

SUSTAINABLE BUSINESS REPORT 2023





Contents

Section	Page
Introduction	4
Our Year at a Glance	4
A Message from our CEO	5
A Message from our Chief Legal Officer	5
Vision, Mission, and Values	6
Vision and Mission	6
Our Strategic Pillars	6
Values	7
Materiality Assessment	8
Environmental	8
Social	8
Governance	8
Sustainable Development Goals	8
SDG 4 – Quality Education	9
SDG 5 – Gender Equality	10
SDG 8 – Decent Work and Economic Growth	11
SDG 12 – Responsible Consumption and Production	12
SDG 13 – Climate Action	13
360 Group	14
Operating Responsibly	15
Supply Chain Integrity	15
Health and Safety	15
Governance and Risk Assessment	16
Privacy and Cyber Security	16



Contents (continued)

Section	Page
Sustainability Accounting Standards Board (SASB) Disclosure	19
Environmental Footprint of Hardware Infrastructure	19
Data Privacy and Freedom of Expression	20
Data Security	20
Recruiting and Managing a Global, Diverse and Skilled Workforce	21
Intellectual Property Protection and Competitive Behaviour	21
Managing Systematic Risks from Technology Disruptions	22
Product End of Life Management	23
Appendix 1 – Materiality Survey Results	24
Combined Results	24
Area Results	25



Introduction

Founded in 2011, Six Degrees is an award-winning secure, integrated cloud services provider delivering cloud, colocation, data, and unified communications solutions to the public and private sectors across multiple vertical markets including construction, financial services, government, insurance, manufacturing and retail.

We work as a collaborative technology partner with our clients, enabling them to achieve successful digital transition with our industry-leading portfolio of assets and capabilities including cutting-edge data centres and cloud platforms, a next generation data network, and a state-of-the-art unified communications infrastructure, all of which are secure by design. Our clients are always at the heart of our strategy, and our passionate teams combine technical expertise and deep sector-specific knowledge to innovate, craft and manage the right solutions to power our clients' businesses.

The breadth and strength of Six Degrees' technology is its foundation. Solutions range from data and application performance through to colocation and unified communications, all with private, public and hybrid cloud at its core. We continually innovate the right solutions to enable client brilliance and work collaboratively to build

long-term partnerships through exceptional services that meet our clients' changing needs.

As our business grows, we are developing our approach to Environmental, Social and Governance (ESG) aspects and our overall sustainable business journey to record, track and build on our history of performing with integrity for our people, our communities, and the environment. This year we are pleased to report on our efforts with our first annual Sustainable Business Report. With our partners, clients, and alongside our industry peers, we recognise and have a passion for delivering our services in a sustainable way. We know how important it is to shed light on all the ways that we work to build a brighter future as a collective.

While developing this report, we've identified areas where more data collection is necessary and have put the tracking mechanisms in place to gather additional metrics for future reports. Sustainable business is a journey which we are undertaking and improving as we move forwards. We hope that you gain an insight and understanding through our report as to the many ways that Six Degrees empowers our people, protects the environment, acts with integrity, and supports our community.

Our Year at a Glance

Climate Action
11% reduction
22/23 = 3308.97
Scope 2 CO2e Tonne



Employees
6.5/10
Recommended as a
great place to work

**Carbon Intensity per
Employee – CO2e Tonne**
22/23 = 7.57
21/22 = 8.61



Governance
£0.00 Regulatory fines

Health and Safety
0 – Fatalities
0 – RIDDOR Reports



Quality Education
25 x Apprenticeships
commenced

A Message from our CEO

I am delighted to be able to share in this report some of the inner workings of our business, our aspirations, and how we will deliver lasting value of real importance to our clients, people, and community.

The last few years have been a time of unique challenges, in which I have been equally inspired and impressed at how Six Degrees and the wider business community has shown resilience, confidence and adaptability that has ensured that, even when we face the biggest challenges, we do so confident that we are approaching them in the right way and that we can look back with pride.

During the past year, we've worked with our stakeholders to identify the issues they prioritise most when considering Six Degrees. Off the back of that assessment, we have and continue to build a sustainability strategy with measurable goals and targets aligned to the global targets within the UN Sustainable Development Goals (SDGs).

Six Degrees has always operated with a keen eye on all the core values that are brought together in this report, and we are proud to share our achievements and philosophy with a wider audience in this report.

This is our first of many reports to come. I do hope you find it useful. Should you have any questions, comments or feedback, my colleagues and I will be very happy to hear from you.

Simon Crawley-Trice



A Message from our Chief Legal Officer



Six Degrees stands out as a business that places real importance on its people, its community, its surroundings, and its ethical approach to business: its people care and see the value in all its forms that can be created from having high standards in our approach to delivering a service and constantly looking for ways to improve it.

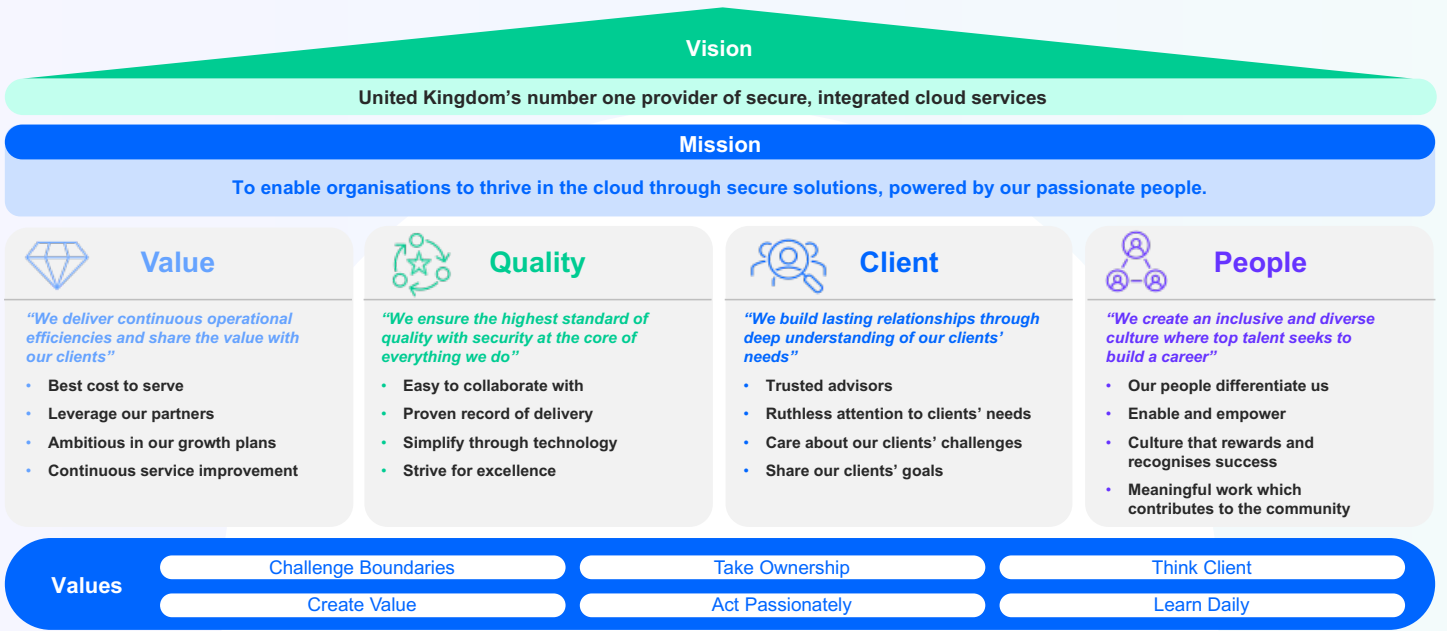
It is refreshing and encouraging that we have the support and encouragement from our shareholders and senior management team, and the belief of our people, enabling us to build our reporting framework and share our successful stories through this report.

Caroline O'Connor

Vision, Mission, and Values

Vision and Mission

The Six Degrees vision is our statement of intent with our mission, strategic pillars and values complementing and assisting us in driving forwards with our clients and our people at the heart of everything we do.



Our Strategic Pillars

Our strategy is built around four key principles which we call our strategic pillars, as shown in the diagram above.

Value: Ensuring we deliver continuous operational efficiencies and share the value with our clients.



Quality: Ensuring the highest standard of quality and security at the core of everything we do.



Client: Building lasting relationships through deep understanding of our clients' needs.

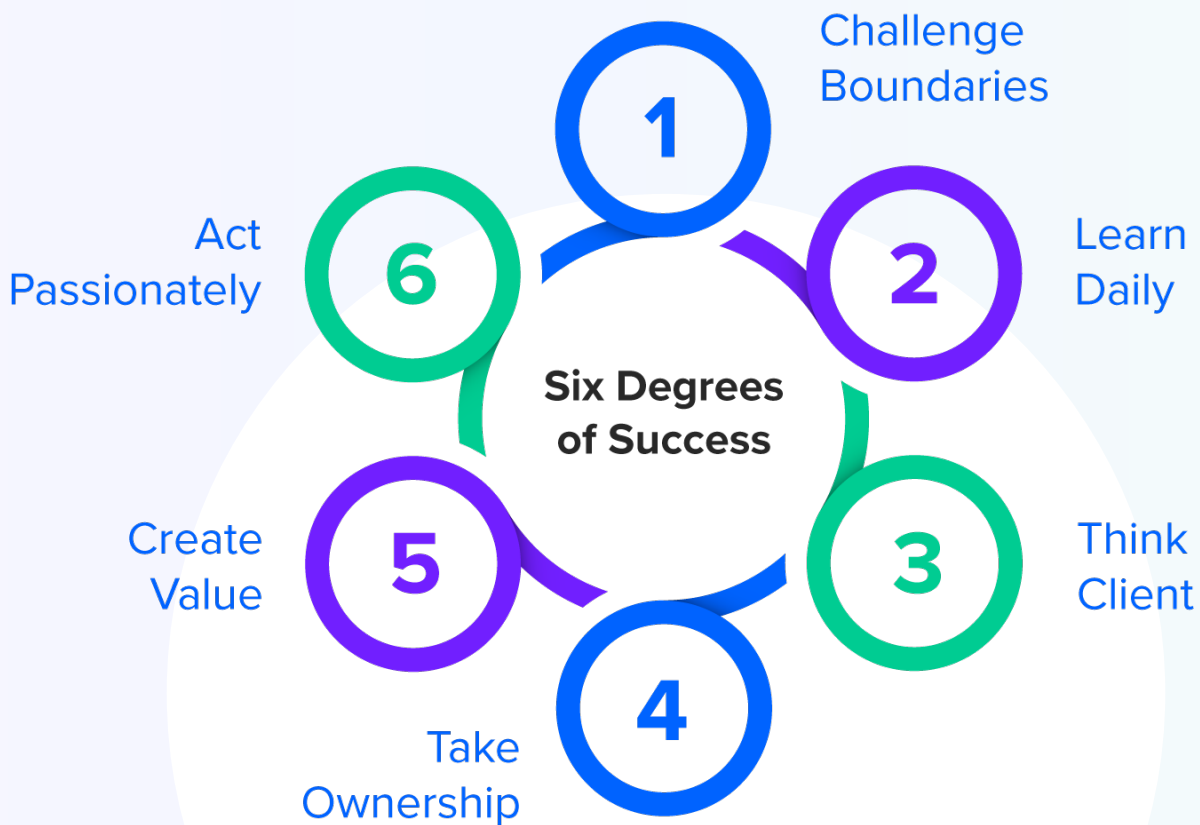


People: Creating an inclusive and diverse culture where top talent seeks to build a career.



Values

To ensure our people stand by our values we embed them into everything we do. Our values are our Six Degrees of Success.



- **Challenge Boundaries:** We operate in a fast-paced industry and challenge the status quo to exceed our clients' expectations and outperform our competition. We believe in setting ambitious expectations and targets, staying ever dynamic, proactively advancing inclusion, and stretching our approach through ensuring diversity of thought to deliver on what our clients will need tomorrow, as well as what works today.
- **Learn Daily:** We encourage each other to keep up to date with the latest technologies and sector trends to ensure we continue to inspire ideas and instil confidence in our clients. We believe every day presents an opportunity to grow, develop and embrace something new, and recognise this can be achieved by appreciating and learning from the diverse backgrounds and experiences of our people.
- **Think Client:** We build long-term relationships with our clients by being innovative, responsive, inclusive and the trusted experts they can depend on. Matching our exceptional service to our clients' needs is paramount and we ensure a collaborative partnership by putting client experience at the heart of everything we do.
- **Act Passionately:** We approach any challenge with positivity, energy, and enthusiasm, while ensuring inclusivity and recognising the benefit that the richness of different contributions and experiences can bring. Sometimes the work we do is challenging but it makes a difference and enables our clients to be brilliant. Leading by example is what we do, and this enables our clients and colleagues to enjoy the journey.
- **Create Value:** Whilst enabling our clients' brilliance is our central focus, we know that their success ultimately depends on our own brilliance. We believe all our people can contribute to value creation, by driving efficiencies and achieving operational excellence through our entrepreneurial, inclusive, and diverse culture.
- **Take Ownership:** We believe in running towards issues and taking decisive and informed action. We take pride in having the courage to be accountable, having the confidence to own outcomes and the integrity to always act fairly, work hard and deliver as promised.

Materiality Assessment

Materiality is defined as 'identified topics that have a direct or indirect impact on the ability to create, preserve or erode economic, environmental, and social value for our business, its stakeholders and society at large'. During July 2023 we carried out our first materiality assessment to help identify sustainability issues that are perceived to be the most important to our stakeholders.

It is our intention to complete a materiality assessment every two to three years to ensure changes in our business, external environment, and stakeholder requirements are reflected in company strategy and enable prioritisation of the issues that matter most to our business and stakeholders.

Our analysis of stakeholder responses and how we define our material issues is based on two conditions:

- It impacts our business significantly in terms of growth, cost, or risk.
- It is important to our stakeholders.

We completed the materiality assessment by way of survey and identified the following as material topics which are being used to apply appropriate strategy, targets, and internal resource:

Environmental

- Environmental protection

Social

- Employee engagement
- Career development and training
- Gender equality and reducing gender inequalities
- Encouraging employees to volunteer

Governance

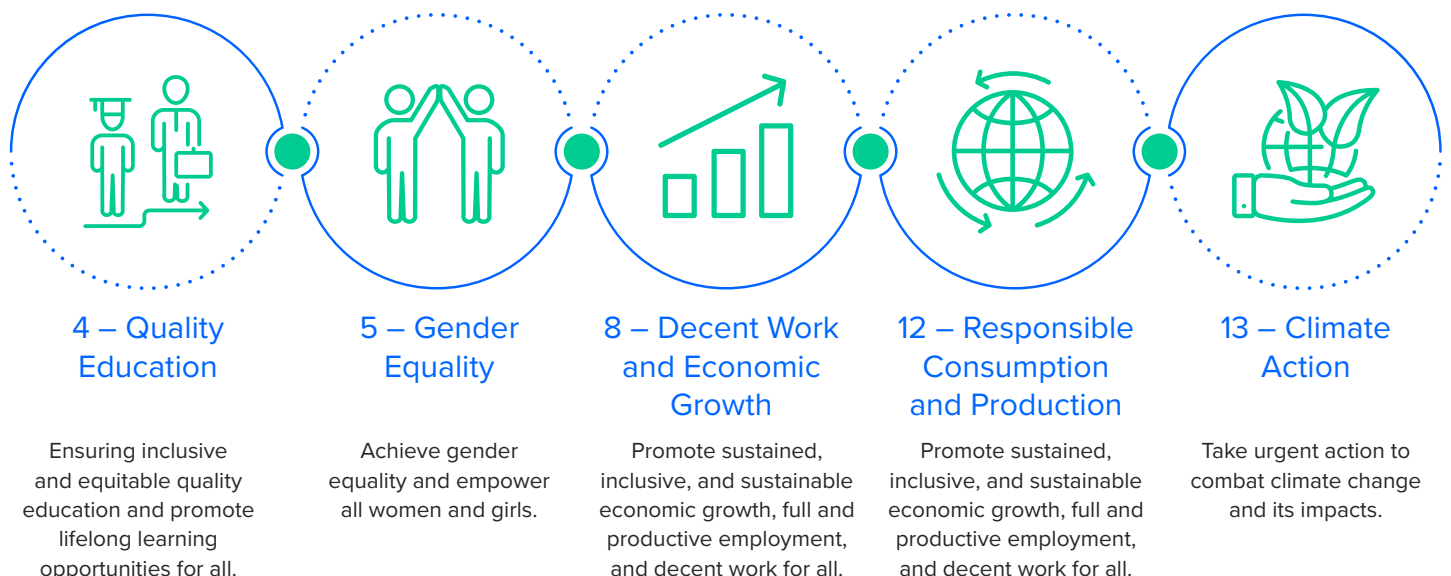
- Six Degrees financial performance
- Continually developing and prioritising ethical business practices
- Creating products and marketing campaigns that contribute to social and environmental sustainability

See Appendix 1 for breakdown of full results.

Sustainable Development Goals

The material aspects identified within our materiality assessment enabled us to identify the relevant UN Sustainable Development Goals (SDGs) from the set of 17 SDGs adopted by the United Nations in 2015 to achieve a better and more sustainable future for all.

We have aligned to five SDGs, each of which contain a range of key performance indicators (KPIs). While we cannot input to all the KPIs, we have identified key aspects aligned to our business operations and set ourselves targets to impact each of the material SDGs positively.



SDG 4 – Quality Education

We recognise that our people and their skills are central to our business, as well as to the growth and personal development of the individual. Training and development play a key role in ensuring our business is highly skilled to deliver our services to our clients, and to ensuring we maintain a high-quality environment for our people.

We are currently encouraging our employees to develop their skills and capabilities through the following programmes:

- Induction program to understand how the organisation operates and how the different job roles fit in with the teams and the organisation.
- Annual appraisals and one to ones to update skills requirements and identify development opportunities.
- Access to the integrated management system to provide relevant information relating to health and safety, business continuity, data protection, information security, and environmental performance.
- Diversity and inclusion mandatory training modules.
- Annual refresher training across a range of subjects, including: Health and Safety, Diversity and Inclusion, Information Security, and Environmental Protection.
- Education and qualification support, including access to budget allocated for specific training and qualifications.

25 Employee Apprentices

We promote a wide range of employee learning through our centralised learning management system and have invested in over 400 external modules in addition to in-house subject matter experts building content, as well as employing apprentices and encouraging existing employees to partake in modern apprenticeships.

25 employees were actively studying through modern apprenticeships in the financial year ending 31st March 2023 where Six Degrees commit a minimum of 20% of each employee's working hours to study.

All employees are provided with mandatory and additional training specific to their development needs throughout the course of each year.

Mandatory training includes four key areas:

- Information security
- Conduct (policy and best practice)
- Health and safety
- Equality and diversity

Each employee has regular opportunities to develop through education and experience with our company-wide Performance Review System ensuring that all employees have regular and proportionate performance reviews and adequate training access to advance their career. Our internal leadership program promotes the development of our staff through learning behavioural and technical skills.



SDG 5 – Gender Equality

We're committed to creating a respectful, fair, and inclusive work environment where every employee can meaningfully contribute to the success and growth of Six Degrees. We recognise the value of a range of views and experiences that mirror the society in which we operate, the breadth of experience and the value it can create in innovation, quality and awareness of our technology solutions and the way we work to deploy them.

Our goal is to enable an inclusive, equitable and culturally competent working environment within Six Degrees. We expect all our people and teams to work together to achieve a highly inclusive and well-functioning, enjoyable place of work with a strategic aim in diversity and inclusion strategy to attract and retain diverse talent. We achieve this by collecting better data to better understand our people, and by considering areas where our people may be over- or under-represented, and putting in place measures to address this which include:

- Reviewing where employment opportunities are advertised and using new suitable sources to encourage a more diverse applicant pool.
- Targeting channels for underrepresented minorities by being more present in local communities, for example schools, colleges, and universities.
- All job adverts run through gender bias language tool.

- Recruitment process clearly communicated on careers page.
- Job descriptions for live recruitment reviewed to ensure only relevant criteria is included and language is accessible.
- All recruitment agencies instructed to provide diverse applicant pool with a goal to ensure every recruitment shortlist contains at least one female who will be guaranteed an interview which assisted us in achieving 28% of new starters being female.
- Forward looking recruitment processes that ensure there are multiple assessors from different perspectives and backgrounds, providing diversity in opinion and an opportunity for candidates to relate to different people at Six Degrees.



We have collaborated with The Employers Network for Equality and Inclusion (ENEI) over the last three years and achieved a Silver TIDE (Talent, Inclusion, and Diversity Evaluation) Award for 2023.

We've been running our Women in Tech group for three years. This group provides a safe and supportive forum for women (and men) across our business to share experiences, gain mentors, attend relevant events, and raise awareness of initiatives and issues that are important to them. This year saw our Women in Tech group organise an evening event 'Insights and Laughs with Toni Kent' as our guest social mobility speaker.



SDG 8 – Decent Work and Economic Growth

In addition to our work with gender equality we focus on providing decent work which in turn assists with progressing towards our financial and strategic goals.

We are proud to say our gender pay gap for FY22 has decreased to 11% – which is lower than the tech industry average of 16%. One of the main drivers behind our decreased gender pay gap is many females joining in higher paid roles and making up more of our senior leadership team than before.

We continue to be committed to diversity and inclusion in all aspects of reward and pay, and providing meaningful opportunities and careers with salary increases awarded in line with gender split, ensuring employees are treated fairly and are valued equally for their contribution.

We launched our internal recognition program, Above and Beyond, awarding a flat rate reward to many of our employees throughout the year. FY22 saw almost 40% of Above and Beyond awards going to females which is higher than our representation of women in the business.



Recognised as one of the UK's Most Loved Workplaces. The list, compiled in collaboration with the Best Practice Institute (BPI), the certifying body for Most Loved Workplaces® recognises the efforts of workplaces that put respect, caring and appreciation at the forefront of their agenda with more than 1.4 million employees surveyed. This award was received after the BPI, on behalf of Newsweek, reviewed a range of data points and employee feedback alongside that of many other organisations in the UK.



SDG 12 – Responsible Consumption and Production

We recognise that providing communications and IT services requires significant amounts of electricity. Every additional connected device and gigabyte of data transmitted or stored represents a potential increase in energy consumption.

We act in a responsible way when advising clients about the products and services we offer, selecting our data centres, and disposing of equipment.

We are licenced to operate the disposal of waste electronic equipment and are certified as a waste dealer and broker under the Waste Electronic Equipment Directive which is intended to reduce the amount of electrical and electronic equipment being produced, and to encourage everyone to reuse, recycle and recover IT and equipment. This means that we operate on the following principles:

- If we give our waste to another person or business then we check they are properly authorised to accept it, for example as a permitted site or a registered waste carrier.
- We make sure the correct documentation is completed for each transfer of waste and that it correctly describes the waste.
- We make sure any waste is safely handled and stored.
- We minimise the environmental impact of waste by prioritising waste prevention, reuse, recycling, and recovery over disposal.

We are taking steps to coordinate social and community opportunities to ensure that reusable technology is deployed effectively into charitable and worthwhile causes for free, or as part of our social value commitment to a local community.

Our data centres must be as efficient as possible, and we continually review environmental aspects within data centres by monitoring the Power Usage Effectiveness (PUE). We have taken the following action to achieve a high level of efficiency at our data centres:

- UPS systems selected based on power factor and efficiency.
- Air conditioning systems use a 'free cooling' system to reduce compressor runtime and make use of natural cold air and are constantly monitored for load levels with configurations adjusted accordingly.
- Electronically commutated fans (EC fans) now fitted as standard to reduce air handling unit fan power requirements.
- Cold aisle containment installed and unused rack blanking installed as standard to control airflow and increase availability of free cooling.

- Data floors are run 'warm' (excluding air supplies to hosted equipment) to improve efficiencies and reduce power.
- Lighting in server rooms and office spaces controlled by presence detectors to minimise redundant illumination.
- Generators selected on basis of efficiency.
- Recycle of internal cardboard and paper.

We've also implemented measures to mitigate extreme weather. These include:

- Lightning protection systems fitted, including surge suppression on the main incoming and external services to mitigate the threat of a direct lightning strike.
- All the air conditioning units or water carrying pipework within the data centres have water leak detection systems to provide early warning of a leak.
- Spill kits available for minor leaks, or access to sump pumps for a major event, and power routing designed to be resilient.
- All the data centres have a comprehensive fire detection system, including combination of ionisation and optical detection sensors, and a fully operational highly sensitive smoke detection.

We have relocated our business away from sites that had the greatest risk of environmental interference whether through flooding or ground movement, such as our data centre in Greenwich, and carry out risk assessments on our sites to ensure we select locations that are suitably secure from risk and mitigated.



SDG 13 – Climate Action

There is clear evidence that man-made greenhouse gasses (GHGs) are having a direct impact on the climate. Six Degrees supports the view that urgent action is needed to address climate change.

As an organisation we have committed to Net Zero by 2050 from our baseline year of 01/04/2021 to 31/03/2022 and we are aiming to reduce our absolute carbon emissions by at least 90% from our baseline year or achieve (and maintain) a carbon intensity metric of <1 tonne CO₂e per employee, whichever comes soonest. This is in line with science-based Net Zero targets. To keep ourselves on track with these long-term targets, we have set the following goals:

- Reduce our Scope 1 and 2 emissions by 50% from our baseline year by 2030.
- Reduce our Scope 3 emissions by 30% from our baseline year by 2026.
- Reduce our Scope 3 emissions by 50% from our baseline year by 2030.

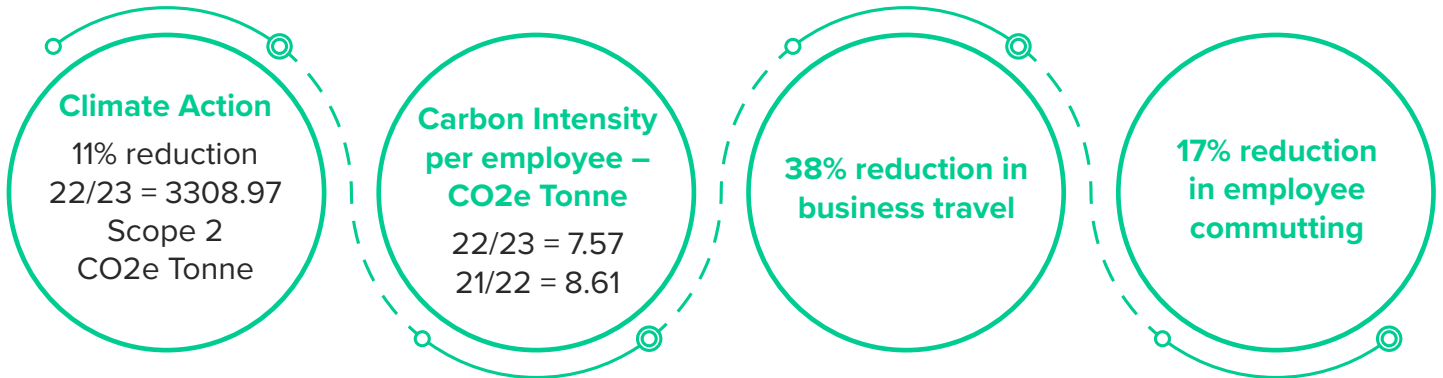
With the introduction of our ESG team we have recorded and targeted ourselves in key areas to focus our activities on reduction of GHG emissions. This also assists us with the Streamlined Energy and Carbon Reduction (SECR) regulation and Public Sector PPN 06/21 reporting.

We publish our Carbon Reduction Plan separately which includes a range of carbon reduction initiatives that are complete, underway, or in planning phase to assist us in meeting our target and in all sites where we control the source of our energy, we use 100% green certified energy.

Where we use metered power provided by a third party, we take steps to encourage transition to a green certified source.

The Six Degrees ESG team takes the lead in communicating and leading activities across our business to drive positive reduction of our overall emissions.

We are aligned to International standard ISO 14001 and intend to certify during 2024.



360 Group

We have created our very own 360 Group from different areas of our business, combining colleagues with different backgrounds, experiences and views who meet regularly to focus on developing three core initiatives across our organisation:

Including Everyone, Everywhere

Healthy Minds, Healthy Lives

For the Benefit of Others

With the aims and objectives of:

- Promote and raise awareness of diversity and inclusion (D&I) issues.
- Promote and raise awareness of mental health and well-being issues.
- Establish and deliver on initiatives for charity fundraising, CSR, and environmental improvements.
- Enable better engagement with our people and drive cultural changes.

- Provide a sense of community and the opportunity to network with colleagues.
- Provide a collective voice on any issues our people may be facing.
- Ensure our people are more involved in activities and decisions that impact the working experience.
- Support people to feel that they can be themselves at work.
- Enable our people to feel proud that they work with a business that is helping the wider community.
- Provide a two-way communication channel between the organisation and its people – to help inform strategy and policies, while leading on and delivering meaningful initiatives.

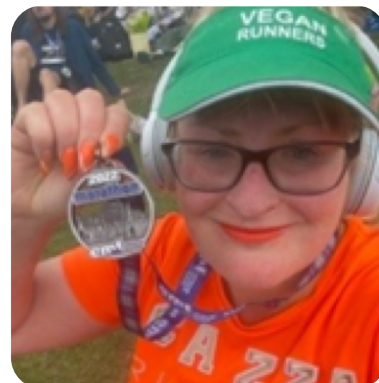
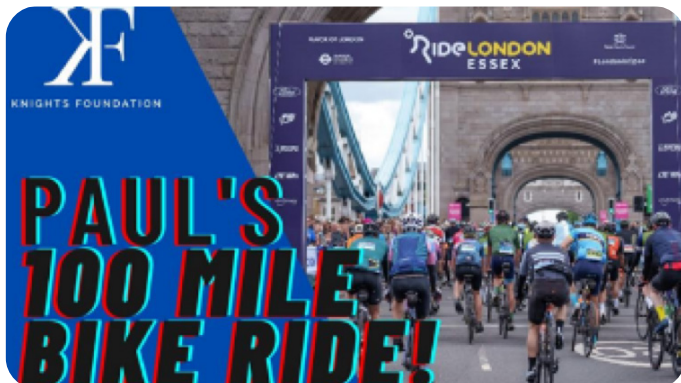
Throughout each year the 360 Group focuses on specific activities that everyone can be part of including, for example, religious celebrations, Pride month and International Women's Day, and advertises a calendar of special days and events that all employees are invited to take part in.

As part of our Healthy Minds, Healthy Lives structure we provided a range of exercise and informational classes with our employee benefits provider Vitality including yoga classes and summer family workout, nutrition made easy, mastering the weekly shop, and an optimal gut health nutrition information session.

We are on a mission to benefit others and have set ourselves an ambitious 2025 target with MacMillan Cancer Support to raise £25k through events such as step challenges and coffee mornings.

MACMILLAN CANCER SUPPORT

Our volunteering policy enables employees to take paid time to participate in events for causes that mean something to them, and this is also a great way of contributing to local communities and wider charitable organisations. Recently employees have completed fundraising for The Anthony Knights Foundation, a charity which gives disabled families a wonderful break away in The Knights Foundation Lodge and running the London Marathon to raise money for the British Heart Foundation.



Operating Responsibly

At Six Degrees we are committed to ensuring our business operates ethically, lawfully, and with integrity, as this is critical to our long-term business success.



Supply Chain Partners

We work with our supply chain to ensure integrity by managing legal, social, ethical and environmental risks. We encourage those who work directly with us to maintain sustainable business practices and regularly review their progress.



Health and Safety

Ensuring that our people are healthy and safe is a strategic imperative. We promote our positive approach to health and safety by adhering to regulations, sharing policy throughout our employee and contractor base, and having appropriate contractual arrangements.



Anti-bribery and Corruption

Six Degrees does not tolerate any form of bribery or corruption. We prefer to walk away from a business opportunity than engage in perceived or actual corruption. We maintain and train our policy throughout the business and onwards to our suppliers and contractors.



Privacy and Cyber Security

Our strict governance and compliance controls ensure protection of our clients' data. We respect privacy and proactively manage security risks to ensure we remain compliant to regulatory requirements and best practice frameworks.

Supply Chain Integrity

We have a range of direct suppliers that assist us in meeting our business and client needs. We rely on complex and multilayer supply chains with our direct suppliers often having multiple suppliers of their own, who in turn rely on multiple suppliers. Intermediaries are also involved in our supply chain such as distributors who are connected at various points.

We work to manage integrity in our supply chain by analysing and acting upon the various legal, social, ethical, and environmental risks that can be identified, and we encourage our direct suppliers to adopt sustainable business practices and work with us to ensure safe and legal working practices and positive environmental impact.

Safety in our supply chain is critically important, so we have comprehensive measures in place and designed to make sure everyone who works for us does so in a safe and lawful way. We reinforce this culture across our supply chains through close working relationships and contractual arrangements to meet at least the same standards as us.

We believe that engaging directly with suppliers through regular monitoring and reviews is one of the most effective ways of building partnerships and improving performance, and we work to improve process and strengthen our joint working practices.

Our Procurement and Compliance departments together centrally manage the provision of new suppliers and support the needs of our whole business. The Product Team manages the ongoing reviews and improvement process for each critical supplier.

A supplier cannot be engaged without the full on-boarding process and risk assessment across environmental, social, information security, and governance being completed. This process is designed to provide an objective and consistent approach to supplier on-boarding prior to the commencement of contractual negotiations and creates a risk level based on the answers provided by the suppliers. We do not engage with very high-risk suppliers.

Health and Safety

We have an excellent record in our approach to health and safety (H&S) and take appropriate and proportionate steps to keep our employees safe. We are committed to managing H&S effectively to protect our employees and other persons with whom we interact because we recognise that we have not only a moral and legal duty but also that our people are our greatest asset.

We promote a positive H&S approach across the business by engaging employees through training and regular updates. All employees undertake an annual review of policies and procedures relating to H&S.

Accident and near miss data is collected centrally and all reports are investigated and wherever possible mitigated or processes updated to avoid a recurrence.

As we continue to develop our agile working practices we promote the importance of adhering to good practice in our homes as well as the office and client sites; we regularly review regulation to keep our people healthy and safe in all locations and while completing all types of activities.



Governance and Risk Assessment

Our Chief Executive Officer takes overall responsibility for adherence to policies and preventing bribery and corruption throughout our organisation and is supported by the Executive Leadership Team, senior leaders, and the Audit and Risk Committee.

Adherence to published policies is monitored through regular internal and external audits aligned to International Standard ISO 9001 – Quality.

The compliance team and risk committees throughout the business assist the Audit and Risk Committee to fulfil their responsibilities with regards to risk management and policy compliance with regular reviews being completed during each year.

Privacy and Cyber Security

We recognise that privacy and information security is a top priority for client confidence, legal, regulatory, and contractual compliance, and for the protection of the Six Degrees brand.

Our commitment to privacy and information security is a vital part of our responsibility to clients and employees and is central to our Information Security Policy that all employees must adhere to. Our privacy commandments include:

Privacy by design

Limit collection

Secure data

Respect rights and freedoms

No unauthorised disclosures

Protect confidentiality

Contractual compliance at all times

Our privacy approach is governed by compliance with relevant data protection regulations and respect for individuals' rights and freedoms. This includes:

- **Accountability:** The overall responsibility lies with our Chief Executive Officer, who is responsible for ensuring compliance with regulations, assisted by the Executive Leadership Team and the Legal team. At departmental level implementation of policies and procedures resides with the department leads.
- **Assurance:** Six Degrees has been awarded a range of widely recognised certifications which are subject to a schedule of external audit and testing each year, including:
 - ISO 27001 – Information Security
 - ISO 22301 – Business Continuity
 - ISO 9001 – Quality
 - Cyber Essentials Plus
 - PCI DSS (limited scope)
 - SOC II
 - CREST
 - CHECK
- **Transparency:** Our privacy notices and communication provide straightforward, easy to understand information for our clients and employees.
- **Engagement:** We actively engage with key stakeholders to share best practice and learn from our partners.

We use a combination of fixed, mobile, cloud and hosted services to provide reliable and secure products and services to our clients and manage our internal business. Our approach to cyber and information security with our integrated management system ensures our processes, procedures and people safeguard our company and client information.

Our cyber and information security controls are integrated by design and risk management which is central to our approach and fundamental to maintaining the security of our business and services. We assess business strategy, new products and services, regulations and cyber threats which includes horizon scanning.

Our Security Operations Centre (SOC) is fully involved in the review and monitoring of all aspects of cyber and information security and detection and response to cyber threats.

Our infrastructure is independently tested by a qualified third party, at least annually, to ensure effectiveness and conformity to our range of security accreditations and client contractual arrangements. An important part of cyber and information security is the knowledge and actions undertaken by our employees. To ensure best practice is embedded we regularly run our employee security awareness training program which includes:

- Initial induction and at change of role where we include training for policies and procedures.
- All employees undertake mandatory annual refresher training and policy review.
- Where a technical role requires additional security clearance, additional training is provided in the relevant aspects.
- A regular communication and reporting structure is in place with updates on key themes.



Our policies are underpinned with a range of policy standards that everyone adheres to including:

Policy Name	Description
Acceptable Usage	Rules and user responsibilities for the acceptable usage of the corporate network, email, and internet.
Access Control	Mechanisms in place to assure that all systems have secure access controls enabled. This is supplemented with the Access Controlled Systems and Password Management Details document.
Agile Working	Policy covering the provision of facilities to enable remote staff, working for or on our behalf, to have secure and reliable access to any of the information systems which they have been authorised to use, provision of equipment, and manager and employee responsibilities.
Asset Management	Framework for the appropriate and effective management of IT equipment (hardware and software) from procurement to disposal with Six Degrees.
Back Up and Restore	The approach to providing a robust backup regime for all IT systems. This further details the methodology and approach to backing up media.
Call Recording	Details of how and when calls are recorded.
CCTV	How CCTV is used and accessed throughout Six Degrees.
Change Enablement	How we plan and enable changes to achieve maximum positive impact.
Communications Policy	How and what we communicate both internally and externally for effective management and direction of IMS Management System and company certifications and accreditations.
Cookie Policy	Privacy notice and cookie policy on Six Degrees website.
CSOC Data Handling Policy	How CSOC adhere to HMG data handling guidelines.
Data Protection	The requirements for Six Degrees and its employees with regards to the Data Protection Act 2018 and General Data Protection Regulation.
Encryption	Controls that are utilised within Six Degrees that employ forms of encryption.
Firewall Policy	How Six Degrees secures access to and from its environments.
Forensic Readiness	How we enable consistent and rapid investigation of major events or incidents and proactively plan, gather, and store evidence in advance of need.
Information Classification and Handling	Details what is classified for documentation, electronic information, and hardware.
Incident Management	How security incidents are categorised, the reporting mechanisms and actions to be taken should an event occur.
Media Handling and Disposal	Processes and guidelines all Six Degrees staff must follow when handling media.
Mobile and Bring Your Own Device (BYOD)	Requirements and acceptable criteria for members of staff to utilise their own devices. This includes (but not restricted to) smart phones, tablets, and laptops.
Mobile Working	Security arrangements for devices when working outside of the office.
Mobile Working – Public Sector	Security arrangements for devices when working outside of the office when accessing specific Public Sector information.
Monitoring and Logging Policy	Framework for monitoring and alerting, allowing for the timely detection of and response to unauthorised information processing.
Network Architecture	The types of networks deployed within Six Degrees and the effective monitoring and measuring of the networks for reliability and efficiency.
Password	The rules in place dependent on which systems are being used and advice and best practice for the passwords to be implemented by users and managed by the IT Department.
Patch Management	Identifying patches, testing and notification prior to implementation.
Physical and Environmental Security	Framework for the physical and environmental security of all locations.

Policy Name	Description
Physical and Environmental Security (CSOC)	Framework for the physical and environmental security of all locations.
Retention	Six Degrees management of equipment, records and documents including retention periods and methods of disposal and destruction.
Risk Management	The overall approach to risk management within Six Degrees and a framework for ensuring consistency in the identification, assessment, reporting and on-going review of risk.
SC Clearance Tier 2	How access is granted, and data managed within the OFFICIAL SharePoint site.
Secure Build Policy	Security measures that are implemented when building and installing computers and network devices to reduce unnecessary cyber vulnerabilities.
Secure Design Principles	Secure engineering principles that Six Degrees has established to ensure that security is designed into all layers of their information systems.
Secure Development – Corporate Systems	Requirements and information to be considered and addressed when developing software and or scripts within both the production environment and testing environments.
Software Development Lifecycle	Standardisation of software development for all enterprise-level applications and services using industry leading practices.
Supply Chain Remote Access	How we provide access to third parties to provide support for our client installations.
Sustainable Procurement and Supplier Management	How Six Degrees approach supplier management and the criteria for supplier evaluation including our approach to sustainable procurement.
Starters, Movers, and Leavers	Actions and responsibilities for employees starting, leaving, or moving throughout Six Degrees.
Threat Management	How we manage threats and implement preventative measures.
Vetting	Who has security vetting and the standards it is completed to, based on access requirements.





Sustainability Accounting Standards Board (SASB) Disclosure

We have chosen to use SASB as our main disclosure as the information contained within it is widely recognised and provides industry specific measurements to aid in comparison with other organisations.

For our initial report we are presenting a range of selected statistics, which we will be building upon for future reports.

Six Degrees is predominantly a Software and IT company. Telecommunications Services prompt an additional Relevant Issue in Materials Sourcing and Efficiency, and the following table covers both combined Software and IT Services and Telecommunications.

Environmental Footprint of Hardware Infrastructure

*Software and IT disclosure only.

Disclosure Code	Metric	2023
TC-SI-130a.1	Total energy consumed – Gigajoules (GJ)	57,836.43
TC-SI-130a.1	Percentage grid electricity	100%
TC-SI-130a.1	Percentage renewable	45%
TC-SI-130a.2*	Total water withdrawn – thousand cubic metres	See TC-SI-130a.3
TC-SI-130a.2*	Total water consumed, percentage of each in regions with High or Extremely High Baseline Water Stress	0%

Discussion of the integration of environmental considerations into strategic planning for data centre needs:

Six Degrees’ strategic environmental approach is to ensure that there is a high degree of corporate efficiency and establishing where possible a high degree of alignment between commercial and environmental outcomes. For example, we are improving the efficiency of our estate by consolidating sites and maximising utilisation across our data centres, selecting power provision from renewable sources.

TC-SI-130a.3* In determining our data centre location strategy, we have consolidated to sites that have a higher level of physical and environmental security (against the risks of climate change) and we are in sites that have good access to green certified power and water where there is a low level of water stress. Six Degrees implements a range of PUE measures as described in the body of this report. We operate gas-based air conditioning system and cold air management, meaning we do not place undue reliance on water extraction as part of our data management solutions.

We are taking long term environmentally conscious decisions by ensuring that environmental improvements are implemented balanced with the economic life of an asset (for example, as a component of our decision making: balancing potential efficiency gains against the environmental cost of disposal and replacement of infrastructure). However, when making new investments environmental performance is included as a material factor and our sustainable procurement processes include a full risk assessment of suppliers for the full life of equipment provision and locations in addition to whole company assessment of carbon footprint and progress towards net zero targets. Suppliers, based on overall risk factor and criticality of supply are regularly reviewed to assess on-going risk and progress with improvements.

Data Privacy and Freedom of Expression

Disclosure Code	Metric	2023
	Description of policies and practices relating to behavioural advertising and customer/user privacy:	
TC-SI-220a.1	Six Degrees does not undertake any behavioural advertising or use client information in any way other than in accordance with contractual arrangements which is normally for Account Management and Billing purposes. We certify to International Standard ISO 27001 – Information Security and ISO 9001 – Quality and maintain our policies, procedures, and training to cover the certification and regulatory requirements in place. Client data is not used for secondary purposes, all purposes are covered by contract or consent.	
TC-SI-220a.1	Number of users whose information is used for secondary purposes	0
TC-SI-220a.3	Total amount of monetary losses as a result of legal proceedings associated with customer/user privacy	0
TC-SI-220a.4	Number of law enforcement requests for user information	0
TC-SI-220a.4	Number of users whose information was requested	0
TC-SI-220a.4	Percentage resulting in disclosure	0%
	List of countries where core products or services are subject to government-required monitoring, blocking, content filtering, or censoring:	
TC-SI-220a.5*	We provide telecoms services as a primary provider in the UK only. We are registered with various national regulators as a telecoms operator, where we generally provide services on a secondary basis, and we do not apply government mandated processes.	

Data Security

Disclosure Code	Metric	2023
TC-SI-230a.1	Number of data breaches	1
TC-SI-230a.1	Percentage involving personally identifiable information (PII)	0%
TC-SI-230a.1	Number of users affected	0
	We manage security risk in accordance with best practice with identified risk flowing from operational level to Audit and Risk committee for further assessment and review where the risk is identified at a critical risk level in accordance with our measurement process which assesses the likelihood and significance of each risk.	
TC-SI-230a.2	We are certified to a range of security standards to ensure we maintain robust management of risk compliance and reporting including: ISO 22301 – Business Continuity, ISO 27001 – Information Security, Cyber Essentials Plus, PCI DSS (limited scope), PSN (Public Services Network), SOC 1 and SOC 2, CREST, CHECK.	

Recruiting and Managing a Global, Diverse and Skilled Workforce

Disclosure Code	Metric	2023
TC-SI-330a.1	Percentage of employees that are foreign nationals	10.7%
TC-SI-330a.1	Percentage of employees that are located offshore	0%
TC-SI-330a.2	Employee engagement as a percentage	86%
TC-SI-330a.3	Percentage of gender group representation for management	69% male 31% female
TC-SI-330a.3	Percentage of racial/ethnic group representation for management (who have declared ethnicity data)	8.5%
TC-SI-330a.3	Percentage of gender representation for technical staff	93% male 7% female
TC-SI-330a.3	Percentage of racial/ethnic group representation for technical staff (who have declared ethnicity data)	35%
TC-SI-330a.3	Percentage of gender representation for all other employees	51.5% male 48.5% female
TC-SI-330a.3	Percentage of racial/ethnic group representation for all other employees	8.5%

Intellectual Property Protection and Competitive Behaviour

Disclosure Code	Metric	2023
TC-SI-520a.1	Total amount of monetary losses as a result of legal proceedings associated with anticompetitive behaviour regulations	£0
TC-TL-520a.2	Average actual sustained download speed of owned and commercially associated content	N/A
TC-TL-520a.2	Average actual sustained download speed of non-associated content	N/A
TC-TL-520a.3	<p>Description of risks and opportunities associated with net neutrality, paid peering, zero rating, and related practices:</p> <p>As a business-to-business provider we do not provide directly to end users or maintain the download speeds as these are provided by our suppliers for the business product or service provided.</p>	

Managing Systematic Risks from Technology Disruptions

Disclosure Code	Metric	2023
TC-SI-550a.1*	Number of performance issues	Not yet reported
TC-SI-550a.1*	Number of service disruptions	Not yet reported
TC-SI-550a.1*	Total customer downtime	Not yet reported
	Description of business continuity risks related to disruptions of operations:	
	<p>Business continuity refers to the processes and methodologies which are designed and implemented to protect Six Degrees provision with the minimum of disruption. Any loss of utility, service, connectivity, or catastrophic event that causes an interruption to normal operations and has one or more of the following attributes as contained within the Business Continuity Plan:</p> <ul style="list-style-type: none"> • Requires additional communication resource outside of normal incident management procedures to resolve, • Impacts more than 50% of employees, • Impacts one or more Six Degrees locations, • Impacts multiple customers. <p>The list of Business Continuity Events is reviewed annually, and should an incident occur that is not covered and subsequently assessed as requiring inclusion, a process for resuming business will be included within the Business Continuity Plan.</p> <ul style="list-style-type: none"> • Loss of key staff • Loss of access to premises • Interruption of critical business processes <p>For example:</p> <ul style="list-style-type: none"> • Building Inaccessibility • Civil Unrest • Cyber-Attack • Fire Event • Flood or Water Event • IT Infrastructure and Third Party Applications Outage • Natural Disaster • Pandemic/Epidemic • Prolonged Power Outage • Service Desk Outage • Severe Weather Disruption • Terrorist Attack 	
TC-SI-550a.2*		
TC-TL-550a.1*	System average interruption frequency	Not yet reported
TC-TL-550a.1*	Customer average interruption duration	Not yet reported
	Discussion of systems to provide unimpeded service during service interruptions.	
TC-SI-220a.4	Systems are installed in a high availability model wherever appropriate to minimise any disruption to services.	
	Monitoring is in place and regular review of centralised installation for customer provision.	

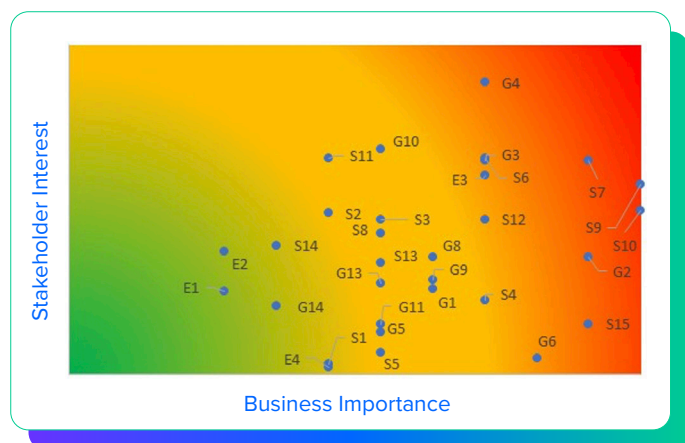
Product End of Life Management

Disclosure Code	Metric	2023
TC-TL-440a.1	Materials recovered through take back programs	Not yet measured
TC-TL-440a.1	Percentage of recovered materials that were reused	Not yet measured
TC-TL-440a.1	Percentage of recovered materials that were recycled	Not yet measured
TC-TL-440a.1	Percentage of recovered materials that were landfilled	Not yet measured



Appendix 1 – Materiality Survey Results

Combined Results



ESG Ref	Topic – Environmental
E1	Six Degrees impact on climate change and the environment
E2	Product and service innovation
E3	Environmental protection
E4	Clean energy emissions
E5	Recycling, waste management and waste reduction
E6	Clean water
E7	Energy consumption, monitoring and efficiency

ESG Ref	Topic – Social
S1	Attracting, developing, rewarding and retaining employees
S2	Six Degrees' impact on society
S3	Working with vendors/suppliers that value diversity and good working conditions
S4	Privacy and security
S5	Ensuring we consider people with the widest range of capabilities as Six Degrees team members
S6	Diversity, inclusion and belonging
S7	Employee engagement
S8	Work life balance
S9	Career development and training
S10	Human rights protection
S11	Animal rights protection
S12	Reducing poverty and hunger
S13	Affordable quality education and training for all
S14	Access to technology for all
S15	Encouraging employees to volunteer
S16	Speaking up for those without a voice in wider society

ESG Ref	Topic – Governance
G1	Business conduct, ethics and regulatory compliance
G2	Six Degrees financial performance
G3	Continually developing and prioritising ethical business practices
G4	Creating products and marketing campaigns that contribute to social and environmental sustainability
G5	Trust and transparency both internally and externally
G6	Customer satisfaction
G7	Quality of products and services
G8	Business growth and stakeholder value
G9	Delivering long term value to our customers
G10	Gender equality and reducing gender inequalities
G11	Pay equity
G12	Influencing public policy
G13	Donating money
G14	Encouraging employees to donate money



Area Results

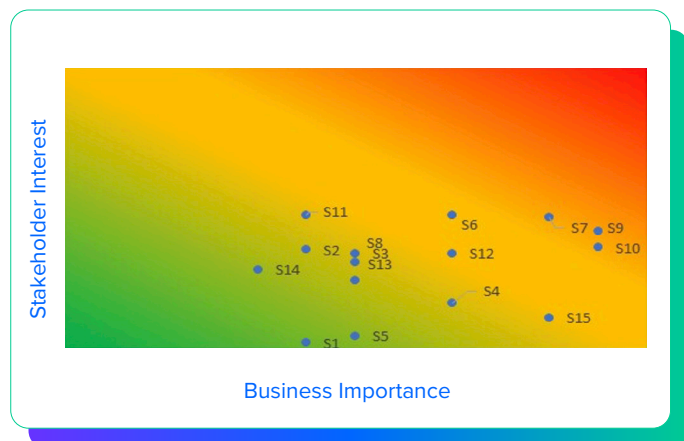
Environmental



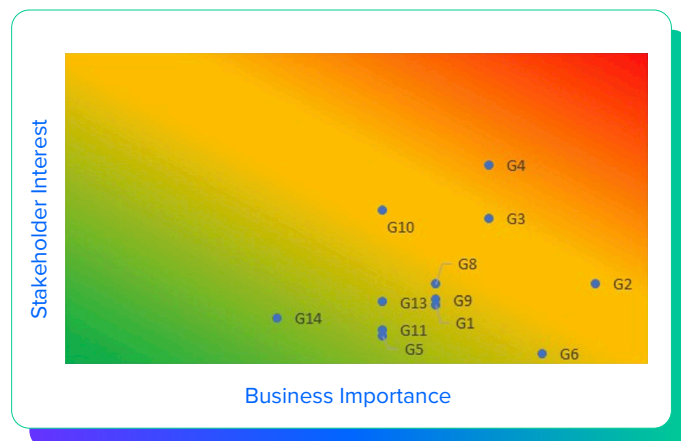
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E7	Energy consumption, monitoring and efficiency

Area Results Continued

Social



Governance



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Six Degrees

Protecting UK organisations and helping them
thrive in the cloud by giving them secure
platforms to innovate and grow.