ESG Report

JUNE 2023

Introduction

Ten10 has always been committed to changing the tech industry for the better. Although we do not operate in an industry that is known to be energy or emissions intensive, we acknowledge our responsibility to report on our energy consumption and carbon emissions.

Demonstrating this commitment tangibly is beneficial in many regards. Ten10 staff, stakeholders, leadership team members and investors can have the confidence that they are part of a company making positive change in the world. Ten10's clients can also know that they are partnering with a company with a conscious commitment to positive societal change.

This report provides regular updates regarding our social and environmental performance to all company stakeholders and will be updated annually to show the progress Ten10 makes towards its ESG goals with the view of making as much positive impact as possible.

From our CEO, Chris Shaw

Chris Shaw

Ten10 CEO

We recognise that it is the responsibility of every business to ensure its products and/or services consider the betterment of society and the planet alongside profitability and financial returns, and our Board and Leadership Team put this principle at the heart of our organisation's strategy and decision making. Ten10 is committed to playing its part in creating a just and more sustainable world for all. We will make every effort to bring about the incremental changes and improvements necessary to achieve our sustainability ambition.

This report shows the targets we've set and the progress we continue to make towards our ambitious environmental, social and governance goals.

It is a continuing journey and is one that all members of the Ten10 family are committed to.

"At FuturePlus, we are very proud to have been working with Ten10 since November 2021.

Ten10 has made huge progress in improving their social and environmental impact using the FuturePlus platform to measure and manage their sustainability actions and ambitions.

Ten10's 'Actual Score' (a baseline measurement of a company's sustainability achievements) has increased from 204/500 in November 2021, to 382/500 in April 2023 – an incredible result, and a testament to the organisation's commitment to driving more sustainable business practices. Ten10's 'Ambition Score' (a measure of an organisation's intent across five key sustainability themes) has also increased from 345/500 in November 2021, to 418/500 in April 2023.

We look forward to continuing to work with the Ten10 team as they meet and expand their sustainability ambitions."

Alex Smith

Co-Founder & Partner, FuturePlus (The Sustainability Group)

Working with
The Sustainability Group

Ten10 continues to work with The Sustainability Group using the FuturePlus framework to assess Ten10's impact and contributions in a variety of environmental, social and governance fields.

The Sustainability Group provides the support and guidance necessary to make measurable, effective change and aligning to the FuturePlus framework allows us to make firm commitments about our ESG goals and how we plan to achieve them.

FuturePlus Sustainability Framework

We've assessed our current sustainability status based on FuturePlus' framework. The framework separates the concept of sustainability into five areas:
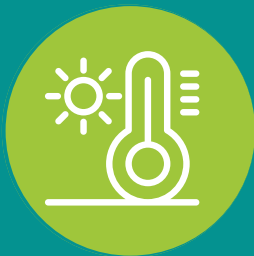
Climate:
Energy consumption and carbon emission practices that are part of an organisation and its supply chain

Diversity & Inclusion:
Fair treatment and equal representation of people from all backgrounds and identities

Social:
Supporting the physical and mental wellbeing of people inside the organisation

Economic:
Ethical and responsible financial practices inside an organisation
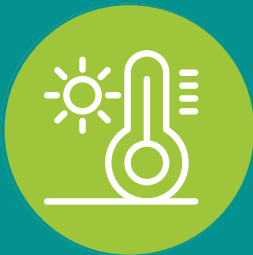

Environment:
Waste reduction and use of sustainable and/or recycled materials

Scoring vs Ambition

Our scoring from our previous report in March 2022 to now and our current ambition score for what we aim to achieve.

Climate

March 22	March 23	Ambition
10	62	79

Diversity & Inclusion

March 22	March 23	Ambition
79	83	85

Social

March 22	March 23	Ambition
73	80	86

Economic

March 22	March 23	Ambition
86	88	89

Environment

March 22	March 23	Ambition
54	68	79

All scores are out of 100 based on the FuturePlus framework

Key Achievements in 2022

Climate:
100% of our operational sites' energy use is now produced from renewable sources

We offset GHG emissions we were unable to reduce or eliminate to a number of projects, linking to our positive impacts of the UN SDGs, including Wind Energy, Ocean Protection and Afforestation projects.

Implemented a Climate Change Mitigation & Adaptation Policy and carried out a business Climate Risk Assessment.

Diversity & Inclusion:
We have put together a comprehensive succession plan which considers diversity and inclusion.

Social:
Supplier Code of Conduct ccreated setting out what we expect from our suppliers and promoting our ESG commitments.

Economic:
Actions to ensure equal pay for equal work. Ethical buying standards considered throughout our supply chain.

Environment:
Sustainability risks are considered for new services and business operations.

> "We stand ready to support your efforts to embrace the ten universal principles and contribute to a more sustainable and inclusive global economy."

Sanda Ojiambo

Executive Director of the UN Global Compact

United Nations Global Compact

Ten10 produced its first Communication of Progress for the UN Global Compact.

We are proud to be members of the @UN Global Compact Network UK, working with other organisations that share our commitment to accelerating sustainability efforts and scaling up impact.

The UN Global Compact is the world's largest corporate sustainability initiative which mobilses sustainable companies and stakeholders to align their strategies and operations with universal principles on human rights, labour, environment and anti-corruption and to take actions that advance societal goals.

They support companies to take strategic actions to advance broader societal goals, such as the UN Sustainable Development Goals, with an emphasis on collaboration and innovation.

Learn how you can join us on this journey: www.unglobalcompact.org.uk/how-to-join

United Nations Sustainable Development Goals

The United Nations Sustainable Development Goals (sometimes referred to as Global Goals) are a collection of 17 interlinked global goals designed to be a "blueprint to achieve a better and more sustainable future for all".

Ten10's progress towards FuturePlus' sustainability framework will naturally mean positively impacting the UN's Sustainable Development Goals.

Ten10 is positively impacting all 17 UN SDGs

1
No Poverty

2
Zero Hunger

3
Good Health & Well Being

4
Quality Education

5
Gender Quality

6
Clean Water & Sanitation

7
Affordable & Clean Energy

8
Decent Work & Economic Growth

9
Industry Innovation & Infrastructure

10
Reduced Inequalities

11
Sustainable Cities & Communities

12
Responsible Consumption & Production

13
Climate Action

14
Life Below Water

15
Life on Land

16
Peace, Justice & Strong Institutions

17
Partnerships for the Goals

Key Committments

Climate

- Reduce our energy consumption and carbon emissions using our annual Climate Change Risk Assessment where we monitor, record and report on our energy use and emissions

- Consider new projects and initiatives to off set our GHG emissions that cannot be reduced or eliminated (linking these to the United Nations SDG's)

- Continue our transition to energy efficient processes

Diversity & Inclusion

- Monitor our comprehensive succession plan to ensure we continue to consider diversity and inclusion in our employee development and monitoring programmes

- Ensure, promote and support diversity and inclusion within our supply chain

- Consider, promote and support economic inclusion when selecting suppliers (long term).

Environment

- Continue to train our employees on sustainability practices and principles which are relevant to Ten10 as a business

- Commit to reduce (remove) deforestation and forest degradation from our direct operations and supply chain and actively invest in environmental protection and conservation

- Continue to ensure environmentally friendly chemicals are used for cleaning and all other purposes within Ten10 and that they are disposed of properly

Economic

- Take into consideration needs-based affordability in our services

- Source essential products and services as locally as possible, using ethical trading principles throughout our supply chain

- Continue to review our processes to ensure all employees receive equal pay for equal work

Social

- Invest in making a positive change to the communities in which we produce and operate

- Look at how the environmental practices of our suppliers can be monitored and reviewed

- Continue to positively impact all 17 of the United Nations Sustainable Development Goals

100% of our operational sites energy use is produced from renewable sources

Achieving these commitments

Climate

Our offices have energy-efficient features including LED lighting and light sensors and 100% of our operational sites' energy use is produced from renewable sources.

A significant proportion of our workforce works from home and/or communal spaces. Education and incentivisation will continue to help remote employees improve their sustainability.

We have established an annual climate change risk assessment and and will consider new means of offsetting GHG emissions that cannot be reduced or eliminated. However, whilst there is a huge range of offsetting projects we can get involved in, we need to remember that offsetting should be a last resort, reduction of energy and emissions should be the first goal.

Environment

We have a waste reduction strategy across all operational sites that includes recycling areas and signage at our offices. This includes an organisation-wide recovery and recycling programme for all materials that can be recycled. We will look to reduce and/or minimise water usage and non-food-waste generation.

Our external communications are designed to discourage negative and/or influence positive social and environmental behaviour.

Where appropriate, we will aim to o ensure that vegetarian, vegan, low-carbon, culturally appropriate, and ethical food options are offered to our staff.

We have areas to improve in assessing the sustainability of products and services that we procure.

We will measure, monitor, and review our water usage and consistently aim to reduce water wastage wherever possible.

Whilst Ten10 does not actively participate in the creation of hazardous substances, we can increase our participation in and commitment to environmental conservation.

Diversity & Inclusion

We are proud of the role we play in enabling people from ethnic minorities to start their career in technology. We're committed to treating everyone the same, regardless of their ethnic background, gender, sexual orientation or religion. Our policies and procedures that promote diversity and inclusion are promoted on our Culture page. Our diversity and inclusion policies cover gender, race, disability, identity, neurodiversity, age, nationality, union affiliation, and religion.

We know we can always keep doing more. That's why we'll continue to promote equality and uphold a culture which actively respects, values and celebrates diversity. Not only because it's the right thing to do, but because we know that people of different backgrounds add value to the workplace and offer new insights into the way we operate and think.

We work in our communities and encourage young people to get involved with technology through code and STEM clubs for young women. We are also dedicated to promoting and empowering women in technology:

- **40% of our consultants are women and over 45% of our consultants are from ethnic minority backgrounds**
- **32% of Ten10's wider leadership team is female**
- **Our Academy cohorts are around 48-50%women but have been as high as 62% –that is way ahead of the STEM industry average**
- **Our latest Academy cohort is a highly skilled and diverse group of individuals. 62.5% of our newest members are from non-STEM background careers where 15 of the members are males, 9 are females and 7 are BAME.**

We positively promote career opportunities within under-represented groups and partner with independent bodies that connect other employers with education, public and private sector partners through workshops, events and other initiatives.

We know that fewer women, people from ethnic minority backgrounds and people from lower social-economic backgrounds are statistically less likely to complete a STEM degree at university, therefore Ten10 does not dictate that a technology-related degree is required for joining their Academy programme.

Our three academy core principles are:

Social Mobility: No one should have to take a loan or burn through savings in order to join Ten10 and benefit from our training programmes

Academic Diversity: No one should be limited from having a career in technology based on a decision they made regarding their education earlier in life

Investment and Integrity: Everyone who successfully completes the core training should have a career in technology

Laptops – We responsibly dispose 100% of our laptops, including recylcing and donating where possible

Social

We ensure that all personnel are trained in all social policies and procedures and Ten10's values are published prominently on our site. We have an anti-corruption policy and an anti-harassment policy and provide transparent financial reporting in every territory in which we operate.

The pension scheme we offer to our employees is screened for its ethical, environmental and social credentials.

Ten10 engages with the communities in which we operate to mitigate and manage social risk.

We provide insurance cover for our internationally mobile workforce and we have a hybrid working policy (used by roughly a quarter of our workforce).

We ensure all employees have adequate access to quality healthcare.

Relevant training and professional development is made available for all employees.

All Academy training is available to the wider Ten10 community, to enable all of our staff to take advantage of this quality education.

We're also proud to say we pay over the living wage rate.

We have a strong wellbeing culture and all Ten10 staff have access to private healthcare, a gym and cycle to work allowance.

As part of the private healthcare benefit, there is access to free mental health counselling sessions as well as access to in house mental health first aiders.

We hold regular company events – an annual "One Ten10" event and frequent employee committee and charity-led events such as the London Tough Mudder.

We also provide access to sexual and reproductive health services, domestic violence support, LGBTQIA+ and inclusive healthcare services and our sanitation facilities are appropriate for a diverse workforce.

Ten10 staff regularly donate food items for local food banks in London and Leeds.

Our employees select a charity partner every year. In recent years we have supported CALM and Alzheimer's UK. Our current charity is British Red Cross. We run several fundraising events during the year, including quizzes, bake sales and company supported events such as Tough Mudder, Snowdon at night and the London bridges walk.

Ten10's score of 89/100 in the Economic theme reflects our focus on responsible and sustainable economic growth, demonstrating clear governance and leadership at the heart of our operations.

Economic

Ten10 has a comprehensive and publicly available code of ethics, available on the Values page of our website. Internally, we train Board members on our code of ethics and provide guidance and clear policies on anti-corruption and bribery to all employees.

We have an employee feedback system that is reviewed regularly by the Board of Directors.

Our highest level of governance holds full financial and fiduciary responsibility and the Board promotes effective, accountable, and transparent governance through regular and minuted meetings. We publish a complete and transparent annual report with an audited set of accounts.

We also have an anti-corruption and reporting system in place, including an anonymous whistleblowing policy.

We have also implemented a formal public policy regarding data usage and privacy issues (e.g. GDPR) available on our Privacy Policy page.

We ensure that our customers, suppliers, and staff understand the legal, financial, and practical implications of any agreements entered into.

We ensure that we source essential services and products as locally as possible. When this is not possible we source our services and products using ethical trading principles.

We provide access to financial education for employees and ensure they have both fair working hours and rest periods.

Timeline
of improvement

12 Months

Climate

- Continue to assess and address the social and environmental impact of transporting employees and guests to business meetings, conferences and events

- Offset GHG emissions that cannot be reduced or eliminated

- Complete annual climate risk assessments for our products, services and operation

- Set targets to reduce energy consumption and carbon emissions

Diversity & Inclusion

- Consider, promote and support economic inclusion when selecting suppliers

- Ensure, promote and support diversity and inclusion within our supply chain

Environment

- Actively identify sustainability risks when designing or developing new services

18 Months

Climate

- Make procurement decisions based on calculations of supplier's carbon footprint

Environment

- Actively invest in environmental protection and conservation

3 Years

Climate

- Analyse, identify and attempt to reduce sustainability risks inherent in our supply chain

Social

- Assess human rights risks in our supply chain
- Influence ethical decision making in our value chain
- Have a supplier code of conduct that includes third-party certifications related to positive social/ environmental performance
- Have a supplier code of conduct that measures the GHG output of suppliers and their commitment to net zero GHGs by 2050

Diversity & Inclusion

- Ensure, promote and support diversity and inclusion within our supply chain

Economic

- Screen and monitor major suppliers for compliance with labour rights and standards as per ILO policies and guidelines
- Ensure ethical buying standards throughout our supply chain

Environment

- Screen suppliers for their positive environmental practices or negative environmental impact
- Measure, review and reduce the impact of transporting goods and products across our supply chain

Get in touch

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Ten10