



# CGI in Government and Defence: Delivering Social Value in 2023



# Welcome from Michael Herron and Neil Timms

**As a leading global business and IT services company, we understand the role we must play in contributing to a sustainable and socially responsible society. Our dedication to Environmental, Social, and Governance (ESG) principles is not just a part of our strategy; it is woven into everything we do, reflecting this steadfast commitment to being a responsible business.**

As a trusted partner of the UK Government, CGI is recognised for our ability to deliver complex mission critical systems. These vital systems and services help to make a positive impact on citizens and society. Through the provision of modern technology services, our expertise extends to providing efficient and user-focused services to citizens and government departments.

We have over 3000 members supporting clients across government and we take pride in our deep understanding of UK Government as well as working closely with our local communities. This enables us to deliver Social Value commitments with long-lasting impacts - an integral aspect of our 'business as usual.'

This review showcases our accomplishments over the past year within the existing Social Value Model themes and corresponding government policy outcomes. It also highlights some of our proudest activities and achievements.



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# Covid Recovery

CGI continues to support our clients, local communities and charities with our programmes designed to assist their continued recovery and economic sustainability.

## Championing careers in STEM

Building on CGI's wide experience in delivering STEM events for students, in 2022 we launched our CGI Young Dreamers programme working in partnership with government organisations and clients to support social mobility by broadening the future career prospects of students from underserved backgrounds.

Multiple research studies show a growing disengagement of young people with STEM subjects in school, and consequently a decreasing interest in STEM careers. CGI Young Dreamers aims to inspire young people and show the breadth of activities that could translate into STEM careers. It provides them

with opportunities to enhance their skills, broaden their networks and gain confidence. It offers students industry insight, introducing them to professionals from a range of organisations and giving them a taste of how these professionals use STEM to solve real-life business problems.

Our journey so far has involved over 1,400 students, supported by over 100 volunteers in two different UK locations. Students enjoyed the entire process and cited a range of skills where they felt they had progressed, including teamwork, communication, listening and presenting.



"Students at Young Dreamers in June 2022"

"Our students found the project very interesting, and it has had a significant impact on improving their confidence, determination, and most of all teamwork skills. It also helped students to develop important STEM and wider employability skills that are needed in every job and introduced students to the variety of careers that might be open to them."

**Salise Hassan**  
Assistant Head at Oaks Park High School.

## Digital inclusion

CGI champions digital inclusion for all, taking actions locally to improve access to technology. We donated laptops to Emmaus Merseyside, a charity that provides a home, training, work opportunities and individual support to people who have experienced homelessness. The donated laptops are being used by formerly homeless people supported by the charity to help with personal development including online training courses, IT literacy and job searching.

"Our community is delighted with the laptop donation from CGI and very grateful for their ongoing support of our charity. The laptops will have a positive impact on people supported at Emmaus Merseyside, helping them access learning and opportunities to help with their progression."

**Marc Bamber**  
Chief Operating Officer at Emmaus Merseyside



Janet Webb, Director Consulting Services, from CGI with the Emmaus team in Liverpool

# Tackling Economic Inequality

CGI is committed to acting responsibly and tackling economic inequality. We pride ourselves on making positive impacts to the communities where we live and work throughout the UK, mirroring the Government's levelling up agenda. We are growing and diversifying our supply chains recognising the benefits this brings to our clients, including offering better value for money and providing access to expertise and knowledge that promotes and delivers innovative solutions.

## Coventry Outreach Programme

As part of the Coventry City of Culture programme, CGI was proud to collaborate with the British Police Symphony Orchestra (BPSO) and West Midlands Police to sponsor a bespoke outreach programme in the local community of Coventry. We collectively created and delivered two projects working with local schools with the aim of reaching out to young children to steer them away from knife crime and gang culture, and to help the children express themselves through music. The programme culminated with a performance at Coventry Cathedral by the BPSO and the schools of a repertoire of music on the theme of peace, hope and reconciliation, reflective of the communities that make up the city of Coventry.



## Supporting Social and Small, Medium Enterprises (SMEs) and Voluntary, Community and Social Enterprises

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. In 2023, this has seen us supporting social enterprises such as From Babies with Love. CGI members who become parents receive a beautiful, organic gift From Babies with Love where 100% of profits support vulnerable children.

We are supporting the creation of new businesses through CGI's purpose-built SME Accelerate programme. We provide opportunities for smaller organisations to work with us in delivering key solutions to our clients, so we mutually benefit from niche and specialist businesses who share our passion to deliver the best and since 2016 have provided opportunities for over 600 SMEs. We worked with Cogworx, to provide service design capabilities to HMCTS. Cogworx has since grown, creating employment opportunities, to provide user-centred design expertise across government.

## Building Digital Skills

We are taking proactive steps to upskill and improve digital skills literacy across our members, clients, suppliers, and communities. We create and run contract specific bootcamps to upskill and cross-train our members. Previous bootcamps have covered topics including Digital Engineering and Product Enhancement Team approach and tooling. We share relevant technical knowledge with our clients and suppliers through dedicated 'Know How' knowledge sharing events covering topics such as Application of DevOps and Intelligent Automation.

We continue to enhance digital skills across our communities, including for the UK's next generation of tech workers through STEM events and competitions. Our STEM events provide hands-on technical experience to thousands of school children.

## Space Camp

Building on the huge success of the inaugural space camp in Leicester in 2022, CGI and industry partners Inmarsat, SERCO & Lockheed Martin came together with the National Space Academy, NUSem, RTCNorth and Northumbria university to provide a week packed full of activities and education in Newcastle.

It was full of rocket launches, hands on experiments, space theory, guest speakers and team presentations, all hosted at the beautiful Catalyst building (where CGI has an office!) in the vibrant city of Newcastle. In total 63 students attended from 16 different schools.



We are very proud to have won Gold at the Real IT Awards 2023 for our pro-bono virtual reality (VR) project for Bettridge School, a school for children with Special Educational Needs (SEN). This award is for organisations using technology to produce a positive societal impact. The CGI solution helps children navigate everyday experiences through VR, helping them build confidence in the real world.



CGI has been an accredited Living Wage supplier since 2019. It ensures we pay all our people fairly and recognise their valuable contribution to the success of our business. As a responsible organisation, we are proud of our commitment in this area and how this will support our wider communities.

# Fighting Climate Change

CGI recognises a strong commitment to sustainability is essential for the future of our planet. We continue to look for innovative solutions to tackle the climate crisis as well as maintaining responsible operating practices and supporting local initiatives in the communities where we live and work.

## CGI at COP27

Addressing the climate crisis requires bold transformation and rapid collective action. CGI was the Strategic Technology Partner for the host nation at the 27th United Nations Climate Change Conference (COP27) which took place in Sharm El-Sheikh, Egypt. We joined forces with the Egyptian government and United Nations to showcase technologies and innovations for climate mitigation and adaptation, natural capital accounting, chemicals and waste reduction, and supply chain sustainability.

We also signed the UK Government Digital Sustainability Alliance (GDSA) Partnership Charter to help the UK Government to deliver on our collective climate commitments. We will be partnering with The Department for Environment, Food and Rural Affairs (DEFRA) and the wider UK Government to meet its commitments outlined in the Greening Government ICT and Digital Services Strategy.



Michael Herron, Senior Vice President and Business Unit Leader of Central Government with Chris Howes, Chief Digital and Information Officer, Defra at COP27 in Egypt

## Net Zero

CGI supports the UK Government's ambitious policy agenda to help achieve the goals set out by the Paris Agreement. Aligned to government reporting requirements, we have shared our progress in our latest [carbon reduction plan](#).

To strengthen our commitments this year, we have placed emphasis on our role as a technology company. In a year where the technology we make touched more lives than ever, teams across CGI never stopped innovating to protect the planet. From our use of satellites to monitor the health of nature, to our use of Internet of Things (IOT) and sensors to support transformation within the energy industry.

## Volunteering with the Canal & River Trust

Our partnership with Canal & River Trust supports blue and green recovery, transforming natural landscapes and enriching lives through environmental protection and improvement activities. CGI members from our Central Government Business Unit have been delighted throughout 2023 to support the Canal & River Trust in several events over the year including renovating Fobney Lock in Reading. The team of ten volunteers helped to repaint the lock, railings, ladders, and bollards, replaced essential boating signs, and made bird boxes.



Kevin O'Neill, Sector Lead for Government with the team at Fobney

# Equal Opportunity

## No Planet B

We recognise the important role business must play in sustainability; especially regarding mitigating the effects of the climate crisis. Our No Planet B programme includes our steering group, sustainability ambassadors and our member engagement campaigns.



CGI members volunteered to support a local nature reserve group, the Friends of Brislington Brook, to clear invasive Himalayan balsam from the Nightingale Woods in Brislington, Bristol as part of their woodland management work.

We also undertook a number of litter picking activities during the year, engaging hundreds of CGI volunteers across the UK and collecting hundreds of bags of litter.



## Project Seagrass

We have partnered with Project Seagrass, a global charity devoted to seagrass conservation, to develop an open-source algorithm that helps locate, quantify and track seagrass meadows initially across the UK region. The open-source algorithm is designed to pinpoint and quantify seagrass meadows as part of CGI's proprietary CGI GeoData360 Earth observation data processing platform, which leverages data from the European Space Agency's (ESA) Copernicus Satellite Earth Observation Mission and processes it via the seagrass identification algorithm.



CGI is committed to being an inclusive employer and recognises the value of embedding a new, diverse pool of talent into the UK's workforce, to bring lasting positive change to both business and society.

## Breakthrough partnership

Prison leavers who are employed are half as likely to reoffend as their unemployed peers but unfortunately only 16% of leavers are employed within 12 months of release. CGI has partnered with Breakthrough, a social enterprise which provides a pre-apprenticeship programme for prison leavers and those at risk of entering the criminal justice system. The Breakthrough eight-week programme is built to equip their associates to succeed in a long-term stable career within technology and digital industries. As part of the curriculum Breakthrough looks for industry experts to deliver some of the sessions. CGI plays an important



Breakthrough graduation London event

"It has been a pleasure to work with CGI during our latest community pre-apprenticeship programme. They have provided invaluable support to the programme and played an integral part in helping our brilliant associates reach their full potential as they prepare for full-time employment."

**Dee Norval**, Founder of Breakthrough

role by hosting skills days at our offices. The days include mock interviews, presentation skills and public speaking to make sure the associates are as prepared as possible to succeed in the workplace.

## Increasing the representation of people with disabilities

We take accessibility seriously, ensuring our members feel supported and able to do their roles to the best of their ability. This means ensuring that everybody at CGI enjoys the full range of opportunities and advantages that being a partner provides. Through recruitment, onboarding, training, and development, we are committed to creating an environment that enables members with disabilities or caring responsibilities to flourish in their careers and contribute to the UK's digital transformation. With a strong peer-to-peer disability network, practical accessibility support and leadership commitment, we are determined that the IT projects we work on benefit from all talents and insights. CGI is a Disability Confident Employer and has published its Voluntary Reporting Framework on disability, mental health, and wellbeing as part of our [2022 social impact report](#).

## Mitigating the risks of Modern Slavery

CGI is committed to continuous improvement to better identify and manage modern slavery risks. This focus is reflected in our last Modern Slavery Assessment Tool score via the Home Office Supplier Registration tool which increased to 94%. Detailed information about our progress can be found in our latest [Modern Slavery Statement](#).

### Pay gap reporting

At CGI we aim to have a level of diversity that reflects that of the society within which we operate. Our strategy to achieve this includes a programme of Diversity, Equity, and Inclusion (DE&I) focused activity. These include a wide range of networks and initiatives which help build and enhance our inclusive culture and enrich the employment experience for all members.

CGI is one of the best performing Strategic IT suppliers to the Government with a 5.4% gender pay gap. Our mean gender pay gap now stands at 5.4%, compared to 8.0% in 2021, while our median pay gap has reduced to 9.6% from 11.4% in 2021. Our ethnicity pay gap now stands at a mean value of 6.9% and a median value of 3.1%.

### A forces friendly organisation

We are very proud to have renewed our commitment to the Armed Forces Corporate Covenant in September 2023. We believe all organisations no matter what industry they work in should consider signing the Armed Forces Corporate Covenant to support and recognise the outstanding work of our UK armed forces community.

As an organisation we acknowledge that those who serve or who have served in the armed forces, and their families, should be treated with fairness and respect in the communities, economy and society. We are committed to supporting our armed forces and are proud to be a forces friendly employer. We encourage our members to join our Uniformed Services Network to share their experiences, discuss ideas and access resources to support their career development, armed forces experience and home lives.

### Green Skills

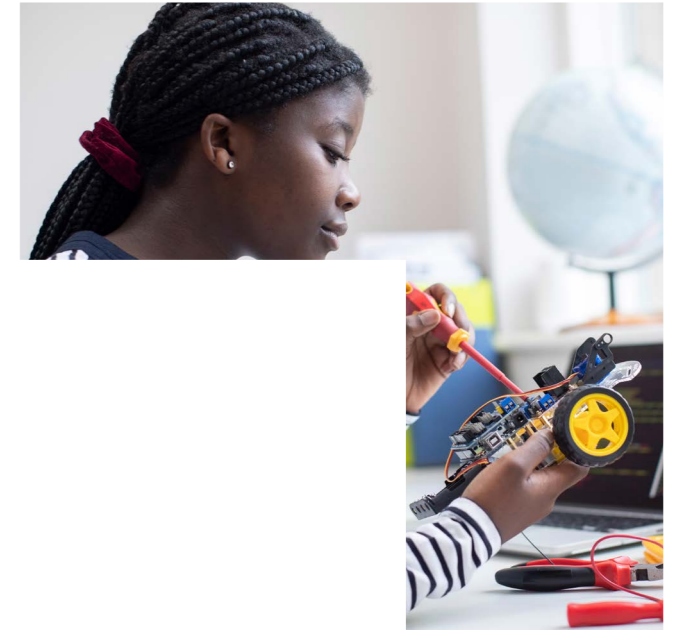
CGI partnered with Local London Careers Hub East to host Sustainability Careers Fest 2023, an event bringing together over 1,800 students from across 50 London Schools. Students took part in workshops, attended presentations, and explored the various stands highlighting green career opportunities. The event provided students the opportunity to learn more about green careers, find out about our work across sustainability within CGI and the steps we are taking to help tackle climate change.

### Early Careers

Our Early Careers programmes encourage applications from people from all backgrounds enabling us to provide equal employment for under-represented groups, narrowing disparities between communities. We pay tuition fees and offer permanent contracts with competitive salaries across:

- Higher digital apprenticeship programmes, providing recognised qualifications, including software development.
- BSc Degree Apprenticeships which are 'Tech Industry' Gold accredited, employer-defined and meet industry standards for content, delivery, and assessment. These are offered by universities including Edinburgh Napier, Glasgow Caledonian, Manchester Metropolitan, Swansea, and Buckinghamshire New University:
  - Applied Software Engineering (Technical).
  - Digital and Technology Solutions (Technical or Business).
- Technical and business industrial placements.
- Graduate roles.

Many members relocate to join our programmes. Recognising this commitment, we pay up to £1,000 in relocation costs to support individuals.



Tara McGeehan, President, UK & Australia SBU signing the Armed Forces Corporate Covenant at DSEI 2023

### Early years recruitment in FY23:

- 2 = Trainees
- 25 = Degree Apprentices
- 29 = Industrial Placements
- 9 = Returning Industrial Placements
- 110 = Graduates



**Total 175**

### Inspiring Talent and Leadership

We all have talents, and we all have the potential to lead. Recognising this, we launched a podcast series led by members designed to share content and collateral in an easily accessible, engaging manner and to provide hints, tips, advice, and honesty about leadership across all grades and professions within our Central Government Business Unit. The podcasts covered topics from the importance of diversity in leadership to a coaching mindset. In addition, we created content specifically designed to showcase CGI Leadership Behaviours including active listening and communication and complex decision making.

### Meet our Early Careers members



#### Zac Healy

Degree Apprentice at Swansea University studying Applied Software Engineering

“My time at CGI has been an enriching journey filled with diverse experiences, challenging projects, and personal growth. Working within Central Government has given me valuable insights into the intersection of technology and public services. Working on projects directly impacting government operations’ efficiency and effectiveness has been rewarding and intellectually stimulating.

Beyond my technical roles, I am the Events Manager for the Young Professionals Network (YPN). This has been incredibly rewarding, allowing me to organise events fostering community and professional development among the YPN. Helping to organise and participate in various Early Careers events within Central Government has also been a fulfilling aspect of my time at CGI. These events provide a platform for knowledge-sharing, networking, and skill-building, creating a vibrant and supportive environment for professionals at the beginning of their careers.”



#### Hari Vajja

Graduate Software Engineer

“I’m grateful for the diverse range of experiences at CGI that have shaped my professional trajectory. Commencing my tenure as a software tester, I eventually transitioned into the role of a software engineer, which has deeply broadened my technical skillset. I have recently moved to a third project which is particularly exciting as it involves the transformation of a legacy government system. The opportunity to contribute to systems utilised by government users brings into sharp focus the real-world implications of my work and I am motivated by the understanding that each line of code I write, no matter how seemingly small, plays a vital role in shaping the landscape of government operations and by extension, the experiences of citizens.

My commitment to Social Value initiatives has been a source of fulfilment outside of my day-to-day role. I’ve participated in “**CGI Young Dreamers**” inspiring students to consider careers in STEM and supported CGI’s partnership with “**Breakthrough**” a social enterprise providing an eight-week pre-apprenticeship program for prison leavers, equipping them with skills crucial for the tech and digital industries. Additionally, I had the privilege of representing CGI during “**IT’s Not Just for Boys**” careers event, an initiative dedicated to empowering female-identifying students pursuing STEM subjects at UK universities. My role involved networking and sharing insights from my experiences as a software engineer, contributing not only to encouraging underrepresented groups in the industry but also highlighting CGI’s commitment to fostering diversity and inclusion.”



# Wellbeing

We strongly believe that health and wellbeing are critical to the success of our members and of our organisation. As a result, we are committed to fostering an environment focused on health and wellbeing where all members can thrive personally and professionally. As part of this commitment, we invest in a comprehensive range of services and tools to support members' mental, social, and physical wellbeing, in an integrated and holistic approach. We actively encourage our members to participate in volunteering and fundraising activities, helping them to benefit their local communities and develop personal skills.

## Mental Health First Aiders

One in four employees in the UK experiences mental health challenges at some time. The CGI Mental Health First Aider (MHFA) network is made up of over 300 members, trained to provide mental health support to colleagues during working hours. In our government business, we have over 69 trained members, far exceeding the recommended 1 in 50 first aiders advised by Mental Health First Aid England supporting vital mental health support across our business.

## Wellbeing events

Throughout our relationships with our Government clients, we deliver Social Value commitments that encourage the improvement of health and wellbeing. This included a step challenge for Breast Cancer UK and delivering knowledge sharing events on topics related to health and wellbeing such as the mental health of young professionals and menopause, receiving positive feedback from participants that they "feel heard" and are "not alone in how they feel".

## Community wellbeing

Millions of people in the UK regularly experience hunger. Yet tonnes of surplus fresh food is thrown away every day. Members from our Central Government Business Unit in partnership with our client, His Majesty's Courts and Tribunals Service, volunteered with The Felix Project to deliver this surplus food to charities and schools so they can provide healthy meals and help the most vulnerable in our society.



## Community Kit sponsorship

Annually, we support hundreds of community groups by providing equipment and kits. Through our sponsorship programme, our members nominate local groups for support. With a track record of aiding over a thousand different groups our programme promotes

connection, physical activity, teamwork, and community cohesion. This commitment not only benefits individuals directly involved but also contributes to the broader community's health and wellbeing.



"I would heartily recommend to anybody to partake in these volunteering activities. You feel a sense of pride helping others out."

**CGI volunteer**



# About CGI

## **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 91,500 professionals provide comprehensive, scalable and sustainable IT and business consulting services that are informed globally and delivered locally.

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