



# Social Value Report

## Financial Year 2023 - 2024



## Introduction

At Telent, we understand that our responsibility extends beyond delivering operational technology solutions and services. As a company deeply embedded in the fabric of society, we are committed to making a meaningful impact on the world around us. Our Social Value Report for FY 2024 highlights our continued efforts to integrate social, environmental, and economic considerations into every aspect of our business.

Our strategy is to focus on three core pillars—Planet, Workforce, and Community—to drive positive change and contribute to a sustainable future. By prioritising carbon reduction, waste management and green solutions, we are actively reducing our environmental footprint. Simultaneously, we are investing in our current and future workforce by fostering diversity, supporting health and wellbeing, and providing opportunities for growth and development.

Our commitment to the community is equally strong. Through charitable giving, community engagement, collaborating with our supply chain and partnerships with local organisations, we strive to uplift the communities in which we operate. This report outlines our achievements in these areas and sets the stage for our future goals, as we continue to build a business that not only excels in technology but also creates lasting social value.

We are proud of the progress we have made this year, and we remain dedicated to driving even greater impact in the years to come.

# Telent's Social Value Pillars

Planet



Workforce



Community



Total Social Value Created in FY24: **£186,780,329**

Financial values are calculated using the National TOMs (Themes, Outcomes, and Measures) framework, a standardised model designed to measure social value across various sectors. The TOMs framework allows us to quantify and report the financial impact of our social value activities by aligning them with national benchmarks and recognised metrics.

## Planet



Green Solutions & Operations

**£1,688,634**

Carbon Reduction

**£21,474,355**

Waste Reduction

**£110,914**

## Workforce



Future Workforce

**£25,230**

Graduates & Apprentices

**£950,880**

Health & Wellbeing

**£323,654**

Local & Diverse Workforce

**£81,816,375**

## Community



Suppliers

**£80,000,000**

Charitable Giving

**£292,609**

Community Engagement

**£87,578**

Supply Chain Collaboration,  
Advice & Training for  
VCSE's & MSME's

**£10,100**

# Social Value Breakdown



**Planet: £23,273,903**

## **Green Solutions and Operations: £1,688,634**

*Reduced Scope 1 and 2 carbon emissions.*

We have reduced Scope 1 and 2 carbon emissions through a combination of energy efficiency improvements and a shift towards renewable energy. We've upgraded our facilities with energy-efficient lighting, heating, and cooling systems, and have commenced the migration of our vehicle fleet to include lower-emission and electric vehicles. Additionally, we've transitioned to using renewable energy sources across our operations, significantly cutting our direct emissions. These initiatives reflect our commitment to minimising our environmental impact and advancing our sustainability goals.



**For more details on our Planet initiatives, please check out our Annual Sustainability Report, available on our website.**

## **Carbon Reduction: £21,474,355**

*Achieved savings in Scope 3 emissions.*

Telent is committed to collaborating with our supply chain to create a more sustainable future for our business and the communities we serve. In 2023, we became one of the first telecommunications companies in the UK to have carbon reduction targets approved by the Science Based Targets initiative (SBTi). This includes a 55% reduction in the intensity of our supply chain emissions by 2030, on a path to Net Zero. Since FY20, we've made notable progress and reduced their intensity 38%, driven by a strategic focus on supplier engagement and transparency. By collaborating closely with key suppliers to measure and track their environmental performance, we've set clear targets to build a more sustainable supply chain. This includes increasing our spend with suppliers aligned to our carbon goals and growing the number of partners that can demonstrate progress through shared carbon performance data. This allows our teams and customers to make more informed decisions about the technology and services integrated into our solutions.

# Social Value Breakdown



**Planet: £23,273,903** *continued*

## **Waste Reduction: £110,914**

*Diverted waste from landfill.*

We have successfully reduced waste and diverted it from landfill through a robust waste management strategy, focused on recycling and resource optimisation. We have implemented comprehensive recycling programs across all our sites, ensuring that paper, plastics, and electronics are properly sorted and repurposed. Additionally, we've minimised waste generation by optimising use of materials and reusing resources wherever possible. By prioritising these practices, we've significantly decreased the amount of waste sent to landfill, contributing to a more sustainable and environmentally friendly operation.



For more details on our Planet initiatives, please check out our Annual Sustainability Report, available on our website.

# Social Value Breakdown



**Workforce: £83,116,139**

## **Future Workforce: £25,230**

*Delivered STEM career advice, and work experience.*

Telent Futures, a new volunteer initiative, was launched by our STEM ambassadors in July 2024. Its goal is to create teams of volunteers who can participate in local community events. The goal is to promote STEM education and share a broad range of skills, knowledge, and experience with future generations of the UK's workforce. Recently, the team conducted various activities tailored to different age groups and levels of engineering knowledge, for a group of 11 Afghan refugees. The team was thrilled to learn that several individuals from the group are now pursuing careers in engineering.

## **Graduates and Apprentices: £950,880**

*Invested in the Graduate and Apprenticeship program and upskilled Telent apprentices.*

Telent actively recruits apprentices and graduates to build a skilled and dynamic workforce that supports our long-term objectives. By investing in these individuals, we cultivate fresh talent and ensure a steady pipeline of highly trained professionals with the latest knowledge and skills. This year we currently have 2474 Telent staff of which 152 of those are Graduates or Apprentices meaning that our Early Careers population represents 6.14% of the total workforce.



We are delighted that as the Early Careers team develops future talent to support the resource needs of the organisation we are also able to contribute towards the social value that telent creates.

**Seb Flint Group Early Careers Advisor**

# Social Value Breakdown



**Workforce: £83,116,139** *continued*

## Health and Wellbeing: £323,654

*Implemented wellbeing initiatives such as Help@hand, Unum, and Right Steps.*

We have implemented a range of wellbeing initiatives to support our employees' health and overall wellness. One of these is the Help@Hand service, which provides employees with access to a range of healthcare professionals, including GPs, mental health specialists, and physiotherapists, all through a convenient app. We have also partnered with Unum to offer comprehensive financial advice and health benefits, ensuring our employees have access to critical support when needed. Additionally, through our collaboration with Right Steps, we provide mental health resources and counselling services, helping employees manage stress, anxiety, and other mental health challenges. These initiatives reflect our commitment to providing a supportive work environment where employee wellbeing is a priority.

## Local and Diverse Workforce: £81,816,375

*Supported local employment, ex-services recruitment, and disabled recruitment initiatives.*

We actively support local employment, ex-services and disabled recruitment initiatives as part of our commitment to advance a diverse and inclusive workforce. We prioritise hiring from the local communities where we operate, contributing to regional economic growth and building strong community ties. Our ex-services recruitment initiatives are designed to help veterans transition smoothly into civilian careers, leveraging their valuable skills and experiences. We also collaborate with organisations that focus on disabled recruitment, ensuring that our hiring practices are inclusive and accessible. Through these efforts, Telent promotes diversity but also strives to ensure that our workforce reflects a wide range of experiences and perspectives, strengthening our overall capabilities.





# Social Value Breakdown



**Community: £80,390,287**

## **Suppliers: £80,000,000**

*Inclusive procurement and supplier diversity.*

Telent is committed to inclusive procurement and supplier diversity, ensuring that all UK businesses have access to our economic opportunities. Diverse supply chains are integral to our delivery strategies, and we are proud that the sub-contracting opportunities we provide to local businesses promote employment, economic growth, regional development and innovation. We uphold the principles of fair share, fair payment, and fair terms to enable maximum engagement with Micro, Small & Medium Sized Enterprises (MSMEs), who accounted for 64% of the suppliers we worked with in FY24 and 56% of UK spend. In FY24, our £280m UK supplier spend resulted in £80m of additional economic benefits for local communities, based on the positive economic impact local spending generates through jobs, higher pay, increased economic activity and more tax revenue for government, all of which may lead to better living standards. This had an average regional impact of £6.6m.



For more information on our Supplier Diversity, please check out the Supplier Diversity, Engagement and Impact report, available on our website.

# Social Value Breakdown



**Community: £80,390,287 continued**

## Community Engagement: £87,578

*Supporting our communities through volunteering programs.*

Our graduate Social Value projects have made a significant impact on local communities. This year, our graduates formed four teams, each selecting a unique project to support. One team partnered with the Positive Youth Foundation in Coventry, a charity focused on empowering young people and communities. The team enhanced the charity's network infrastructure by adding multiple access points and individually named WiFi routers (SSID), implemented a secure software system to improve autonomy and usage, and provided a user-friendly IT guide to assist with everyday challenges.

The second and third teams collaborated with Helping Hands in Leamington Spa and the Kenilworth Centre in Warwickshire. They installed fully functional CCTV systems in the charities' warehouses, enhancing security, improving safety and providing peace of mind.

The fourth team worked with Ladybarn Community Hub in Manchester, installing CCTV to enhance safety at the hub. Additionally, they organised a charity event at Telent's head office in Warwick, where they completed a relay on two static bikes, covering the 117-mile distance from the office to the hub. The funds raised from this event will support Mental Health and Wellbeing sessions at the hub.

## Charitable Giving: £292,609

*Donated equipment or resources to VCSEs.*

Our charitable giving this year has included a variety of donations to our corporate charity, Mind, as well as to numerous other charitable and community organisations. These contributions have supported causes such as youth development with Street Child, Inspire Youth Zone in Chorley, and Future Youth in Dagenham, as well as health and community services including Springhill Hospice, Providence Row homeless shelter, and the British Firefighter Challenge. We have also sponsored various local sports teams and events, such as the Stratford Upon Avon Ladies Rugby Club, Coventry City Women & Girls FC, and the English Police Golf Association Championships. Additionally, we have supported educational and cultural initiatives, including sponsorships for the University of Bristol Volleyball team, York Rail Museum, and the London Transport Museum. Other notable contributions include donations to Operation Orphan and City Harvest: London.

# Social Value Breakdown

**Community: £80,390,287** *continued*



## Advice and Training: £10,100

*Provided expert business advice to VCSEs and MSMEs.*

Telent collaborate, partner and invest in our suppliers so they can be more sustainable too. We have provided a further 100 hours of Procurement team's resources to delivering supplier collaboration projects that drive social value action and supplier development. This includes free expert business advice, training materials, practical support and the opportunity to share best practice on a range of topics, which has benefitted our MSME suppliers and also local Voluntary Community Social Enterprise's (VCSEs) operating in the communities we serve. Voluntary organisations play a vital role in their communities and have significant potential for growth and employment, particularly for individuals from underrepresented backgrounds. However, non-trading VCSEs often face resource constraints. Expert support in areas such as ICT, strategic planning, financial management, and organisational development can be invaluable in fulfilling their social mission. Through Telent's Supply Chain Social Value Strategy, our Procurement team offers free business resources to VCSEs, helping them improve local services and access future funding, boosting operational efficiency and impact. Over the year, Telent has supported several VCSEs, including Solihull Citizens Advice and Cars Area Together, by providing free expertise to deliver key projects.



Our Procurement team is passionate about delivering maximum social, economic, and environmental value through our activities. By fostering partnerships with suppliers of all sizes and types, we maximise added value and promote sustainable development across the supply chain. Our emphasis on supplier engagement, fair terms, and carbon reduction initiatives ensures that we deliver value for money while driving positive environmental and social outcomes. Through innovations like our Design Carbon Appraisal Tool, we enable more efficient, sustainable procurement decisions, aligned with our goal of reducing emissions and enhancing long-term social value.

**Rhys Griffiths, Senior ESG Procurement Manager**



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Having a positive impact on our environment, our current and future workforce and the local and sector communities in which Telent operates, is extremely important to our customers, our staff and to me personally. I'm delighted by the impact we had in FY24 and look forward to continuing this in coming years.

**Jo Gretton, CEO**



Our FY24 social value has been generated from a range of initiatives and new ways of working developed and introduced by our staff, as well as a series of collaborative programmes run in partnership with our customers, supply chain and local community partners. I'm delighted their ideas, enthusiasm and commitment have made such a positive societal impact.

**Chris Metcalfe, Strategy Director**



I'm proud to share that in FY24, Telent created a remarkable **£186,780,329.00** in social value, reflecting our deep commitment to driving positive change. Through expert business advice, charitable giving, and impactful community engagement, we supported VCSEs, MSMEs, and local communities. Our investments in carbon reduction, green solutions, and waste management contributed to significant environmental savings. We also prioritised workforce diversity and wellbeing and made substantial investments in our graduate and apprenticeship programs.

These achievements demonstrate Telent's dedication to building a sustainable future, and I look forward to continuing this vital work in the years ahead.

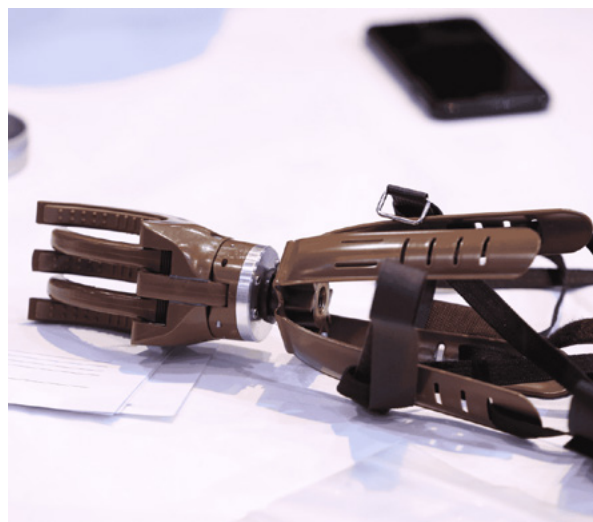
**Sian Dunn, Social Value Manager**



# Case Studies

## Local Community Impact

Citizens Advice Solihull Borough were experiencing a challenging prospect of meeting their increasing demand, specifically with their existing ICT systems. Telent provided a new connectivity solution, and then managed the tender and contract process on behalf of the branch to select a Solihull based small business to provide support and cost savings to the charity. The new system incorporates: Cloud based softphone system with increased capacity and functionality across all devices, managed integration to ensure 100% uptime throughout the transition, high speed broadband connection to tackle previous bandwidth issues, and a new WiFi 6 solution to support the system, provide maximum flexibility to staff and volunteers, whilst providing free guest WiFi to all clients.



## HR Team building prosthetic hands

As part of another community-based initiative, our HR team volunteered their time to build prosthetic hands for a charity named LN-4 Hand Project. The group received a collection of parts and small tools to help piece together the different elements of the prosthetic and the mechanism behind them. If that wasn't tricky enough, everyone was given a sleeve to put over their dominant hand. The sleeve meant they couldn't use this hand to carry out the tasks, painting a real-life picture of the difficulties people face without full use of their arms and hands. This element also required the teams to work better together, boosting collaboration and communication. Following their builds, the prosthetics made were fully checked over before being sent out to Third World Countries for use by those in need.



# telent

talent with technology



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