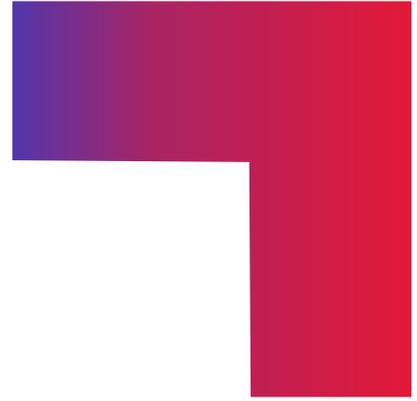




# CGI UK Social Value Review FY21





# Welcome

## **Hello and welcome to the CGI UK Social Value Review 2021.**

Inside you will find a collection of wonderful examples detailing how our people, our clients and our partners have positively contributed to society and the environment over 2021 – another exceptionally challenging year for many. Yet despite, or perhaps even because of this, we at CGI have continued to focus on social good both in and outside of our ‘business as usual’ to great effect.

Social Value is a concept that was formally defined by the UK Government several years ago, representing a set of specific criteria for use by business in the procurement process. Yet the term can also mean so much more which is why although we have structured this review in line with the Government’s Social Value criteria. The examples featured highlight some of the work we do to benefit both society and the environment. All of this is in line with the organisational Responsible Business strategy.

At CGI UK, we believe that business has an obligation to act responsibly, a belief which is realised across our organisation. As such Responsible Business is present in our operating practices, the innovative solutions we provide to clients, the partnerships we hold with third parties and the roles we play in the communities in which we live and work.

Our approach is focussed on three distinct pillars: Climate, People and Communities. But an equally important foundation is our approach to Responsible Operations, ensuring we meet or exceed legal obligations for good governance and participate in important voluntary measures such as the UN Global Compact and Sustainable Development Goals.

This joined up approach puts Responsible Business at the heart of everything we do. It helps us to achieve the ‘CGI dream’ of creating an environment in which we all enjoy working together and contributing to building a company we can be proud of.

As such, Social Value is a central part of this approach and I do hope you enjoy reading details of how we have brought this to life.

Best wishes

**Tara McGeehan**

President, CGI UK and Australia

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# Social Value and Responsible Business at CGI

In 2012, the UK Government introduced the Public Services (Social Value) Act that required organisations who commission public services to consider how they could also secure wider social, economic and environmental benefits. Since then, things have evolved and the current Social Value Model has five clear areas and associated Government intended policy outcomes.

This report focuses on highlighting the work we do that contributes to social good and to showcase some of our activities we are most proud of.

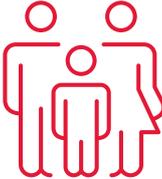


## Responsible Business at CGI UK



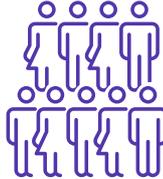
### Climate

Striving to protect the environment through responsible operating practices, delivering sustainability solutions for clients and committing to net-zero carbon emissions by 2026



### People

Using our skills from the technology sector to inspire people in their careers and to support their wellbeing, while encouraging others to work in technology too



### Communities

Taking our skills and resources as a leading IT and business consulting services company and using them to make a positive difference

## Responsible Operations Operational, governance, legislative and voluntary responsibilities

# COVID-19 recovery

Throughout 2020, we worked to assist those affected by COVID 19 by transitioning our outreach programmes to focus on supporting community groups to recover from the impact of the pandemic.

Building on this in 2021, as the world attempted to return a little closer to normal, we continue to support our clients, local communities and charities, with our activity designed to assist their continued recovery and their economic sustainability too.

## Upskilling in Wales



We've recently introduced a new Academy programme to support in professional training and recruitment in our Bridgend, Wales office. Members who are interested in progressing in a help desk role to technical role, or new potential candidates who slightly fall short of the standard required to join CGI in a technical support role are offered a place at our Academy Training, a bespoke two-week training programme after the initial two-week induction. Since its inception last year, 63 candidates have taken the course, increasing their skills and development opportunities.

**“Being able to attend the Academy Training course has meant I have been able to learn new and interesting skills and further improve my confidence and career opportunities”**

**Course attendee**

We're continuing to offer the course to support local skills development in Bridgend and candidates looking to start a new technical career journey.

## EmployABILITY



CGI's EmployABILITY programme helps students currently underrepresented in technology to build the skills needed to pursue a successful career in the exciting world of STEM. The programme helps them to gain industry insight, connect with STEM professionals and prepare for the world of work by learning about CVs, interviews, networking and more.

**“EmployABILITY is equipping the STEM workforce of tomorrow with the skills for a bright digital future”**



## Agent Academy

### We're proud to work with social enterprise Agent Academy to help support the creation of 700 new jobs.

Following our announcement to support the UK's levelling up agenda by creating up to 700 new jobs across the UK, particularly in the North, CGI has joined forces with Agent Academy. An award-winning social enterprise based in the North West of England that provides industry-designed training for people to secure emerging jobs, our partnership with Agent Academy will help to deliver new opportunities for young people who are underrepresented in the sector.

Opening up a pathway into careers within CGI for young people, who previously felt 'locked out' of industry. It comes in response to growing industry demand for a skilled workforce,

especially in emerging new digital roles, at a time when demand for tech professionals in the UK has increased by 10% in the first six months of 2021, according to new research. This new approach gives CGI the chance to discover future talent, by opening opportunities to young people who wouldn't otherwise know that these careers exist.

Earlier this year, we partnered with Agent Academy and set a challenge for 20 programme participants to work on a challenge for the 12-week programme. The brief was for a group of young people to come up with digital innovations ideas to improve the lives of other young people in the North West. To help solve their brief, the learners gathered insight and expert advice from the senior leaders they met. Their findings have been presented at an event attended by regional and industry leaders. CGI has also committed to recruit new hires from Agent Academy following the completion of the programme.

“Our new partnership has opened up a pathway into careers within CGI for young people who previously felt ‘locked out’ of industry and will help support the creation of 700 new jobs.”

- We donated 559 laptops to charity to distribute to students across the UK
- Mentored 550 students via Fast Futures and the Social Mobility Foundation
- Made PPE donations including visors and sanitizer for community groups

# Tackling economic inequality

**Economic inequality is an extremely complex problem, and never has it been more in the spotlight than today with the Government's approach to 'Levelling Up' regularly in the news.**

According to The Equality Trust and 2018 ONS data, households in the bottom 20% of the population had an average disposable income of £12,798 whilst the top 20% had £69,126. Meanwhile, the Institute for Fiscal Studies (IFS) stated that: "On a wide variety of measures, regional disparities in the UK are greater than in most comparable countries". It's clear that finding ways to tackle economic inequality and address the differences between groups in society is critically important, which is why at CGI we are working on programmes designed to do just that.

## FastFutures



Avado's FastFutures is a social venture that believes everyone should have the same opportunity to shape their future whatever their background. Through a free-to-access development programme the organisation supports young people, regardless of their background or geographical location, to develop the skills needed for employment whilst simultaneously helping to address skills gaps for employers.

Throughout 2021, CGI has been an active participant in the programme, offering collaborative projects, interview practice and virtual site

visits, so that young people can gain insight into the workplace and come away with valuable knowledge gained through exposure to different communities and perspectives.

Young people aged between 18 – 24 spend around 10 hours a week participating in a wide range of educational modules including one-to-one mentoring provided by individuals from CGI who, having joined the programme as a corporate partner in 2020, have as of December 2021, seen more than 500 members act as mentors, supporting more than 550 young people.

## Supporting social mobility at CGI



In October 2021, CGI announced that we would continue to increase our investment and commitment to our UK operations with plans to create over 700 new jobs across the UK over the next 12 months.

Aligned to our strategic metro market model, based on creating value for the communities in which CGI operates, we are supporting the UK Government's "levelling-up" agenda by locating a significant majority of these new jobs in the North of England, as well as building on existing investment by growing our presence in Scotland and Wales.

## Supporting social enterprise



We recognise that we can make a difference to the communities around us by buying from UK based social enterprises and showing them our support in the great work that they do, so where possible we include social enterprises in our supply chain.

As members of Social Enterprise UK – the national membership body for the biggest network of social enterprises in the UK, we have access to hundreds of social enterprises that we can use to enhance our supply chain, donate to, and support

through various business activities. Hosting networking events, training events and local and national campaigns, we are proud to be members of a network that recognises the value of social enterprises and actively encourages their success. In 2021, this has seen us supporting social enterprises including Divine Chocolate, Redemption Roasters & Social Stories Club.



**Social Enterprise UK**  
Supporting Member

- During 2021, we hired **143 people** into Early Careers; **14 apprentices, 19 Industrial placements** and **110 graduates** to support client delivery across the UK. We are proud to work with Aston University, Edinburgh Napier University, Glasgow Caledonian University and the University of Winchester to deliver our Graduate/Degree Apprenticeship Programmes.
- CGI is a global signatory of United Nations Global Compact and in the UK, the Tech Talent Charter and the Working Forward Pledge.
- CGI has been accredited Living Wage employer since November 2019
- Winner at Wales STEM award

## STEM Camps/Stem from home



At CGI we are committed to tackling workforce inequality so that careers in STEM are accessible for all. This is the philosophy behind our full and half day in person STEM camps held across the UK in partnership with local schools and communities. Since the advent of Covid-19, we recognised a need to pivot this activity from in-person to online, and so STEM from Home was born.

Featuring a growing collection of activity packs, we sought to ensure that being 'locked down' didn't mean being 'locked out' for those seeking STEM based opportunities to learn. The series of STEM based activity packs, aimed at students aged 6-14, are free to access and cover all aspects of STEM; coding, environmental sustainability and robotics with weekly activities featuring technical, practical and physical elements.

**And with as many as 180,000 copies of the packs downloaded since its inception, it's clear that STEM from home really 'packed' a punch!**

# Fighting climate change

**CGI is passionate about protecting the environment and also recognises that a strong commitment to sustainability is not only essential for the future of our planet, but also for attracting and retaining clients and professionals. That's why we were pleased to be an active member of the COP26 Business Leaders Forum this year, collaborating with cross-sector businesses on climate change and sustainability to create a better for all.**

## Road to net zero



CGI Global has committed to achieving net zero emissions by 2030 with respect to carbon emissions (scope 1, 2 and business travel scope 3) under its direct and indirect control. This 2030 target date is 20 years earlier than the target date set by the United Nation's Paris Agreement on Climate Change.

In the UK our strategy consists of three strands:

1. Achieving Net Zero for our own operations by 2026.
2. Setting Science Based Targets we will focus and prioritise on actual emission reductions. We will supplement, but not substitute, our emission reduction activities, by neutralising our remaining residual emissions by investing in verified carbon removal projects.

3. As the Science Based Targets Initiative (SBTi) guidance and criteria continues to be reviewed and updated in line with the latest climate science, we will align our Net Zero strategy and look to set additional absolute reduction targets for our full value-chain emissions, including supply chain, to ensure we are making the most impactful changes in response to the climate emergency.

Throughout 2021, this activity has resulted in:

- The approval of our UK Net Zero Roadmap
- Setting and achieving verification of our Science Based Targets
- Building the foundations for our Net Zero programme and moving into implementation phase
- Setting internal Business Travel Carbon Budgets
- Investing in energy efficient improvements across at our UK sites such as photovoltaic solar panel installations on the roof of our Bridgend office

## Project Seagrass



CGI is working with marine conservation charity, Project Seagrass, to advance the understanding and conservation of seagrass ecosystems, as one of the UK's most promising carbon sinks.

We use our GeoData360 Earth observation platform, to establish seagrass meadow locations, using Copernicus Earth observation data.

In addition to our pro-bono work, we have become a Platinum Sponsor of Project Seagrass. This corporate partnership will see us adopting a patch of seagrass and planting 50 bags of seagrass seeds at a suitable habitat in Wales. We look forward to CGI volunteers getting involved in planting and other activities as our partnership grows.





### No Planet B – our member engagement sustainability programme

Aligned to our carbon reduction roadmap, the No Planet B initiative engages staff members on the journey to reduce our environmental impact and to facilitate their contribution towards meeting our environmental objectives. Some of the ways our No Planet B ambassadors have helped CGI to reduce our environmental impact here in the UK over the last year have included:

- Eliminating the single use plastics from our kitchen office environments

- Implementing cycling ambassadors in all UK offices to promote cycling initiatives
- Putting staff member engagement at the top of the agenda, organising and promoting environmental competitions, webinars, articles and events
- Encouraging recycling, reusing and reducing through waste management initiatives
- Implementing Office Environmental Ambassadors

Alongside this, over the last two years, CGI has planted 10,000 trees across the UK. 5,500 were planted in the Scottish Borders as part of a reforestation initiative and the remaining 4,500 were planted via community groups such as schools, scout groups and refuges across the UK. During the 21/22 planting season, we'll be planting at least another 5,500 trees.

“Achieving net zero might not be a typical business goal, but it is the only goal that makes sense when it comes to emissions. The climate crisis is affecting all of us now, and the sooner our emissions are net zero, the better.”

**Tara McGeehan**  
President, CGI UK and Australia

- CGI has committed to be net zero by 2026
- CGI has held an ISO 14001 certificate for our offices in the UK since 2006
- 94% of our purchased electricity in FY2021 was from wholly renewable sources
- We achieved a 70% reduction in total global carbon emissions from our 2014 baseline
- Our UK data centres are powered by 100% renewable energy

# Equal opportunity

**At CGI we believe that diversity brings a greater variety of ideas, perspectives and experiences to the workplace, as well as creating a positive environment where all members have the opportunity to thrive.**

We actively encourage diversity in our workplace and inclusivity at work is one of our top priorities. That's why we have a wide range of policies, activities and programmes designed to ensure that we support and celebrate every single one of our members, partners and clients.

## CGI member networks



At CGI UK we work hard to promote a diverse and inclusive organisation and build strong and long-term relationships with our c6,000 employees through a prescribed set of activities, including new starter orientation and integration, performance and career management, employee satisfaction measurement, as well as one-to-one and team meetings. This encourages a collective ownership approach to managing employee relationships, increases satisfaction and enhances the working environment.

Further to this, we also have a number of peer-to-peer employee networks designed to support our members in many ways.

The networks have delivered a wide and varied calendar of events throughout the year, from lunchtime knowledge-sharing webinars on a broad range of topics, to “drop in and find out more” teams events to virtual socials.

“We have a number of peer-to-peer employee networks designed to support our members, including: Parenting, LGBT+, BAME, Women, Disability, Part-time, and Neuroverse.”

At CGI, diversity, equity and inclusion starts with recruitment. We invite all applicants to complete a Clear Talents profile, an easy to use external tool that helps us ensure we treat candidates fairly. Candidates answer questions to ensure we accommodate any requirements they may have. We revisit Clear Talents internally once candidates join us to identify potential further adjustments to their working environment, providing Disability Passports, should a long-term adjustment be required.

## CGI sponsored AccelerateHER



CGI first sponsored AccelerateHER in 2019 and since then this positive partnership, with event founders Investing Women, has continued to celebrate female entrepreneurs and their potential to build companies and scale them internationally.

This year 24 female business founders, operating within four tech-based sectors, emerged in the semi-finals in the categories of; CleanTech and Climate, Disruptive Innovation, Medtech and Science and FinTech, Data Science and Cybersecurity. The winners receiving a mentoring package and securing a place on a market-building international trade mission to Europe, North America or the Middle East.

As Lindsay McGranaghan, business unit leader for CGI in Scotland and judge at the finals said, “We saw exceptional quality coming through from the participants representing a diverse range of innovative businesses. CGI is proud of our close association with the AccelerateHER Awards, an initiative that continues to support and promote aspirational female founders from companies in high-growth-potential sectors.”

## Equal opportunity

- Our headline pay gap figures for 2021 now stand at 8.0% and 11.4% for our mean and median pay gaps, compared to 9.3% and 12.4% for April 2020.
- CGI is a member of the Business Disability Forum and is working towards being verified as a Disability Confident Leader. We are also a member of The Valuable 500.
- CGI is a signatory of the Arms Forces Covenant and in 2019 was awarded the UK MOD's 2019 Defence Employer Recognition Scheme gold award for our work supporting the armed forces.
- During the year we published our first ethnicity pay gap report. Using the same methodology as the [gender pay gap report](#), our mean ethnicity pay gap is 4.3% and our median is 2.1%.
- Keen to ensure we improve the diversity of our members, we are working with a specialist disability job board, Evenbreak.



“CGI is proud of its close association with the AccelerateHER Awards, an initiative that continues to support and promote aspirational female founders from companies in high-growth-potential sectors.”

# Wellbeing

**As the CIPD made clear in their recent wellbeing at work report, investing in employee wellbeing can lead to increased resilience, better employee engagement, reduced sickness absence and higher performance and productivity. Meanwhile, the pandemic has raised concerns about people's health and wellness, bringing this closer to the top of the business agenda. As such, employee wellbeing remains an absolute priority for CGI in 2021.**

And because wellbeing isn't an issue exclusively concerning our business, we are equally committed to supporting the wellbeing of the communities in which we operate too, constantly seeking ways to make positive contributions beyond our own 'four walls'. Together this makes for vitally important work of which we are extremely proud.

## Mental health at work

At CGI, we are proud to care about our members. They make everything we do possible which is why it is important to us to have the tools available to support them in any situation. This year we signed up to the Mental Health at Work Commitment, joining employers all around the UK in making mental health at work a priority. Our care, recognition and this commitment is a foundation for us.

We know it's not just about saying that we care, it's about action. It's about ingraining it into our culture, giving our members a platform to have their voices heard, and demonstrating our commitment by offering ongoing initiatives, activities and training. It's essential that every member has access to this, and have it readily available should they need it - which is where the help of each other and MHFA England comes in.

As of March 2021, over 300 of our members in the UK were certified as Mental Health First Aiders with MHFA England and we are constantly seeing more members volunteer to get involved. These certified members have developed a strong support network for their colleagues and through our mental health support mobile application, ongoing drop-in sessions, confidential Member Assistance Programme and variety of workshops, we aim to keep our mental health in mind at all times throughout the year. We're incredibly proud of this at CGI and the response from our members and mental health first aiders is a testament to the positive impact of our approach to mental wellbeing.

**MENTAL  
HEALTH  
AT WORK**

“Because wellbeing isn't an issue exclusively concerning our business, we are equally committed to supporting the wellbeing of the communities in which we operate too.”

## Community wellbeing



It's part of our values to build relationships with the communities in which we live and work and one of the ways in which we do this is through activities such as volunteering and fundraising. This helps members to benefit their local communities and develop personal skills.

### Kit sponsorship

A good example of our commitment to wellbeing in the community is the way in which we have continued to support and sponsor local

community groups and sports clubs nominated by our members. From Brownies, to football teams, choirs to gymnastics clubs, over the last year have sponsored kits for more than 500 different clubs and groups. Given that it is now recognised that involvement in youth groups such as the Scouts or sports clubs can help improve mental health and resilience not just in childhood but into adulthood too, supporting these community groups is perhaps more important than ever before.

### Volunteering

Each month our Charity Committee donates to the charities supported by our members through their own fundraising and volunteering. Further to this, every CGI member is encouraged to spend one day each year volunteering to support local initiatives or charities, making a significant difference to the communities in which we live and work.

- CGI operates a comprehensive health programme, "Oxygen", to support employee mental and physical wellbeing.
- During the pandemic, CGI's internal 'KnowHow' interactive sessions have been supporting our members with regular themed calls in areas such as transitioning to remote working, understanding your mental health and what the future of the workplace will look like.
- CGI provides a comprehensive benefits programme including childcare vouchers, flu vouchers, an employee sharesave scheme, working from home and flexible start and finish times where appropriate. CGI also provides a large range of learning content and tools to support personal and career development needs.
- Winner at **Healthy Working Wales/Cymru iach ar waith** for Best Physical Wellbeing Initiative Healthy Working Wales Commendation award.



# Insights you can act on

Founded in 1976, CGI is among the largest IT and business consulting services firms in the world. We are insights-driven and outcomes-based to help accelerate returns on your investments.

Across 21 industry sectors in 400 locations worldwide, our 82,000 professionals provide comprehensive, scalable and sustainable IT and business consulting services that are informed globally and delivered locally.

For more information on the activities detailed in this review and other activities we are developing all the time see our website at [cgi.com/uk/responsible-business](https://cgi.com/uk/responsible-business)

**Email us at [enquiry.uk@cgi.com](mailto:enquiry.uk@cgi.com)**