

# **ENVIRONMENTAL SOCIAL GOVERNANCE**

*A guide to our **ESG** commitments*

**2023**

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Create a healthy, inclusive workplace and benefit our local communities

E



Minimise the impact of our business activities on the environment

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G



Report honestly and openly. Act with integrity.

We are **SUSTAINABLE**  
 We are **KIND**  
 We are **HONEST**  
 Our **ESG PROMISE**

At **Littlefish** we are committed to ensuring the sound, sustainable and continual development of our company.

*We will work to minimise harm to the environment, promote fairness and diversity within our workforce while protecting our customers and communities.*

# HOW WE DEFINE OUR GOALS

We seek to follow the best practice and use the guidance from the **United Nations 'Sustainable development goals'** as the blueprint to achieve a better and more sustainable future for all.



# ENVIRONMENTAL

We are committed to a sustainable future and to improving the social, economic and environmental well being of the community in which we operate.

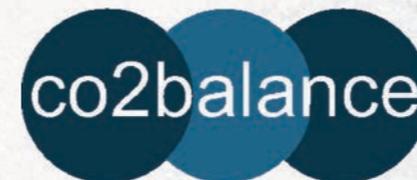
We believe, no matter how big our ambitions, we have a responsibility to leave the littlest footprint on our environment.

We have launched our “littlefish, little footprint” campaign to create a focus and help engage our staff with our journey, first to Carbon Neutral, then on to Net Zero.

- *Achieved ISO14001 certification*
- *Environment training made mandatory at induction.*
- *We offset our Scope 1 & 2 emissions via “co2balance”*
- *We are committed to offsetting our scope 3 emissions from 2023 onwards*
- *We are working on baselining our home working emissions – so we can reflect the full impact of our business activities and work to mitigate it.*



Cert No. 16719



# SUSTAINABLE OFFICES



- Carbon Neutral offices - We offset 100% of our scope 1&2 emissions



- 50% reduction in our commuter miles by Switching to hybrid working



- In 2021 we completely removed our Pool cars in favour of remote meetings and public transport.



- Zero Waste to landfill - We separate recycling at site and general waste is re-used for fuel via energy from waste plants.



- “Refuse to use”. We actively do not use single use plastics – no plastic cups, cutlery or coffee pods at any of our sites, just good old fashioned ceramic cups, glasses and proper cutlery.



- Increased availability - and encourage use of - video conferencing.



- 94% of our waste at our Sheffield site is recycled through a combination of onsite segregation and general waste sorting by our waste management contractor at the waste transfer station.



- Upgraded lighting to LED removing old fluorescent tube lighting across sites and installed light sensors.



- Installed hand dryers at Nottingham sites to reduce paper towel use



*All our old laptops and electronic items are donated to WEEE Charity who reuse and recycle them.*

# HEALTHY OFFICE HEALTHY STAFF

We encourage green travel through:

- “Bike2work” bike purchase scheme
- Fully paid-for city centre bike parking at a nearby secure car park
- Discounted tram and bus passes



# FRUITFUL OFFICE

To help improve health and wellbeing we provide unlimited fresh fruit for our staff, this also helps reduce package waste from unhealthy alternative snacks.

**For every fruit basket we buy -  
Fruitful plant 1 fruit tree.**

This helps to mitigate the effects of global warming, deforestation and provides an income to support local communities in Malawi, Africa.



**In 2022 Littlefish bought enough  
fruit baskets to plant 705 trees**

# EMPOWERING STAFF

At Littlefish all our employees are given the tools to succeed

## Mandatory Training

Our employees complete mandatory training when joining the business and these all are refreshed every 12 months. Subjects include; Tackling Modern Slavery, Unconscious Bias, Environmental Awareness, Keeping Information Secure, Preventing a Data Breach and Promoting Diversity and Inclusion.

## LAW – Learning At Work Week

A unique annual event to contribute towards building a learning culture at Littlefish. It aims to put a spotlight on the importance and benefits of continual learning and development.

## Central

Central is our gamification platform which uses real time employee performance data to provide instant feedback on goals and performance, ensuring Service Desk engineers have clear goals that are aligned to business goals, and are rewarded based on performance against their targets. Rewards are chosen by the employee and offer a combination of extrinsic (money, time off) and intrinsic (study time, development opportunities).



“In 2022 24% of our vacancies were filled internally”

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## Internal Management & Leadership Programme - Leading For Results

Supporting our management team in helping employees unleash their full potential

## Littlefish Academy

The Littlefish Academy is our structured learning and development programme that gives employees the opportunity to improve their technical ability and increase their earning potential through completing academy programmes. Nearly half of all Littlefish employees are enrolled in the academy.

## LITTLEFISH ACADEMY INCENTIVES



Passed entry exam  
£250 bonus



Pass Bronze  
£1000 Salary Increase



Pass Silver  
£1500 Salary Increase



Pass Gold  
£2000 Salary Increase

# SUPPORTING STAFF

Our employees health and wellbeing are paramount to the success of our business.

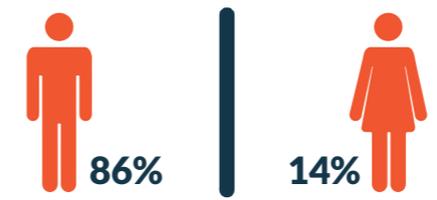
We support our staff by providing free access to:

- Employee Health Plan
- Employee Assistance Programme
- Staff can help themselves to free breakfast
- Unlimited free fruit
- Free “Pizza Friday” on the last Friday of the month – (ok, that last one might not be “healthy”, but a treat now and then certainly improves wellbeing!)
- Group mental health walks

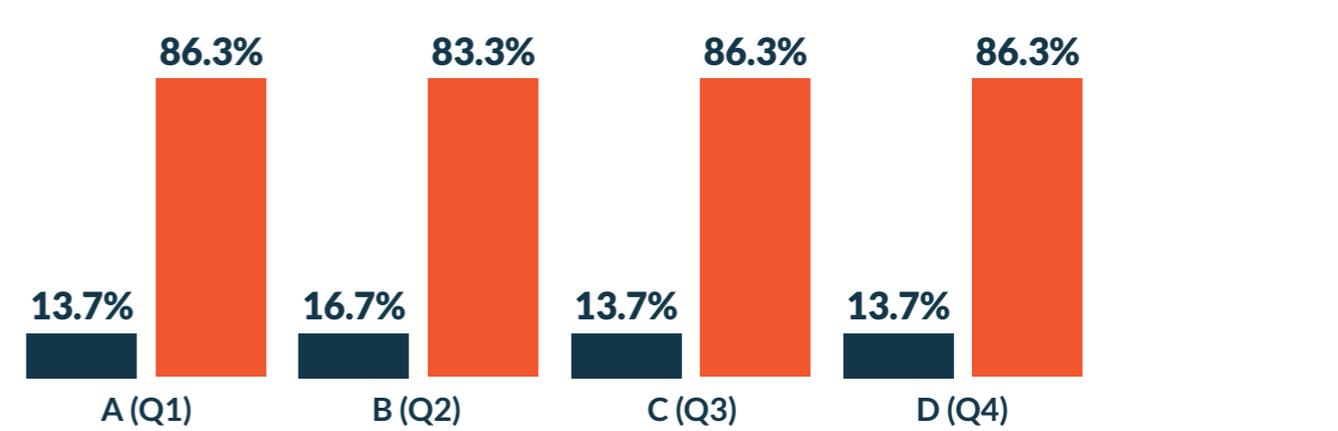


# EQUALITY DIVERSITY & INCLUSION

## Gender Distribution by Pay Quartiles



## Gender Distribution by Pay Quartiles



We engage staff through ED&I surveys which help us to understand where we need to improve. Neurodiversity training is given to team leaders and managers to help them support everyone on their teams to flourish.

You can view our full Gender Pay Gap report on our website [www.littlefish.co.uk](http://www.littlefish.co.uk)

# CARING FOR OUR COMMUNITY



Emmanuel House  
Sharing the journey

Collections and food donations arranged to aid local charity support services.



Canal &  
River Trust  
Making life better by water

In 2023 **Littlefish** have committed to ongoing **Volunteer days** to support the Canal & Rivers Trust with maintenance of canal paths and banks.



Together  
we will end  
homelessness

We support our “**Charity of the year**” through direct financial donations.



Old laptops and electronics are collected by WEEE Charity. Money made from the recycling of old laptops is **donated back into the local community** to help relieve poverty. WEEE Charity train volunteers who are unemployed, or faced with disabilities or learning difficulties, in a safe working environment to improve their skills and prepare them for full time employment.

# PROTECTING CUSTOMERS

We protect our customers organisations and pride ourselves on our award winning service, delivered by highly-skilled and experienced teams.

- *Physically secure sites*
- *ISO27001*
- *CREST accredited*
- *Cyber Essentials Plus accreditation*
- *CISSP Certified employees*



## Award Winning



Mid-Market Business  
of the Year 2022

## GOVERNANCE

We report honestly and openly. We act with integrity.



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Our quality management system is certified to ISO9001

We employ external companies to independently verify our reports to ensure they are always an accurate reflection of our business...

- KPMG for financial reporting verification prior to our annual submissions to companies house
- “Compare my footprint” to verify our carbon reporting

We also produce an annual ESG report for our primary stakeholder – we are then compared to other companies within the portfolio and strive for improvement in each report.

You can view our public policies online at:

[www.littlefish.co.uk](http://www.littlefish.co.uk)



# A MESSAGE FROM OUR CEO



**ESG** is a topic that affects the way that customers, employees, potential employees, and investors view us as a company.

*It's not enough to be the best at the service we provide, if that service comes at the cost of our environment, our people, or our integrity.*



Steve Robinson  
CEO of Littlefish

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**OUR PEOPLE**  
**OUR PLACES**  
**OUR PLANET**

To find out more about how Littlefish can help transform your business contact us on the below:

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[www.littlefish.co.uk](http://www.littlefish.co.uk)