



telent
Part of M Group

Social Value Report 2024 – 2025

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Contents



Overview

Foreword	3
Introduction	4
Our approach to Social Value	5
Highlights of FY25	6
Social Value Pillars	7

Social Value Breakdown

Planet	8 – 13	Workforce	14 – 19	Community	20 – 26
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Stakeholders and the Road Ahead

Stakeholder Engagement	27
Conclusion	28

Foreword

Social value sits at the heart of who we are at Telent. Every day, our people make a difference, whether it's by supporting local communities, helping young people build the skills they need for the future, or driving forward innovations that protect our environment.

This report is a celebration of those efforts. It brings together the stories, achievements, and partnerships that show the real and lasting impact of our work. None of this would be possible without the passion, creativity, and dedication of our colleagues and partners who continually go the extra mile to deliver not just for our customers, but for society.

We're proud of how far we've come, and excited to continue to do more. Social value is a journey, and we're committed to continue to learn, listen, and work together to ensure that the benefits we create are felt widely and for many years to come.

Thank you to everyone who has played a part in making social value a reality at Telent especially to Sian Dunn our Social Value Manager. Thanks to her passion, enthusiasm and leadership, our teams are recognising the social value they deliver and together, we're building a stronger, fairer, and more sustainable future.

Jo Gretton, CEO





Introduction

Telent Technology Services, now part of M Group, believes that delivering on our purpose goes beyond the services and solutions we provide. It means making a lasting difference to the people we employ, the communities that we serve, and the planet we share. Social value is at the heart of this commitment.

In FY25, we continued to build on our progress, embedding social value into the way we work across every part of the business. Guided by our three core pillars – Workforce, Community, and Planet – we have sought to create measurable, meaningful impact that benefits both society and our stakeholders.

This report highlights the steps we've taken during the 2025 financial year, from 1 April 2024 to 31 March 2025, to strengthen opportunities for our people, support local communities, and reduce our environmental footprint. It also reflects the partnerships and collaborations that enable us to amplify our efforts and ensure our commitments deliver real outcomes.

Our integration into M Group marks an exciting new chapter. By combining our strengths, we're better positioned to share best practice, align our strategies, and extend the reach of our social value initiatives. Together, we can strengthen our impact and create even greater long-term benefits.

We're proud of the progress we have made this year, but we recognise there is always more to do. As we look ahead, we remain committed to listening, learning, and working together with our customers, partners, and colleagues to create a sustainable and inclusive future.

Our approach to Social Value



To ensure our work delivers real and lasting benefits, we align our activities with trusted, independent frameworks.

We are proud to hold the Bronze Social Value Quality Mark, which recognises our commitment to creating meaningful impact and sets us on the pathway to Silver and beyond.

As part of this we have made the following pledges:



Alongside this, our partnership with Loop enables us to measure and report our contribution through the National Social Value Standard (NSVS) framework. This gives our customers and stakeholders confidence that the value we deliver is consistent, transparent, and independently benchmarked.

By combining these approaches, we can demonstrate the difference we're making today, while building on strong foundations to deliver even greater outcomes in the future.

Highlights of FY25

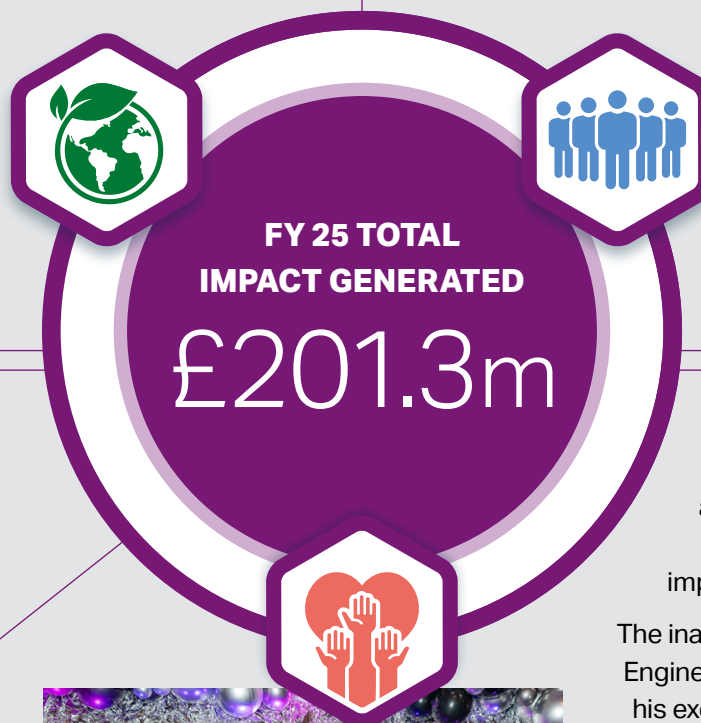
Supplier diversity and inclusive procurement

Through our commitment to supplier diversity and inclusive procurement, we spent £283m with UK suppliers, directing 55 per cent to Micro, Small and Medium Sized Enterprises (MSMEs). Our 1,557 suppliers included 1,085 MSMEs across all UK regions and 35 Voluntary, Community and Social Enterprises (VCSEs).

Mind partnership

Across the business, a passionate team of Charity Champions bring our partnership with Mind to life by organising fundraising events, challenges, awareness activities and Live Talks. Their energy and dedication not only raise vital funds for Mind but also help spark conversations and shine a light on the importance of mental health in our workplace and communities. This year we're proud to share that our collective efforts have raised over **£90,000**

Footnote: The total social value impact figure has been calculated using Loop, which incorporates the National Social Value Standard (NSVS) framework.



Procurement expertise contribution

In FY25, Telent's Procurement team dedicated 108 expert hours to delivering positive outcomes, engaging with 14 different entities across our supply chain and communities to promote growth.

Social Value Award

This year, we introduced a new Social Value Award at the Telent Annual Awards, recognising colleagues who go above and beyond to deliver meaningful impact for our communities, workforce, and the planet.

The inaugural award was presented to Steve White, Principal Engineer – Platform and Cloud – Transport, in recognition of his exceptional leadership and commitment to social value. Steve played a pivotal role in the Mission Christmas campaign, personally raising £7.5k in donations and ensuring over 1,000 gifts reached children who might otherwise have gone without at Christmas. His dedication, compassion, and tireless efforts made a profound difference to so many.

Sadly, Steve has since passed away. We remember him with great respect and gratitude. His kindness, determination, and generosity of spirit leave a lasting legacy within Telent and the communities he touched.

Social Value Pillars

**FY 25 TOTAL
IMPACT GENERATED**
£201.3m



£20.3m
Planet

Operational Emissions
Value Chain Emissions
Waste Reduction
Sustainable Procurement



£35.9m
Workforce

Early Careers
Health and Wellbeing
Local & Diverse Workforce
Training



£145.1m
Community

Charitable Giving
Community Engagement
Inclusive Procurement
& Supplier Diversity

Planet – £20.3m



We recognise that protecting the planet is not just a responsibility - it's a commitment to future generations. Through targeted carbon reduction, sustainable procurement, and using circular economy principles, we're embedding environmental stewardship into our operations, which, at the same time, supports our social value ambitions, through our Planet pillar.

Jon Pears, Interim Environment and Sustainability Manager



Planet



Protecting the planet is central to Telent's approach to social value. We're committed to achieving Net Zero by 2050, with Science Based Targets guiding our progress. By embedding sustainable decision making into our operations and wider value chain, we're not only cutting emissions and reducing waste but also helping to create cleaner air, healthier places to live, and more resilient local environments.

Our focus on circular economy principles ensures resources are kept in use for longer, reducing pressure on communities and natural systems. Alongside these actions, we're strengthening climate resilience across our operations and supply chain, supporting the wellbeing of future generations and contributing to stronger, more sustainable communities.

The Science Based Targets initiative (SBTi) is the globally recognised best practice framework that enables companies to set greenhouse gas reduction targets aligned with climate science.



Carbon reduction

We're reducing our operational emissions through fleet efficiency, renewable energy, procurement, and energy-saving initiatives across our sites. Alongside this, we work closely with our supply chain to share best practice, promote low-carbon solutions, and support suppliers to measure, report, and reduce their own emissions. This combined approach cuts carbon across the value chain while strengthening local economies, building resilience, and delivering more sustainable outcomes for communities.

Our commitment to the Science Based Targets initiative (SBTi) guides this work, ensuring our progress remains both credible and transparent. By aligning to this global framework, we are also able to deliver meaningful local benefits, from cleaner air and healthier communities to stronger economies and greater resilience.

In FY25, **we achieved a 50% reduction in Scope 3 carbon intensity** (from our FY20 baseline) through supplier engagement, and a **40% absolute reduction in Scope 1 and 2 emissions** (from our FY20 baseline) through mileage reduction, electric vehicle rollout, renewable electricity procurement, and energy efficiency measures.



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



Our operations

Emissions we control, such as fuel use in our fleet, purchased electricity, and energy use in our offices and sites (Scope 1 and 2).

Fleet

The majority of Telent's direct emissions come from fuel used in our commercial fleet, making fleet decarbonisation central to our Planet pillar and our commitment to tackling climate change. Through our Electric Vehicle Transition Plan, we aim to electrify **50 per cent of our commercial fleet by 2030**, with measurable progress already underway:

- **46 diesel vehicles** removed from London's roads, with a further 52 due to be replaced this year
- **Over 350 company vehicles** now low or zero emission, supported by enhanced employee EV incentives
- **Home charging equipment installed**, enabling colleagues to also charge personal EVs
- **Driver training programmes** in place to optimise efficiency and road safety
- **Subcontractor support** to encourage EV adoption across our supply chain
- **Vehicle selection** prioritising performance and safety, ensuring sustainability does not compromise service quality

Alongside this, innovative solutions such as remote monitoring and 3D scanning are reducing unnecessary travel, lowering fuel use and emissions. These actions not only cut carbon but also improve local air quality and reduce noise pollution, delivering healthier, safer environments for the communities we work in.



Energy use

Telent has committed to sourcing 100 per cent renewable electricity at all sites where we control the supply. Through the Renewable Energy Guarantees of Origin (REGO) scheme, our electricity use is backed by certified renewable generation, ensuring our operations are powered by cleaner, greener sources. Alongside this, we've continued to invest in energy-saving technologies such as LED lighting, smart building controls, and efficient heating and cooling systems. These measures reduce energy demand, cut costs, and further lower our carbon footprint, while contributing to healthier, more sustainable environments in the communities we operate in.



Our value chain

Indirect emissions from our suppliers and customers, including purchased goods and services, logistics, and product use (Scope 3).

Sustainable procurement



Tackling value chain emissions is a key priority. By equipping our small business partners with the tools and expertise to measure and reduce their emissions, we cut carbon across the value chain while supporting a more resilient UK economy.

Rhys Griffiths, Senior ESG Procurement Manager

In FY25, Telent achieved a **50 per cent reduction in Scope 3 emissions** intensity, with 37 per cent of supply chain spend now with climate-aligned suppliers. These results reflect how our procurement approach not only tackles carbon but also creates wider benefits for people and communities.

By working with suppliers to make credible progress and report transparently, we're helping to build a more sustainable and resilient value chain. We're also supporting smaller businesses to strengthen their own capabilities, by

providing guidance, tools, and workshops to help them measure and reduce emissions. This creates a ripple effect of positive change, enabling local suppliers to grow sustainably and compete fairly in a low-carbon economy.

Our procurement decisions increasingly prioritise low-carbon materials, efficient logistics, and circular economy solutions, reducing waste and resource use across projects. These actions are helping to cut emissions while also improving air quality, reducing traffic impacts, and creating healthier, more sustainable communities.





CASE STUDY

CDP A List for Supplier Engagement and Scope 3 Management

Telent has been named on the CDP 2024 Supplier Engagement Assessment (SEA) A List, placing us among the top 2 per cent of over 23,000 companies assessed worldwide for leadership in tackling supply chain emissions.

With over 80 per cent of our total emissions coming from our supply chain, this recognition highlights the strength of our climate governance, supplier collaboration, and transparency. Over a third of our supplier spend is now with

organisations that disclose emissions data and set carbon reduction targets, while we also support smaller suppliers with tools and guidance to start their own journeys.

This achievement demonstrates Telent's commitment to reducing carbon emissions not only within our own operations, but across the value chain – delivering long-term benefits for our customers, communities, and the planet.

Waste reduction

Telent recognises waste as a valuable resource and has set an ambitious target to eliminate landfill disposal by the end of 2025 by embracing a circular economy approach.

Where waste is unavoidable, our focus is on maximising reuse and recycling in line with the waste hierarchy. We're working closely with our supply chain partners, clients, and waste contractors to achieve an 80 per cent reuse and recycling rate.



99.7 per cent
Waste diverted
from landfill



92.9 per cent
Group
recycling rate



31 tonnes
reductions
in plastics





CASE STUDY

The Good Things

As part of a large-scale device refresh, Telent partnered with the Good Things Foundation to donate over 1,000 smartphones to the National Device Bank – avoiding two tonnes of CO₂e emissions and preventing 80kg of e-waste. We've also donated ICT equipment such as monitors and docking stations to other local charities, keeping over 90kg of equipment in use and avoiding around one tonne of CO₂e.



By prioritising reuse, we not only cut emissions and reduce waste but also support digital inclusion initiatives across the UK, ensuring individuals and community groups gain access to the technology they need. These actions show how sustainable procurement and circular economy partnerships can deliver direct community benefit alongside environmental impact.

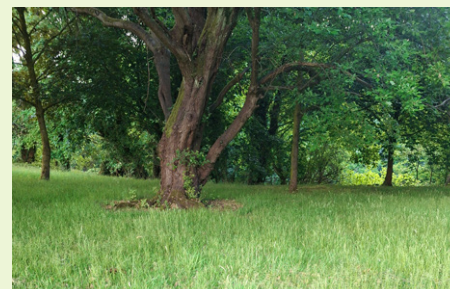
Together we're growing a culture where sustainability is part of everything we do

We bring sustainability to life through engaging e-learning, creative campaigns, and regular storytelling across the business. From championing initiatives like No Mow May and World Environment Day to sharing colleagues' own environmental successes, we celebrate the big and small actions that make a difference. By combining knowledge with inspiration, we encourage everyone at Telent to play their part in protecting the planet.

CASE STUDY

No Mow May

At our Chorley site, we've continued to take part in the national No Mow May initiative for the past three years, letting grassed areas flourish to encourage wildflowers, feed pollinators, and create habitats for local wildlife. This small but impactful change not only supports biodiversity but also reduces fuel use and emissions from mowing. By embracing initiatives like this, we're showing how thoughtful site management can make a real difference to the environment and our commitment to protecting natural habitats.



By focusing on measurable outcomes and continuous improvement, we aim to not only meet compliance standards but to actively lead in protecting the environment across the sectors we serve. Our Planet pillar reflects our responsibility to act now so that together we can create a more sustainable future.

Workforce – £35.9m



Telent's Early Careers team are proud of our contribution to Social Value creation across the business. Our focus on developing the future talent that Telent needs is aligned with Telent's Social Value priorities. Our Early Careers programmes offer opportunities for those at the beginning of their careers to gain experience, knowledge, and the skills they need to be successful and build a career while also supporting Telent in our work to support critical national infrastructure.

Seb Flint, Group Early Careers Advisor



Workforce



We invest in our people by creating an inclusive, safe, and supportive workplace where everyone can thrive. From skills development and apprenticeships to wellbeing initiatives and colleague communities, we're empowering our workforce to grow, contribute and succeed.

In FY25, this meant providing opportunities for both early careers and experienced professionals to develop their skills, expanding access to training and apprenticeships, and ensuring colleagues have clear pathways for progression. We continued to promote equality, diversity and inclusion, celebrating the value of different perspectives and lived experiences across our business. Alongside this, we placed wellbeing at the centre of our approach, supporting colleagues within initiatives that prioritise mental, physical and emotional health.

By investing in people today, we're building the skilled, engaged, and resilient workforce that will drive Telent's success and support our customers long into the future.

CASE STUDY

Outward Bound

In July 2024, **48 Apprentices and Graduates** in the first year of their programme took part in an immersive week at Outward Bound in Eskdale Valley.

Over the course of the week, colleagues worked together on a series of challenging outdoor adventures, including climbing, a mountain expedition, gorge scrambling, and team projects. Each activity tested resilience, teamwork, and problem-solving, helping to build the skills that are essential for their future careers.

The programme wasn't just about personal growth; it also highlighted the social value of investing in early careers. By supporting our people to step outside of their comfort zones, develop confidence, and learn the importance of collaboration, we're building stronger individuals who are ready to make a meaningful impact in their roles and communities.

In addition to offering early career professionals experience and development opportunities, we also contribute to Outward Bound's charitable mission to assist young people from underprivileged backgrounds.





Early Careers

Early Careers are central to both our business success and our social value strategy. By recruiting apprentices and graduates, we're creating opportunities for young people to start and grow their careers in technology and engineering. Investing in early talent brings fresh perspective and the latest knowledge into our business, helping secure the skills and personnel we need for the future. In FY25, our workforce totalled **2,485** colleagues, with **123** of these being graduates or apprentices. This means that early careers represent **5 per cent of our people**. This demonstrates the importance we place on nurturing the next generation of highly trained professionals who will drive innovation and deliver long-term value for our customers and communities.



Coming to Telent straight from college has been great. Everyone here has been so helpful and so inviting especially in the IT second line team who have made my learning experiences over the past two years an amazing time. They've really helped me gain the necessary knowledge and user experience skills I need to be successful in my role. I'm excited for the future at Telent, working in IT and working with such a great team.

Owen Davies, Apprentice of the Year 2025



My time on the graduate programme has been invaluable – not only in building my technical skills and industry knowledge but also in showing me how the work we do contributes to something bigger. Being part of projects that deliver real social value has helped me understand the impact we can have on communities, the environment, and each other. The graduate programme gave me the opportunity to learn, grow, and give back, and I'm proud to carry those values forward into my career.

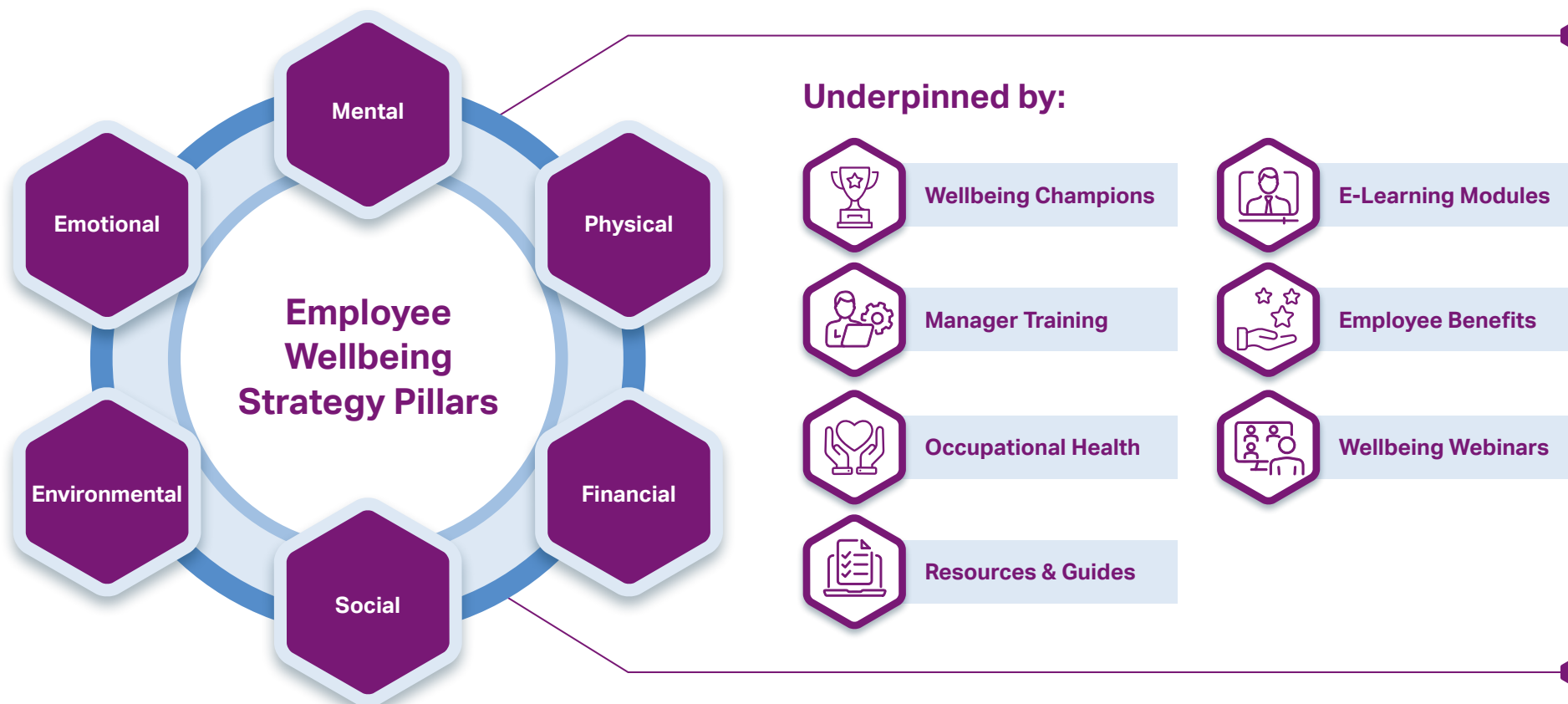
Gemma Rees, Graduate of the Year 2025





Health and Wellbeing – Supporting our people to thrive, everyday

Our people strategy is about creating an environment where everyone can thrive. We place wellbeing at the heart of our approach, supporting colleagues to be healthy, happy, and engaged so they can achieve their best. By promoting work-life balance, integrating wellbeing into daily practices, and ensuring support is always accessible, we help our people flourish both personally and professionally. In doing so, we not only create a positive workplace but also strengthen the teams and culture that drive Telent's success.



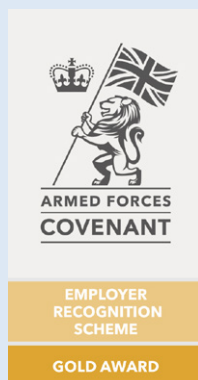
Our wellbeing strategy is built around six interconnected pillars – mental, physical, financial, social, environmental, and emotional. Together, they create a balanced framework that supports every aspect of our people's lives. By focusing on the whole person, we help colleagues feel supported, healthy, and empowered to thrive both at work and beyond.

Workforce



Local and diverse workforce

We believe a strong, inclusive workforce is at the heart of our success. By prioritising local recruitment and embracing diversity, we ensure our teams reflect the communities we serve and benefit from a wide range of perspectives, skills, and experiences. This is reflected in our FY25 hires, where **23%** of all new starters were female, **18%** identified as minority ethnic, and **2%** declared a disability. Our early careers recruitment demonstrates even greater progress, with **50%** of graduate hires being female and **25%** minority ethnic, alongside **35%** of apprentices joining from minority ethnic backgrounds.



Our commitment to building an inclusive workforce is strengthened through external recognition and partnerships, including Disability Confident Level 2, Evenbreak, and the Armed Forces Covenant Gold Award. The Gold Award is the highest accreditation granted by the Ministry of Defence and reflects the value we place on supporting those with a military background. More than **100** of our colleagues have served in the Armed Forces, and we back them through our Armed Forces Support Policy, which enables reservists to balance their vital role in UK

defence alongside their careers at Telent. We also actively engage with the Armed Forces community through British Forces Resettlement Careers Fairs and Career Transition Partnership events, helping veterans, reservists, and service families to explore opportunities and build rewarding careers with us.



At Telent, we're proud to hire local talent and we welcome people from all backgrounds. When our teams reflect our communities, we don't just grow as a business, we make a real difference together.

Andrea Laws, Head of Talent Acquisition



Training

Telent invests in its people through tailored learning and development, combining company-wide programmes with business unit-specific training. With structured career pathways, annual and mid-year reviews, goal setting, and People Manager Standards, colleagues are supported to grow and succeed. Our 500+ e-learning courses, overseen by a central Learning and Development team, enable a learning culture where colleagues feel empowered, included and supported at every stage of their career.



CASE STUDY

Telent's commitment to shaping the workforce of tomorrow

Telent proudly supported this year's Women in Transport and Engineering (WiTnE) programme with TfL, helping to inspire the next generation of women in engineering.

We delivered presentations and small-group sessions, offered three placements, and were the top-selected employer on Information Day. Candidates gained hands-on experience across our service desks, traffic signal maintenance, project management, and even night shifts on the London Underground.

Alongside technical skills, participants received employability training and confidence-building support, equipping them for future careers in the sector. One participant has since secured a role with Telent, showing the real impact initiatives like this can have in building diverse talent pipelines.





Community



We're dedicated to creating lasting social value impact in the communities where we live and work. By supporting local projects, charities, and STEM initiatives, we inspire opportunity and innovation for the next generation. We actively engage our people through volunteering and initiatives, and by prioritising local supply chain spend, we help drive economic growth, strengthen local economies, and leave a meaningful impact on society.

Charitable Giving - Investing in communities across the UK

In FY25, Telent donated **over £300,000** to schools, youth clubs, museums, and charitable organisations, while also sponsoring local sports teams, helping communities thrive and inspiring opportunities for all.

We're also incredibly proud to continue our support with Mind as our chosen corporate charity. Since 2021, our teams have come together in so many creative and meaningful ways, from physical challenges and putting together recipe books and children's summer activity packs, to hosting bake sales and stock drives. Each activity has been a chance to raise vital funds and awareness, while also bringing our people closer together. The work Mind does in supporting mental health across our communities is commendable, and we're proud to stand alongside them in making a difference.



At Mind we continue to be blown away by Telent's committed support. We appreciate every staff member who has contributed to our partnership in any capacity. It's been inspiring to see so many colleagues come together, generously offering their precious time and talents to raise critical funds and awareness for mental health. Addressing the mental health crisis requires collective action, and with your support we continue pushing for better care and services until everyone experiencing a mental health problem receives the support and respect they deserve. **Alicia Billing, Head of Corporate Partnerships Management for Mind**



CASE STUDY

Kitting out the next generation of local sporting talent

Telent sponsored Hashtag United Under 8's new away kit.



Hashtag United U8s are absolutely delighted with the new away kit that has kindly been provided by Telent. Before, when playing against teams of similar colours we had to wear bibs (often smelly!) so having a nice new kit means the world to them. For grassroots youth football, support like this makes a real difference; not just in how our players look on the pitch, but in the pride and confidence they carry into every game.

David Morley, Senior Project Manager and Team Manager

Community engagement with Telent Futures

Telent is committed to inspiring young people and supporting local communities through Telent Futures, our dedicated STEM programme. By sharing the knowledge and experience of more than **30 colleagues**, we deliver interactive projects that spark curiosity, encourage learning, and create meaningful opportunities for growth.



This hands-on engagement not only builds skills and confidence but also helps strengthen the communities we serve, creating brighter futures for the next generation. In FY25, we are proud to have delivered over **260 hours** of STEM activities, reaching more than **8,800 young people**.



As Telent Futures Coordinators, we've been proud to drive STEM engagement across the UK this year. A highlight was delivering a dedicated training day to equip our ambassadors with the skills and confidence to create real social value. We partnered with organisations from Transport for London and the Cadets to Loughborough College and Kingsmead School, inspiring young people from diverse backgrounds and ensuring inclusive opportunities to explore STEM. Through every event, we've raised awareness of STEM careers, built aspirations, and supported the future workforce. In doing so, we've delivered measurable social value by strengthening communities, supporting education, and inspiring the next generation of STEM talent.

Telent Futures Coordinators



CASE STUDY

Making the festive season brighter for local families in need

In FY25, Telent **donated £7,500** worth of gifts to Cash for Kids' Mission Christmas campaign at their Solihull drop-off point. This contribution helped ensure hundreds of disadvantaged children received a present over the holidays, bringing joy and inclusion at a time that can be especially difficult for families in need. Telent has proudly supported this campaign since 2019, continuing our commitment to making a tangible difference in local communities.



We're incredibly grateful to Steve, Sian, and everyone at Telent for their generous donation of £7,500 worth of gifts! Thanks to your support, we were able to spread joy and the magic of Christmas further to those who need it most across the Midlands. Acts of kindness like this make a real difference in our community and to the families we support, and we cannot thank you enough for playing such a vital role in helping us to achieve this.

Louise Hampton, Charity Manager, Cash for Kids





CASE STUDY

Loughborough College Tech Debate

In partnership with Loughborough College, Telent Futures Ambassador Michael Alcock organised and delivered the Telent Tech Debate, which is an initiative designed to equip young people with critical debating and STEM skills.

Throughout February to April, Michael prepared students through training sessions focused on communication, teamwork, and logical reasoning. The programme concluded in June with a live final, where two teams debated topics such as “Is society ready for autonomous technology?” in front of parents, VIPs, and judges.

The event successfully inspired participants to think critically about STEM challenges while developing confidence and presentation skills. Feedback from students, parents, and college leaders was overwhelmingly positive, with Chris Cockerton, Head of Higher Education, inviting Telent to expand the debate across more departments next year.



Michael reflected: The event has sparked interest in STEM fields among participants, and I believe it will have a lasting impact on their educational journey.

Supporting economic growth



Our supply chain sustainability strategy is rooted in supplier diversity and inclusive procurement. By engaging businesses of all sizes and supporting social enterprises and community organisations, we help create jobs, build skills and strengthen local economies across the UK. This approach delivers measurable economic impact while supporting our customers' sustainability and social value ambitions.

Rhys Griffiths, Senior ESG Procurement Manager, Telent

Supplier diversity and inclusive procurement

We support economic growth by engaging businesses of all types and sizes across our supply chain. Through our Fair Share, Fair Payment and Fair Terms strategy, we ensure opportunities are accessible, suppliers are treated equitably, and value is created through innovation, job creation, and stronger local economies.

In FY25, 98 per cent of our total supplier spend was with UK-based organisations, with **56 per cent** directed to MSMEs, well above the Government's **33 per cent** target. This investment reached every UK region, supporting local economies and growth nationwide.

We reduce process complexity to create as many contracting opportunities as possible, onboarding over 50 new suppliers in the past year. By mirroring customer payment terms, over 90 per cent of suppliers are contracted to 30 days or less, supporting balance, proportionality, and fair treatment across our supply chain.



CASE STUDY

Making a difference for local young people

Telent is proud to be a Gold Partner of Rail Safe Friendly, supporting the vital mission of engaging and educating young people in local schools about the importance of rail safety. Through this initiative, we're helping to raise awareness of the dangers of railway trespass and equipping future generations with the knowledge to stay safe around the railway network.



Stuart Heaton, Managing Director of Learn Live and Rail Safe

Friendly, said: It shows the collective commitment of the rail industry to making railway safety education accessible to young people across the country. We're thrilled to be working with Telent and look forward to continuing our mission to protect young people from the dangers of railway trespass.

CASE STUDY

Tackling Economic Equality Award – Alstom UK & Ireland

We were proud to receive the Tackling Economic Equality award at the Alstom UK & Ireland Supplier Awards. This recognised our achievements in supplier diversity and inclusive procurement. Our approach supports local jobs and skills development while helping customers such as Alstom to meet their own sustainability ambitions.



Buy Social

Through our Buy Social strategy, we're increasing spend with trading VCSEs, which grew to **£218k** in FY25. By sourcing services such as meeting facilities, catering, accommodation, and storage from VCSEs, we help create employment opportunities for people from hard-to-reach backgrounds and support these organisations in delivering their social purpose, generating community and economic benefits alongside commercial value.



CASE STUDY

The Signing Tree Conference Centre

As part of our Buy Social strategy, we selected the Signing Tree Conference Centre, operated by BID Services, to host key events. The venue provides training and employment for people with sensory loss, reinvesting income into services that improve independence and wellbeing. By directing spend to the Signing Tree, we supported its social purpose while accessing a professional, high-quality and fully accessible facility.



Supplier development

In FY25, we dedicated 108 hours of procurement team resource to building supplier capabilities, supporting delivery across 14 collaboration projects. This included providing free expert business advice to MSMEs and VCSEs on sustainability reporting, compliance requirements, and tender readiness, as well as practical support with data submissions and process improvements.

We also supported customer events and initiatives to drive MSME and VCSE engagement, helping to widen access to opportunities and build more inclusive supply chains. By investing time directly with suppliers, we help them strengthen their capabilities, enhance competitiveness, and build resilience to create long-term value for both our supply chain and our customers.



Rhys Griffiths, Senior ESG Procurement Manager, presenting Telent's supply chain sustainability strategy at the Department for Transport (DfT) Supplier Event, supporting micro, small and medium-sized enterprises (MSMEs) to align with public sector procurement sustainability requirements.

Ethics and governance

We're 100 per cent compliant with our ethical obligations and targets. In FY25, we completed over 100 supplier assurance audits and updated our Supplier Ethical Code of Conduct and contract terms in line with the ETI Base Code. We also carried out two responsible sourcing audits focused on anti-slavery and employment standards. These actions strengthen oversight, protect workers' rights, and provide customers with assurance that our supply chain operates to the highest ethical standards.

Stakeholder Engagement

Understanding the Ripple Effect of Our Social Value Initiatives

To better understand the impact of our FY25 social value activities, we asked 126 colleagues, ranging from managers to field staff, to share their experiences. The feedback was overwhelmingly positive, demonstrating the difference to our initiatives make in peoples lives, both professionally and personally.

From this engagement, four key themes emerged:

- Support and Wellbeing – Colleagues highlighted feeling genuinely cared for and supported by Telent
- Growth and Learning – Many recognised the opportunities provided for both professional and personal development
- Confidence and Understanding – Employees shared how initiatives helped them build greater self confidence and empathy towards others
- Opportunity and Engagement – Respondents emphasised the importance of feeling included, empowered, and able to make a difference

When we asked colleagues who was most responsible for the changes noted, 70% attributed them to their work life at Telent. Other influences included family, friends, and home. The challenge of balancing participation with being on call was highlighted, and we have identified this as an area for improvement going forward.

Overall, the insight shows that our social value efforts are having a measurable impact and are helping us to create a more supportive, growth-oriented workplace.

Extending Impact Beyond our Organisation

It was not just our colleagues who felt the benefit. As mentioned earlier, Telent's Procurement team dedicated 108 expert hours to delivering positive outcomes, engaging with 14 different entities across our supply chain and communities to promote growth. Outcomes and benefits from each activity were carefully monitored and recorded, with 57 per cent of participants providing direct feedback on the positive impact and value they experienced through their engagement with Telent.

The outcomes were great, with benefits being captured across four areas:

- Social and Community Impact – Strengthening connections and driving positive change in local communities
- Economic and Business Growth – Helping organisations build resilience and seize new opportunities
- Operational Efficiency – sharing expertise to streamline processes and improve ways of working
- Supply Chain Collaboration – Building stronger, more sustainable partnerships across networks

The insights from this engagement demonstrate that our social value strategy goes beyond commitments, translating into meaningful experiences for our people and practical benefits for our partners and communities.

Conclusion

As we close FY25, we're proud of the positive impact Telent has delivered through our social value commitments. By focusing on our three pillars, we've strengthened our role as a responsible business, one that not only provides essential services but also creates meaningful, lasting benefits for society.

This year has seen significant progress: from supporting our people with training, development and wellbeing initiatives, to engaging in local communities through volunteering and partnerships, and driving forward our sustainability agenda to help protect the planet for future generations.

We know there is more to do, and we're committed to building on these achievements. As we move into the next financial year, our focus will remain on

listening, learning, and working collaboratively with our customers, colleagues, and partners to deliver even greater social value.

At Telent, we believe that social value is not an add-on, but a core part of how we do business. Together, we will continue to create opportunities, support thriving communities, and contribute to a more sustainable and inclusive future.



Sincere thanks and congratulations go to our people, our customers, our suppliers, and our stakeholder partners. They have continued to come together to identify new ways to expand the social value we can create. I look forward to what comes next.

Chris Metcalfe, Strategy Director and Social Value Sponsor



I'm incredibly proud of the positive impact Telent continues to make. Social value is at the heart of everything we do, creating meaningful benefits for our people, communities and planet, and we're just getting started.

Sian Dunn, Social Value Manager

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