advanced

Advanced's ESG Report

October 2021

I am delighted to share with you our inaugural Environmental Social and Governance (ESG) Report. This is a significant milestone for Advanced. We believe this report is the right next step for us as a business as we strive to create a sustainable, equitable and inclusive organisation.

It is hugely important to me that we each individually play a part in leaving a positive environmental legacy that we are proud of. This report will help us to build on the great work we are doing around sustainability, and is an important catalyst in bringing about a wealth of further positive steps, as we work together to make a difference for our customers, our people, our communities and our planet.

As we all witness the effects of climate change, this way of thinking has never been more important. In this report, we'll share our business initiatives and commitment to focus on the environmental challenges that we face.

We're investing in sustainable practices because it's the right thing to do, but also because we know our staff, customers and partners are looking for leadership and action on the issues that most affect society as a whole.

Our sustainability plans formally took shape a year ago with the alignment of ESG owners within the business. However, many of the initiatives and results are owed to the transformation journey which Advanced started five years ago, and they underpin the business we are today. I see our sustainability commitment as being key to our future success and our long-term profitability. We have much more progress to make, but I'm thrilled that we have achieved the important milestone of not only reporting on our overall carbon footprint, but taking steps to be carbon neutral in 2021. Knowing we are aligning to the Sustainability Accounting Standards Board (SASB) framework, and have implemented a structure to materially reduce our carbon footprint further still, bodes well for the future.

We have achieved a lot, but we need to hold each other accountable and push further to ensure lasting change for us all.

Gordon Wilson
CEO of Advanced

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About this report

This inaugural report is meant to give our readers confidence in Advanced's ability to manage our long-term environmental, social and governance opportunities and risks. It also conveys how they are embedded in our corporate strategy.

Along with disclosing milestones from over the past year or so, we are also sharing the trajectory for our strategy.

We intend to publish an ESG Report on an annual basis moving forward so we can continue to transparently share our priorities, challenges and successes. This report will serve as a comprehensive baseline for our continued disclosures in future years and we will be able to expand the level of transparency as we mature data collection systems.

As our first report, we acknowledge that the ESG journey is not a sprint. Like most businesses, we will look to evolve and usher in best practice, learning from our peers as a growing number of organisations embark on their sustainability journeys, sharing their thinking and progress.

The content in this report was informed by SASB's Internet Media & Services and Software & IT Services guidance, as well as our recent ESG materiality assessment.

We take climate risk seriously and recognise the importance of the Task Force on Climate-Related Financial Disclosures (TCFD) and intend to more closely align with the TCFD framework in future years.

Report readers can also refer to our Diversity Pay Gap Report for further information in this area.

Our approach

At Advanced, we recognise the opportunity and responsibility we have as a business to make a positive impact in the world. The transformative power of technology is key to creating a healthier planet, diverse and inclusive communities, access to education and a better standard of living for all.

We endeavour to conduct our business in an ethical manner, achieving sustainable growth whilst honouring our commitment to corporate social responsibility.

Our ESG goals are an integral part of Advanced. They are inherent in providing a safe, fair and inspiring working environment for our employees, and in delivering benefits to the wider community. Our innovative solutions and services help our customers as they deliver their own unique and powerful contributions to society.

Advanced exists to make a difference, and we always act with our core values in mind. We deliver excellence in everything we do, act with pace as a unified organisation and are fearless in doing the right thing. We value and demand diversity in the workplace, and expect mutual respect and understanding.

Our sustainability strategy helps us plan for the future by identifying opportunities and emerging scenarios that we will need to tackle. We believe a responsible business that operates with sustainability in mind will deliver better value over a longer period of time. It will also be able to share that value with its customers, teams and communities – as well as itself and investors.

We believe a responsible business that operates with sustainability in mind will deliver better value over a longer period of time.

Our strategy is guided by three focus areas

1 Protecting our planet

2 Inclusion and diversity

3 Social and community empowerment

Protecting our planet
– Climate change

The early scientific warnings that predicted global warming and the impact of growing populations on the resources and emissions of the earth are now irrefutable.

Humankind's impact on the delicate interconnected ecosystems of the planet has reached a dangerous tipping point. It falls to governments, businesses and individuals to take dramatic steps to mitigate, and then hopefully reverse some of the damage to our natural world.

UK pledge

78%
reduction in emissions
by 2035 compared to 1990

Inclusivity and diversity
– People and belonging

Cultivating a diverse workforce and inclusive culture is a priority for Advanced. Diversity of experience, age, race, ethnicity, culture, gender and sexual orientation provides a wide range of talent from entry level through to our leadership teams, creating richer perspectives and a powerful frame of reference.

Inclusion is a universal human right, and we aim to embrace all people irrespective of race, gender, disability, sexuality, age, religion, background, medical or other need. For us, it is about giving equal access to opportunities and removing discrimination and intolerance. Ensuring all our employees understand and engage with our values, and have the opportunity to realise their full potential, is fundamental to our business and our Employee Value Proposition (EVP) strategy.

Reduce the diversity pay gap for ethnicity, disability, sexual orientation and gender

Social and community empowerment
– Our staff, customers and partners

We strive to be a responsible and contributing part of society, seeking to build strong relationships and acting as a good neighbour. Fundamental to this is making a real difference to those disadvantaged and needing support, not just in the form of monetary donations but also available time and access to opportunities.

Advanced is committed to maintaining and promoting the wellbeing of all our people, customers and local communities in which we work. We do this with a growing number of initiatives and dedicated roles ensuring these are not short-term goals. Alongside this, our core reason for existing is the delivery of mission-critical services for businesses, and protection of sensitive and confidential information is central to the duty of care we have for our customers and partners.

1,000 hours
of volunteering by 2022

1 | Protecting our planet

"We have no other choice but to reduce our carbon footprint, inspire other companies to do so, and use our voice to advocate for policies that will make a lasting difference."

A net-zero future

We are determined to build a better tomorrow for our staff, customers and wider community. We are proud to be making our first big climate commitments, sharing what we are doing to help reduce negative impacts and raise awareness about environmental sustainability performance.

Our key goals are to reduce our entire carbon footprint, run our operations on 100 per cent renewable energy, achieve carbon neutrality and do our part to contribute to a sustainable future.

These goals and principles have formed our sustainability strategy, kick-started accurate emissions tracking and secured the engagement of staff, partners and customers. The strategy is continuously reviewed to ensure it is as robust and impactful as it can be.

These net-zero goals are guided by four core principles:

1 To reduce the environmental impact of our operational activities through effective management of our estate

2 To create and maintain a positive environmental sustainability culture

3 To maximise the positive impact of our sustainability actions through effective communication, collaboration and partnership

4 To fulfil all environmental compliance obligations and seek to exceed regulatory requirements

Milestones for 2021
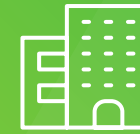
Tracking our total carbon impact - from all our offices, travel and data centres

Switching Scope 2 grid electricity to a **green energy provider**

Targeting **1,400 tonnes of carbon dioxide equivalent (tC0²e) this year**

Offsetting this impact through carbon credits in the UK or carbon offsetting worldwide

Our offices

We are proactive in our property management and have continued to think about sustainability in the design, construction and ongoing occupancy of our office spaces and kitchens.

We also find meaningful ways to connect with our team on sustainability issues. Like many businesses, our workplaces were mostly empty during 2020 and early 2021, meaning a lower impact from employee commuting, food waste and energy use in our workplaces. In this unusual year, we found ways to shift our resources to support our local communities and our team members working from home.

To support the transition back to the office, we have renovated our corporate HQ and regional hubs to deliver hybrid office spaces. These meet the needs of a flexible workforce and minimise our energy consumption. Hot-desking has been increased to support employees who will be alternating between working from home and being in the office, sharing desk space on different days.

Alongside the physical refurbishment, we have deployed our own business systems management platform, MyWorkplace, to facilitate desk booking. Employees can book their own desk space for the time they want to be in the office, knowing who else will be sitting near them and even who has used the desk in the preceding days.

These measures will provide assurance to employees who are anxious about sharing office space and help with safeguarding. This hybrid model of working allows our people to work in a way that suits them, whilst maintaining our ability to reduce commuting emissions.

Hot-desking has been increased

supporting employees who will be alternating between working from home and being in the office

We have ensured that both our head office, Ditton Park, and our main regional hub, Mailbox in Birmingham, have energy charging stations to encourage the use of electric cars and support vehicle recharging.

Finally, like many businesses, we rely heavily on paper. Our average monthly paper usage pre-pandemic was 12,563 sheets a month - which dropped to 2,675 per month during the pandemic. We aim to reduce this usage by continued adoption of digital initiatives, but we also took the available time during lockdown to install central smart printers in all our offices. These devices reduce energy consumption thanks to environmentally-friendly low Typical Electricity Consumption (TEC) values and provide greater information about print volumes. They have reduced the total number of print devices and standardised our approach.

Printing is now based on a 'follow me' approach and is tied to staff cards. This allows accurate collective and individual tracking of all printed, scanned and copied documents which we hope will reduce the amount of duplicate printing and ensure people stop and think ahead of using printed materials. **Alongside the improved efficiency, the average cost per print has been reduced from £0.48 to £0.23 for black and white.**

80% reduction in paper usage

1.25 trees a month in 2019

0.25 trees a month in 2020

Recycling

Reducing the amount of paper we generate is a key focus, but also recycling the (recycled) paper that we do use.

We have taken steps to recycle other materials such as plastics and cardboard, and comply with Waste, Electrical and Electronic Equipment (WEEE) regulations and recycle our electrical items.

Our corporate responsibility to the environment is central to how we run our business. We minimise our consumption of natural resources and manage waste through responsible disposal – reusing and recycling materials wherever possible.

In terms of sustainability across our two main offices at Ditton Park and Mailbox, we have continued to embrace the three Rs principle of Reduce, Reuse and Recycle.

Our performance from a site waste perspective has been very high, with only 0.5 per cent of our waste being taken to landfill, and this is detailed in the appendices recycling report.

In terms of other considerations:
All doors and bespoke joinery products are supplied by companies that promote and support the Forest Stewardship Council (FSC) and Programme for the Environment of Forest Certification (PEFC) schemes.

The new floor coverings comply with the recommendations from BRE Group green guides, and we have recycled significant portions of the existing glazing and screens at Ditton Park to reconfigure various areas.

Some key highlights of our approach to recycling are:

94%
reuse of existing carpets

100%
reuse and reconfiguration of building services

92%
reuse of existing furniture, this being reuse from within the premises and also from our existing stock
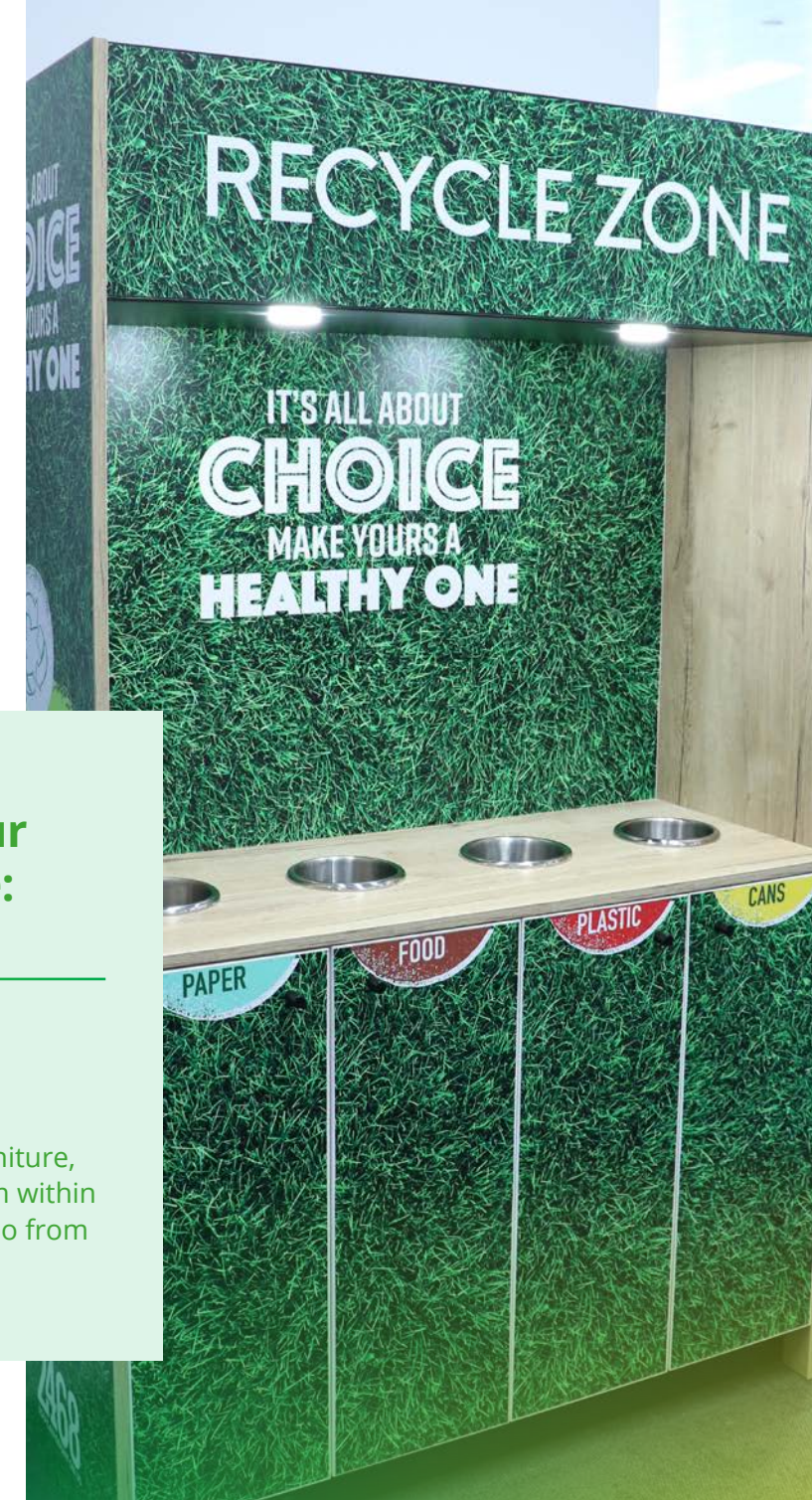
Software solutions for our customers

Our head is firmly in the Cloud

From invoicing departments using our Electronic Document Imaging (EDI) with Optical Character Recognition (OCR), to medical practices and the many venues of care transferring critical patient data securely via the Cloud, we are enabling our customers with solutions and services that support the transformation to a paperless society.

We are focused on our transition to being a Cloud-service company, ensuring our customers have solutions which are future proofed and don't require costly or energy inefficient hardware.
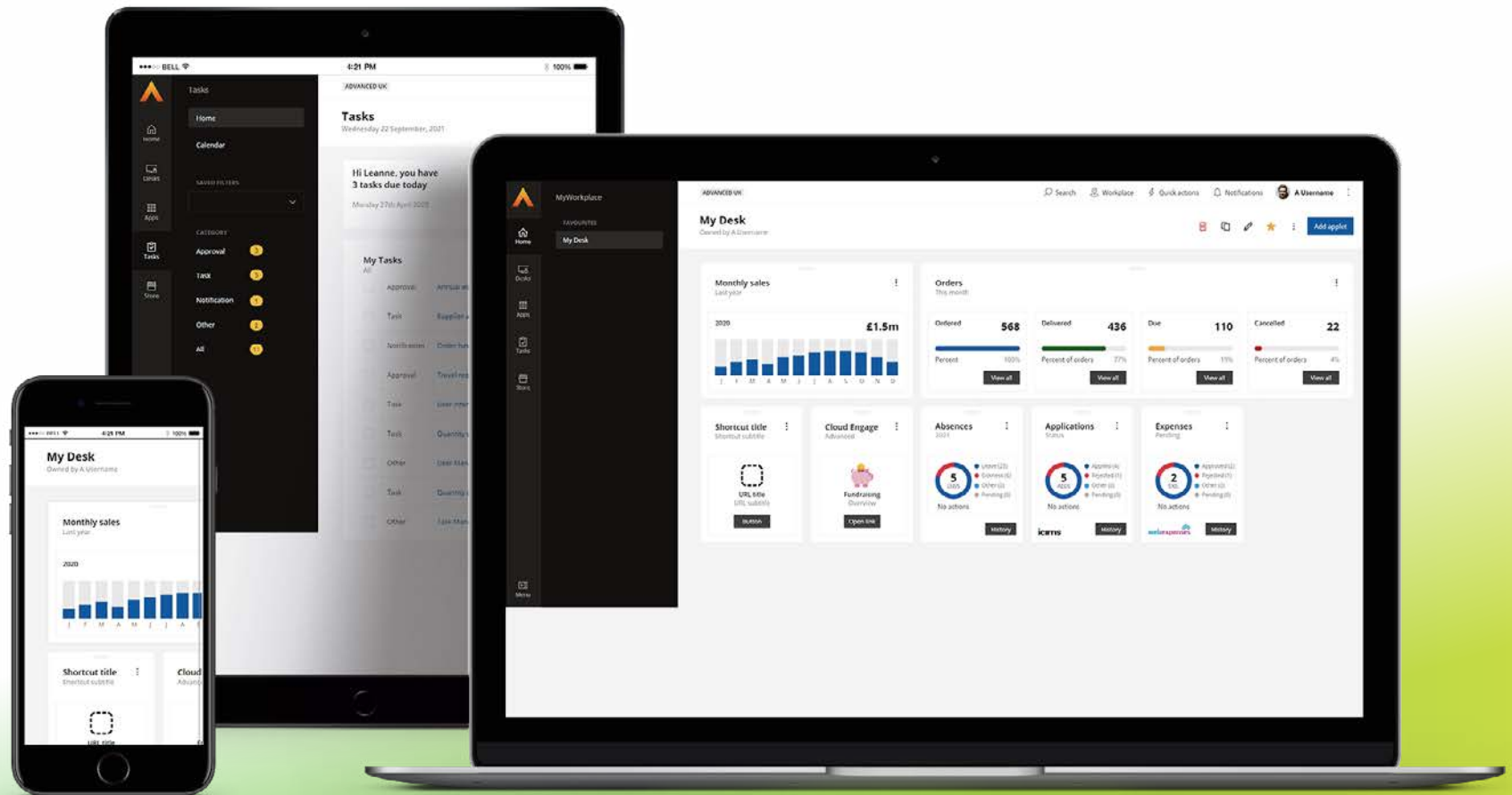
1,654
customers successfully moved to the Cloud

Carbon emissions at a glance

As part of Advanced's commitment to evaluating our environmental performance, we took the decision to implement a centralised system to measure our overall greenhouse gas (GHG) emissions.

Our GHG emissions footprint is calculated across all relevant scopes. This system went live in June 2021, allowing us to aggregate three years' worth of data, and gave us our first opportunity to baseline our footprint.

Using this data, we have now been able to set stretching targets to measure the effectiveness of our sustainability strategy and target key reduction initiatives. We will annually calculate all material emission sources for Advanced in accordance with the Greenhouse Gas Protocol market-based approach, including any direct emissions (Scope 1), and our indirect emissions from purchase energy and other indirect emissions (Scopes 2 and 3).

Our Scope 1-3 GHG footprint in 2020 was 1,130 tCO$_2$e. This includes emissions associated with electricity use, business travel, supply chain and waste. Our GHG footprint is calculated for the period 1 January 2020 – 31 December 2020 using the GHG Protocol methodology.

2648MWh
of electricity consumed

0.5%
of our waste from facilities projects being taken to landfill

1,130MT
CO$_2$ emissions for 2020

Overall emissions footprint

Over the last three years, overall emissions have continued a downward trajectory. Given the effect of the pandemic (31 per cent decrease between 2019 and 2020) we have looked at 2018 and 2019 figures to provide a clearer indication of our typical emissions baseline. As such, the 20 per cent decrease between 2018 and 2019 is particularly encouraging as this demonstrates the results of best practice disciplines, which were introduced ahead of our formal ESG strategy.

20% CO^2 emissions
reduction
between 2018 and 2019

CO^2

Advanced carbon footprint (tCO^{2}e)

Year	Value
2018	2,037
2019	1,636
2020	1,130

Down by **31%** from 2019-2020

Emission breakdown by source (tCO^{2}e)

Year total 2020

- 0.08
- 198.1
- 12.8
- 22.3
- 58.83
- 837.90

Legend:
- Water
- Dry mixed recyclables
- Road
- Rail
- Air
- Standard grid (General)
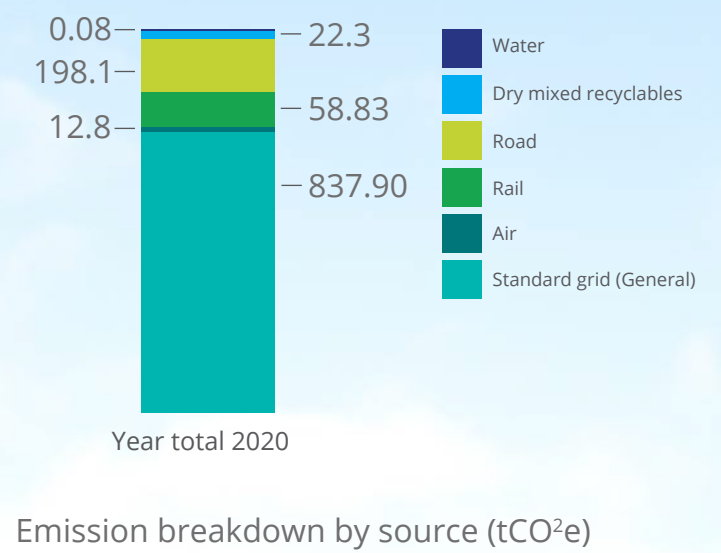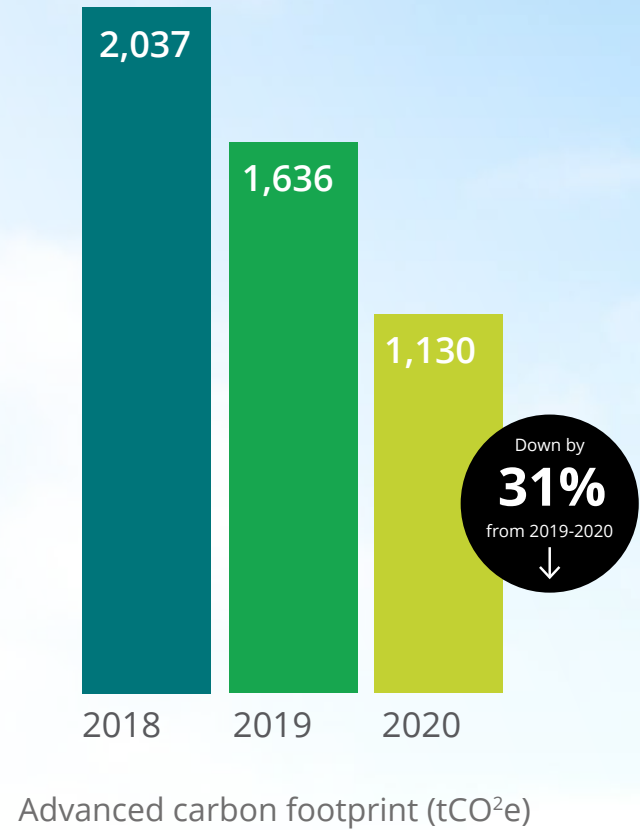
Emissions by source

In 2020, perhaps unsurprisingly, our Scope 2 emissions reduced because electricity consumption in our offices went down while employees worked from home. There was also a material effect on reduced air and rail travel within Scope 3.

45% carbon footprint
reduction
between 2018 and 2020

Scope	Emission Name	Emission Source	Year Total 2019	Year Total 2020	% of overall emissions 2020
Scope 2	Electricity (Grid)	Standard Grid (General)	934	797	70.5
Scope 1	Fuel	Natural Gas	0	40.9	3.6
Scope 3	Air Business	International	75.5	2.8	0.25
		Long Haul	51.5	8.2	0.7
		Medium Haul	18.6	0.7	0.06
		Short Haul	44.9	1.1	0.10
Scope 3	Rail Business	Eurostar	0.04	0.006	0.00
		National Rail	197.6	58.8	5.2
Scope 1 & 3	Road Business	Car	298.4	198.1	17.5
Scope 3	Waste	Dry Mixed Recyclables	1.7	1.6	0.14
		General Waste (Consumption only)	0	0	0.00
		General Waste (non-recyclable)	13.8	20.8	1.8
	Water	Withdrawal	0.06	0.08	0.01
	Total		**1636**	**1130**	

Breakdown of Scope 3 emissions due to travel

The material decrease in 2020 is obviously influenced by the pandemic, we expect to see the 2021 split of travel emissions return to the mix seen in 2019.
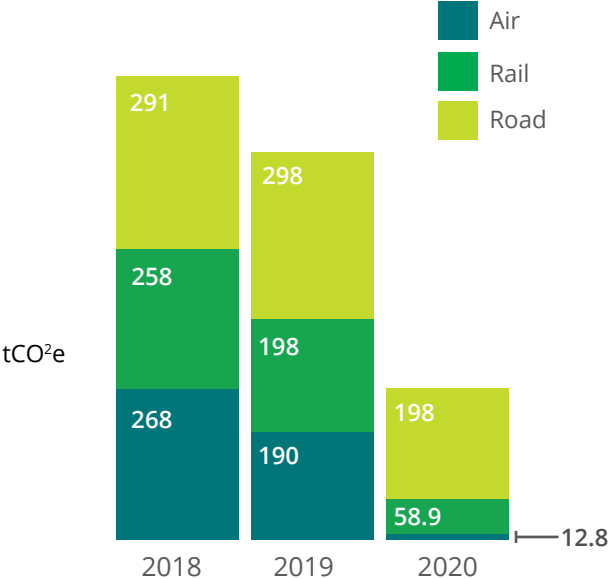
Annual travel emissions (tCO²e)

Legend: Air, Rail, Road

- 2018: Road 291, Rail 258, Air 268
- 2019: Road 298, Rail 198, Air 190
- 2020: Road 198, Rail 58.9, Air 12.8
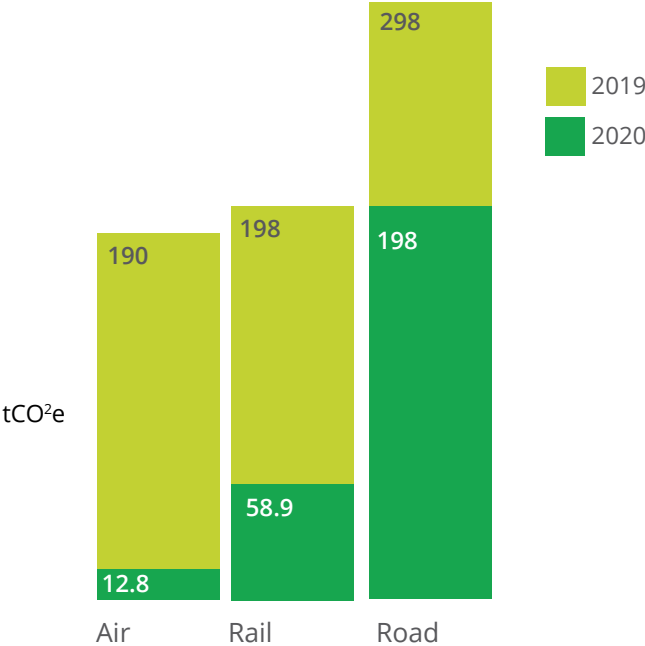
2019 - 2020 (tCO²e) usage comparison

Legend: 2019, 2020

- Air: 2019 190, 2020 12.8
- Rail: 2019 198, 2020 58.9
- Road: 2019 298, 2020 198
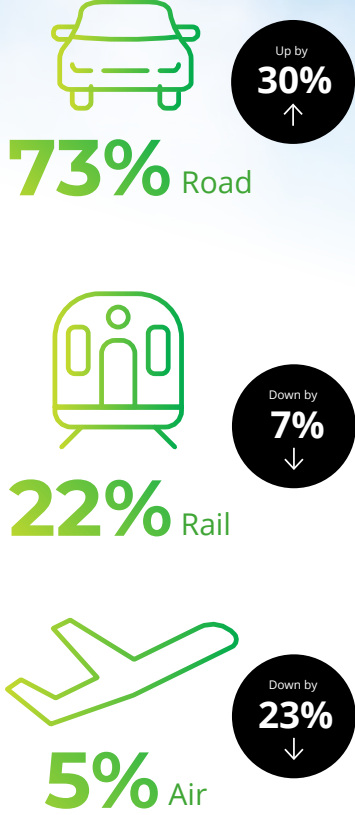
2020 emissions by travel type (tCO²e)

- **73%** Road — Up by **30%** ↑
- **22%** Rail — Down by **7%** ↓
- **5%** Air — Down by **23%** ↓

Reductions due to acquisition integration

Our major target for 2021 was a commitment to sourcing 100 per cent renewable electricity for all our UK buildings.

This switch took place for our HQ and regional HQ in August 2021. As such, from September 2021 onwards we will apply our renewable energy purchases to our Scope 2 emissions. This will see an annual reduction in overall emissions by approximately 35 per cent compared to the 2020 results within this report.

Some minor Scope 3 emissions grew as we scaled through acquisition. These acquisitions saw the introduction of Scope 2 natural gas emissions which we will look to address during integration.

Our value creation plans rely on continued growth within our Software-as-a-Service (SaaS) business and adding scale through acquisitions. For the purposes of GHG tracking, we will incorporate the acquired businesses' emissions within the next calendar year's ESG Report. Over 12 months, the integration of businesses typically results in a net reduction of overall emissions when compared to the original combined GHG footprint.

Since 2018, the reduced emissions linked to acquisitions has been 267.2 tCO_2e. This includes office consolidation into our regional hubs, increased focus on utilities and improved contractual terms with suppliers. For 2021, this will represent a saving of 57.2 tCO_2e against our current 2020 GHG totals.

Electricity (tCO_2e)

210		
	0	57.2
2018	2019	2020
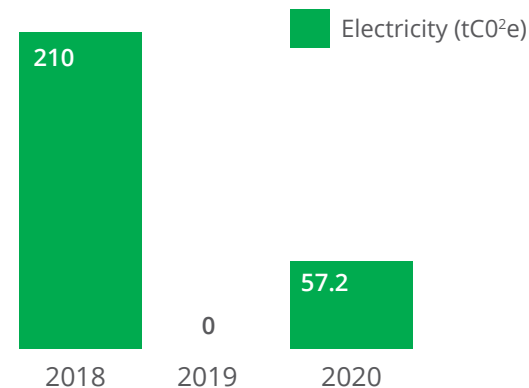
GHG reductions due to acquisition integration

100% renewable electricity for our buildings

Emissions due to revenue

We aim to break a link between business growth and increased emissions.

Normalising the data based on the GHG intensity of our revenue and workforce shows an improving efficiency of business growth to reduced emissions. Keeping the tCO_2e lower for each £1M and per full time equivalent (FTE) is a key target for Advanced over the coming years.

47%
drop in CO_2 emissions per head from 2018 to 2020

Employees (tCo_2e/FTE)

Revenue (tCo_2e/£1M

8.21

6.48

4.33

0.91

0.66

0.48

2018

2019

2020
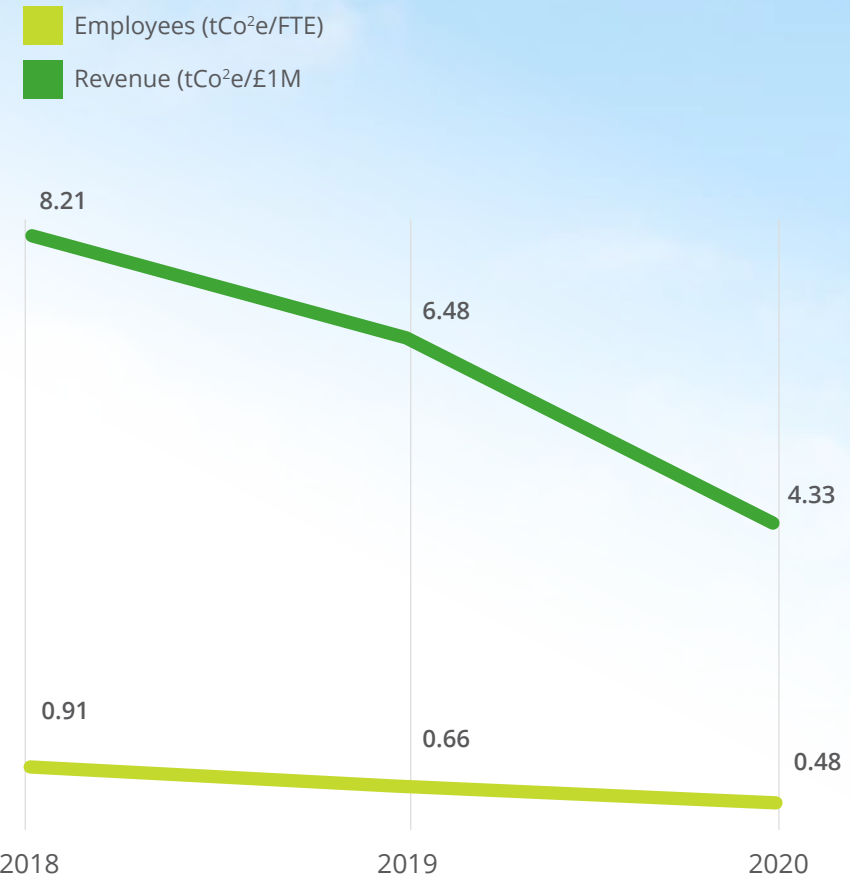
GHG emissions intensity of our revenue and workforce

2 | Inclusion and diversity

" Not only is it right to recognise and celebrate differences, and ensure everyone has the opportunity to thrive, but creating a culture that is genuinely committed to a meritocratic workplace is important to our success. "

Reducing bias in recruitment

A new way of hiring

Advanced is renowned for its innovative recruitment process, which seeks to reduce bias – unconscious or otherwise – when hiring. https://careers.oneadvanced.com/how-we-hire/

It is easy to make symbolic gestures and say the right thing, but at Advanced we always want to get to the heart of the matter and make systematic change. By using this process, we are creating a team of individuals who are selected purely on merit, aptitude and potential - bringing powerful teamwork, ingenious problem solving and creative solutions to our business. In our recruitment, we use tools that give us additional insight into intellect and attitude, and remove CVs from the interview process, so managers go in without preconceptions.

Last year we enabled over 200 people to kick-start their career, and 65 per cent of our experienced vacancies were filled by internal promotions.

The five-step process is as follows:

1 Apply online
Candidates review current vacancies and find out a little more about the different teams.

2 Online assessment
For every role, candidates complete two online assessments: a personality questionnaire and a cognitive aptitude test. It helps to understand suitability - for us and also for the candidate.

3 Talent interview
We then move to first-stage interviews – either in our offices or via video with our Talent Team.

4 Group or video interview
When we are hiring for multiple positions, we may invite candidates into our offices to take part in a group interview, looking at problem solving and collaboration.

5 Final interview
For the final interview or assessment centre, candidates get to meet the people they will potentially be working closely with.

+ 65%
of our experienced vacancies were filled by internal promotions

People

A committed workforce

In January, more than 2,000 employees (88 per cent of the workforce) responded to our Engagement Survey 2021, providing feedback on their perceptions and opinions of the culture at Advanced. Overwhelmingly our employees responded that we are committed to inclusion and diversity in the workplace, and that their managers also prioritise and promote diversity and inclusion.

2,000 employees

88% of the workforce responded to our Engagement Survey 2021

Diversity Pay Gap Report

In its second year, we are proud to have created a report that goes beyond the legal requirement for a Gender Pay Gap analysis to also include a range of diversity characteristics - ethnicity, sexuality, education, disability and socio-economic status.
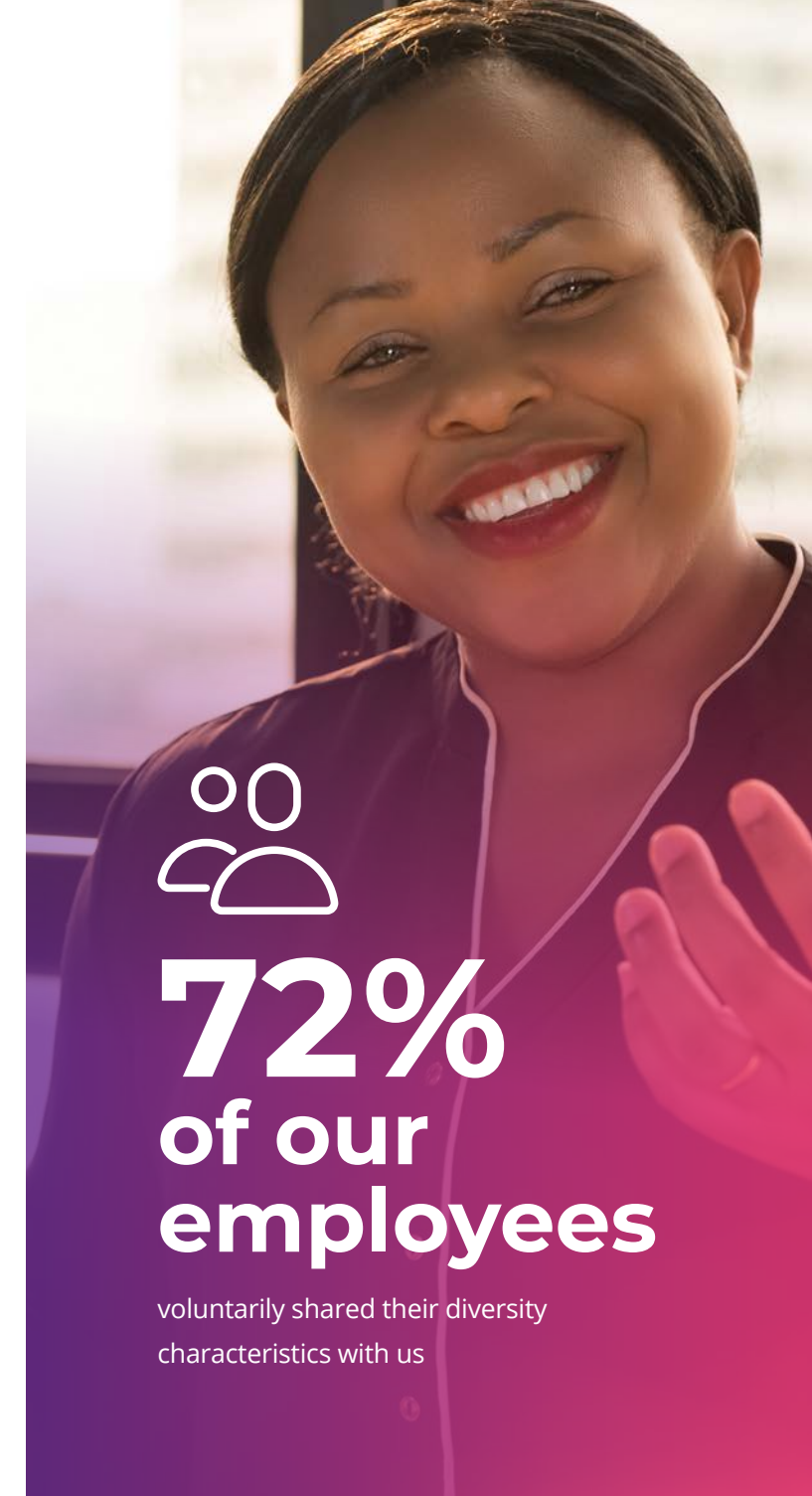
It may make for uncomfortable reading, but it is this degree of transparency that will hold us accountable and help us evaluate where we are, acting as a compass to guide our direction and creating a baseline for measuring progress so we get to where we want to be.

72 per cent of our employees voluntarily shared their diversity characteristics with us. When gathering this data, we had to first decide which characteristics we were going to look at and be mindful of the sensitivities around this before building our workflow.

The data analysis took place in October 2020 and we compared the diversity characteristics to the UK census of 2011 to understand how representative we were in the UK, where most of our staff are based. We also compared the results of our gender data to previous years' findings.

There were some encouraging results. Our Gender Pay Gap had reduced by another 1.1 per cent. From an overall diversity standpoint, we achieved a good level of representation of the communities in which we are based throughout the UK. We also found that educational background did not correlate to pay grade and therefore opportunities at Advanced are not limited by an employee's education level. This is mainly a result of our philosophy of hiring for potential, reducing unconscious bias by not looking at CVs early in the hiring process.

However, we did find some significant pay gaps, for example for those from an ethnic minority or lower socio-economic background, and we clearly want to get started on addressing these urgently. Now that we have this information, we can determine the steps to take and monitor our progress going forward. All workforce representation data can be found within our Diversity Pay Gap Report: https://www.oneadvanced. com/globalassets/diversity-pay-gap-report-2020-final.pdf

72% of our employees

voluntarily shared their diversity characteristics with us

Women in tech

Women represent one third of our Board and hold many key roles throughout the organisation. We recognise there is always more to be done in promoting this throughout Advanced and are committed to doing so.

The Advanced Women's Network aims to provide a support network, as well as create an open and safe forum where various topics are discussed in a respectful way. It also engages in charitable activities to support women, advocates for greater recognition of women's issues and effects change.

It's open to all staff, across all locations and across all levels. Men are actively encouraged to join this group as it's a great opportunity to share experience and perspectives. Men and women work closely together every day as colleagues or in a manager-team-member dynamic, so being able to understand and support each other is crucial.

1/3 of our Board are women

and hold many key roles throughout the organisation

Inclusion Networks

Set up in 2020, our Inclusion Networks were created based on three core principles which were to celebrate, educate and advocate.

Our Inclusion Networks provide a safe space and support – as well as a focus for change and fresh approaches. They help to educate us all and share greater understanding. The Chairs and other members of our Inclusion Networks have been invited to speak at our monthly virtual Town Halls which go out to all employees worldwide. It is a chance to share personal experiences to increase business-wide empathy and awareness. We also want to extend our reach outside of the business, for example our D&I Networks are looking to support the work of local charities, and they represent us when speaking about these issues with the media.

They encourage employees to take part in and lead conversations on challenges and barriers for people of different communities in order to drive change and focus on the celebration of diversity within the business.

Exec level sponsorship provides additional Board-level support for each Network, which means when we decide we need to take action for improvement we can do so at pace.

Recently introduced for 2021 is our sixth Network focussing on sustainability. The aim of this Network is to harness the passion of the workforce to implement further emission-reduction initiatives and promote environmental awareness within every area of the business.

Diversity & Inclusion

Our Networks

Advanced Enable
A supportive and informative space within the workplace for colleagues with disability, long-term health conditions or impairments, neurodivergent colleagues, carers and allies.

LGBTQ+ Team Rainbow Network
A place to share stories and work together to improve life working at Advanced for the LGBTQ+ community.

Advanced Women's Network
The Network was founded with one key goal in mind: to support and empower women to reach their full potential and overcome barriers to success.

Black Lives Matter Network
To promote racial equality and diversity within all levels of the business, focussing on the enhancement of Black lives.

On the MENd
A safe place to discuss mental health and wellbeing.

Advanced Values

Our core values define who we are, they direct us and influence the way we behave each day.

Every quarter, staff from across the business nominate individuals they believe embody these values with an overall winner for each value being recognised. In March this year we announced the creation of a new value - Different Together.

We previously had five values that defined our ethos to work and guided our actions at Advanced – One Advanced; Delivering Excellence; Do the Right Thing; Be Fearless; Execute at Pace.

By adding this sixth Advanced Value we are putting inclusion at the very heart of our business and declaring that no matter who you are, where you're from, how you think, or who you love – we will give you equal opportunity to thrive.

One Advanced

Delivering **excellence**

Do the **right thing**

Different **together**

Be **fearless**

Execute at **pace**

Diversity Leader

Advanced is delighted to have been announced as one of the Top 100 Diversity Leaders of 2020 across UK businesses following an independent survey carried out on behalf of the Financial Times.

The award assesses diversity across gender, age, ethnicity, disability and sexual orientation, and ranks organisations in Europe on the extent to which they offer diverse and inclusive workplaces.

The survey focused on two broad areas, looking at the scale in which employers promoted diversity within the workforce, and identifying companies that stood out when it came to encouraging diversity and equal opportunities. We are delighted to have been recognised in this way, but know we can do more and will continue to strive towards this.

FT FINANCIAL TIMES statista☑ | LEADER IN **DIVERSITY** 2020

A **Top 100** UK Diversity Leader

Social Mobility Pledge

Advanced is proud to have signed up to the Social Mobility pledge, founded by former UK Cabinet Minister, Rt Hon. Justine Greening, and UK entrepreneur David Harrison.

The Social Mobility Pledge represents a powerful and pioneering shift towards being a truly purpose-led organisation committed to social mobility. Organisations taking steps to boost opportunity and social mobility is more important than ever as we face the challenges of a growing opportunity gap in the wake of Covid-19.

The opportunity gap widened further due to the stark difference in resources and opportunities available to minorities and under-resourced communities.

Read about the three key elements of the Pledge: outreach, access and recruitment – www.socialmobilitypledge.org

5 million employees

and 2 million students are covered by the Pledge

3 | Social and community empowerment

"We strive to be a responsible and contributing part of society, seeking to build strong relationships and acting as a good neighbour."

Charity

The Prince's Trust

We are proud patrons of The Prince's Trust – like us, the charity is passionate about giving people the chances they deserve. It helps 13-to-30-year-olds, many of whom are unemployed, disadvantaged, living in care or facing issues such as homelessness or mental health problems. Each year, we donate £25,000 to support the amazing work it does. Throughout the year we also run many charity events, from sponsored hikes to bake sales – this year we raised almost £2,500 completing its Future Steps challenge. All the proceeds from these endeavours help The Prince's Trust continue its great work to inspire young people to build their confidence and start a career.

We also take part bi-annually in the Million Makers initiative. A team of employees from Advanced enter this innovative entrepreneurial challenge, competing to raise as much as possible from an initial seed funding investment. Last year our team raised over £10,000.

Additional fundraising

We match up to £50 raised by each member of staff for a charity close to their heart – with a dedicated £10,000 a year through our MatchIt! scheme. This allows us to help all our employees with their wonderful fundraising activities. It is important to us to recognise and support all of the dedication and hard work our people do to make the world a better place.

We also work with Pennies from Heaven, which enables UK employees to donate pennies from their net pay each month to The Prince's Trust. Over the past year, our staff have donated a total of over £2,000.

Twice a year we run our Net Promoter Score survey amongst our customers. For each survey completed, we make a donation to a charity – which typically leads to a total donation of around £2,000 each time. Past charities have included NHS Charities Together and The Prince's Trust.

We also make donations to a wide range of charities; this was a particular focus in 2020 after so many were affected by the pandemic. In December 2020, instead of Christmas parties, we donated £30,000 to a number of charities based on the votes from our staff. The main recipients included Mind, Shelter and MacMillan Cancer Support. We were also proud to support the Royal British Legion with a £50,000 donation when their usual poppy collections couldn't take place because of Covid-19.

£25,000
donated each year to support the Prince's Trust's great work

£50,000
donated to the Royal British Legion when poppy collections couldn't take place during the pandemic

Volunteering

Each year, our employees are entitled to take one paid day of Volunteering Leave, to support a cause they are passionate about with their time.

We encourage employees to get involved in these activities, and 350 hours have already taken place this year. This has included working at food banks, helping with the Covid-19 vaccination drive, litter picking locally and a wide range of other activities. We're passionate about supporting our local communities, and regularly donate laptops to those in need in Birmingham and Slough. We are also pleased to now extend this to medical volunteering, giving staff time off to donate blood and stem cells.

350 hours

of Volunteering Leave has already taken place this year

Workforce wellbeing

We are committed to the wellbeing of our employees. Our range of benefits and working environment help to support the physical, mental, emotional and social health of our people.

We encourage everyone to include healthy behaviours in their working practices, and to be proactive about their wellbeing. Our free and confidential Employee Assistance Programme provides support, advice and counselling to all staff, and is available 24-hours a day.

During July and August of 2021 we introduced Summer Fridays as a thank you for the continued dedication and hard work of staff members during the pandemic. The feedback received has been overwhelmingly positive, trusting people to balance their workload throughout the week and then encouraging people to take time away from their working week to spend it with loved ones, reflect on wellbeing or simply take a break.

In addition to personal wellbeing, we have also introduced a financial wellbeing scheme run in conjunction with HSBC and Scottish Widows.It provides information about everyday resources that are available to help staff plan for their financial future.

24/7

Employee Assistance Programme provides support
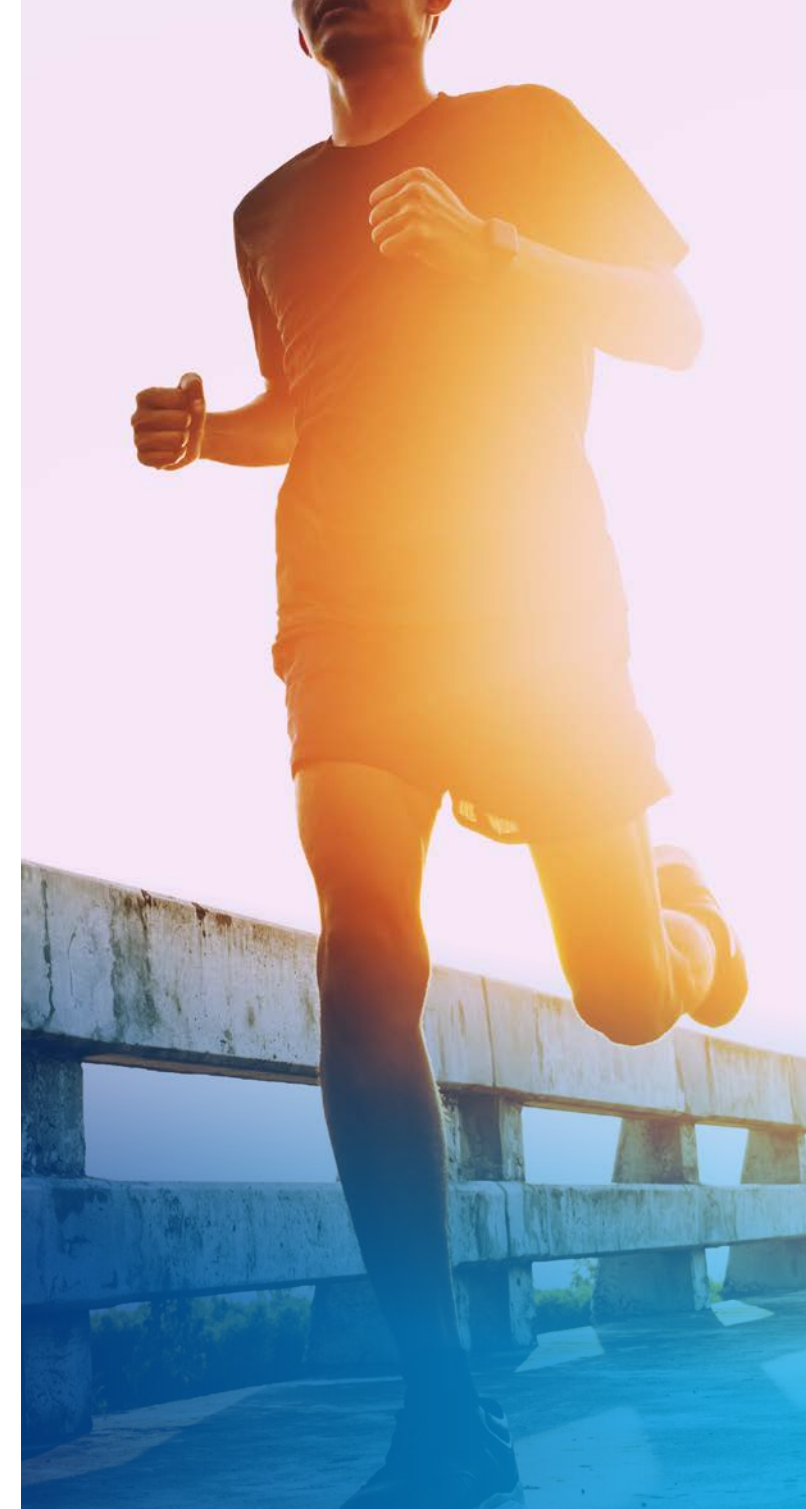
b-Heard survey

Advanced is dedicated to making sure all of our employees feel valued and an important part of the company. Each Autumn, we hold an employee survey in order to identify areas where we could improve.

We've learnt a great deal through these surveys over the years and have already put in place a variety of initiatives to make positive changes.

To build on this strong foundation, we took the decision in 2019 to engage with an independent workplace specialist and invest in the b-Heard survey, run by Best Companies. They work with organisations like ours to measure, improve and recognise levels of workplace engagement.

From its introduction we have increased employee engagement and implemented employee-driven suggestions to improve the overall working environment. In addition, we have been able to benchmark Advanced and our people managers against other organisations, resulting in clear leadership development programs and implementing best practice initiatives.

We are now a 'One to Watch' company and aim to become a 'three star' over the next four years.
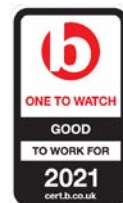
We are now a 'One to Watch' company and aim to become a 'three star' over the next four years.

Hybrid working

During the pandemic Advanced implemented a full remote working model. As we look to the future, and a return to the office, we have taken the opportunity to hear from the workforce about how they want to work.

Following pulse surveys and consultation with staff it became clear that the way we approached day-to-day working needed to change and during July and August 2021 the office spaces were refurbished to support a hybrid working model.

The hybrid working model introduced went further than simply the physical workspace and a 'Flexible Future' was introduced. This is more than just working from home for some or all of the week. We empowered each individual to consider the working model they need, discussing with respective managers to make the best decision for them, their team and the business.

This was a new initiative, there was no outcome set in stone - what worked for one person may not have worked for another. The key was providing choice and flexibility, working in the office for some days and working at home on others. We trust staff to utilise the mobile technology enabling effective communication through audio and video meetings, as well as webinars and online training. For our customers, we seek to offer our consulting, implementation and training services remotely where appropriate and when necessary.

Entire workforce moved to remote working inside **one week**
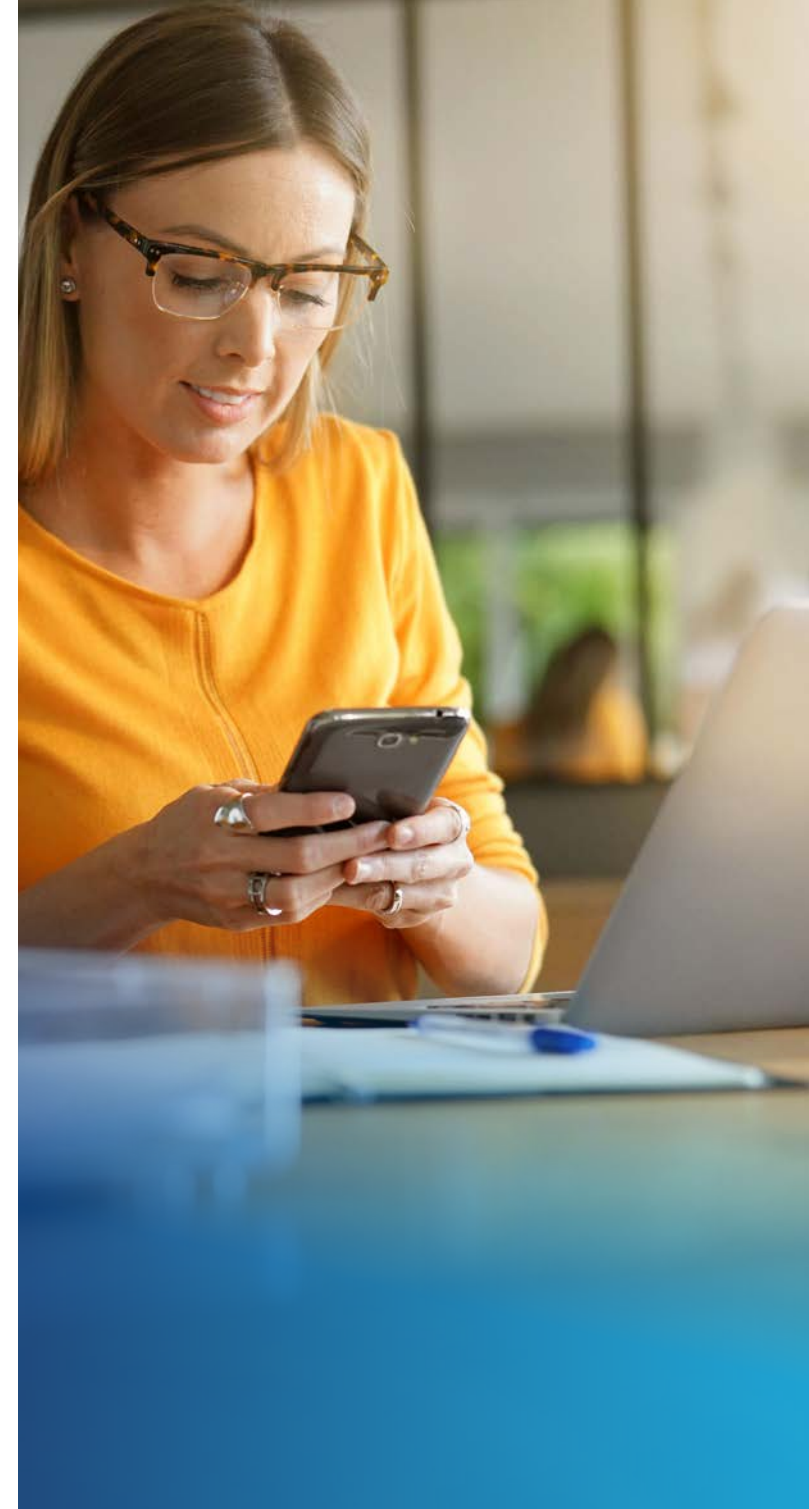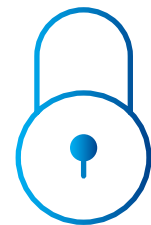
Responsible products and services

Data security

Information security is an integral part of our business.

We adopt industry best standards and have implemented an Information Security Management System based on the requirements of ISO 27001 to ensure we have the relevant controls to keep our data secure. We have robust policies and processes which have been verified by a UKAS-accredited certification body. To ensure our commitment to security, the policies have been endorsed by our senior management and are embedded into our working culture.

Data privacy

When our customers use our products, they are trusting us to protect sensitive and confidential information.

As a company that relies on customer trust and believes in privacy as a human right, we take this responsibility seriously. We also understand that a loss of trust could have a detrimental impact on our customers, brand and future success. We believe that excellent privacy and security practices are a required foundation of a successful business. That's why we continue to invest in them and have established dedicated privacy and security teams.

Further information on our privacy data can be found in the Advanced Privacy Policy, https://www.oneadvanced.com/privacy-policy/ and the Advanced Services privacy statement, https://www.oneadvanced.com/privacy-policy/services-privacy-statement/

We continue to
invest in privacy and security

Partnerships and suppliers

Our Supplier Code of Conduct codifies the standards we expect our suppliers to meet to ensure safe working conditions, fair worker treatment and responsible environmental practices.

It includes social responsibility standards drawn from Our Supply Chain Responsible Business Alliance (RBA) Code of Conduct, the Universal Declaration of Human Rights and other guiding principles of international law.

We have a number of key strategic partners all of which have strong GHG programs which align with our goals to drive down emissions:

AWS aims to be 100 per cent renewable by 2025

Microsoft aims to be carbon negative by 2030 and offset its impact from 1975 by 2050

Salesforce is already carbon neutral in the Cloud

Learn more

Learn more

Learn more

Together we are committed
to making a difference with clear targets in place

Managing system risks

Advanced strives to ensure there is complete availability across all aspects of its work

The desired level of availability is evidenced through our Business Continuity Management System (BCMS), which is a key component of our wider Management System. In support of the Management System commitments, we are constantly reviewing operational practices and methods that will identify innovative changes and improvements in our operational approach to the continual availability of services.

This includes the review of complaints, feedback, recommendations and/or suggestions from both customers and other internal/external parties. This is supported by additional policies and processes to ensure continual alignment to ISO Standards.

Anti-Corruption

Advanced is committed to operating responsibly wherever we work in the world and to engage with our stakeholders to manage the social, environmental and ethical impact of our activities in the different markets in which we operate.

Advanced does not engage in bribery or any form of unethical inducement or payment, including facilitation payments and 'kickbacks.' All employees are required to avoid any activities that might lead to, or suggest, a conflict of interest with the business of the company. We do not make direct or indirect contributions to political parties.

Measurement of outcomes
The Advanced Management Team regularly reviews the implementation of this policy in respect of its suitability, adequacy and effectiveness and makes improvements as appropriate. It periodically reports the results of this process to the Advanced Board, who makes an independent assessment of the adequacy of the policy and discloses any material non-compliance.

Accreditations

We ensure an ethos of 'Security First' across all aspects of our work, achieving the targeted level of security through our ISO 27001 certified Information Security Management System (ISMS). This is a key component of our wider Management System and supports the security of our organisation, partners and suppliers in the provision of services to our customers.

Our ISMS is validated yearly to ensure that it continues to support our objectives and meet the requirements of stakeholders. Our Advanced code of conduct will, where appropriate, be supported by additional security policies to ensure continual compliance to ISO Standards.

Quality standards currently held are as follows:

ISO 9001 – Quality Management System
This is an international standard relating to a collection of business processes focused on consistently meeting customer requirements and enhancing their satisfaction. It is aligned with an organisation's purpose and strategic direction.

ISO 14001 – Environmental Management
This is an international standard related to minimising how operations negatively affect the environment. It ensures compliance with applicable laws, regulations and other environmentally-oriented requirements and also continually looks at improvements.

ISO 20000 – Service Management
This is the international IT Service Management standard that enables IT organisations (whether in-house, outsourced or external) to ensure that their IT service management processes are aligned both with the needs of the business and with international best practice. This helps us benchmark how we deliver managed services, measure service levels and assess performance.

ISO 27001 – Information Security
This is an international standard on how to manage information security. It details requirements for establishing, implementing, maintaining and continually improving an information security management system – the aim of which is to help organisations reduce the risks associated with the information assets they hold.

CHAS (The Contractors Health & Safety Assessment Scheme)
This accreditation proves a business's health and safety processes meet excellent standards. It helps ensure compliance across the different areas of risk management and mitigates risks across the supply chain.

Safe Contractor
This ensures we meet the necessary requirements around health and safety, equal opportunities, diversity and environmental management practices - all in one plan so our customers can be confident about us and reduce risk in their supply chain.

Governance and accountability

Governance

Our governance structure reflects that we are taking a long-term view. We believe having our team and culture aligned with our long-term goals is the only way to incentivise ourselves to drive meaningful, lasting progress.

Accountability

We've organised our Sustainability Team and initiatives to integrate them within the business. We believe the best way to drive an impactful program is to work as one Advanced team. Starting at board level with the Exec sponsors and ESG leads who meet with the Sustainability Team regularly to review our priorities and direction, to the monthly best practice meetings with our sustainability platform provider Greenstone +.

We are also meeting quarterly with the Vista ESG Committee. Vista and BC Partners own Advanced which provides us with a unique opportunity to work closely with all the other portfolio companies. To that end, Vista created the committee which represents over 60 global technology businesses, tapping into what is arguably one of the largest ESG committees in the world.

Accessibility

Our Product Inclusion Network works hard to ensure we are addressing the needs of users with accessibility issues when we are developing our solutions. It also looks at the language we use within our products to make sure it is inclusive.

Accessibility standards for Health and Care product development:

ISB 1500-1508: Common User Interface - Click to find out more
Accessible Information Standard - Click to find out more

Other Links:

Code of conduct:

https://www.oneadvanced.com/siteassets/terms-and-conditions/code-of-conduct.pdf

Tax Strategy:

https://www.oneadvanced.com/siteassets/resources/advanced_tax_strategy.pdf

Privacy policy:

https://www.oneadvanced.com/privacy-policy/

Services Privacy Statement:
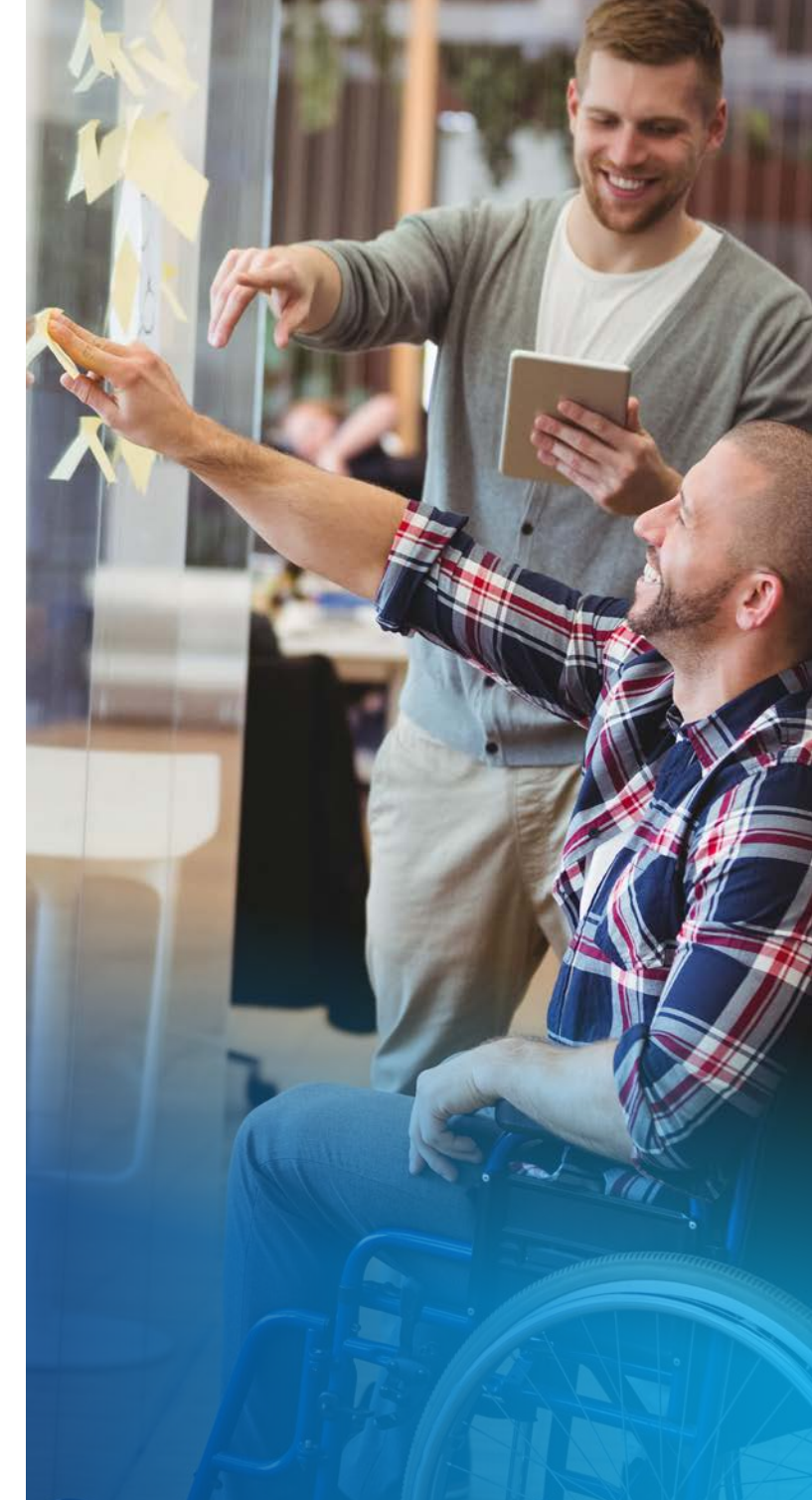
https://www.oneadvanced.com/privacy-policy/services-privacy-statement/

UK Modern Slavery Act transparency statement:

https://www.oneadvanced.com/siteassets/terms-and-conditions/advanced-modern-slavery-act-statement-fy22.pdf

Appendices

Team, Governance and Company

Board of Directors

Members: 8

Woman on the Board: 3

ESG formally considered at Board level: Yes

Company facts for 2020

Customers:	25,000
Revenue:	£261m
Staff:	2,358

What we do

Advanced is a leading UK provider of business software and services delivering mission-critical enterprise and market-focused solutions to support innovation amongst customers and partners to really make a difference. Its customers are from the public, private and not for profit sectors and its solutions include Finance, HR, Payroll, Procurement and Workforce management complemented with specialist market solutions for legal, health & care, education, sport, charities & membership and field service markets.

Every year Advanced solutions help to care for up to 40 million patients in the UK, send 10 million sports fans through the turnstiles, manage over £1 billion in charity donations, support 2.5 million students and get over 1.2 billion passengers to their destinations on time.

ESG Team

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                                    Chief Operating Officer
                                            |
Director of Security    Diversity and Inclusion    Head of Culture and    ESG Lead    Group Property
& Compliance            Business Partner            Engagement                         Manager
      |                                                                                    |
Security and Compliance                                                            Quality Standards
Manager                                                                            Manager
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SASB Framework - Current survey in Greenstone+

Next year will mark the first full year of reporting our environmental, social and governance performance with reference to the Sustainability Accounting Standards Board (SASB) framework.

This report outlines how our existing disclosures align with the recommended metrics for the SASB Technology and Communications - Software IT Services Standard. https://materiality.sasb.org/

Section	Question Title	Question Text	Question Details	Response Type	Default Frequency	Attach
Environmental Footprint of Infrastructure	TC-SI-130a.1	Total energy consumed		Number	Annual	Yes
Environmental Footprint of Infrastructure	TC-SI-130a.1.1	Percentage grid electricity		Percentage	Annual	Yes
Environmental Footprint of Infrastructure	TC-SI-130a.1.2	Percentage renewable		Percentage	Annual	Yes
Environmental Footprint of Infrastructure	TC-SI-130a.2	Total water withdrawn		Number	Annual	Yes
Environmental Footprint of Infrastructure	TC-SI-130a.2.1	Total water consumed		Number	Annual	Yes
Environmental Footprint of Infrastructure	TC-SI-130a.2.2	Percentage of each in regions with High or Extremely High Baseline Water Stress		Percentage	Annual	Yes
Environmental Footprint of Infrastructure	Advanced Metric 01	Total energy offset		Number	Annual	Yes
Environmental Footprint of Infrastructure	Advanced Metric 02	% waste recyclable		Percentage	Annual	Yes
Environmental Footprint of Infrastructure	Advanced Metric 03	Total carbon impact of travel		Number	Annual	Yes
Environmental Footprint of Infrastructure	TC-SI-130a.3	Discussion of the integration of environmental considerations into strategic planning for data centre needs		TextLong	Annual	Yes
Environmental Footprint of Infrastructure	Advanced Metric 04	Charitable impact - £ value donation and number of days provided by staff		Cost	Annual	Yes
Environmental Footprint of Infrastructure	Advanced Metric 05	Value of donations put through Advanced systems		Number	Annual	Yes
Environmental Footprint of Infrastructure	Advanced Metric 06	Supplier score		Number	Annual	Yes

Current survey in Greenstone+

Section	Question Title	Question Text	Question Details	Response Type	Default Frequency	Attach
Data Privacy & Freedom of Expression	TC-SI-220a.1	Description of policies and practices relating to behavioural advertising and user privacy		TextLong	Annual	Yes
Data Privacy & Freedom of Expression	TC-SI-220a.2	Number of users whose information is used for secondary purposes		Number	Annual	Yes
Data Privacy & Freedom of Expression	TC-SI-220a.3	Total amount of monetary losses as a result of legal proceedings associated with user privacy	The entity shall briefly describe the nature, context, and any corrective actions taken as a result of the monetary losses.	Cost	Annual	Yes
Data Privacy & Freedom of Expression	TC-SI-220a.4	Number of law enforcement requests for user information		Number	Annual	Yes
Data Privacy & Freedom of Expression	TC-SI-220a.4.1	Number of users whose information was requested		Number	Annual	Yes
Data Privacy & Freedom of Expression	TC-SI-220a.4.2	Percentage resulting in disclosure		Percentage	Annual	Yes
Data Privacy & Freedom of Expression	TC-SI-220a.5	List of Countries/Sectors where we operate where core products or services are subject to government-required monitoring, blocking, content filtering, or censoring	Disclosure shall include a description of the extent of the impact in each case and, where relevant, a discussion of the entity's policies and practices related to freedom of expression.	TextLong	Annual	Yes
Data Security	TC-SI-230a.1	Number of data breaches	Disclosure shall include a description of corrective actions implemented in response to data breaches.	Number	Annual	Yes
Data Security	TC-SI-230a.1.1	Percentage involving personally identifiable information (PII)		Percentage	Annual	Yes
Data Security	TC-SI-230a.1.2	Number of users affected		Number	Annual	Yes
Data Security	TC-SI-230a.2	Description of approach to identifying and addressing data security risks, including use of third-party cybersecurity standards		TextLong	Annual	Yes

Current survey in Greenstone+

Section	Question Title	Question Text	Question Details	Response Type	Default Frequency	Attach
Recruiting & Managing Workforce	TC-SI-330a.1	Percentage of employees that are foreign nationals	Disclosure shall include a description of potential risks of recruiting foreign nationals and/or offshore employees, and management approach to addressing these risks.	Table	Anual	Yes
Recruiting & Managing Workforce	TC-SI-330a.1	Percentage of employees that are located offshore	Disclosure shall include a description of potential risks of recruiting foreign nationals and/or offshore employees, and management approach to addressing these risks.	Table	Annual	Yes
Recruiting & Managing Workforce	TC-SI-330a.2	Employee engagement as a percentage bHeard	Disclosure shall include a description of methodology employed.	Percentage	Annual	Yes
Recruiting & Managing Workforce	Advanced Metric 08	Disability representation		Percentage	Annual	Yes
Recruiting & Managing Workforce	Advanced Metric 09	Diversity Pay Gap		Percentage	Annual	Yes
Recruiting & Managing Workforce	Advanced Metric 10	LGTBQ representation		Percentage	Annual	Yes
Recruiting & Managing Workforce	Advanced Metric 11	MC3 score		Number	Annual	Yes
Recruiting & Managing Workforce	Advanced Metric 12	Diversity of Talent pool		Percentage	Annual	Yes
Recruiting & Managing Workforce	Advanced Metric 13	Diversity of internal mobility and regretted attrition (Split out M&A)		Percentage	Annual	Yes
Recruiting & Managing Workforce	TC-SI-330a.3	Percentage of gender and racial/ethnic group representation for (1) management	The entity shall describe its policies and programs for fostering equitable employee representation across its global operations.	Table	Annual	Yes
Recruiting & Managing Workforce	TC-SI-330a.3	Percentage of gender and racial/ethnic group representation for (2) technical staff	The entity shall describe its policies and programs for fostering equitable employee representation across its global operations.	Table	Annual	Yes
Recruiting & Managing Workforce	TC-SI-330a.3	Percentage of gender and racial/ethnic group representation for (3) all other employees	The entity shall describe its policies and programs for fostering equitable employee representation across its global operations.	Table	Annual	Yes

Current survey in Greenstone+

Section	Question Title	Question Text	Question Details	Response Type	Default Frequency	Attach
Property Protection & Competitive Behaviour	TC-SI-520a.1	Total amount of monetary losses as a result of legal proceedings associated with anticompetitive behaviour regulations	The entity shall briefly describe the nature, context, and any corrective actions taken as a result of the monetary losses.	Cost	Annual	Yes
Managing System Risks from technology Disruptions	TC-SI-520a.2	Number of performance issues		Table	Annual	Yes
Managing System Risks from technology Disruptions	TC-SI-520a.2	Number of service disruptions		Table	Annual	Yes
Managing System Risks from technology Disruptions	TC-SI-520a.2	Number of total customer downtime		Table	Annual	Yes
Managing System Risks from technology Disruptions	TC-SI-520a.3	Description of business continuity risks related to disruptions of operations		TextLong	Annual	Yes
Activity Metric	TC-SI-000.A1	Number of licenses or subscriptions		Number	Annual	Yes
Activity Metric	TC-SI-000.A2	Percentage cloud-based		Percentage	Annual	Yes
Activity Metric	TC-SI-000.B1	Data processing capacity	Data processing capacity shall be reported in units of measure typically tracked by the entity or used as the basis for contracting software and IT services, such as Million Service Units (MSUs), Million Instructions per Second (MIPS), Mega FloatingPoint Operations per Second (MFLOPS), compute cycles, or other. Alternatively, the entity may disclose owned and outsourced data processing needs in other units of measure, such as rack space or data center square footage. The percentage outsourced shall include On-Premise cloud services, those that are hosted on Public Cloud, and those that are residing in Colocation Data Centres.	Number	Annual	Yes
Activity Metric	TC-SI-000.B2	Percentage outsourced	Data processing capacity shall be reported in units of measure typically tracked by the entity or used as the basis for contracting software and IT services, such as Million Service Units (MSUs), Million Instructions per Second (MIPS), Mega FloatingPoint Operations per Second (MFLOPS), compute cycles, or other. Alternatively, the entity may disclose owned and outsourced data processing needs in other units of measure, such as rack space or data centre square footage. The percentage outsourced shall include On-Premise cloud services, those that are hosted on Public Cloud, and those that are residing in Colocation Data Centres.	Percentage	Annual	Yes
Activity Metric	TC-SI-000.C1	Amount of data storage	The percentage outsourced shall include On-Premise cloud services, those that are hosted on Public Cloud, and those that are residing in Colocation Data Centres.	Number	Annual	Yes
Activity Metric	TC-SI-000.C2	Percentage outsourced	The percentage outsourced shall include On-Premise cloud services, those that are hosted on Public Cloud, and those that are residing in Colocation Data Centres.	Percentage	Annual	Yes

Aadvanced

Advanced's ESG Report

Want to know more?

This report represents the current ESG journey that Advanced is on however all businesses need to work alongside each other on this critical cause.

If you have comments, or best practice initiatives that you would like to share, then please contact us.

Contact us