

Corporate Social Responsibility Policy

At Convergence (Group Networks) Limited, we provide high-quality connectivity, network and communication services to public and private sector organisations across the UK. We recognise that, as a technology and connectivity provider, our activities have a social, environmental and economic impact. We are committed to conducting our business responsibly, ethically and sustainably, while contributing positively to our employees, customers, suppliers and the wider community.

This Corporate Social Responsibility (CSR) Policy outlines our approach to responsible business and reflects our commitment to operating in a way that supports long-term value creation, social wellbeing and environmental sustainability.

Ethical conduct and responsible business

We operate to the highest standards of ethical behaviour and integrity. A Code of Conduct is in place that sets out the moral and ethical standards expected of all employees and those working on our behalf. Compliance with this Code is embedded into our induction process and reinforced through ongoing training delivered via our Learning Management System (LMS).

Employees receive training on key CSR-related topics, including anti-bribery, corruption prevention and modern slavery awareness. We also maintain a Supplier Code of Conduct, which is issued during supplier onboarding and requires suppliers to confirm their commitment to meeting our ethical, legal and social expectations.

Equality, diversity and employee wellbeing

We are committed to providing a fair, inclusive and supportive working environment. Our Equal Opportunities Policy ensures genuine equality of opportunity for all employees, regardless of age, ethnic origin, religion or belief, sexual orientation, gender identity or disability.

We believe our people are our greatest asset. To support personal growth and job satisfaction, employees are offered Personal Development Plans (PDPs) to help identify career aspirations and development objectives. We regularly conduct employee satisfaction surveys to understand engagement levels and areas for improvement. Results are reviewed by our People Team and Management Team, with actions agreed to support wellbeing, engagement and continuous improvement.

Mental health and wellbeing are recognised as key priorities. We are working towards alignment with the Mental Health at Work Commitment and have a qualified Mental Health First Aider in place to support our employees.

Community engagement and social value

We are committed to making a positive contribution to the communities in which we operate. Our Social Value Policy and supporting tracker enable us to identify, deliver and measure social value initiatives aligned to the UK Government's Social Value Model (PPN 002) and the United Nations Sustainable Development Goals (UN SDGs).

We use the *Match My Project* platform to identify and support relevant social value initiatives and maintain an ongoing partnership with a local charity, Birmingham Pathfinder. Our support has included food, book and gift donations, fundraising activities, and the provision of IT equipment to support their operations. Employees are encouraged to participate in fundraising and community activities throughout the year.

Environmental responsibility and sustainability

Environmental responsibility is a core component of our CSR approach. We are certified to ISO 14001 and are committed to continually improving our environmental performance. In 2022, we began our Net Zero journey by calculating our organisational carbon footprint and developing a Carbon Reduction Plan, which is publicly available on our website alongside our Environmental Policy.

We work in partnership with Positive Planet to support our sustainability objectives and have completed the EcoVadis CSR and Sustainable Procurement assessment, which is renewed on a bi-annual basis. Through these initiatives, we aim to reduce environmental impact, promote sustainable procurement and support responsible supply-chain practices.

Governance and accountability

The Company's Directors and senior management are accountable for ensuring that CSR principles are embedded within our strategy, decision-making and day-to-day operations. All employees are expected to act in accordance with this policy and contribute positively to our social and environmental responsibilities.

This policy is reviewed periodically to ensure it remains relevant, effective and aligned with our business objectives and stakeholder expectations.

Signed:



Neal Harrison
Executive Chairman

Date:

05 / 01 / 2026