

Environmental, Social and Corporate Governance



Integrating environmental, social and governance (ESG)
considerations into our business activities and operations



Contents

4

Our environmental commitment

- Becoming carbon neutral
- ISO 14001
- The Turing Trust
- Our Data Centre

7

Our social commitment

- Caring for our people
- Nurturing an inclusive workplace
- Caring for others: 'The Christie'
- Building a sustainable supply chain
- Developing our people with Hive

9

Corporate governance

- Building inclusion and belonging



Introduction

At Heywood, we recognise the importance of global sustainability challenges, including climate change, protection of natural resources and human rights.

We believe that strong environmental, social and corporate governance leadership will benefit the society in which we operate, our employees and our customers.

We consider sustainability leadership as a business opportunity, a means of mitigating business risk and an essential aspect of the way we operate.

In this report, we are pleased to share an overview of our approach and a summary of some key statistics.

We begin by outlining some of the important steps we have taken to minimise our impact on the environment. We have devoted significant effort to establishing our own internal environmental management system. This has been externally audited and as a result, we are now an ISO 14001:2015 accredited organisation.

Next, we explain how we are improving the wellbeing of our employees through a wide range of in-house initiatives, as well as supporting those outside our business who could benefit from our help.

Finally, we show how our corporate leadership actively promotes diversity and inclusivity, as well as openness and transparency in our business dealings and a commitment to comply with all relevant UK legislation.

“I believe that businesses of all sizes have a crucial role to play in helping to solve some of the world’s most pressing problems.

At Heywood Pension Technologies, we’re proud to be playing our part in addressing some of these challenges.

Over the last twelve months, we have developed and implemented strategies that will help to mitigate our environmental impact, enhance the wellbeing of our employees, and benefit disadvantaged communities at home and abroad.

I hope that you find this report informative and, as always, we welcome your feedback.”

Fraser Smart
CEO



Our environmental commitment

We regard the promotion and preservation of our environment as an important mutual objective for management and employees at all levels.

We are fully committed to protecting and improving the quality of our working and local environments. We are committed to working proactively with our employees, customers, and suppliers to achieve a safer, cleaner, healthier, and sustainable environment which will meet present and future legislative needs.

We demonstrate our commitment by:

- Reducing the production of waste and recycling computer hardware, toner cartridges, paper and cardboard and general waste.
- Encouraging staff to become more efficient and sustainable in their use and the preservation of energy.
- Evaluating environmental impacts when considering new equipment and processes.
- Preventing pollution, as far as practicable.
- Managing the safe and effective disposal of waste materials.
- Encouraging greater staff involvement by energy awareness training and the understanding of environment issues and continual environmental improvements.

- Our senior management review our environmental objectives on a regular basis. We carry out continuous monitoring, measurement and improvement of our environmental management system.
- We comply with and strive to exceed, all environmental legislation and regulations relevant to our business.
- We closely monitor our own, as well as supplier processes to ensure that our operations are managed and controlled in accordance with the requirements of ISO 14001:2015.

“We are fully committed to protecting and improving the quality of our working and local environments.

We work pro-actively every day with our employees, customers and suppliers to achieve a safer, cleaner, healthier and sustainable environment which will meet present and future legislative needs.”

Fraser Smart
CEO

Our environmental commitment

Becoming carbon neutral

In 2023 we achieved carbon neutral status, becoming one of the few companies in the pensions industry to take such a significant step towards tackling climate change.

We have worked tirelessly to reduce our carbon footprint by implementing a range of sustainability measures, including reducing energy consumption in our operations, increasing the use of renewable energy sources and investing in carbon offset projects. As a result, we have been able to neutralise our remaining carbon emissions.

We have worked with Carbon Footprint to achieve our carbon neutral status and have invested in only the highest standard offsetting projects, all of which are certified to international standards. We will continue to regularly assess and reduce our carbon footprint, with the goal of minimising our impact on the environment.

As part of our commitment to sustainability, we will educate and engage our people, customers and stakeholders on the importance of reducing carbon emissions and promoting sustainable practices. We are committed to leading the way in sustainability and demonstrating that it is possible for companies to be successful while also making a positive impact on the environment.



Key achievements



Achieved and have maintained ISO 14001:2015 certification since 2020



Data centre partner working towards carbon neutrality. 89% decrease in consumption



Significantly reduced printing and use of paper



'Cycle to Work' scheme available to all employees



Season ticket loan available to all employees



Hybrid working arrangement to reduce commuting and business travel



Increased and enhanced in-house recycling



Over 700,000 trees planted by our data centre partner to date



Scheme to save employees 30-60% on the monthly cost of a brand-new electric car

Our environmental commitment

ISO 14001

Recognising our responsibilities for minimising our impact on the environment, we developed our own in-house environmental management system (EMS) in 2020. Following an external audit by the UK certification body, we attained full ISO 14001: 2015 accreditation.

ISO 14001 is the internationally recognised standard for the design and implementation of environmental management systems. Our achievement of this standard is evidence that we have policies, processes, plans, practices and records in place that define how we interact with the environment.

The Turing Trust

We are delighted to be working in partnership with The Turing Trust.

This charity, based in Edinburgh, wipes, repairs, and restores unwanted computers donated by organisations and the general public, before shipping them to Africa. The computers then start a new life, helping to enhance the education of disadvantaged children and adults.

Our data centres

As a business that develops and hosts software, data centres underpin our (and our customers') operations. However, we recognise that data centres have a significant impact on our environment.

We chose our data centre partner because they share our environmental goals. They live and breathe green credentials, managing our facilities in a sustainable way, implementing green initiatives, and helping to offset our carbon footprint. They are ISO 14001 accredited.

These highly secure data centres are located in the UK, where sustainability and the aim to be a carbon-neutral organisation are top priorities. Our data centres have achieved a **Power Usage Efficiency (PUE)** of 1.1, thanks to ongoing investment in energy efficiency measures such as Adiabatic cooling, creating 1200mm floor voids, cold aisle containment and warm air recycling. The data centres are also supplied with 100% renewable electricity. These initiatives mean that our data centres are among some of the greenest facilities in Europe.

Our data centre partner has a long established relationship with the Forestry Commission, planting trees on our behalf to mitigate emissions and offset our carbon footprint. They have planted over 700,000 trees through green initiative events and our volunteering schemes.

Our social commitment

Caring for our people

We have taken many actions to protect and enhance the wellbeing of our employees.

Our hybrid working model empowers our people with flexibility in how they work. Everyone can benefit from the many free resources that we offer:

- Confidential advice line for topics including family care, stress, debt concerns, bereavement, senior care and much more.
- Wellness Hub, with a wealth of online advice and support.
- BUPA Health Cover and Health Information.
- Bereavement Support and Probate - access to bereavement counselling and probate experts.

Nuturing an inclusive workplace

We believe that a diverse and inclusive workplace is crucial to our success.

A culture where our people can be themselves enables them to give their best. Nuturing a safe environment, free from discrimination, harassment or victimisation because of gender identity or sexual orientation, is important to ensure everyone is valued and respected.

During Pride Month, we celebrate our LGBTQ+ colleagues, each of whom contribute to making Heywood a great place to work. We donate to a LGBTQ+ charity of our people's choice.

What we are doing



Supporting 'The Christie' through charitable donations



Supporting disadvantaged communities in partnership with The Turing Trust



Promoting diversity through organisational culture



Arranging monthly social events for all employees



Hosting monthly Hive days for private study and collaborative workshops



Creating a flexible and 'hybrid' working for all employees



Providing a free and confidential wellbeing advice line



Offering private medical cover via BUPA

Our social commitment

Caring for others: 'The Christie'

We are proud to support The Christie through our charitable works.

The Christie NHS Foundation Trust is the largest single-site cancer centre in Europe, treating more than 60,000 patients a year.

Donations are raised by our employees, which are matched by a company contribution.

Employee donations are raised through initiatives such as sponsored events, office tuck shop and payroll giving.

To date, we have raised over £70,000 in charitable donations to The Christie.

Building a sustainable supply chain

Our ESG principles are firmly embedded into our supplier and purchasing processes, helping us to select ethically and environmentally-conscious suppliers.

This has several tangible benefits, such as improving our operational performance, fostering closer collaboration with our suppliers and contributing to a positive impact on our environment and our employees.

We aim to choose suppliers and products that share and contribute to our ESG values.



Developing our people

A collaborative sense of community unites our people, which is why we established Hive in 2016.

Hive is a once-a-month community day for the entire business to learn and grow together.

Offering a variety of content, there is always something new and engaging for all. Sessions are facilitated under four main themes, typically in the form of presentations, lightening talks and collaborations. From graduates through to senior leadership, anyone can facilitate a session.

Hive is led by our people, for our people.

"Hive is an important enabler for our continuous learning and development. The diverse backgrounds and skills-sets of our people allow us to capture and share knowledge, help focus on personal development, and improve our practices."

Fredric Karlsson

Head of Software and Product

Corporate governance

Building inclusion and belonging

We strive to build diversity, equality and inclusion into everything we do and make them an essential part of our core values.

We have a diverse workforce, with different ages, religions, ethnicities and both men and women in management positions. Our goal is for every employee to feel that they belong, are valued for who they are and to have an opportunity to grow with us.



£14 million paid in corporate taxation per annum



Over £3 million expenditure on goods and services from 120 suppliers, annually



£500,000 invested into the business on property, equipment and infrastructure



£100,000 investment in staff training



Continuous internal audit programme for all business areas



ISO 9001, 14001 and 27001 certified. Our data centre is also 22301 and SOC 2 compliant.

“Heywood Pension Technologies is committed to acting with integrity in all its business dealings.

We meet and often exceed the requirements of applicable UK legislation. We are transparent in reporting compliance with our taxation, environmental, data protection and employment obligations.

We work with regulators, independent industry experts and international certification bodies to protect the security and confidentiality of our clients’ data.”

Fraser Smart
CEO

