



ESG Impact Report.

2023

Think Bigger.



Humanity is facing massive economic, social and environmental challenges.



Our responsibility.

ANS is a growing business, jam-packed with passion, energy and expertise.

As such, we recognise our responsibility to minimise negative impacts and maximise our positive contribution to society. Driven by our people, our customers and our investors, we strive to be a force for good and to make positive change.

ANS aims to use its platform, talents and resources to have a positive impact on both a local and global level.

By aligning with the UN's Sustainable Development Goals (UNSDG's) and measuring ourselves against them, we aim to play a role in:

- ✓ Protecting our planet
- ✓ Ending poverty
- ✓ Creating prosperity and peace for all

This ESG Impact Report examines the work we're already doing, covering data from 2022, and maps out our plans and aspirations to deliver even greater impact in future.



The UN Sustainable Development Goals.

1
No poverty



2
Zero hunger



3
Good health and well-being



4
Quality education



5
Gender equality




6
Clean water and sanitation




7
Affordable and clean energy



8
Decent work and economic growth



9
Industry, Innovation and Infrastructure



10
Reduced inequalities



11
Sustainable cities and communities



12
Responsible consumption and production



13
Climate action



14
Life below water



15
Life on land



16
Peace, justice and strong institutions



17
Partnerships for the goals



Where are we now?

ANS's six ESG Pillars represent the core areas where we aim to have a positive impact on the people within our business, our customers, our local communities and the whole world.

**Charity
and giving**

**Diversity
and inclusion**

Education

Our people

**The
environment**

**Good
governance**

Charity and giving.

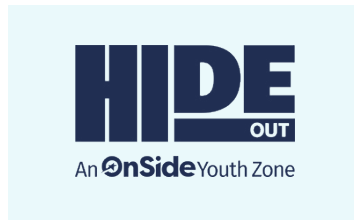
ANS is committed to creating and supporting a better, brighter, and more sustainable future for our business and for our community.

Whether through volunteering time, fundraising, or donating, we're here to help our people make a difference and amplify their impact.

Goals we are supporting



Our partner charities



1
No poverty



2
Zero hunger



3
Good health
and well-being



4
Quality education



5
Gender equality



8
Decent work and
economic growth



10
Reduced
inequalities



17
Partnerships
for the goals



Donations, fundraising and patronage.

2022



£1,400

to South Manchester Foodbank
and food collections at office



£4,600

to the Pankhurst Trust



Royal Manchester
Children's Hospital Charity

£33,000

to Royal Manchester
Children's Hospital

MANCHESTER
YOUTH ZONE
An OnSide Youth Zone

HIDE
OUT
An OnSide Youth Zone

£25,000

Donated annually to
Hideout Youth Zone
to fund two sites
(Gorton and Salford)

£25,000

Donated annually
to Manchester
Youth Zone





Volunteer days



5 volunteer days per person per year



564 hours volunteered in 2022

Charity matching



Charity matching scheme offers a donation of up to **£100** matched against any fundraising

“Due to soaring costs, this winter will be a real challenge for our communities, many facing an impossible decision; pay the bills or feed my family. Your generous donation will help us meet the rising demand for our services. Thank you to all the ANS team for making a difference through your compassion and generosity.”

Heidi and the Team at Manchester South Central Foodbank.



Diversity and inclusion. (D&I)

At ANS we are committed to constantly evolving our culture to ensure that we provide a brilliant place for everyone to feel safe, enable growth through education and experience and to succeed. We do this via a range of internal initiatives, third-party certifications and an engaged ecosystem of passionate D&I internal communities. One of our core values is **“Be you. Unapologetically so.”** We live and breathe that value every day.

Goals we are supporting



3

Good health and well-being



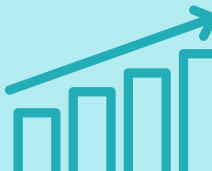
5

Good equality



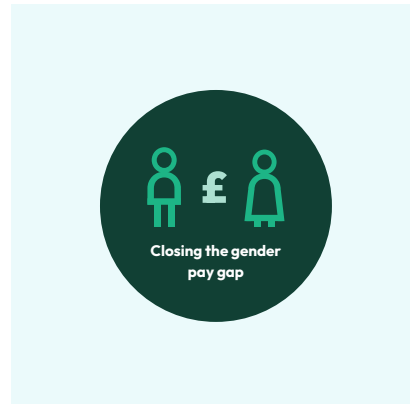
8

Decent work and economic growth



10

Reduced inequalities



Be you.

Unapologetically so.

D&I groups.

Our community groups were created **by** the people **for** the people at ANS.

They are a safe space for people to identify with their community – and their allies – to come together to share experiences and advice, support each other, learn, celebrate, raise awareness and have fun.

The groups act as a sounding board on key initiatives that affect the culture at ANS and promote an inclusive and diverse environment.

With a dedicated D&I comms and awareness calendar, ANS marks more than 50 events each year, with the aim of educating and increasing awareness and understanding.





Women in ANS.

Group members: 101

By coming together to share our experiences and ideas and celebrate each other's successes, we are creating a supportive and inspirational space for women at ANS to thrive. From confidence building and leadership skills, careers in tech to menopause at work, we're building a community inside ANS that empowers women to reach their potential and encourages more women to join ANS and continue to build the future landscape for women in business.



Diversity and Beyond (DAB).

Group members: 53

DAB is a community centred around raising awareness, educating teams and above all aiming to reduce the racial diversity gap in society. DAB works with the business to build a recruitment strategy that works for people of all backgrounds, endeavouring to implement processes and practices to make existing ethnic minority employees feel included and represented. The group also works to increase engagement with the local community through fundraisers and events.

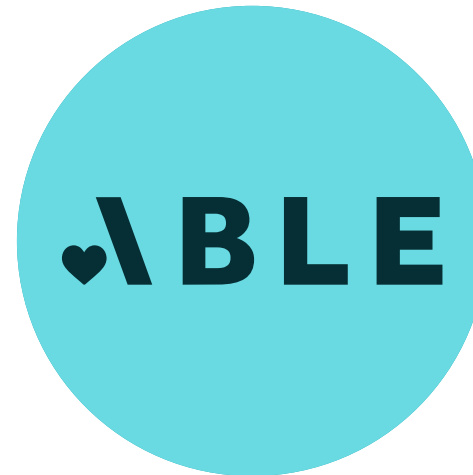




Neurodiversity.

Group members: 66

Human brains don't come in a one-size-fits-all package. In fact, it's estimated that 1 in 7 people are neurologically diverse. The ANS Neurodiversity Group aims to open the channels of communication, promote education, and create a safe space. By understanding and celebrating our differences, everyone can feel empowered and valued in an environment in which they can thrive. We are one of the first companies to offer a neurodiversity assessment which helps our people be diagnosed and treatment plans in place within as little as 2 weeks!



ABLE.

Group members: 17

The ABLE group ensures that ANS is accessible to all, regardless of physical or mental abilities. The group aims to ensure everyone has the same opportunities to thrive within the workplace and to improve the perception of people with disabilities. We will achieve this through a process of education, awareness, and structured policy, along with a bit of ANS fun and silliness along the way.



The Rainbow Alliance.

Group members: 34

The ANS Rainbow Alliance stands for all LGBTQ+ members and their allies. We're here to support each other, promote equality and have fun along the way. We've even partnered with local LGBTQ+ charities to provide support by extending our services to them and through fundraising.



Parents in ANS.

Group members: 36

Wherever you are in your journey to becoming a parent or being a parent to a newborn, a toddler, a teenager and every stage in between, we want this group to be a safe and helpful space for parents and carers to share experience, learn from each other, and find emotional and practical support.





Let's Talk About Mental Health.

Group members: 47

Mental health – we've all got it and we believe we should talk about it more. It can be positive, it can be hard sometimes, it can be impacted by all sorts of things, and it's normal for our mental health to change over time, sometimes without warning. This group is a community for sharing experiences and, in turn, eradicating any stigma around mental health.

We aim to increase awareness of mental health generally and promote self-care to help maintain or return to positive mental health. Our group of Mental Health First Aiders are trained and qualified to provide support and to signpost helpful services should our people ever need a friendly ear or some longer-term support.

LET'S TALK ABOUT

**MENTAL
HEALTH**

Living wage.

We believe in a fair day's pay for a fair day's work. That's why we're an accredited Living Wage employer.

The real Living Wage is the only UK wage rate based on the cost of living.

£12

UK Living wage

£13.15

London Living wage

*correct as of September 2023.

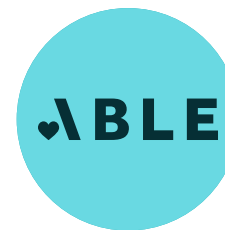


Disability Confident.

As a Disability Confident Committed employer we are actively engaged in:

- ✓ Challenging attitudes towards disability
- ✓ Increasing understanding of disability
- ✓ Removing barriers to disabled people and those with long-term health conditions
- ✓ Ensuring that disabled people have the opportunities to fulfil their potential and realise their aspirations

With the support of our Able, Neurodiversity and Mental Health D&I groups we aim to continue our work in this space to remove barriers and to make the most of the talents people bring to our business.



Closing the gender pay gap.



9.8%
Mean difference

-7.1% from 16.9% in the previous year across ANS Group.

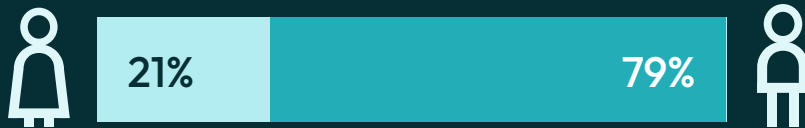


How will we continue to close the gap?

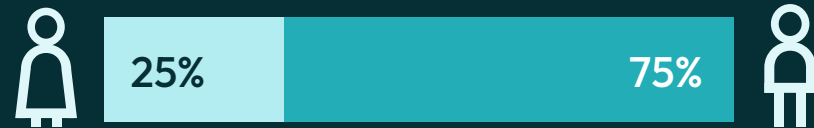
- ✓ Talent mapping and leadership training programmes
- ✓ Better salary benchmarks by job role to assess and close gaps
- ✓ Focused commitment on diverse search during recruitment
- ✓ Mentoring programme
- ✓ Amplifying female voices via internal and external platforms
- ✓ Strengthening of the Women in ANS community group

ANS quartile data.

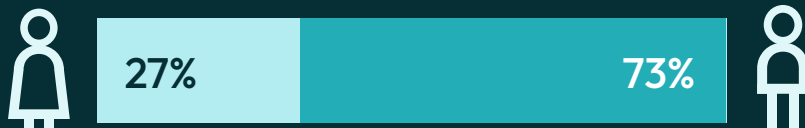
LOWER QUARTILE



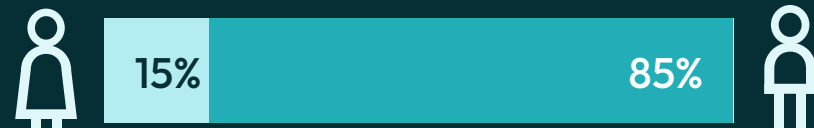
MIDDLE QUARTILE



UPPER MIDDLE QUARTILE



UPPER QUARTILE



Education.

The tech industry has a skills shortage, while many groups including women and minority ethnic communities are underrepresented within the sector.

We aim to connect people – particularly young people from underrepresented demographics and in less affluent areas – to interesting and well-paid careers in technology that they may otherwise have not had access to.

Goals we are supporting



45%
**of apprentices hired
in 2022 identify
as BAME**

(22 apprentices)



3

Good health
and well-being



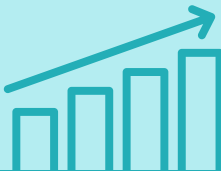
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Good equality



8

Decent work and
economic growth



10

Reduced inequalities





Ofsted Outstanding Apprenticeships



Top 100 apprenticeship provider

215 apprentices graduated since 2013
(127 trained in-house by us!)



85% of apprentices move into promoted positions upon completion

One of just two tech businesses in the country that is an Ofsted Outstanding Provider



507 hours of IT training delivered in 2022

79% distinction rate vs 30% nationally



● National ● ANS Academy



Shadowing and learning from technical experts

Board-level oversight and safeguarding



Outreach programmes

Since 2012 we have run outreach programmes, delivering masterclasses and code clubs, speaking to school groups and attending careers fairs, reaching hundreds of thousands of young people.



Averaging **60** engagements per year in Greater Manchester and beyond



Reaching more than **12,000** young people



Run by a mixture of current apprentices and experienced employees



Our people.

Our people are our greatest asset, and we treat them as such. By offering flexibility, freedom, an amazing array of benefits and a truly world-class working environment, ANS aims to promote physical, financial and mental wellbeing among our entire team.



Goals we are supporting



3

Good health and well-being



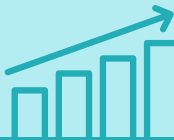
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Good equality



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Decent work and economic growth



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Reduced inequalities



11

Sustainable cities and communities



A great place to work.

Benefits

- ✓ Major investment in office environment to create our very own tech hub, Fusion.
- ✓ Flexible and remote working
- ✓ 25 days' holiday as standard with option to buy more
- ✓ Enhanced maternity, paternity and adoption leave
- ✓ Employee share scheme
- ✓ Home tech scheme
- ✓ Electric car scheme and free chargers
- ✓ Cycle to work scheme
- ✓ Life assurance
- ✓ Aviva Private Medical with neurodevelopmental pathway
- ✓ Employee Assistance Programme
- ✓ Sick pay
- ✓ On-site gym

- ✓ Free fruit and refreshments
- ✓ Sports teams
- ✓ Living Wage Alliance member
- ✓ Accredited Living Wage employer
- ✓ Perkbox
- ✓ Your Birthday off
- ✓ Annual celebration day off

Mental wellbeing support

- ✓ Aviva mental health pathway
- ✓ Aviva wellbeing app
- ✓ 40+ qualified MHFAs
- ✓ Anonymous feedback channels



A great place to develop.

- ✓ Highly experienced L&D team including a number of qualified teachers
- ✓ Vendor qualifications
- ✓ Investment in e-learning platforms
- ✓ CPD plan and tailored PDRs
- ✓ Technology provided
- ✓ 12 development days per year
- ✓ Mentoring programme

Our carbon footprint.



ISO 14001
certified environmental
sustainability policy



Electric car scheme
with free charging!



All our sites use
100% renewable
electricity



Carbon
Neutral
PAS 2060

PAS 2060
carbon neutral certification

11

Sustainable cities
and communities



12

Responsible
consumption
and production



13

Climate action





- ✓ ISO 14001-certified - environmental sustainability policy to minimise our energy usage and carbon footprint
- ✓ PAS 2060 carbon neutral certification
- ✓ All our sites use 100% renewable electricity
- ✓ Our data centres are energy efficient by design
- ✓ Going LED-only across our DC estate in 2022 saved 50% in energy use
- ✓ Established environmental policy with board oversight
- ✓ Hybrid working culture reduces travel footprint
- ✓ Office energy efficiency and recycling points
- ✓ 100% of Waste Electrical and Electronic Equipment (WEEE) donated to charity or appropriately recycled
- ✓ Electric car scheme with free charging, and cycle to work scheme
- ✓ Staff training and monthly awareness campaigns
- ✓ Sponsors of the Iberian Technology Summit – Save Our Seas & Sustainability Hackathon

Good governance.

Through a combination of comprehensive documented policies, third-party certifications and additional oversight from our internal D&I communities, Mental Health First Aiders and People Champions, we ensure ANS is in a great position to manage and reduce risks to our business and our people.



Goals we are supporting



3

Good health and well-being



8

Decent work and economic growth



Our certifications.





Employee health and safety

Documented policies are in place surrounding health & safety, including the roles & responsibilities of key individuals. ANS takes proactive responsibility to keep employees safe in the workplace.



Policies and procedures

ANS has comprehensive policies and procedures in place covering information security, data protection, quality, service management, environmental, people and business continuity. Policies and procedures are visible to all employees via SharePoint, providing an easy and secure way of sharing documents and allowing for them to be updated easily with the most current information.



Business continuity

Holding the ISO 22301 certification demonstrates ANS's approach to business continuity. We are committed to ensuring their employees and systems are prepared for a BC event by completing regular tests. BC supports in creating trust and reliability with our clients.



Raising a concern or grievance

Our "raising a concern" policy is available to all employees, via their People Business Partner or line manager. They can also raise an anonymous comment to ANS leadership via the Your Voice form on the ANS Intranet.



Fraud, corruption, anti-bribery

Written policy in place surrounding fraud, corruption and anti-bribery to inform employees, clients and contractors of our firm stance and the consequences of a breach of these policies.



Decision-making oversight

Our D&I communities, our mental health first aiders and our People Champions provide an additional layer of oversight, formed from all areas of the business, to give a clear and accurate view of the views of ANS's people. This promotes healthy discussion around any changes we make and supports continual improvement within the business.



Risk management

ANS is ISO 27001 certified, demonstrating our commitment to managing risk, whilst capturing the biggest risks to ANS. It allows for mitigations to be identified and put in place. ANS captures risks from all business areas, including a level of due diligence over our supply chain.



Remco

Our remuneration committee provides governance over pay, people and culture within ANS across all levels, including Group Board and CEO

What's next?



Third-party review of our ESG approach



Leadership training programme



Women in leadership programme



Sustainability improvements to our office and operations



New charity partnerships linked to our EDI groups



Get in touch.

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ANS

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