



Environmental Social Governance

A guide to XMA's ESG strategy and how we're supporting our people, our community and our planet.

One vision, three missions: leaving a legacy that continuously improves people's lives.



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Why ESG matters

The world in which we live and work is changing – and not always for the better.

XMA's ESG strategy strives for better balance. Yes, we're reducing the environmental impact of our industry. But, we're also bettering the well-being of our employees, customers, and the wider communities in which we operate.

10.1%

A 40-year-high inflation rate that's exacerbating the cost of living crisis[†]

22%

of the UK population is living in poverty^{**}

CO₂

2020 saw a stark new record reached for emissions levels*

178,000,000

hectares of forest have been lost since 1990*

1°C

That's the average increase of the Earth's surface temperature since the 1900s – half of the increase happening since the mid-1970s[^]

Closing the loop on sustainability

XMA's ESG strategy is about ensuring we're a truly responsible organisation that's striving to improve people's lives and the world around us. It's about fostering a green, circular economy to drive and maintain progress. **It's about championing positive change.**

"The Circular Economy approach delivered by XMA proves that what's good for the environment can also have positive business value. We have the potential to reinvest the funds from the sale of our used & recycled equipment to buy new, more powerful technology that boosts our productivity and enables us to better serve our staff and residents."

**Toni Green, End user computing Manager,
London Borough of Enfield**



Our ESG commitment:

What we've achieved so far...

We have reduced our CO₂ footprint by

6,500kg

which is equivalent of charging

790,679

mobile phones per year

↓ 57%

decrease from last year



£250,000

invested into employees
and their families benefits

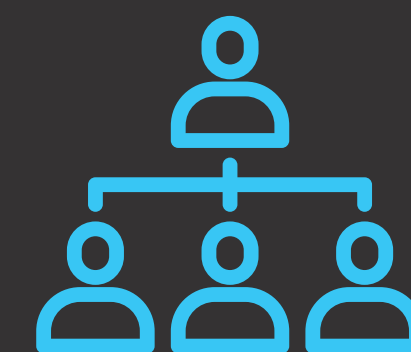
Removed

350,000 metres

of plastic tape from circulation per year – this is equivalent to

217 miles

...the distance between our Nottingham and St Albans offices



235

new employment opportunities
created this year alone



Donated

1,500

devices to vulnerable
adults across the UK

XMA's ESG mission

Our vision is to leave a legacy that continuously improves people's lives.



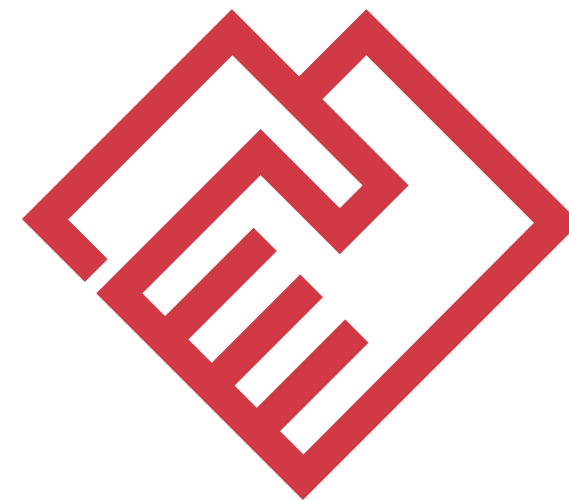
Our ESG mission

We're driven to advance social, environmental, and governance delivery while generating sustainable long-term relationships, with fair and ethical outputs. This allows us to benefit all our colleagues, customers, suppliers, and wider stakeholders as a result.



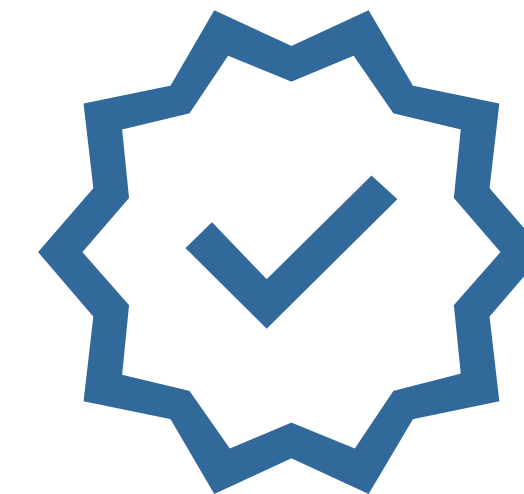
Environmental

We aim to continuously improve our environmental impact and care for our planet. Through support, education, and collaboration, we'll bolster our efforts in improving our environmental output as well as that of those around us.



Social

Our social mission is to improve the lives of everyone involved with XMA. From colleagues and customers to suppliers and wider communities, we're driven to make positive life-enhancing improvements.



Governance

Through our governance mission, we're making XMA an even fairer place to work, where everyone is treated as an equal and given the support needed to excel.

Supporting UN Sustainable Development Goals

The UN's 17 Sustainable Development Goals (SDGs) are designed to help end poverty, protect the planet, and ensure global peace and prosperity by 2030.

We have our role to play in this shared, bigger story. It's the reason why we've incorporated the UN's SDGs into our own ESG strategy. They act as a guiding hand for XMA's policies, processes, and activities – empowering us to embrace this united blueprint for the good of our employees, the community, and the planet.



Policy, Active, and Proactive

For XMA to deliver true success with our policies, we need to take an active and proactive approach. Through anticipation and reactive policymaking, we're massively increasing our potential to deliver on our vision to make the world a better place for everyone.

SDG Proactive

XMA also takes a proactive approach with the 17 UN SDGs we're aligned to – allowing us to anticipate future problems and needs. This largely consists of XMA creatively implementing, supporting, and strengthening initiatives through proactive involvement.

Our goal is to use this proactive approach to drive change and improvement in areas where we're sure we can make a real difference.



SDG Policy

XMA's SDG policies are a carefully crafted set of guidelines aligned to one or more of the UN's 17 SDGs. They are centred on objectives that XMA do not own, control or have influence in but are vital for wider awareness.

Our policies can also act as a statement of intent and help us, both subjectively and objectively, in our decision-making processes.

SDG Active

When defining our policies in alignment with the 17 UN SDGs, XMA works to actively engage and contribute across several areas of opportunity. While our involvement is largely reactive, it ensures our full commitment once we're engaged.

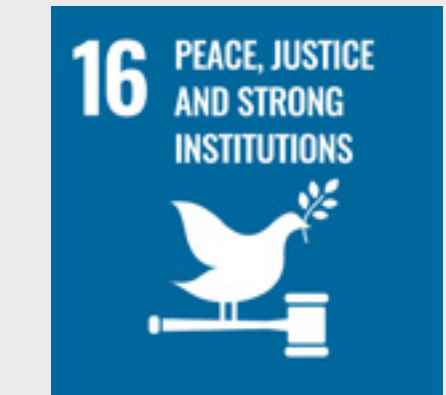
Supporting UN Sustainable Development Goals



Investing where it counts.

As a business, we're actively working towards realising the UN's SDGs. Their potential to bring about impactful, positive change not only inspires us, it's galvanising us too. For XMA, it's crucial that we develop our sustainability strategy in alignment with all the SDGs.

SDG Policy – Awareness program, process and policy in design – statement – commitment



SDG Active – Work in progress



SDG Proactive – Continuous measured improvement



Our focus goals

The National TOMs Framework

Themes, Outcomes, and Measures

Delivering on the UN's SDGs requires more than just raw passion, it demands a data-driven approach to ensure success.

XMA's ESG strategy is supported by measurement and reporting through the National TOMs Framework. It's what's helping us to stay on the correct trajectory, launching us forward to generate truly tangible social value.

Our strategy is comprised of three core themes: **Environmental**, **Social**, and **Governance**. Within these, we have five positive-change outcomes that XMA is striving to achieve:

Environmental

Climate
Change

Social

Equality,
Diversity &
Inclusion

Health &
Well-being

Governance

Resilience
Impact
Planning

Address
Economic
Balance

XMA's Social Value Partnerships

We're stronger together – shared passions and ambitious collaboration lie at the heart of true change.

It's the reason why XMA has developed partnerships with other like-minded organisations to revitalise the Global Partnership for Sustainable Development. We know it's going to take a concerted, combined effort but we're all up to the task.



Local authorities

BEIS regional industrial strategy

RSV levelling up

Secondary schools

Universities SVPs

CVS and local charities

DWP Environmental organisations

Help for Heroes

Lord Taverners NHS Trust

Chambers of Commerce

National SME awards

Supply chain Strategic customers

Social value measurement organisations

B-Corp organisations FE colleges



XMA's Social Value Mission Statement

XMA has a structured approach to ESG. Our Corporate Social Responsibility is managed by the ESG Board with representation from every business unit.

Every aspect of the business is considered and measured with key performance indicators, making ESG a core strand of our DNA. Policies, processes, and activities are defined by the 17 UN SDGs and recorded in our annual company report, with progress measured and assessed at quarterly board meetings.

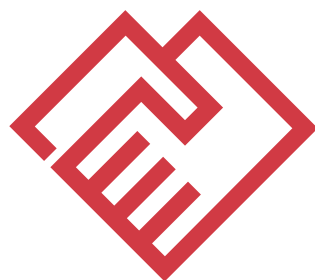


XMA's Roadmap to ESG

Our journey to achieving our goals and realising our ESG vision is driven by our strategic roadmap.



Environmental



Social



Governance

Public Sector
aligned Social
Value TOMs

Climate
Change

Equality
Diversity
Inclusion

Health
Well-being

Resilience
Impact
Planning

Address
Economic
Balance

17 aligned UN
Sustainability
Development
Goals



XMA Strategic
Theme

Climate Change

Employability

Emerging Careers

XMA Strategic
Delivery

Carbon Net Zero 2045 (all Scopes)

Disability Employment Gap

Early Careers, Apprenticeships & EDI

Delivering our Environmental strategy

Our mission is to continuously improve our environmental impact and care for our planet. Living up to our vision depends on support, education, and collaboration. It's how we'll maximise our positive efforts and environmental output while improving the lives of those around us.



Public Sector aligned Social Value TOMs

Climate Change

8 aligned UN Sustainability Development Goals



XMA Strategic Theme

Climate Change

XMA Strategic Delivery

Carbon Net Zero 2045 (all Scopes)

Environmental mission in action

Fighting climate change is a fundamental commitment at the heart of our Environmental mission.

To amplify our success, we use a multi-faceted approach to support our efforts in cutting emissions and minimising our impact on the planet. From reducing waste to reusing whatever we can, here are some of the smaller changes we're championing to deliver a bigger impact.

We're committed to:

- Fighting climate change
- Reducing waste and reusing materials
- Minimising our impact on the planet

How we're doing it



Cardboard shredder for infill

We're introducing cardboard shredders to our warehouse. Waste cardboard is shredded to be used as packaging infills.

Why?

It's an eco-friendly way of reusing our cardboard waste and reduces emissions by removing the need to have the waste cardboard collected and recycled elsewhere.

Zero-packing options

We've arranged zero-packaging options for bulk delivery of orders via XMA's trolley solution. Collection of legacy equipment can also be fulfilled this way.

Why?

Trolleys both reduce waste and are made from recycled materials. Off cuts of internal inlays created in the manufacturing of the trolleys are recycled/repurposed.

100%

recycled boxes

37%

recycled content
in steel frame

18mm

weatherproof ply base
is highly recyclable

Reduced pallet packaging

Devices must be wrapped in plastic film and caution tape to ensure security during delivery. To achieve this we are now using machine pallet wrappers and paper-based labels.

Why?

Machine wrappers increase the yield from rolls of film, meaning less plastic film is needed, and paper-based labels can be easily recycled and reduce plastic waste.



Delivering our Social strategy

Our Social strategy's mission is to improve the lives of our colleagues, customers, suppliers, and wider stakeholders. We've unified two key Social Value TOMs (Health & Well-being and Equality, Diversity, & Inclusion) with the UN's social-focused SDGs to act as the foundation for our strategy. It's how we're driving ambitious change forward.



Public Sector aligned Social Value TOMs

Equality
Diversity
Inclusion

Health
Well-being

7 aligned UN Sustainability Development Goals



XMA Strategic Theme

Employability

XMA Strategic Delivery

Disability Employment Gap

Our Social mission in action

At XMA, we strive to be more than just a place of work, we strive to be a community that cares.

Be it physical, emotional, or financial support, we're dedicated to helping all those who play a part in championing XMA. And we're committed to contributing to wider society too – both as a business and by empowering our employees to realise the positive changes they want to see.

How we're doing it

Charity initiatives

Appreciating our own good fortune motivates us to do all we can to give back to the community. And as a business, it's our charity initiatives that allow us to do so. We also actively empower employees to pursue their own charity initiatives too.

Local and in-house initiatives

As an example of the initiatives we run, XMA donated 750 computers to West Sussex County Council, in line with the authority's Social Value Framework.



Health and well-being initiatives

Improving employees' well-being at work is dependent on there being a positive culture to grow from. By providing meaningful support we can help improve all our employees' well-being in a way that positively impacts their lives.

Free-fuel Friday

Every week, employees have the chance to win one of three cash contributions towards fuel costs.

Support services

Through Mediacash and private healthcare plans, employees can access essential health and well-being services.

Programmes

We're supporting employees to be their best with the help of our assistance and well-being programmes.

Refreshments

Employees enjoy free fruit and hot drinks in XMA's workplace, all year round.

Employee development opportunities

At XMA, we believe employee development is about more than just career progression – it's essential for properly supporting mental health too. It gives employees room to thrive, achieve new milestones, and feel empowered in their work life.

1:1 support

Continuous Performance Conversations (CPC) help employees maintain their trajectory towards positive goals.

Development training

Online Skills Academy empowers employees with training to develop new and existing skills.

Internal management programmes

New managers and those in the making achieve their full potential with our management apprenticeship programmes.

Delivering our Governance strategy

Our mission is to ensure everyone is treated equally at XMA. No matter an employee's background or education, our Governance strategy is designed to help everyone achieve their full potential in a safe, supportive environment.

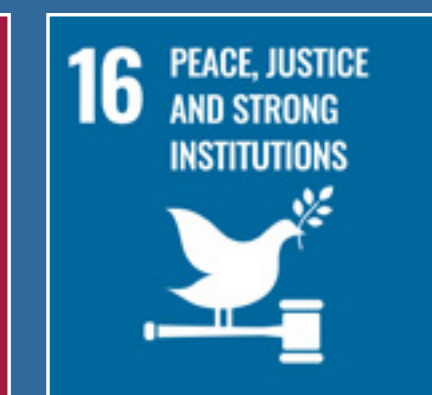


Public Sector aligned Social Value TOMs

Resilience
Impact
Planning

Address
Economic
Balance

6 aligned UN Sustainability Development Goals



XMA Strategic Theme

Emerging Careers

XMA Strategic Delivery

Early Careers, Apprenticeships & EDI

Our Governance mission in action

Governance is the driving force behind our ESG strategy, and it helps XMA to deliver success across our CSR and sustainability initiatives too. It's shaping our policies, allowing us to build a working environment where people are treated as equals, accepted for who they are, and empowered to reach their full potential.

How we're doing it

Employment

At XMA, we feel strongly about employment inequality and doing our part to end it. Driven by our Governance strategy, XMA's employment policies are helping create new, equal opportunities for people across our entire society.

Investing in employees

XMA is investing in specialist training and skills opportunities for employees.

Extending employment opportunities

We're creating employment and training opportunities for neurodivergent communities.

Targeted initiatives

Our initiatives are helping ex-services, ex-offenders, disadvantaged and minority groups, and refugees to find new career opportunities.

Skills

By supporting emerging careers, XMA can offer opportunities to individuals who may not have had one otherwise. It allows us to provide equal employment opportunities for people of all skill levels, regardless of age or background.

1:1 support

Continuous Performance Conversations (CPC) help employees maintain their direction towards positive goals.

Development training

XMA works to help employees who didn't achieve average or higher school grades in Maths and English.

Internal management programmes

Consisting of ex-teachers, the XMA Talent and Development team helps employees unleash their full potential.

Pay

Economic balance doesn't happen spontaneously. It takes a responsible employer like XMA and a dedicated approach. Our Governance policies bring about economic balance while generating ongoing career and progression opportunities for employees.

'Real Living Wage'

The living wage isn't enough which is why we go above and beyond to pay better and deliver fair employment practices.

Annual pay reviews

We make it a priority for any employee earning less than £25,000 per annum to have an annual pay review.

Apprentice wage boost

XMA's apprentices earn significantly over the minimum requirement and once qualified, gain a £20,000 minimum wage with a bonus/commission.



Growing through our ESG strategy

As our business moves forward so does our ESG strategy. Nothing is set in stone, and our strategy will continue to evolve – it's the only way we'll continue to deliver on our mission to reduce our impact on the planet and support the changing needs of our people.



Environmental

Climate changes
Natural resources
Pollution and waste
Biodiversity



Social

Human rights
Supply chain standards
Labour management
Health and safety
Human capital
Development



Governance

Corporate governance
Corruption and instability
Executive pay
Board diversity
Business ethics

Our ESG pledge

By **2030** we will have...

Achieved a **81%** reduction in our carbon emissions by **2027**

Reduced plastic waste by a further **25%**

Implemented accessible office plans in all **3x** sites within the UK

Had a **15%** year on year increase in charitable donations

Committed a years' worth of charity volunteering days by our staff



Get in touch

To find out more about our current and future ESG commitments, email ESG@xma.co.uk

Sources:

* <https://www.bbc.com/future/article/20210108-where-we-are-on-climate-change-in-five-charts>

^ <https://royalsociety.org/topics-policy/projects/climate-change-evidence-causes/question-1/>

† <https://www.forbes.com/uk/advisor/energy/cost-of-living-crisis/>

**<https://www.jrf.org.uk/data/overall-uk-poverty-rates#:~:text=More%20than%20one%20in%20five,and%202.1%20million%20are%20pensioners>