

# SUSTAINABILITY & SOCIAL IMPACT

JUNE 2024 ISSUE

---



## Welcome to our Sustainability & Social Impact Report.

This report serves as a comprehensive overview of our sustainability and social initiatives, accomplishments, and ongoing efforts in our unwavering dedication to creating meaningful, positive change for our business, our employees, and our communities.

At FSP we believe that sustainable business practices are not only essential for protecting our planet and communities but also imperative for long-term growth and resilience.

Our mission is to provide an environment that promotes sustainable and inclusive growth. We are committed to nurturing a place where there is true belonging, excellence everywhere and opportunity for all. By prioritising long-term ecological balance and social equity, we aim to build a foundation for continuous development that serves the needs of both current and future generations.

The information disclosed in this Report relates to the operations of FSP Consulting Services Limited (FSP) across 2023 to May 2024. This report has been compiled in accordance with our Corporate Governance Policies which are aligned to statutory regulations, industry standards and national policies, agendas and recommendations in the United Kingdom.



"Our organisation has always been driven by our values, and we take immense pride in our consistent success as a responsible and ethical business. Our success speaks volumes about the authenticity of our values and principles.

Although there's no formal requirement for us to disclose our ESG (Environmental, Social, and Governance) activities, we see a strong alignment between these principles and our strategic priorities. That's why we've made the active choice to transparently outline our actions, progress, and aspirations.

For us, this commitment goes beyond a mere obligation; it's a moral imperative. We believe that, as a forward-thinking and fast-growing organisation, we have a significant role to play in creating an enriched and sustainable future.

In this report, we're pleased to present our sustainability focus areas, outline the progress we've achieved so far, and reaffirm our ongoing commitment to generating positive impact for our employees, clients, communities, and the global environment."

**Simon Grosse, CEO**

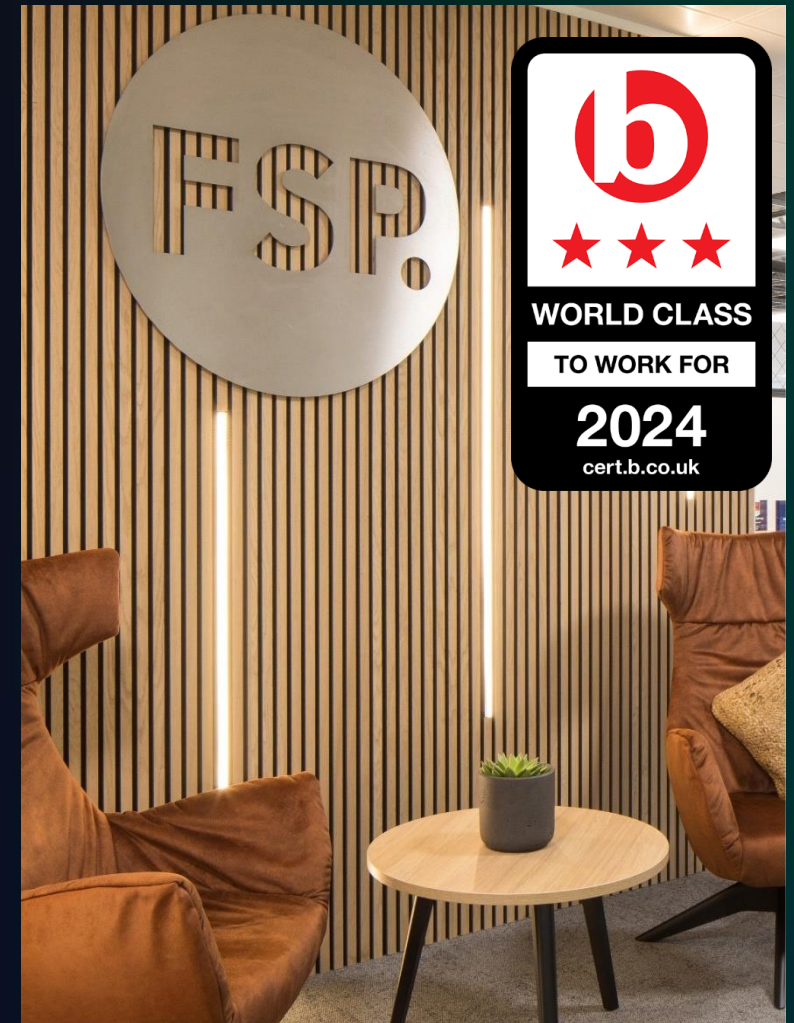
# FSP AT A GLANCE

Founded in 2012, FSP Consulting Services (FSP) is a leading digital transformation and Cyber Security consultancy, combining real world experience in business strategy, change and adoption and digital solution delivery.

We work with a variety of public and private sector organisations to help them to transform the way they work and accelerate the opportunities provided by digital transformation. Our expertise in Modern Workplace Solutions, Cloud Engineering, Cyber Security and Data & AI, helps our customers to deliver on their organisational goals.

We are a people-centric business characterised by our values-led ethos and inclusive culture. We are proud to be a multi award-winning workplace, most notably recognised by Best Companies™ and Great Place to Work UK. We are a Microsoft Solutions Partner for Modern Work, Data & AI, Azure, Digital & App Innovation, and ISO27001 and ISO9001 Certified by UKAS. We are also a CREST approved penetration testing company and Cyber Essentials Plus certified.

FSP are a private equity backed business with majority investment from CBPE and minority investment from LDC.



**270+ PEOPLE**  
**READING, UK**  
**BARCELONA, SPAIN**  
**GLASGOW, SCOTLAND**  
**GUJARAT, INDIA**



**WORLD-CLASS**  
**CULTURE**



**ENTERPRISE &**  
**BLUECHIP CLIENT BASE**



**CONSULTANCY-LED**



**+83 CUSTOMER**  
**NPS**

# SUSTAINABILITY

---

**Together, we can make positive and sustainable change.**

Everything we do connects and affects the world around us. Protecting habitat, diversity and reducing carbon emissions to combat global warming is good for our planet and collective well-being. This ethical imperative resonates deeply with our commitment to exemplary standards and excellence.

Aligned to our priority of making a meaningful and lasting impact on the environment, we are committed to becoming a carbon zero company with a strong multi-year reduction strategy.

**CARBON REDUCTION**

---

**OFFSETTING**

---

**POLICIES & BEST PRACTICE**

---

**LOCATIONS**

---

**DIGITAL FOOTPRINT**

---

# 2024 CARBON BASELINING GOALS



Implement Carbon measurement platform to capture and manage emissions data

**CO2**

Emissions data capture across Scope 1, 2 and 3



Multi-year Carbon Reduction Strategy including committing to specific NetZero target dates



Materiality Assessment to define our ESG blueprint Validated by third party

## CARBON FOOTPRINT BASELINING GOALS

Communicate emissions and reduction plans efforts with wider business and externally



Offsetting emissions monthly and contribute to sustainable projects worldwide



Report and disclose emission reduction efforts to external stakeholders biannually



# 2023 CARBON REPORT

To ensure we are strategically implementing sustainable and meaningful practices to reduce our carbon footprint, we have recently partnered with sustainable certified experts; Futureproof.

We have captured our footprint and aligned across Scopes 1, 2 and 3. We have captured our data by working to GHG protocol and SBTi metrics to obtain our total scope, and our baseline data has been verified by Futureproof.

See our report [here](#).

## What Futureproof thinks...



**James Skirrow**  
Sustainability Expert

FSP has clearly defined ambitions in sustainability and has already made great strides visible in its inaugural ESG Impact Report 🟢

Emissions are a particular focus for FSP in 2023, and through the process of measurement together, we will be identifying areas of improvement across their Scopes 1, 2 and 3 - and adhering to the globally recognised GHG protocol.

That said, FSP created their own ESG committee in 2023 and highlighted that the Environment isn't the only thing on the agenda. They are also focusing on people and business ethics - spurred on by the collaboration with PE partners LDC and CBPE to raise the bar further and become clear industry leaders in this space.

Fantastic work so far team, we're excited as to the direction you are going in 🚀



**futureproof** PARTNER

This company prioritises the health of our planet and its people.



# CARBON REDUCTION

Learning about how we approach Carbon Reduction responsibly has been an important focus for FSP.

To ensure transparency and accuracy in our emissions management, we've adopted a carbon emissions management tool. This tool accurately tracks our emissions across Scopes 1, 2 and 3.

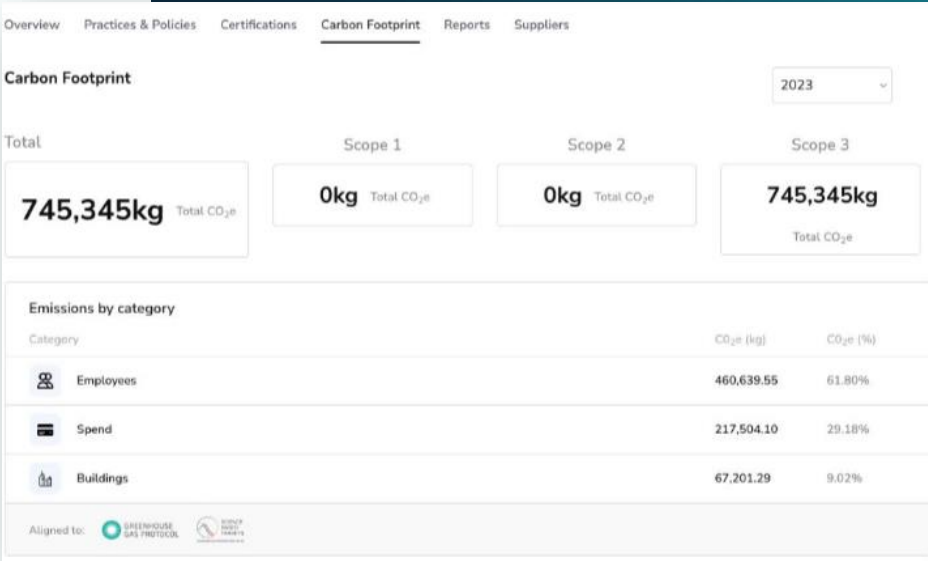
Our Net Zero target date is 2050.

*As per image:*

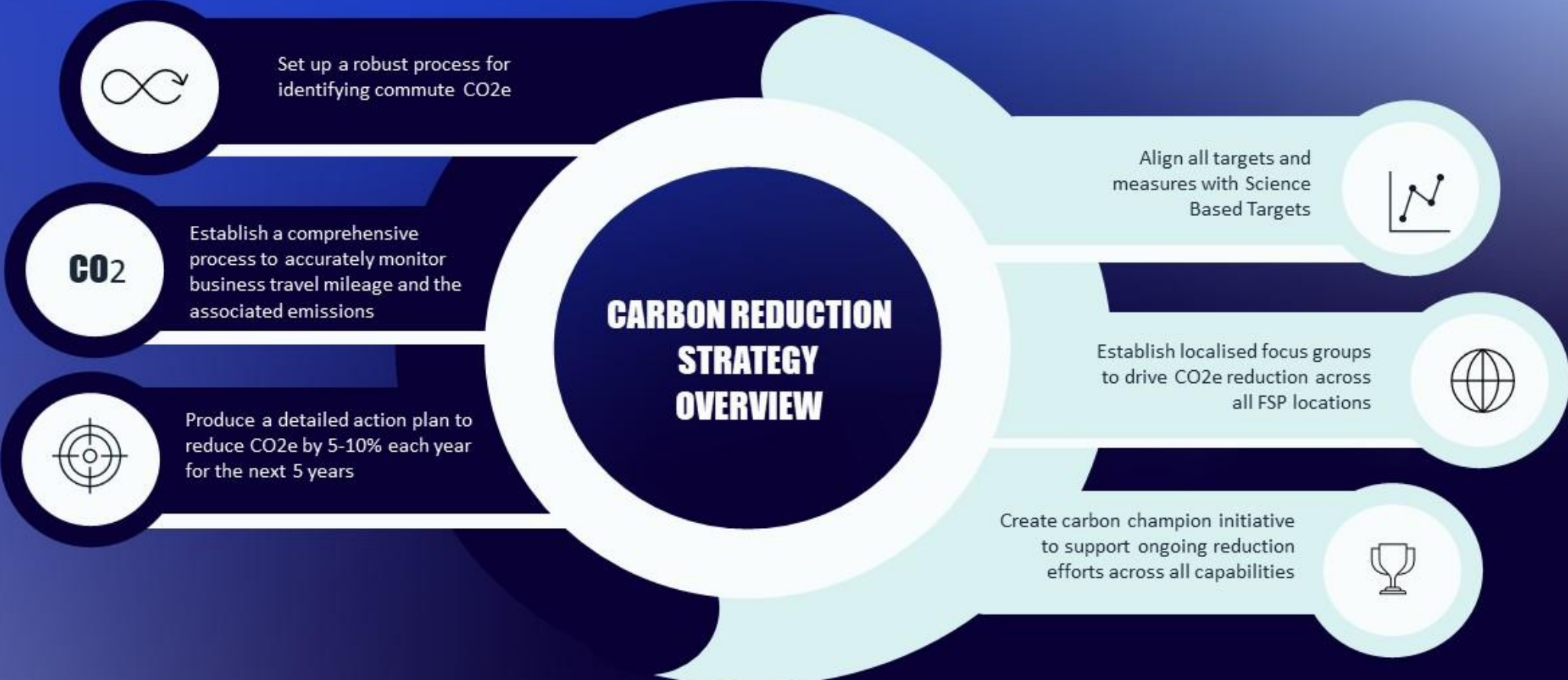
**Total – 745,345kg CO2e**

### Emissions by category

Employees	460,639.55	61.80%
Spend	217,504.10	29.18%
Buildings	67,201.29	9.02%



# CARBON REDUCTION STRATEGY





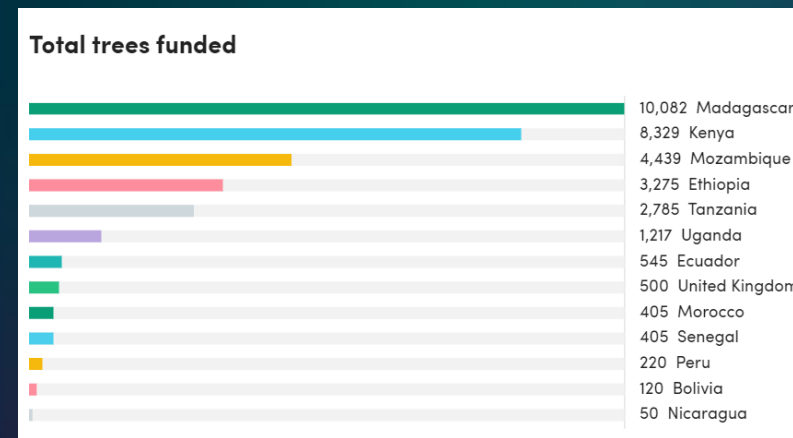
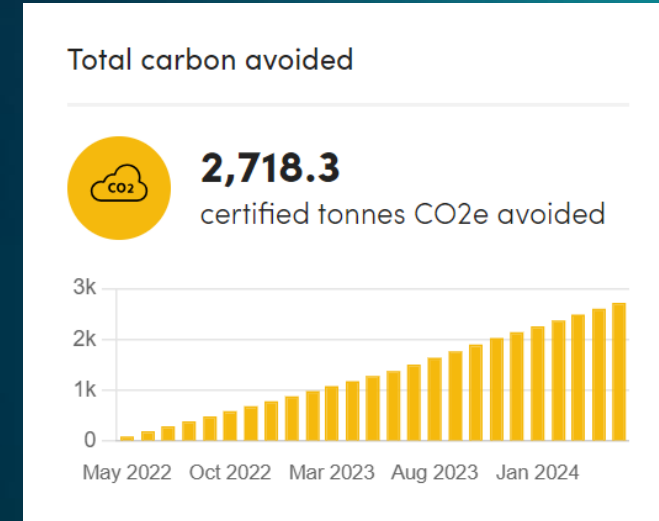
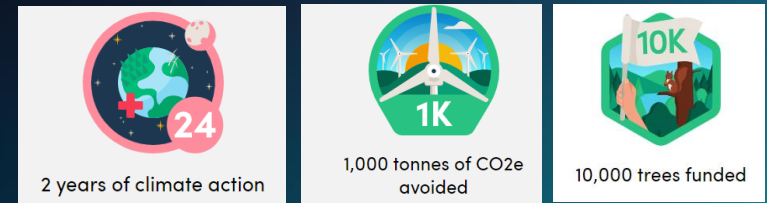
# CARBON OFFSETTING

While our emphasis is on reducing our emissions, we also work with Ecologi to guide and facilitate our carbon offsetting initiative, leading to our designation as a Carbon Positive Workforce.

Ecologi delivers measurable certifiable benefits, and their projects are certified by third-party organisations such as Gold Standard and Verified Carbon Standard (VCS) to ensure that projects are actually reducing CO2 emissions, as well as supporting sustainable development.

We make monthly financial contributions to reforestation by planting trees, and fund crucial climate projects, joining with the [Collective Action community](#) through [Ecologi](#). This method of offsetting also helps to lift extreme poverty in the areas in which the projects are taking place.

FSP has supported the prevention of 2,718.29 tCO2e from being emitted through 26 verified carbon avoidance projects, and funded the planting of 32,372 trees across 19 projects since 2022.



# PLANET: CLIMATE PROJECTS SUPPORTED



## Peruvian protection of the Amazon

Preventing emissions by protecting old-growth rainforest

Solution type:  
**Deforestation prevention**



Your impact (tCO2e avoided): **8.8**

- Verified Carbon Standard
- Climate, Community & Biodiversity Standard



## Repairing water boreholes in Eritrea

Repairing water supply systems in Eritrea

Solution type:  
**Community based**



Your impact (tCO2e avoided): **57.7**

- Gold Standard



## Generating electricity from landfill gas in Brazil

Producing electricity from landfill gas in Brazil

Solution type:  
**Greenhouse gas capture**



Your impact (tCO2e avoided): **37.3**

- Gold Standard



## Peatland restoration and conservation in Indonesia

Restoring and conserving Indonesian peatland

Solution type:  
**Wetland restoration**



Your impact (tCO2e avoided): **20.0**

- Verified Carbon Standard
- Climate, Community & Biodiversity Standard



## Using waste biomass to produce electricity in Chile

Producing clean electricity from waste industrial biomass

Solution type:  
**Renewable energy**



Your impact (tCO2e avoided): **88.4**



## First Ever Wind Power Project in Honduras

Producing 345,970MWh of energy every year

Solution type:  
**Renewable energy**



Your impact (tCO2e avoided): **65.8**



## Wind power project in Mexico

Producing 422,076MWh of energy annually.

Solution type:  
**Renewable energy**



Your impact (tCO2e avoided): **220.1**



## Preventing deforestation in the Democratic Republic ...

Preventing 5,671,613 tonnes of CO2e emissions per year

Solution type:  
**Deforestation prevention**



Your impact (tCO2e avoided): **9.8**





### Conserving rainforest in the Western Amazon

Protecting over 28,000 hectares of threatened rainforest

Solution type:  
**Deforestation prevention**



Your impact (tCO2e avoided): **12.8**

- Verified Carbon Standard
- Climate, Community & Biodiversity Standard



### Wind power project in South Africa

Generating 439,600MWh clean energy annually

Solution type:  
**Renewable energy**



Your impact (tCO2e avoided): **65.8**

- Verified Carbon Standard



### Solar power project in Vietnam

Generating 83,750MWh of clean electricity every year

Solution type:  
**Renewable energy**



Your impact (tCO2e avoided): **32.4**

- Verified Carbon Standard



### High efficiency cookstoves in Tanzania

Distributing cleaner cookstoves to reduce emissions

Solution type:  
**Community based**



Your impact (tCO2e avoided): **60.9**

- Verified Carbon Standard



### Protecting the Tambopata-Bahuaja Biodiversity...

Preventing 457,750 tonnes of CO2e emissions per year

Solution type:  
**Deforestation prevention**



Your impact (tCO2e avoided): **29.5**

- Verified Carbon Standard
- Climate, Community & Biodiversity Standard



### Wind power project in Thailand

Preventing 131,883 tonnes of CO2e through wind power.

Solution type:  
**Renewable energy**



Your impact (tCO2e avoided): **124.8**

- Verified Carbon Standard



### Rainforest protection in central Brazil

Protecting over 70,000 hectares of threatened rainforest

Solution type:  
**Deforestation prevention**



Your impact (tCO2e avoided): **96.3**

- Verified Carbon Standard



### Avoiding methane emissions from landfill in...

Avoiding methane emissions from landfill in Brazil

Solution type:  
**Greenhouse gas capture**



Your impact (tCO2e avoided): **504.4**





### Distributing cleaner cookstoves in Kenya

Distributing cleaner cookstoves to reduce emissions

Solution type:  
**Community based**



Your impact (tCO2e avoided): **156.2**



### Capturing waste biogas for energy in Turkey

Using landfill methane to produce electricity

Solution type:  
**Greenhouse gas capture**



Your impact (tCO2e avoided): **24.6**



### Protection of the Matavén forest in eastern Colombia

Preventing over 3 million tonnes of CO2e emissions per year

Solution type:  
**Deforestation prevention**



Your impact (tCO2e avoided): **270.2**



### Solar PV electricity generation in Indonesia

Generating 92,850 MWh of clean electricity every year

Solution type:  
**Renewable energy**



Your impact (tCO2e avoided): **114.7**



### Turning local organic waste into electricity in India

Preventing greenhouse gas emissions from waste in India

Solution type:  
**Greenhouse gas capture**



Your impact (tCO2e avoided): **80.2**



### Protecting rainforest in a wildlife sanctuary in...

Protecting over 166,000 hectares of biodiverse rainforest

Solution type:  
**Deforestation prevention**



Your impact (tCO2e avoided): **39.2**



### Solar power project in Morocco

Avoiding emissions by 530,000 tonnes per year

Solution type:  
**Renewable energy**



Your impact (tCO2e avoided): **101.8**



### Conserving the Amazon in Brazil

Protecting over 73387 hectares of biodiverse rainforest

Solution type:  
**Deforestation prevention**



Your impact (tCO2e avoided): **230.7**

## SDG'S SUPPORTED

The Climate Projects we have supported are aligned to 15 of the 17 Sustainable Development Goals (verified by Ecologi):



The United Nations Sustainable Development Goals are the blueprint to achieve a better and more sustainable future for all. They address the global challenges we face, including poverty, inequality, climate change, environmental degradation, peace and justice.





# OUR OFFICES

FSP's headquarters is situated in the pioneering Here+Now building at Thames Valley Park in Reading, Berkshire. Sustainable materials were used in its construction.

Thames Valley Park is the regeneration of what was previously the site of a power station. It's now a green, fertile and diverse wildlife haven, with restored wetlands.

Here+Now is the UK's first office development to have been awarded BREEAM Outstanding, Fitwel three-star and RESET Air accreditation.

Centered on sustainability, community and employee wellbeing, this carbon net zero development offers access to a gym, an outdoor working zone, cycling facilities, an electric shuttle bus, outdoor cinema and over 80 acres of wetland habitat at the Thames Valley Nature Reserve.

Our UK offices have 100% renewable sources for electricity, carbon offsets for gas usage and green waste management. More info: [Sustainability - Here Now \(hereandnow.place\)](https://www.hereandnow.place)

Our new Glasgow office is another example of our commitment to reducing emissions and supporting sustainability.

The Onyx building shares our dedication to environmental responsibility, implementing measures to minimise emissions across the board. From utilising existing materials in renovations to efficient waste management and eco-friendly cleaning practices.

Onyx exemplifies sustainable business operations and uses 100% renewable energy. Their commitment has earned them the prestigious BCO Refurbished and Recycled Workplace award for Scotland.



**BREEAM**  
OUTSTANDING



**fitwel**





# LOCATIONS: CLIMATE RISK

We recently had a climate risk assessment across our locations. Our findings can be found below based on operations in UK and Spain. This assessment was conducted by third party certified organisation Sancroft in line with TCFD regulations. To assess the resilience of our locations in a changing climate, the analysis was conducted in-line with three possible climate scenarios. The scenarios were selected from the Network for Greening the Financial System (NGFS).

- Net Zero 2050 (Orderly transition): Net Zero 2050 is an ambitious scenario that limits global warming to 1.5 °C through stringent climate policies and innovation, reaching net zero CO<sub>2</sub> emissions around 2050.
- Delayed Transition (Disorderly transition): The Delayed Transition assumes global annual emissions do not decrease until 2030. After this, strong policies are needed to limit warming to below 2 °C.
- Current Policies (Hot house world): Current Policies assumes that only currently implemented policies are preserved. Emissions grow until 2080 leading to around 3 °C of warming and severe physical risks.



# WORKING POLICIES & BEST PRACTICE

## Delivering a Day-to-Day Difference

We impact our planet through various direct and indirect activities, and we are dedicated to achieving operational excellence in ways that minimise our environmental footprint. Alongside reducing and offsetting our organisational emissions, we focus on identifying opportunities for incremental, daily activities that build knowledge and foster sustainable positive change among everyone at FSP.

To this end, we have developed and embedded daily processes and activities that encourage all employees to make environmentally conscious decisions as part of their routine. These initiatives are a core component of our environmental policy and are actively practised throughout the company. Our policies are designed to empower employees to make positive personal contributions to our environmental goals.

Our Environmental Policy goes beyond standard corporate guidelines, providing guidance and opportunities for everyone to support our initiatives and ethos.

## Information Systems and Cyber Security

Secure information systems and cyber resilience are critical to our own operations and those of our customer base. In the last year, FSP has successfully achieved the Cyber Essentials Plus accreditations of CREST and IASME with zero critical or high-risk areas identified.

Alongside our UKAS ISO27001 certification, this illustrates to our customers that we take the data security of both their business, and our own, incredibly seriously. Our recently acquired accreditations showcase the maturity and integrity of our approach to quality, data and threat management.



## Management

- Formal ESG committee established
- ESG is a standard Board agenda item
- Consider sustainability issues when they are planning or making decisions
- Encourage their team members to consider environmental issues and outcomes in their work practices

## Employees

- Encouraged and educated to consider environmental impact
- Encouraged and educated to identify and manage environmental risks associated with their work
- Encouraged to minimise their impact on the environment generally

## Purchasing

- Expectation that purchasers become more informed on the environmental impact of the products being bought
- Avoid excessive packaging
- Move toward environmentally friendly products where possible
- Implementing a Supplier code of conduct

## TRANSPORT & TRAVEL

Reducing emissions from road transport remains a significant challenge as the UK aims to achieve Net Zero emissions by 2050. To meet this objective, the government's Road to Zero transport strategy envisions that by 2050, nearly every car and van will be zero-emission.

As a company, our policy is to minimise unnecessary travel by fully utilising internet conferencing and promoting hybrid working. We encourage employees to 'travel with purpose,' ensuring that travel is undertaken only when it provides significant value to the organisation or clients. Work that can be effectively conducted remotely, without impacting the organisation, should be done so.

Employees now have more options to travel to the office in environmentally friendly ways such as 0% emission shuttle buses or through the cycle-to-work scheme. We have also introduced a new Electric Vehicle scheme for eligible employees.

With increased opportunities for employees to use shared transport, travel by bike, or utilise electric vehicles, we are optimistic about making a continued positive impact on the Scope 3 emissions associated with our business activities.

We have identified through our carbon reporting efforts that employee travel counts for 60% of our overall emissions. Reducing this percentage will be a significant focus area within our carbon reduction strategy.

## WASTE & RECYCLING

We adhere to the waste hierarchy principles – Reduce, Reuse, and Recycle. This hierarchy ranks waste management options and emphasises preventing waste at the source. When waste is generated, the priority is to prepare it for reuse, followed by recycling, recovery, and as a last resort, disposal (such as landfill).

When not possible to eliminate waste, we are committed to disposing of it in the most environmentally friendly manner available. This is an essential methodology that FSP follow to reduce waste and boost our recycling efforts. This ultimately lessens the amount of waste that will end up in landfill and will optimise our recycling programmes.

To minimise our general waste, we segregate waste at our offices in the following categories: Cardboard, Plastic, Tins and cans, Biodegradable food waste and General Waste. Our recyclables (plastic, cardboard, tins) are collected and sent to a recycling facility where they are separated into different constituent parts and then recycled.

We avoid paper wastage as far as possible through the use of document sharing and online signing system, which radically reduces the use of paper, ink and waste. When we do need to print or photocopy, we use recycled paper and make double-sided copies wherever possible. This in turn helps minimise the carbon footprint, deforestation and pollution that printing entails.

# DIGITAL SUSTAINABILITY

Cloud technology represents a significant part of many organisations' carbon footprints.

In addition to our own digital footprint, we help our customers to navigate their digital sustainability journey. Embedding GreenOps can not only help organisations be more efficient, reduce emissions and stay compliant, it can also be a competitive advantage and help improve overall digital maturity.

Our GreenOps service is dedicated to helping our customers reduce their organisation's environmental impact and operate cloud technology more sustainably across data, optimisation and behaviours.

We are committed to sustainable progress, and in the light of new regulations such as the European Union's Corporate Sustainability Reporting Directive (CRSD) we have partnered with leading cloud providers like Microsoft and Amazon to deliver critical metrics on cloud-based emissions. Through our initiatives, we provide both the tools, and the insights businesses need to measure, and more importantly, reduce, their cloud carbon footprint. Beyond working with major cloud providers, we've also collaborated with third-party services like Electricity Maps and ClimaTiq to provide our clients with granular data on their emissions, enhancing the credibility and accuracy of our services.

**Our latest [Sustainability whitepaper](#) explores the impact of sustainability of digital transformation initiatives and the opportunities and challenges it presents digital leaders.**

## Recent Articles:

[Enabling Sustainability: GreenOps - FSP](#)

[Sustainable Demand Shifting Demo](#)

[Measure your Cloud Carbon Footprint - FSP](#)

[Digital Transformation Strategy - Maturity Through Sustainability - FSP](#)



Our CTO, Paul Bevis is an active techUK Cloud Leadership Committee member. Paul joined techUK's Cloud Week panel event in May on 'GreenOps, dark data, and a sustainable approach to cloud computing'.

**More Info and a recording of the session: [watch now](#)**

# SOCIAL IMPACT

---

Social impact holds significant importance for us, not only strengthening our bonds with colleagues and the wider community but also aligning with our core values. By addressing social, economic, and environmental challenges, we can create a tangible positive impact beyond profit. Our dedication to social responsibility has given us consistent external recognition and continues to attract top talent seeking purpose-driven meaningful work. Moreover, embedding social impact into our business strategies creates sustainable practices, drives innovation, and enhances resilience, ultimately propelling growth and setting the standard for best practices in our industry.

**VALUES AND PURPOSE**

---

**WORLD CLASS WORKPLACE**

---

**ORGANISATIONAL INSIGHTS**

---

**INCLUSION & BELONGING**

---

**FSP ACADEMY**

---

**ECONOMIC IMPACT**

---



# OUR VALUES & PURPOSE

**CULTURE OF  
BELONGING.  
EXCELLENCE.  
OPPORTUNITY.**





# OUR VALUES



## AT OUR HEART

CORE VALUES



### TRUE BELONGING

Demonstrating fairness, compassion & empathy

Ensuring a supportive & inclusive environment

Everyone is respected for being themselves

### EXCELLENCE EVERYWHERE

Operating with pace & consistent high standards

Driving continuous improvement & innovation

Delivering remarkable experiences & interactions

### CREATING OPPORTUNITY

Mutual success, growth & win:win for everyone

Relentless about learning & challenging ourselves

Engagement & impact in our communities

# OUR PURPOSE

# OUR PURPOSE

**ENABLE PEOPLE AND ORGANISATIONS TO THRIVE FOR A SUCCESSFUL FUTURE**

**ROLE MODEL HUMAN & RESPONSIBLE LEADERSHIP**

**ACTIVELY CONTRIBUTE TO A SUSTAINABLE FUTURE**

**UNITE PEOPLE & INSPIRE FUTURE GENERATIONS**

# ONE FSP PLAYBOOK

The FSP Playbook is a living, breathing representation of our cultural DNA. It sets out our purpose, values and winning behaviours that are expected from everyone. This ensures ultimate clarity and consistency to support high performance and scale across the entire organisation.



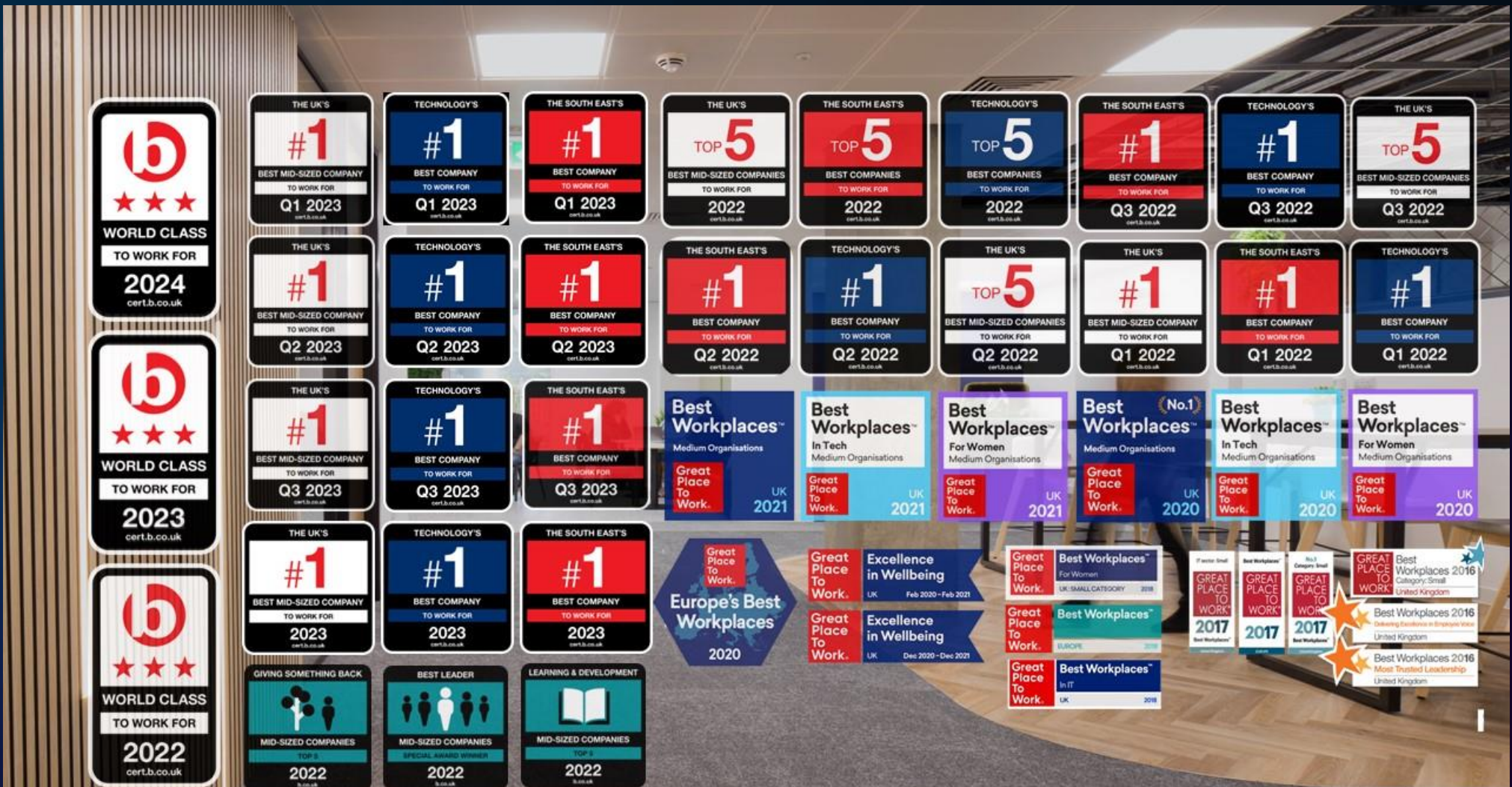


# A WORLD CLASS WORKPLACE

FSP continues to be a World Class Employer in 2024 - FSP

We are proud to have been recognised over many years as an exemplar for employee engagement and workplace best practice. Our culture, workplace and policies all combine to create a multi-award winning place to work. Most recently we have been declared a 'World Class' organisation to work for by Best Companies™.

We are extremely proud of the awards and accreditations that we have received. These awards, from varied sources, illustrate our commitment to excellence in all areas. Recognition from industry analysts, global technology corporations and experts in workplace culture, leadership and employee engagement illustrates our truly unique position as an employer and supplier or partner. We pride ourselves in an ongoing approach to continuous improvement to ensure we have a highly resonant employee value proposition that supports attracting, hiring and retaining the best talent in the market.



## BEST COMPANIES INTERVIEW OUR CEO

Our CEO, Simon Grosse, joined the Best Companies Red Chair Panel session 'How do you create clarity at every level'. Simon talked about performance and world-class culture at FSP, most notably our ongoing work on embedding Winning Behaviours, a living, breathing representation of our cultural DNA setting out our purpose, culture pillars and the actions and attitudes that will be integral to our ongoing growth and collective success.





# ORGANISATIONAL INSIGHTS

Diversity lies at the core of our identity and our collective accomplishments. To develop a dynamic, creative, and inclusive culture, it is essential to embrace a wide range of perspectives, experiences, and talents.

Our HR system allows employees to choose how they identify themselves. As we review these statistics, we will continue focus on how to further enhance our efforts across underrepresented groups. We are committed to ensuring that diversity remains at the forefront of our strategic objectives, guiding our efforts and shaping our future initiatives.

FSP is a member of the Tech Talent Charter. This is a non-profit organisation leading a movement to address inequality in the UK tech sector and drive inclusion and diversity in a practical and uniquely measurable way. One of our commitments in this area is to share anonymised data as part of their Diversity in Tech report.



The figures presented in the tables below illustrate the representation at FSP across all locations to the end of April 2024. This data has been collected and aligned in accordance with census data collection recommendations.

<b>Gender</b>	<b>%</b>	<b>Ethnicity</b>	<b>%</b>	<b>Age</b>	<b>%</b>
Female	30	Asian or Asian British	12.06	55+	7.78
Male	65	Black, Black British, Caribbean or African	5.84	45-54	22.57
Non-Binary	<1	Mixed or multiple ethnic groups	1.95	35-44	31.13
Prefer not to say	<1	White - British	56.81	25-34	31.13
Undisclosed	4	White - Other	13.62	18-24	7.39
		Other Ethnic group	1.56		
		Undisclosed	5.45		
		Prefer not to say	2.72		

## GENDER PAY REVIEW

Conducting a gender pay review is essential for promoting fairness and equity within our organisation and we take this commitment seriously. Ahead of our formal requirement to report our pay data, FSP is ensuring we are familiar with the required data collation process and analysis. This process reflects our commitment to gender equality and helps ensure that all employees have equal opportunities to thrive. By analysing pay disparities, we can address any inequalities and create a more inclusive

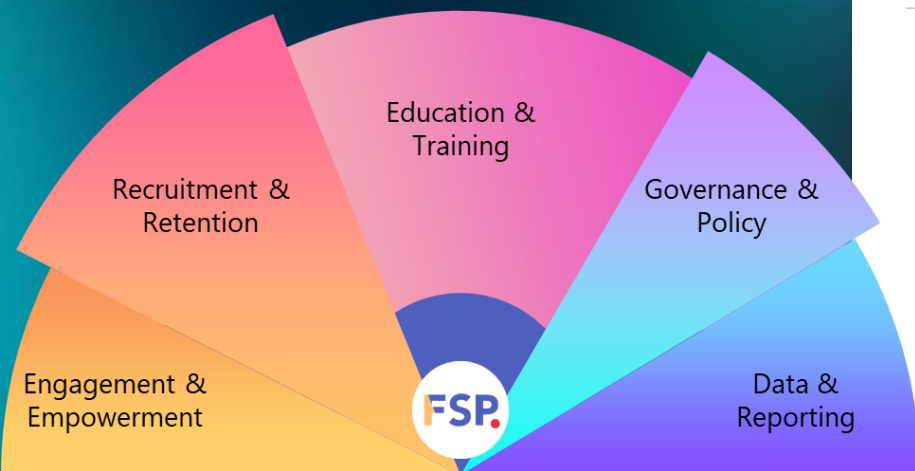


# BELONGING & INCLUSION

We are deeply committed to cultivating and promoting a culture of inclusivity and belonging. People are at the very heart of our organisation. We work hard to create an inclusive culture where everyone has a voice and can reach their full potential. By investing in our people, we know that FSP will continue to thrive and prosper.

FSP is committed to recruiting a diverse set of people that can complement and enhance our unique culture, whilst being ambassadors for our values and ethos. As articulated in our values, we provide an environment where all can thrive, where there is no tolerance for discrimination and where everyone's contributions are valued., we foster an atmosphere where discrimination has no place, and every individual's efforts are appreciated and valued.

The visual below demonstrates the areas we focus on within our EDI strategy.



# EDI SPOTLIGHT

## EDI FOCUSED POLICIES:

- Domestic Abuse
- Trans inclusion & Non-Binary
- Equality, Diversity & Inclusion
- Menopause Policy
- Miscarriage Policy
- Stress & Mental Wellbeing
- Emergency / cost crisis support fund

## SUPPORTING WOMEN IN TECH:

- Women in Tech Employer Awards 2023:  
Best Tech Employer Finalist  
Best Graduate Employer Finalist  
Best Employer for Benefits Finalist
- International Women's Day Campaign – [more info](#)
- We hosted the Prince's Trust Brilliant Breakfast in collaboration with Smart Works Charity focused on positive change for under-resourced women entering the business world – [more info](#)

## EVENTS & DISCUSSIONS:

- We acknowledged and celebrated various awareness days, including Neuroinclusion, Stress Awareness Month, International Men's Day and Black History Month.
- We continued to celebrate cultural and religious celebrations, with discussions and cultural transition led by those that celebrate them in the business, including Easter, Diwali and Eid.
- We hosted a 'Neuroinclusion Live' event – [more info](#)
- We hosted our annual Unity event, which centres around sharing experiences and perspectives relating to inclusion and belonging – [more info](#)

## SUPPORTING the LGBTQ+ COMMUNITY:

We furthered our commitment to inclusion by inviting a guest speaker from SupportU, a local organisation supporting the LGBTQ+ community. This collaboration with businesses emphasised our dedication to understanding and educating ourselves on the challenges faced by the LGBTQ+ community.

Participation in the Pride in London parade in June was a memorable and unifying event for our employees. In 2024 we are delighted to be taking part again, and strengthening our relationship with Pride in the City to help deliver our internal educational programme of events. We also organised a group of employees to attend Reading Pride in September to showcase our active support.

## ACCESSIBILITY:

- We achieved our accreditation for being a Disability Confident Employer, reflecting a longstanding commitment to ensuring we are supporting our employees and customers across all areas of accessibility. – [more info](#)
- We've developed an internal accessibility campaign, drawing on in-house expertise to develop our employees' knowledge of creating accessible documents, presentations and communications.

# EDI: MUST WATCH

## WHAT IS BELONGING AT FSP?



## WOMEN IN TECH



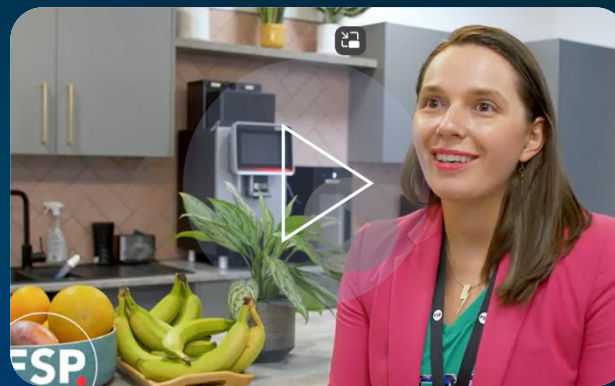
## FSP AT LONDON PRIDE



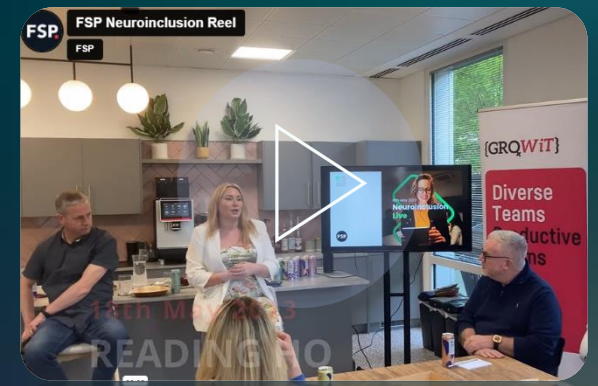
## OUR UNITY EVENT



## JULIA TALKS WHY FSP



## NEURODIVERSITY EVENT

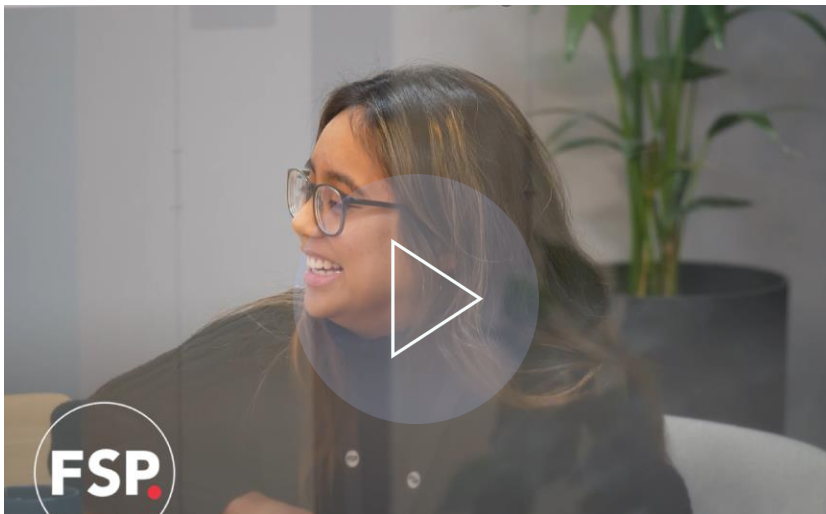


# FSP ACADEMY

A key part of our vibrant culture is our desire to ensure FSP is a place where great talent can thrive. Our focus on enabling great talent permeates throughout the business, but is illustrated clearly through the development of the FSP Academy.

The Academy brings together graduates, apprentices, interns, placement students and early career professionals, all on different career paths but sharing a similar goal; to make an impact and be successful in the technology and consulting industry.

Our talent scheme attracts, develops and inspires future leaders and provides a consistent pipeline of talent into our client delivery teams.



Watch video: ["The FSP Academy"](#)





## EMPLOYEE FEEDBACK

**+81 eNPS**



To nurture a world-class work environment, gaining input from our employees is imperative. Employee feedback plays a core part in maintaining and developing a dynamic, inclusive, and high-performing workplace, where both individuals and the organisation as a whole thrive. By tapping into the collective wisdom of our workforce, we gain invaluable insights that drive continuous improvement and innovation.

Our Pulse surveys primarily focus on recurring themes outlined below, ensuring we maintain a comprehensive understanding of employee sentiment. Consistently addressing various facets of these core themes allows us to uphold a well-rounded perspective and effectively respond to the evolving needs and aspirations of our team members.

Key feedback themes:

- Leadership
- Wellbeing
- ENPS
- Inclusion
- Employee Success
- Culture

## CUSTOMER FEEDBACK

**+83 cNPS**



As a company, we place a high priority on gathering customer feedback to enhance the experience we deliver to our customers. This valuable input enables us to gauge how well we're meeting customer expectations, pinpoint areas for improvement, and refine our offerings to better cater to our customers. By actively engaging with our customers, we not only strengthen relationships but also demonstrate our unwavering commitment to continuous improvement and delivering exceptional value.

In our endeavour to understand our clients better, we utilise the AskNicely platform to conduct surveys focusing on key themes. Recognising that positive Net Promoter Score (NPS) experiences correlate with long-term customer loyalty and growth, we strive to ensure every interaction leaves a lasting positive impression. By integrating both quantitative NPS data and qualitative feedback, we not only nurture customer loyalty but also elevate our customer experience to meet world-class standards.

Key Customer feedback themes:

- Quality
- Pace
- Communication
- Expertise & Insight
- Value for Money
- Collaboration & Teamwork

## ECONOMIC IMPACT:

# FSP IN THE COMMUNITY

We are dedicated to being a positive and active contributor to the community. We recognise our vital role in supporting local communities, the tech sector, and addressing national and global issues. Our long-standing partnerships with charities in Berkshire, Barcelona and Glasgow, focus on making a significant impact, especially for children with life-limiting or life-threatening conditions.

We strive to create a meaningful and positive societal impact, empowering our employees to support causes important to them. As part of our commitment to community engagement, we provide all employees with two additional days of leave specifically for charitable activities.

Last year we donated over £35k to charities in our local community, this excludes funds raised directly by individuals through charitable leave.

## CHARITIES WE DONATED TO IN 2023:



Children's Hospices Across Scotland





Action for Children is a truly inspiring Charity that helps children and families all year round with neglect and abuse, families with disabled children, fostering and residential care, good mental health, young carers, young people and parenting support.

[Action For Children | Children's charity | For safe and happy childhoods](#)

## **ACTION FOR CHILDREN**

### **Fundraising:**

Eight of our colleagues took on the challenge of abseiling the Spinnaker Tower in Portsmouth, and raised an impressive £4k+ for Action for Children. This contributed to 138 hours of one-to-one counselling for a child through their Breaking the Cycle counselling service. Children aged between four and sixteen years who have been affected by domestic violence and abuse have accessed the programme, which consists of a minimum of six weekly, one-hour therapeutic sessions, depending on the complexity of each case. It aims to give children and young people a voice and to gain emotional awareness, confidence, resilience and coping skills.

### **Donation:**

We were proud to support Action for Children's Secret Santa at Christmas appeal and provided the following:

- 1 child with a new bed and warm bedding.
- 10 children to wake up to a special gift on Christmas morning.
- 6 Teddy bears provided to comfort children.
- 8 children with breakfast, lunch, hot dinners, and snacks for 1 week.
- 5 Trips to visit Father Christmas for children who would otherwise miss out.
- 3 Children with warm clothes and bedding.





A team of people across FSP came together and utilised their charity days to complete the three peaks challenge in under 24 hours, and collectively raised over £10,000 for the Alexander Devine Children's Hospice.

[Alexander Devine Children's Hospice Service | Children's Hospice Service in Berkshire](#)

## ALEXANDER DEVINE'S CHILDREN'S HOSPICE

Alexander Devine is an incredible charity that supports children with life-limiting and life threatening conditions, and provides ongoing support to their families. We have had a partnership for over 10 years. Some of the activities we support include awareness, gifting services, fundraising and monthly funding towards an Alexander carer for critically-ill children.



Fiona Devine, CEO of Alexander Devine's Children's Hospices, chats with Laura Carey (Director, Business Operations) about their incredible story and how people can support more families in the community - [Watch now](#)





## COLLEAGUE STORY:

Hanny Abdalla, recently returned from a trip to Bangladesh, where he spent his two charity leave days with his family providing a range of support on behalf of their charity, the 'Mobarak Ali Charitable Trust'.

The truly inspiring Mobarak Ali Charitable Trust provides aid for the following activities:

- Arranging eye cataract operations for those in need
- Providing winter clothes/blankets
- Helping people affected by natural disasters
- Making donations to Sight-savers, Redcross, Save the Children, Leukaemia, Mildmay Mission Hospital, NSPCC , Concern Worldwide.

Hanny and his family raised money to help open up an eye hospital in a village called Malancha in Northern Bangladesh. This eye hospital provides 30 cataract operations a day to the local people.

Without this fundraising, villagers would have to travel 2 hours to the nearest city to receive this care. The Trust paid for the building of the hospital and the employment of the surgeons, doctors and nurses. The Trust also distributed food and donated 300 Saris and Lungis to the local people. Additionally, our colleague filled a suitcase full of their stuffed toys to distribute to the local children.

## INSPIRING EACH OTHER

Each year we host an all-company face to face event called 'Unity'. The day focuses on bringing people together, and colleagues sharing their stories and experiences. We always have a special feature dedicated to community impact to showcase some of the incredibly generous gestures and the difference that our colleagues are making in the world. This video features just some of those stories.

[Watch now](#)





# ECONOMIC SNAPSHOT

## ECONOMY CONTRIBUTIONS

- 32% of revenue growth in FY23
- Expansion into Scotland & India
- Acquisition of two companies  
Savanti (Cyber Security) – [more info](#)  
CRMCS (Microsoft CRM) – [more info](#)
- Tech contributions -  
Cyber Security significantly contributes to economic impact by protecting assets and information, fostering industry growth, ensuring business continuity, maintaining consumer trust, supporting regulatory compliance, enhancing national security, and boosting global competitiveness.

Driving innovation, creating high-skilled jobs, boosting productivity, attracting investment, and enabling the development of new products and services that transform industries and improve efficiency.

## EMPLOYMENT IMPACT

**55** NEW JOBS IN THE PAST 12 MONTHS

**110** REMUNERATION INCREASES IN THE PAST 12 MONTHS

## MARKET RECOGNITION

- Recognised as the fastest growing PE-backed business in the Thames Valley region, and entire South – [Read report](#)
- Berkshire Limited Awards recognised FSP as a Berkshire Ltd 2024 Leading Company. This award highlights and celebrates some of the county's most successful privately owned businesses, and provides them with recognition for their contribution to the region and wider UK economy – [see more](#)
- Awarded 'Best Performing Company in IT Consulting' Megabyte50 peer group award by Megabyte – [see more](#)
- FSP part of 31 techUK member's recognised in the Tussell Tech200 awards. These awards celebrate the 200 fastest-growing technology companies in the UK public sector from FY 2021/22 to FY 2022/23.



**Creating an enriched & sustainable future**

**FSP.**

---

+44 (0)118 9357 168 | [info@fsp.co](mailto:info@fsp.co) | [www.fsp.co](http://www.fsp.co)