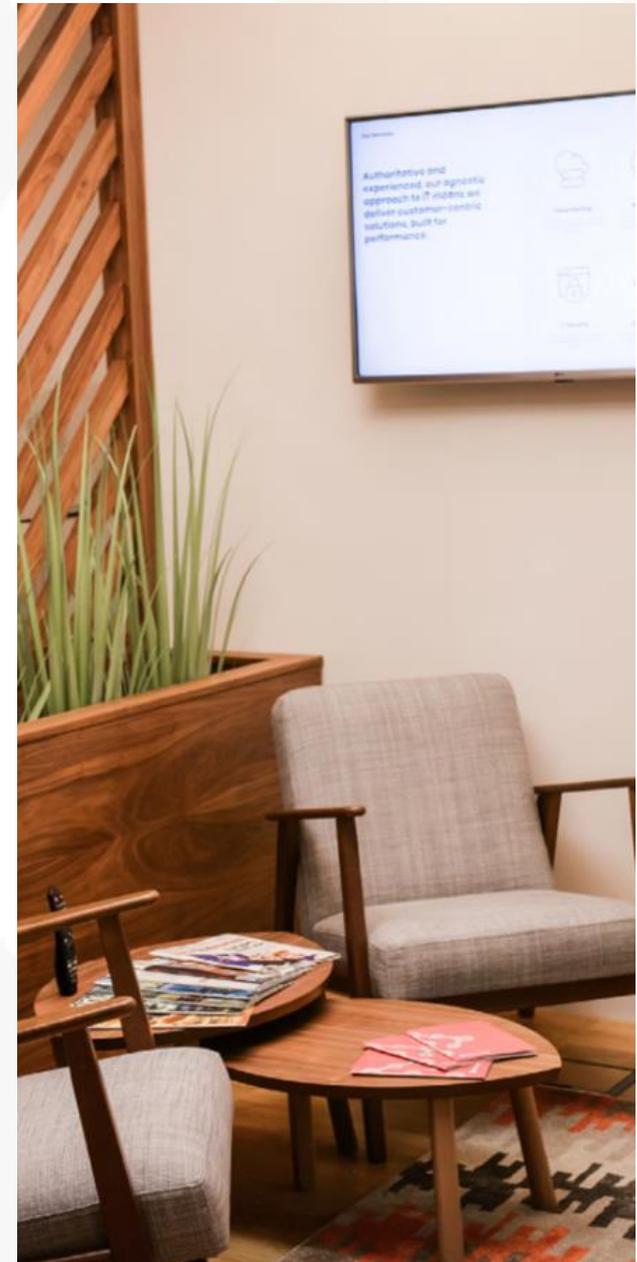
When remodelling our new Manchester office, we acquired our new furniture from The Senator Group, a furniture manufacturer with sustainability as its main focus. With all packaging being 100% recyclable, and the furniture itself, including desks, chairs, stools, sofas, and tables, being at least 99% recyclable, we are able to reduce our impact on the environment. Similarly, we partnered with Silverline for our new office storage equipment which is manufactured with sustainably sourced steel.

## Biodiversity

Due to the nature of our business, The Group has little impact on biodiversity. However, we are constantly looking at ways to enhance the biodiversity within our local communities and around our offices, including through employee engagement.

## Water

We do not operate in a high water intensive sector. Water consumption across the Group is for employee use only and kept to a minimum.



Overview

Governance & Strategy

Economic

Environment

Social

A photograph of a computer lab or classroom. Numerous students are seated at long desks, each with a computer monitor. They appear to be working or studying. The room has large windows in the background and a modern, clean aesthetic. The entire image is overlaid with a semi-transparent reddish-orange tint. The word "Social" is written in white, bold, sans-serif font on the left side of the image.

**Social**

# Our People

We at SysGroup are committed to acting responsibly and positively impacting our employees and the communities in which we operate.

The Group's employees are key stakeholders in the success of the business. Our people are core to our operations and we ensure that our teams are frequently interacting with one another and the communities around them.

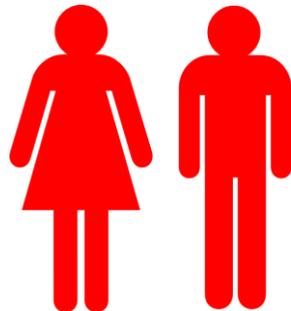
For the reporting period 1 April 2021 to 31 March 2022, we employed an average of 88 employees across the Group.

The structure of our company can be found below. We aim to enhance our data collection process to further disclose the composition of the Group.



88

Average No. of Employees



## Our People/continued

### Employee Engagement

We recognise that a happy and engaged workforce is a key to driving success. We encourage our team leaders to meet with team members regularly face-to-face to discuss and address any work or personal concerns raised by employees.

We conduct employee surveys to hear the views of our team members and feedback any ideas or concerns they may have.

We expect to introduce further surveys including new starter surveys, lunch & learn surveys, and implementing a suggestion scheme onto our company portal so that we can develop our operations to meet the needs of our staff.

Every Friday we send out a companywide “shout-out” that appreciates the hard work of employees across our teams in the form of electronic gift-cards. These employees are chosen by their colleagues, who are encouraged to submit their nominations each week.

We hold celebrations for all national holidays and we take great pride in our efforts to celebrate on 3rd March for employee appreciation day.

We believe it’s important that our people have energising office spaces to work in which fits with our overall culture value of love what you do. As such, we are committed to creating energising working environments with current technology for our employees.

In FY22, we completed a full refurbishment of our Newport office and opened our newly fitted out Manchester office. Our teams in both offices have appreciated the vibrant and amenable spaced created which aligns with our company culture and fosters an environment of creativity, collaboration and social interaction. We are confident our offices are a place where our employees can succeed and develop with the business.

As part of our benefits offering to employees we run a quarterly free prize draw where they can win one of ten exciting prizes. Being a tech company we like to give away prizes such as Apple watches, Go Pros, TVs, coffee machines and more. Prize draw day is always looked forward to by our team.



Overview

Governance & Strategy

Economic

Environment

Social

# Our People/continued

## Culture Advocates

At SysGroup, we have designated Culture Advocates who meet regularly to form the Culture Advocate Group. The main role of a workplace Culture Advocate is to represent and provide a voice for team members. Advocates come together to look at company culture and ways to expand team member experience. Advocates from across the organisation and at all levels, engage with colleagues, peers and leaders about the subject of culture within the organisation, providing a truly unique approach to starting and maintaining conversations about ‘the way we do things around here’.

At SysGroup, our culture and values set expectations for how our people behave, work, and function as a team. Great workplace culture can break boundaries, guide decision making and enhance team member engagement. Our Culture Advocates drive inclusivity by engaging, listening and delighting our team members through an exceptional experience.

## Employee Welfare

We take the wellbeing and health of our employees very seriously and this was a prime area of focus during the COVID-19 pandemic period when we were home working under lockdown restrictions. Our People & Culture (P&C) team kept in close contact with our teams throughout the period and our people were able to access wellbeing and occupational health support services when required.

The P&C Team also did an excellent job at keeping up spirits and encouraging social interaction through regular activities such as quizzes, photo and bake competitions, and promotion of exercise and book clubs. Since we have returned to the office, the welfare support and interaction activities have remained in place.



Overview

Governance & Strategy

Economic

Environment

Social

## Our People/continued

### Employee Benefits

The Group offers the same benefits for both full time and part time employees. Our online help is strong, providing a wellbeing and occupational health suite, in addition to an internet engagement platform, SysHub, that offers discount codes for a variety of establishments, including gym memberships.

We offer free of charge Private Medical Insurance (PMI) to all of our employees, providing them with financial support if they were ever to need it for significant medical issues, in addition to up to six free sessions of mental health counselling. We want our people to be safe and healthy, and have access to good, high standard healthcare. This in depth insurance was introduced to help financially educate our staff via webinars provided by financial experts.

We also offer a Medicash scheme to our employees which entitles everyone to receive reimbursement for smaller charges of medical and dental treatment.

During the year we upgraded our pension provision by consolidating three legacy pension schemes into a new unified SysGroup pension scheme with Royal London. This has provided a broader set of investment options for our employees with lower standard charges and a vastly improved online platform to access information regarding their pension plans.

To help our people spread the positivity that we implement into our working environment, we have created a Candidate Referral Bonus Policy. The purpose of this scheme is to incentivise our team members to refer people they know directly to the company as candidates for positions. SysGroup pays a bonus award to the team member if the candidate is recruited and successfully pass their probationary period.



Overview

Governance & Strategy

Economic

Environment

Social

## Diversity & Inclusion

We at SysGroup believe that a diverse team is the foundation to a successful business, a happy and productive culture and empowered employees. We are committed to building a more diverse workforce and in order to do so, it is our policy to hire based on merit and talent. SysGroup are in the process of developing our Diversity Policy which will outline our commitment to increasing our employee diversity including by gender, race, ethnicity and ability.

### Gender Diversity

While we are committed to increasing our diversity as a whole, we have initially focused our efforts on addressing gender diversity. The tech industry has a particularly low representation of women, as it stands just 19% of tech workforce are female. During the year, we advertised many of our job opportunities specifically on online female careers communities to encourage more women to join SysGroup and enter the technology sector.

We are advocates for an increase in female representation in the industry and earlier this year we sponsored the Simply Ladies Awards in Leeds, an event to celebrate excellence in woman with a special emphasis on promoting local businesses. In 2021, we also sponsored Womenspire, an organisation which recognises the achievements of women in every aspect of life, from personal achievements to outstanding contribution in business.

We have recently teamed up with InnovateHer, a national agency who are working to decrease the gender imbalance in the technology sector, to ensure we're empowering the next generation of women to consider roles in tech through various events, presentations and workshops.



# Diversity & Inclusion/continued

## Equal Opportunities

We are committed as a company to promoting equality of opportunity. We aim to create a working environment in which our workforce can make best use of their skills, free from discrimination or harassment.

Our Equal Opportunities Policy applies to all employees and to individuals such as agency staff, consultants and casual staff who are not out employees, but who undertake work for the company (staff). It also applies to people who have applied for work with the Group (applicants).

The Group will not unjustifiably discriminate against our staff or applicants based on their sex, marital or civil partner status, gender reassignment, sexual orientation, race, colour, nationality, ethnic or national origin, religion or belief, pregnancy or maternity, disability or age.

The Group also recognises and supports the rights of fixed-term and part-time workers not to be treated less favourably because of their status.

The policy applies equally to the way we treat our visitors, clients, customers and suppliers and the way they, in turn, treat our staff.

We are proud to state that we have no minimum wage workers, and proactively put measures in place to ensure all employees are fairly compensated.



# Learning & Development

We are a strong believer that the business provides the best customer service from a team that is motivated, trained well and curious to learn more. Therefore at SysGroup, we encourage an environment of constant improvement/upskilling by providing our employees with a variety of learning and development opportunities.

Our people receive a range of training, from general onboarding to role specific development training. During onboarding, all employees are trained on health & safety, information and security, for example General Data Protection Regulation (GDPR), and an assortment of online safety modules such as social media and phishing. We have recently been testing a Learning Management System that we aim to be rolled out in the near future.

At SysGroup, we are committed to promoting the professional development of our workforce in their chosen careers within our company.

We operate a Professional Qualification Study Support Policy which sets out the support that will be offered and the expectations of the employee undertaking the qualification.

We fund professional qualifications for personal development, and we will be commencing a leadership development programme in FY23.

To enhance our learning and development programme further, we introduced a Lunch & Learn scheme, where guest speakers give presentations on various topics to our teams, bringing everyone together in an educational space at least once a month. Our first Lunch & Learn was in June 2021, delivered by our Chief Technical Officer on the topic of cloud hosting. Subsequent sessions have covered areas such as employee benefits, compliance training, GDPR and updates on business operations and systems.

Our team members are effectively managed throughout their journey with us. Management regularly meet with team members in face-to-face focus sessions to discuss any concerns. Questionnaires are frequently distributed to ensure team members are satisfied and allow them to express any feedback they might have. As we grow as a business, we are developing a formal survey that will replace the ad-hoc meetings and be regularly dispersed amongst our teams.

Overview

Governance & Strategy

Economic

Environment

Social

# Health & Safety

We consider health and safety to be of paramount importance at all times in SysGroup.

This was exemplified by our response and the safeguards we put in place during the COVID pandemic and as we returned to the office during the year. We use the services of a third party company that provides Health & Safety Advice including annual office inspections and improvement recommendations.

During the year, and in addition to their usual annual inspections, we engaged them to inspect all of our offices prior to re-opening following the lockdown periods. This included ensuring that maximum headcounts, social distancing and office working safeguards were appropriately put in place.

To enhance our governance and oversight of H&S in SysGroup, we established a new Health & Safety Committee this year which meets on a quarterly basis.

The chairperson is the Head of People & Culture, and fellow standing members are the CFO, Head of Legal, Risk & Compliance, Head of Technical Operations, Senior People & Culture Advisor and Executive Assistant. The remit of the Committee includes the following:

- Employee H&S Training
- Fire Wardens & Training
- First Aid Kits & Training
- Electrical Appliance Testing
- Evacuation Procedures
- Working at Height Policy
- Personal Protective Equipment
- Review and Actioning of H&S Office Visit Reports
- Maintain and Promote the H&S Policy
- Review of Any Incidents

## Health & Safety Policy

We operate a Health & Safety Policy which outlines the steps we must take to protect the health and safety of staff and third parties visiting our premises or affected by our work.

Managers have responsibility for ensuring staff under their control follow the policy. Each member of staff has responsibility for ensuring they are familiar with the policy, to follow our safety rules (particularly those relating to the safe use of equipment and machinery) and to take appropriate steps to minimise health and safety risks.

Due to the nature of our operations, very few health & safety incidents occur and these tend to only be for very minor injuries. Any incident is recorded in an accident log and learnings reviewed. None of our products or services provide a health & safety risk to our customers.



# Charitable & Local Communities

We aim to have a positive impact on the local communities in which we operate.

During the year we invited everyone to submit suggestions for a suitable company-wide charity for SysGroup to support. We received many excellent nominations and in the end, following a vote across the business, we selected MIND, the mental health charity. We're looking forward to planning a number of charity fundraising activities including volunteer work, bake-offs, sponsored walks, and a variety of other events in FY23 in support of the excellent work that MIND and their volunteers carry out.



To ensure that we help a wide array of people in need, we will also be sponsoring local charities at each site, on top of the company charity. These charities will be decided based on a bronze, silver, and gold tier system at each site, the higher tiers denoting the greater the sponsoring.

We encourage and support our employees to participate in charitable events and members of our teams have voluntarily contributed their own time to support local educational groups with careers advice and developments in information technology. We partner with organisations to donate unused and refurbished laptops to underprivileged children in our local areas.

Where possible, we try to “buy local” to ensure we support the surrounding economies of our office locations. In FY22 we have had two office refurbishments in Newport and Manchester where in both cases we chose to use local fit-out suppliers in support of local business.

In Newport we also arranged for all of the old furniture, equipment and fittings to be collected and passed on to a not for profit organisation, providing them with good condition second hand office equipment and saving them a significant cost of purchase. The reuse of the office furniture and equipment was also a good decision to reduce any environmental disposal impact.

Additional initiatives have been introduced to give back to our local communities. Our kitchens have been fitted with food bank boxes that allow our staff to donate. Our team have also made donations to refugee causes, such as in the recent events in Ukraine. We participated in Save the Children’s Christmas jumper day in 2021, and sent miniature plantable Christmas trees to all of our staff, courtesy of Bloom & Wild, which were part of a Christmas calendar scheme that was implemented to keep employees engaged while working from home.

Overview

Governance & Strategy

Economic

Environment

Social

## CFO Statement

“SysGroup has made great progress in our baseline year, assessing our impact on the environment and wider communities. We are delighted with our partnership with Inspired ESG in developing our ESG strategy and reporting. There is a lot of important work happening internally, and I am proud of our social performance and confident that ESG is being integrated into sound corporate governance procedures.

While we recognise there is still work to be done, the data collection processes introduced have helped us understand our environmental impact and identify areas for improvement. We look forward to developing our ESG strategy further as we work to set targets and create a net-zero roadmap in FY23.”

**Martin Audcent,**  
**Chief Financial Officer**



Martin Audcent



# SysGroup

SysGroup plc  
ESG Summary Report FY22

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