



Bytes  
**CORPORATE SOCIAL  
RESPONSIBILITY**  
2020/2021

**DELIVERING  
INNOVATION  
THAT  
MATTERS.**





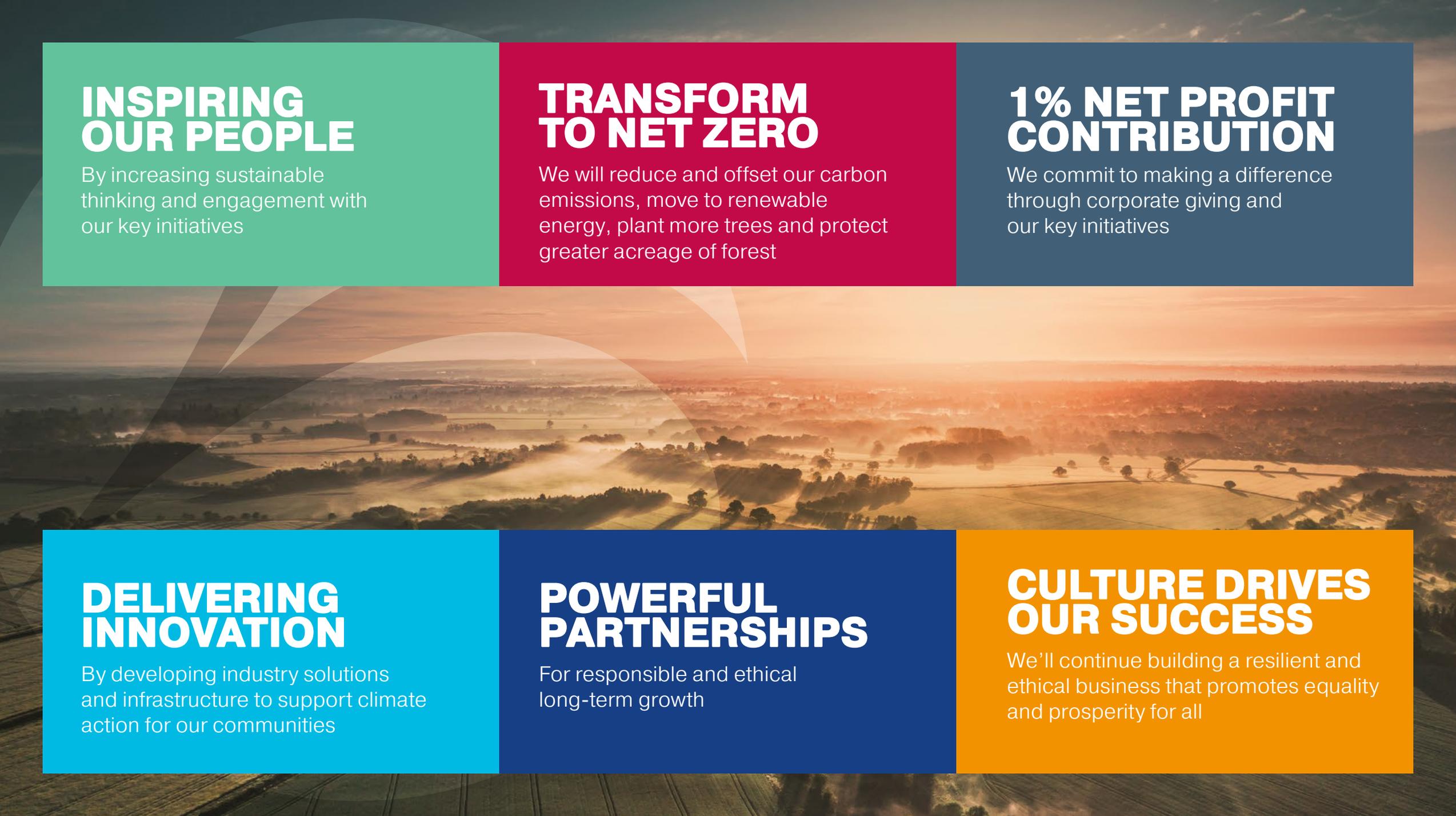
**At Bytes we take our corporate social responsibility very seriously.** We aim to conduct business in a way that is completely ethical. This means we take account of the social, economic and environmental impact of everything we do. We encourage staff to volunteer time to spend with charities and with people who need assistance. Staff work with a range of charities and the company is fully supportive in terms of charitable donations and giving staff time off.

Employee welfare sits right at the top of our priority list and goes hand in glove with our regard for societal impact. In terms of the environment, we actively participate in and encourage as many forms of recycling and carbon reduction as we can. Key to our philosophy is our active and positive effort to encourage diversity and inclusion at all levels within the organisation.

**Neil Murphy**

Chief Executive Officer  
Bytes Technology Group





## INSPIRING OUR PEOPLE

By increasing sustainable thinking and engagement with our key initiatives

## TRANSFORM TO NET ZERO

We will reduce and offset our carbon emissions, move to renewable energy, plant more trees and protect greater acreage of forest

## 1% NET PROFIT CONTRIBUTION

We commit to making a difference through corporate giving and our key initiatives

## DELIVERING INNOVATION

By developing industry solutions and infrastructure to support climate action for our communities

## POWERFUL PARTNERSHIPS

For responsible and ethical long-term growth

## CULTURE DRIVES OUR SUCCESS

We'll continue building a resilient and ethical business that promotes equality and prosperity for all



**SUSTAINABLE  
DEVELOPMENT  
GOALS**

# BEYOND THE HORIZON.

**We want to empower and bring about positive transformations for our clients and community.**

This dedication to accomplishing change is reinforced by our goals, which are modelled on the United Nations Sustainable Development Goals.

Using this recognised approach ensures our clients have a direct comparison to CSR objectives within their own organisation or industry. For our staff, it offers real-world application and global credence to the goals we set ourselves as a business.

# THE UN GOALS.

Our goals are based on the 17 UN Sustainable Development Goals. These goals address the challenges faced by humanity and aim to achieve a better, more sustainable future for all. So that nobody is left behind, the UN wants to achieve all of these goals by 2030. We agree with their vision and join them on this path towards change, sustainability and a better planet for everyone.

## SUSTAINABLE DEVELOPMENT GOALS



# OUR KEY INITIATIVES.

## Bytes Activism

We aim to match charitable funds raised by staff and provide everyone with one day per year to dedicate to voluntary or charity work. We also aim to increase our support for local and national causes that align to our goals.



## Empowering our People

Bytes are committed to equality and diversity. We inspire our people to reach their full potential and will continue diverse hiring at board and management levels as well as investing more into digital skills for all employees. Several strong initiatives are also in place to improve staff health and mental wellbeing.



## Reducing our Footprint

We will continue to reduce and offset our carbon emissions and those of our partners. Through our partnership with The World Land Trust we will plant more trees and protect greater acreage of forest.



## Environmental Awareness

We support climate action, promote emission-free travel and will move to renewable energy sources. We also pledge action against single-use plastics by providing all staff with a re-usable plastic water bottle.



## Technology for Good

We believe that the IT solutions we provide offer a real route towards sustainability, carbon neutrality, equality and improving skills worldwide. We also believe that corporate social responsibility is at the core of our success. We want our solutions to be used for good and choose not to work with organisations that don't share our values.



**OUR  
COMMITMENT  
TO MAKING A  
DIFFERENCE  
STARTS WITH A**

**1%**

**net profit  
contribution**





# SMALL STEPS. BIG IMPACT.

**Taking practical action for a better world is embedded in our culture.** Our staff regularly contribute to good causes, either through our initiatives or on their own time. As a business we have also contributed to many local, national and international projects. Both the company and workforce are united together in a quest for change.

UN goals



## Bytes Activism

As our business grows, so too does our influence and impact. Our corporate giving and key initiatives aim to exceed 1% of our overall net profit annually.

We contribute to this target by providing all staff with one fully-paid volunteering day per year, to dedicate to charitable activities of their choosing. Providing staff with a volunteering day means they don't have to book annual leave to contribute to a cause. It offers a gentle introduction to volunteering as we aim to encourage greater participation. Just one day is often enough to inspire someone to carry on voluntary work long after the day has ended.

In addition to this, we seek to match any funds raised by individuals for recognised charities up to a value of £1000 per employee. We want to inspire our team to stretch themselves and support their mission to take action for a good cause.

## Local communities

Bytes are committed to having a positive impact in our local community and those of our strategic partners. We continue to support several local schools and hospices.

We support local employment through apprenticeships and education to help people develop the right skills and opportunity to make the most of the future.

## Technology donations

It is our mission to empower people through technology. One way we seek to achieve this is by donating all of our decommissioned IT equipment to local and regional UK charities. It is hoped that in doing so, we are giving the gift of IT to underprivileged people across the country.

Bytes have already donated significant amounts of IT infrastructure to causes in Africa and have a plan to ramp this up further as our workforce grows and our refresh cycles increase in frequency.

# STANDING AGAINST INEQUALITY.

**Bytes conduct business in a way that is mindful and inclusive.** It is our belief that reducing inequality starts with empowering people. We achieve this by offering education, opportunities for growth and fair wages for all. Bytes also implement robust policies to support ethical business practices and ensure fairness in all that we do.

UN goals



## Equality

Bytes is an equal opportunity employer. We treat all staff, job applicants, clients and customers fairly - regardless of their race, gender, religion, age, disability or sexual orientation. Our staff work within an open community where they can be themselves, free from judgement and discrimination.

## Diversity

It is our mission to ensure that roles and opportunities across our business are open to everyone. While this issue is much broader than gender alone, we are passionate about encouraging more women to consider a career in the technology industry.

**Women have held board positions at Bytes for over 20 years and we remain committed to increasing diversity throughout our business.**

## Living Wage Employer

We are an Accredited Living Wage Employer. This means we pay a wage that meets the cost of living, not just the government minimum. We believe this provides our team with fair wages for their work and contributes towards a more equal society.

## Skills development

We are committed to ensuring all our staff have equal opportunities for personal growth and development. Bytes offer training opportunities in a wide range of areas from technology-specific certifications through to project management courses.

**We maintain agility in a fast-changing market and manage future customer demands by increasing investment in skills and training for our people.**

## Quality services

We provide the highest standards of quality for our services and supply chain. Data security is of paramount importance to us as a UK Security Provider.

- ✓ ISO 9001 Quality Assurance Standard
- ✓ ISO 27001 Information Security Management

We adhere to UK legislation regarding equality, modern slavery and bribery.

Read our policies on our website.

# TAKING THE HEALTHY ROUTE.

**Happy people are the backbone of Bytes.** Our hardworking staff have made us successful, so we make their mental and physical health a priority. We have a range of initiatives that promote good health and well-being.

## Healthy lifestyles

Bytes provide all staff with access to support that improves their body and mind. To uphold this goal, we provide a free gym at Head Office and our other sites have agreements with local gyms including reduced cost membership.

We encourage our staff to get active and aim to increase participation in our Cycle to Work scheme to improve staff health and meet our goal for cutting emissions from daily commutes. We engage our natural competitiveness through spin bike challenges and events like the Bytes 5k and Cycling the World. To make these activities as easy as possible, we have installed a bike shelter, showers and lockers at all sites.

## UN goals



We promote a healthy diet by supplying free fresh fruit to all staff. To help relieve stress, we provide on-site massages. We are also firmly against smoking and have invested in schemes to help staff quit.

## Pensions & healthcare

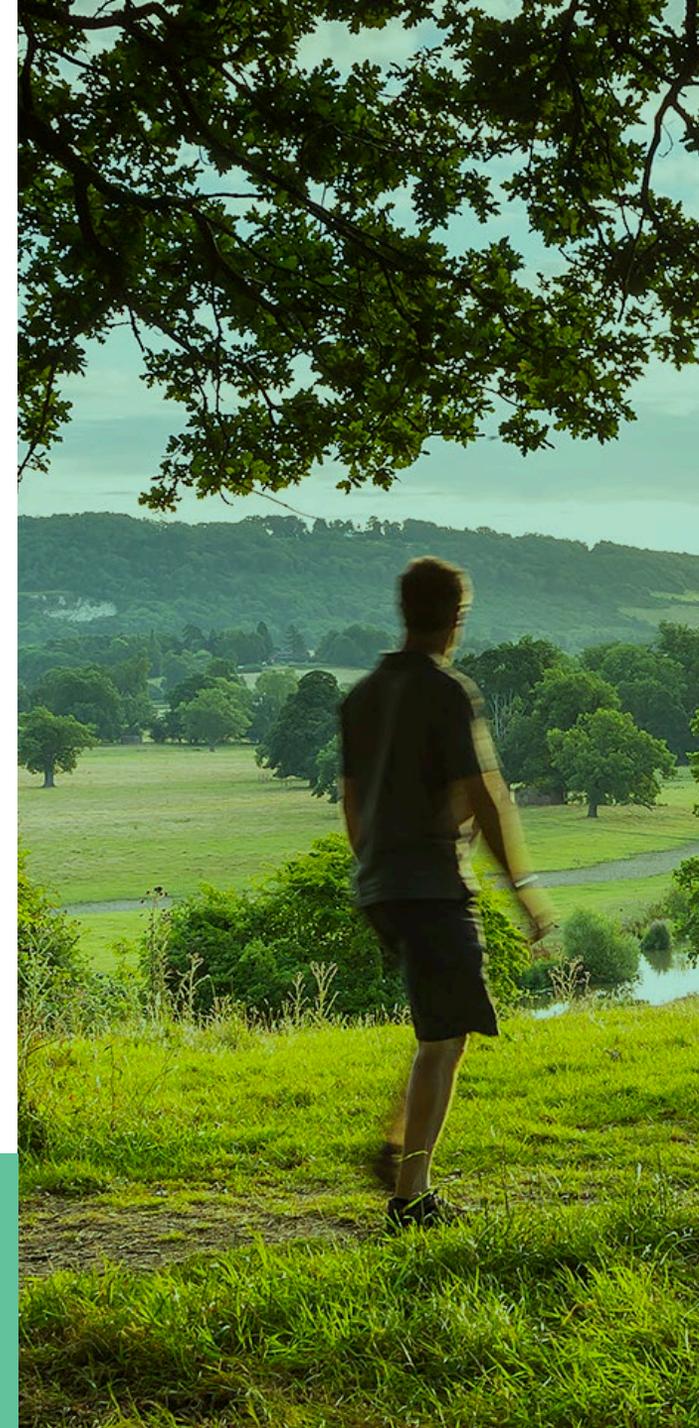
To further support our staff, we offer the option to join our private healthcare and pension schemes.

We comply with the Health & Safety (Display Screen Equipment) Regulations 1992 and give all staff access to optical support including eye tests and prescription glasses. All employees are also covered by a Group Life Assurance Plan and we offer a childcare voucher scheme.

We hope that these services provide greater peace of mind for our employees.

## Spotlight on Mental Health

Bytes recognise that staff will sometimes deal with mental health issues. We believe there should be no stigma attached to mental health and it is our commitment that all staff have access to free, confidential counselling services. These services are provided by Health Assured and can take the form of a telephone consultation, online chat or email. We also have a trained network of peer-to-peer counsellors – our Mental Health First Aider team – who are spread across departments and able to offer a confidential, friendly chat if required.



# COMMITTED TO CONSERVATION.

**Our Head Office is based in the Surrey Hills - an Area of Outstanding Natural Beauty (AONB) just outside London.** We believe it is vital to protect this environment and other areas from harm, so that everyone can continue to enjoy them. To achieve this, Bytes aim to continue our investment into cutting business emissions, offsetting carbon and promoting sustainability amongst staff. We have also forged powerful partnerships to extend our commitment to the environment far beyond Surrey.

## Carbon footprint

Our goal is to achieve carbon neutrality for our business and help our clients to achieve this for their own organisations. We pledge to offset carbon emissions through the planting of green space. This will include working with our carbon-offset partners to purchase acreage of land and plant trees; as well as working to purchase our own green space and encouraging our staff to help in the planting of trees.

We also aim to cut carbon emissions by recruiting locally whenever possible, promoting remote work and encouraging staff to take up our Cycle to Work schemes. We also support the use of electric cars and have installed electric points in our car park with free charging for staff. This has incentivised a greater take up in electric vehicles across our team.

## Renewable energy

To drastically reduce our emissions, we will be switching to more renewable energy. Our Head Office will reach our first milestone of using a specialist 100% renewable electricity provider in January 2021.

## Recycling

We promote sustainable IT and assess our environmental impact regularly. We aim to minimise waste, reduce pollutants and use renewable materials. Our offices have recycling facilities for cans, plastic and paper. We aim to reduce our office printing to zero within the next 10 years.

## Plastic consumption

To decrease our waste and use of single-use plastics, we provide all staff with a re-useable plastic water bottle. We also do not provide plastic cups at our office water coolers. We will continue to look for ways to reduce single-use plastic use across the business.

## Smokin' Bean

Staff are entitled to discounted coffee from a local supplier who has strong green credentials. Their coffee is Fairtrade, Rainforest Alliance Certified and organic, and their cups are biodegradable, compostable and made from sustainably sourced fibres. We will continue to invest in suppliers with ethical and sustainable practices like this - with a preference on using local companies wherever possible.

## UN goals



# BUILDING ETHICAL PARTNERSHIPS.

**To extend our environmental activism and offset our carbon emissions, we are proud to have partnered with the World Land Trust.**

As part of their Carbon Balanced Programme, we will be working together to plant hundreds of trees and protect acres of land in South America. The aim of this initiative is to restore carbon-rich habitats, help prevent the release of CO<sub>2</sub> and protect vulnerable wildlife.

Our goal to offset our own carbon footprint works in parallel with our investment in sustainability partnerships with key customers and suppliers. We aim to support the environmental goals of these partners and take action on climate change together.





# SUPPORTING THE PUBLIC SECTOR.

**Bytes are proud of our partnership with all areas of the UK public sector.** This partnership has been built on trust and delivering innovation, helping organisations to service their communities using the latest technology solutions.

We are also at the forefront of providing digital solutions to the UK government, helping to transform services and deliver better care and security to UK citizens.

As the digital era evolves, our ethos will continue to focus on driving down the cost of accessing modern technology and on increasing customer productivity, flexibility and security. This will enable the UK public and government to reduce inequality and boost sustainable cities and communities.

# TECHNOLOGY FOR GOOD.

**Bytes believe that modern technology has a positive impact on the world.** It offers a path to sustainability, carbon neutrality, equality and education for us all.

This is certainly true for the cloud and security solutions that we provide. As a Cloud First business, we encourage our clients to switch to the cloud instead of using energy inefficient on-premise datacentres. We use our security solutions to champion data privacy and protection; ensuring our clients can grow and innovate safely.

We also invest heavily in our automation and machine learning consultancy partnerships, so that our clients can benefit from the latest energy efficient innovations on the market today.

UN goals



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Our choice of partnering with Bytes' AWS team was because they genuinely bought into our social purpose and commercial goals and supported our aspirations with their technical expertise.

**Fi Bendall** | CEO & Founder at TFSN

# PEOPLE OVER PROFIT.

**Bytes are committed to working with businesses who are directly contributing to the UN Goals.** We believe that corporate social responsibility is at the core of our success and we pledge never to work with companies or individuals that don't share our values.

One example of our partnerships for good is our work with The Female Social Network (TFSN). We built an AWS cloud platform to power their global social network, which enables the collaboration of over 56 million women. They also use machine learning and AI to create better social and economic outcomes. We are proud to have played our part in supporting the valuable work they do in bringing women together.

Read our TFSN case study [here](#).

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# LET'S CHANGE THE WORLD. TOGETHER.

Since 1982, we have been on an exciting upward trajectory of growth supported by our vision for social responsibility. We are now focussed on enhancing this by employing more people and partnering with more organisations that share our values.

If you or your business shares our sentiment, we encourage you to reach out to us. If you already work at Bytes, please keep up your efforts to enact positive change and inspire your colleagues to do the same. We can make these goals a reality if we unite and work together.

[CSR.feedback@bytes.co.uk](mailto:CSR.feedback@bytes.co.uk)

Photos by John Miller  
[www.johnmillerphotography.com](http://www.johnmillerphotography.com)

