

Sustainability Policy for Comprendo Ltd

Version: 1.0

Effective Date: [April 2025]

1. Introduction

At Comprendo we recognise the importance of sustainability in our operations and its impact on the environment, society, and economy. We are committed to reducing our environmental footprint, promoting social responsibility, and ensuring that our practices align with sustainable development goals. This policy outlines our approach to sustainability, covering key areas such as resource usage, waste management, ethical sourcing, and employee engagement.

2. Context

- *Six million tonnes of E-waste are generated in the UK each year. As the 9th largest producer of E-waste in the world, the UK recycles c 57% of that E-waste. 85% of the remaining E-Waste is deposited in landfills without being harvested for parts.
- *Digital's global environmental footprint is 4% (twice that of the aviation industry). By 2030 data centres alone are predicted to account for 4.5% of global energy demand. A Dell R636 Rack Server has a carbon footprint of 7,260 kg, 18% of which is used in the manufacturing phase and 82% in the use phase.

3. Our Commitment

We are committed to:

- Minimising our environmental impact.
- Promoting ethical practices across our operations.
- Supporting the well-being of our employees and local communities.
- Continuously improving our sustainability performance.

4. Environmental Sustainability

We strive to implement measures that reduce our carbon footprint and make efficient use of natural resources. Our key actions include:

- **E-Waste Management:** As an IT business, we acknowledge the responsibility of properly managing electronic waste. We partner with a secure data recycling supplier, who recycles and repurposes the waste. Old hard drives are shredded and the metal elements are removed and re-used.

We only replace hardware if there is no longer an option to upgrade. If devices are no longer supported by manufacturers or vendors, we are required to replace them due to cyber security risks.

- **Sustainable Procurement:** We prioritise the purchase of energy-efficient and environmentally friendly products. Whenever possible, we choose suppliers who share our commitment to sustainability.

If suitable for our client requirements, our policy is to primarily look at sourcing refurbished equipment from a trusted, sustainable supplier. We endeavour not to over spec the servers we purchase; each server is selected according to its suitability for its requirements. We monitor the power we use in our data centre, using the power saving modes where feasible, which reduces the power that servers consume when not carrying out intensive tasks.

- **Energy Efficiency:** We will reduce energy consumption in our offices by investing in energy-efficient equipment and adopting best practices, such as switching off unused devices, optimising heating and lighting systems, and encouraging remote working where possible to reduce office-related energy use.

All employees currently work from home at least one day per week with over half the workforce working full-time from home.

- **Waste Reduction:** We minimise waste by implementing a comprehensive recycling program. All paper, plastics, and electronic waste are segregated and disposed of responsibly. Our paper usage is minimal as a result of embracing digital communications and workflows.

5. Social Responsibility

We believe that business should contribute positively to society. Our approach focuses on:

- **Employee Engagement:** We foster a positive workplace culture that promotes employee well-being, diversity, and inclusion. We offer opportunities for staff development and support a healthy work-life balance.
- **Community Involvement:** We actively seek opportunities to give back to the community via financial donations and profile raising for our chosen charity, a local dog re-homing organisation. We offer work experience opportunities to local students, co-run a local business networking event and support local initiatives that promote social welfare.

- **Ethical Practices:** We commit to conducting business with the highest ethical standards. This includes transparent and fair dealings with clients, suppliers, partners and employees.

Our pricing models and billing are clearly presented with options of retainer agreements, pre-paid hours or pay-as-you-go, with billing in increments of 15 minutes.

We have well-defined SLAs, for example, a 15 minute response time for support tickets during office hours.

Best practices are followed for upholding cybersecurity protocols, compliancy and privacy standards, environmental impact and employee rights.

6. Sustainable IT Solutions

As an IT business, we recognise our role in providing sustainable technology solutions:

- **Cloud Solutions:** We prioritise the use of cloud computing to reduce the need for physical infrastructure, minimising energy consumption and waste associated with hardware.
- **Remote Device Control and Online Consultations:** Remote access software allows our technicians to remotely access clients' devices to provide support and maintenance without needing to physically handle the device. Consultations and demonstrations can be held with clients online via the likes of Microsoft Teams or Google Meet, thus removing the carbon emissions involved in business travel.
- **Energy-Efficient Hardware and Software:** We strive to promote energy-efficient hardware and software solutions that reduce the energy consumption of end-users via our sustainable procurement practices.
- **Promote Circular Economy:** We encourage clients to adopt sustainable IT practices, such as hardware reuse, recycling, and efficient energy usage. We only advise clients to replace equipment when their existing systems are no longer supported and thus become a security risk, or if they are impacting productivity and no upgrade path is possible to prolong the life of the equipment further.

7. Sustainability Goals and Reporting

We are currently working towards:

A green Managed Services Offering for clients, which includes protocols on using Dynamic Power Saving Mode for servers and automatic screen turn-off time for idling computers.

An E-Waste collection service offered to every client, regardless of whether or not we are responsible for their computer hardware (as a managed service provider).

We will report on our sustainability progress in a transparent and accountable manner via our website.

8. Employee Roles and Responsibilities

We believe that sustainability is a collective effort, and all employees are responsible for contributing to our goals. Specific actions include:

- **Promoting awareness:** All employees are encouraged to participate in sustainability training and stay informed about our policies.
- **Suggesting improvements:** Employees are welcome to suggest ways to further reduce our environmental impact or improve our sustainability practices.

9. Review and Continuous Improvement

This policy will be reviewed and updated regularly to reflect changes in our practices, the business environment, and advancements in sustainable technology. We will continually seek opportunities for improvement to ensure that sustainability is fully embedded in our company culture.

10. Conclusion

At Compendo, sustainability is at the core of our operations. Through responsible practices and a commitment to continuous improvement, we aim to make a positive impact on the environment, our community, and society as a whole.

*Statistics provided by Small99 (2024)

This policy applies to all employees, contractors, and stakeholders involved with Compendo. By working together, we can achieve our sustainability objectives and contribute to a better future.