



Sustainability Report 2024



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We are Softcat

Softcat PLC is a leading provider of IT infrastructure, delivering solutions to both the corporate and public sectors, supplying bespoke and innovative end-to-end technology solutions designed to complement and assist the workforce. We are one of the largest resellers in the UK and generated more than £900m revenue in the last financial year.

Our goal is simple: we're working to be the leading voice in the IT infrastructure, product and services industry. We deliver outstanding service to our customers, and we gauge our success through core business goals that prioritise customer excellence and employee satisfaction. We're a successful business, but we've never believed that success should be at the expense of our planet and its people.

That's why we're driving change within our own organisation. And it's why, through the technology we provide and by working with our partners and supply chain, we're supporting our customers on their socially responsible journeys.

About this report

This is our third Softcat sustainability report. Covering a reporting period of 1 August 2023 to 31 July 2024, it details our approach to sustainability, the targets we set to achieve our sustainability ambitions, and our progress against those targets.

The report also shares our actions across a broad range of environmental and social sustainability touchpoints, from energy, emissions and the circular economy to social value, charitable work and the efforts of our employee resource groups.

ESG data tables and indices in this report present the key ESG business metrics and information that our business record. This is a mix of qualitative and quantitative information that is also applicable to prominent ESG standards and frameworks, as noted.



HQ
in Marlow,
Buckinghamshire

Partnerships and affiliations

Canalys

Our partnership with Canalys gives us access to channel and tech analysis, global data, and key events to continue to grow our business.



CDP (Carbon Disclosure Project)

Each year, we submit our environmental disclosure survey to CDP. This process ensures we remain vigilant and transparent in our progress towards net zero.



Disability Confident Employer

The Disability Confident scheme promotes change within business, encouraging organisations to think differently about disability. Our accreditation is recognition that we are 'Disability Confident Committed'.



EcoVadis

EcoVadis assesses four key business themes: environment, labour and human rights, ethics, and sustainable procurement. We have submitted to EcoVadis annually since FY14.



HP Amplify Impact Award 2023

The Amplify Impact Global Leader Award recognises the partner who demonstrates the best overall sustainability performance.



ISO 14001 - Environmental Management

ISO 14001 is an internationally agreed standard that sets out the requirements for an environmental management system. Our compliance means we use resources efficiently and reduce waste where possible.



ISO 50001 - Energy Management

The ISO 50001 framework requirements mean we have a robust policy for optimising energy use, with clear targets and objectives.



Lenovo Accelerate - ESG Partner of the Year

Softcat received two awards at Lenovo's partner event, Accelerate. We were awarded 'As One Partner of the Year', and 'ESG Partner of the Year'.



Microsoft Partner Pledge

Softcat has signed up to the Microsoft Partner Pledge to contribute to the industry's sustainability journey; working together to make digital innovation a force for good. The initiative aims to grow more tech talent, enhance diversity and inclusion, and help to deliver a sustainable world.



Race at Work Charter

As a signatory, we are dedicated to transparency, zero tolerance of discrimination, tackling ethnic disparities, and race inclusion allyship.



Science Based Targets Initiative (SBTi)

Softcat was the first IT company in Europe to have its net zero targets approved by SBTi. We continue to work tirelessly towards reaching our goals.



Social Mobility Pledge

This pledge guides us to be a truly purpose-led organisation, committed to social mobility through our apprenticeship opportunities, our recruitment process and our work with schools.



Support the Goals

A 5-star rating recognises Softcat's commitment to the Sustainable Development Goals and puts us in the top 4% of businesses for SDG support.



Techies Go Green

Softcat is part of this movement of IT and tech-oriented companies who are committed to decarbonisation and boosting verifiable sustainability.



UN (United Nations) Global Compact

Softcat is a signatory of the UN Global Compact, an initiative driven by CEO commitments to implement universal sustainability principles and achieve the UN Sustainable Development Goals.

A message from our CEO

The impacts of climate change could be irreversible within ten years. Over a million species are at risk of extinction. Climate change is contributing to a refugee crisis. And into this mix, technology has been making its contribution, in terms of e-waste, resource depletion and energy demand.

In 2021, I spoke about the need for every organisation to focus on social and environmental responsibility to protect the planet for future generations. As I write in early 2025, the need hasn't changed but the urgency is greater than it ever was.

Softcat has responded to that urgency. We were ahead of time in achieving our goal of being carbon neutral by 2022. The same was true for our target of using green energy across all our office locations. This year, while continuing to grow our business, we reduced our Scope 1 emissions by almost half and saw a 7% reduction in company-wide emissions relative to revenue year-on-year.

Gender and ethnicity representation in our sector continues to fail to reflect the society we serve - particularly at senior levels. But at Softcat, 40% of our Senior Leadership Team and 63% of the Softcat Board are women. We have hit 25% ethnic representation at board level.

Our apprenticeship scheme, encouraging more young people into tech, is ten years old this year. During its first decade, we've gone from six apprentices in 2014 to 70 in 2024. Our annual Love2Give Charity Ball raised more than £400,000 for our chosen charities in the UK and Africa.

These are just a few examples which show that, across a range of environmental and social measures, Softcat is delivering on its commitment to do good.

That takes an enormous amount of effort, not just from the Softcat team, but from our partners, vendors and suppliers. We're enormously grateful to enjoy such enthusiastic buy-in from them all.

We need it, because despite our progress, there's much that still needs to be done, in terms of waste, our Scope 3 emissions, representation, health and wellbeing, social value and much more.

In this year's report, we again share our targets and progress, and showcase the value of collaboration in creating a tech industry we can be proud of.



**Thanks for
being part of
that journey.**

Graham Charlton

Chief Executive
Officer at Softcat

Industry recognition

Once again, Softcat's work in social and environmental sustainability has gained widespread industry acclaim. Recognition included:



Climate leaders

We were recognised in TIME magazine's 'World's Most Sustainable Companies 2024'¹ list and were named by the Financial Times as one of Europe's Climate Leaders for 2024. Both lists had rigorous methodology, including reductions in Scope 1 and 2 GHG emissions, SBTi targets, and value chains.



The Firm Awards 2024³, powered by The Talent Labs

Best Internal Mobility Strategy Award



CRN Sustainability in Tech Awards 2024

- Sustainability Champion of the Year (Reseller)
- Best Sustainable Customer Project of the Year
- Sustainability Evangelism Award (Alastair Wynn)



FTSE Women Leaders Review

Top Ten Best Performers in the FTSE250



Great Place to Work²

- #1 Best Overall Workplace in Tech
- #1 Best Workplace for Women in the UK
- #5 Best Workplace in the UK
- #5 Best Workplace for Wellbeing in the UK



HP Amplify Partner Conference 2024

Sustainable Impact Partner of the Year

CRN Sustainability in Tech Awards 2024

Softcat enjoyed a triple win at the first-ever [CRN Sustainability in Tech Awards](#), held in February 2024 at BAFTA Piccadilly in London.

“To be seen as a champion in this area is brilliant recognition for the work we've done and continue to do in the industry. It's a testament to the hard work and dedication of our team, and the collaboration and engagement with our key partners who have worked tirelessly to integrate sustainable practices into every aspect of their operations.”



Alastair Wynn

Business Transformation Director

¹ Time Magazine. (2024). World's Most Sustainable Companies of 2024. | ² Great Place to Work. (2024). UK's Best Workplaces™ 2024. | ³ The Talent Labs (2024). The Firm Awards 2024

The impact of technology

Technology and sustainability

Every organisation feels the impact of technology differently. If we are to deliver the sustainable support our customers expect, we need to understand the challenges, opportunities and priorities from their perspectives.

That's why, every year, Softcat publishes its Business Tech Priorities Report. In it, we provide a snapshot of the enterprise and IT landscape in the UK and Ireland, built on the findings of our Customer Experience Survey. This year, we heard from 3,870 organisations and 5,600+ customers in 30 different

industries and sectors (public and private), who gave us their insights about the IT landscape and how they are using technology to transform their operations. We also asked our customers to share what they consider to be their biggest challenges in the next 12 months.

Key themes of the Softcat Business Tech Priorities Report

44% **Sourcing tech**
44% said their organisation is prioritising Technology Sourcing and Procurement. Many are looking to upgrade existing technologies to improve operational efficiency and resiliency.

38% **Embracing AI**
38% selected AI as a top tech priority with continuing development and breakthroughs in the technology.

40% **Staying compliant**
40% said Governance, Risk, and Compliance were a priority for their organisation to comply with changing regulatory requirements, avoid legal penalties and protect their reputation.

67% **Cyber security**
67% ranked Cyber Security is the top technology focus in 2024 to protect operations and data, as attacks become more sophisticated

54% **Controlling budgets**
54% of customers said they are prioritising Cost Control and Budgeting with increasing pressure to operate more efficiently and be financially cautious due to economic uncertainty.

37% **Improving efficiency**
37% of respondents said Automation was a technology priority as they increasingly seeking areas to improve efficiency and accuracy in processes.

You can find the latest report here:
[Softcat Business Tech Priorities Report](#)

The impact of technology

Technology has transformed the way we live and work. Now integral to virtually every facet of life, its benefits are countless. But there's a dark side. Habitat destruction. Waste. High energy use and higher carbon footprints. Human rights violations.

As an industry, we have to recognise the negative impact technology has had and, in some quarters, continues to have. We need to work together to identify the challenges, manage and mitigate them, and create a tech sector that has a wholly positive impact on the planet and its people.

Human rights in IT

Technology is highly reliant on the rare earth minerals and other metals (e.g. gold, copper, silicon, cobalt, lithium) used in printed circuits, batteries, microchips and transformers. Extracting those minerals presents a broad range of human rights risks, as do the chemicals used in extraction and tech manufacture. And as long as e-waste continues to be processed in environmentally damaging ways (as is the case in many developing countries), communities risk exposure to land, water and air contamination.

As Make ICT Fair⁴ noted, however, when the industry comes together to lobby for labour and human rights at raw material extraction stage – and creates and maintains responsible sourcing practices, product transparency and supplier codes of conduct – we can make a difference.

Waste

The world is generating electronic waste (e-waste) five times faster than it is recycling it. According to Unitar⁵, the 62 million tonnes of e-waste generated in 2022 would fill 1.55 million 40-tonne trucks, enough trucks to encircle the equator, bumper-to-bumper. But recycling rates remain below 25%. Unitar's report notes that if countries could 'bring e-waste collection and recycling rates to 60% by 2030, the benefits – including through minimising human health risks – would exceed costs by more than US \$38 billion.'

Yet a recycling economy still results in waste, because there are usually limits on the number of times any product or its components can be recycled. What's needed is a true circular economy approach, where products are designed with extended lifespans, and are then disassembled and their components reused. As an industry we need to make real inroads in building circularity into the technology products we produce and supply.

⁴ Merk J. (2021). Human rights risks in the ICT supply chain. Make ICT Fair.

⁵ Unitar. (2024). Global E-Waste Monitor 2024: Electronic Waste rising Five times faster than documented E-Waste Recycling

The impact of technology

Energy use

It takes 800kg of raw materials to make a 2kg computer⁶. Extraction of those raw materials requires energy. Yet once the materials have been mined, the chips manufactured and the products created and distributed, the energy requirements don't stop. Every piece of technology requires energy to operate. And the smarter technology becomes, the more energy it consumes.

A request made through ChatGPT, the AI-based virtual assistant, consumes ten times the electricity of a Google search⁷. As more economies look to harness the benefits of AI, so the need for data centres has surged (from 500,000 in 2012 to 8 million today) with a corresponding impact on energy needs. Most of that energy is still derived from burning fossil fuels.

Because data servers generate heat, it takes energy not just to run them, but to cool them. It also takes vast quantities of water. According to one estimate⁸, globally, AI-related infrastructure may soon consume six times more water than Denmark.

The technology industry needs to work together to limit the energy needed to power AI, switching to renewable sources as a matter of urgency. And when 2.2 billion people lack access to safe drinking water⁹, it also needs to reduce its reliance on water, and bring online innovative, alternative cooling solutions that are effective at scale.

Artificial intelligence

AI is already ubiquitous, but we're only just beginning to explore its true potential. 89% of organisations believe AI and machine learning will help them grow revenue, boost efficiency and improve customer experiences¹⁰. Goldman Sachs¹¹ says AI is showing "very positive" signs of boosting productivity by a cross-industry average of 25%.

Yet as with any revolution in industry, not everyone feels the benefit and we do not know the net effect AI will have on employment. It may be a challenge for humankind as much as for the tech industry, but we need a plan for ensuring those displaced by AI still have a productive role to play.

Again, the solution lies in collaboration; of agreeing, complying with and policing AI codes and standards that ensure the planet benefits from the potential of AI, while mitigating or neutralising the threat it presents.

⁶United Nations Conference on Trade and Development. (2024). World Investment Report 2024. UNCTAD.

⁷International Energy Agency. (2024). Electricity 2024: Analysis and forecast to 2026.

⁸Li P. et al. (2025). Making AI Less "Thirsty": Uncovering and Addressing the Secret Water Footprint of AI Models. arXiv 2304.03271v5

⁹United Nations. (2025). Global Issues - Water.

¹⁰Pratt MK. (2024). 12 key benefits of AI for business. Tech Target.

¹¹Goldman Sachs. (2024). AI is showing "very positive" signs of eventually boosting GDP and productivity.

Making a difference to our industry

When we work together, we mitigate the negative impacts of technology. Here are just some of the ways Softcat is doing that:



Partner Forum

Attended by 350+ partners, Softcat's Partner Forum was an opportunity to discuss our collective vision and share the changes we want to encourage our partners to drive within their organisations.

[Read more on p30](#)



TC4RE

Softcat is a founding member of the Technology Channel for Racial Equality (TC4RE). TC4RE works to ensure that, when they enter the industry, young people find a place that is diverse, welcoming and committed to increasing representation.

In 2023 Softcat and its TC4RE co-founder partners donated £5,000 in university grant funding for four students.

[Read more on p42](#)



CRN Sustainability in Tech Awards

Softcat enjoyed a triple win at the first ever CRN Sustainability in Tech Awards, which were designed to recognise and reward companies across the IT sector making a real difference in the fight to stop global warming.

[Read more on p41](#)



Techies Go Green (TGG)

TGG is the not-for-profit organisation working to grow awareness of the need for sustainable climate action in the wider business community.

John Gladstone, Softcat's Sustainability Lead, is a TGG ambassador, working to inspire and enable a culture of sustainability among the tech community.

This year, John has continued to support the organisation's growth and development as the signatories list has grown to more than 500 organisations. The community network and events mean the members work together to tackle climate issues and support each other on their journeys to net zero.

Our approach to sustainability

Guiding our sustainability journey

Sustainability is a broad topic made digestible and understandable by the UN Sustainable Development Goals.

The SDGs, agreed by 193 world leaders in 2015, address sustainability through 17 environmental and social goals. Most large companies use these goals to frame the way they address and report environmental, social and governance issues.

We believe the SDGs remain the world's best blueprint for a more equitable, sustainable and prosperous world. Our approach, therefore, is to use them as the roadmap for our environmental and social strategy.

Throughout this report, as we showcase our initiatives and actions in respect of our targets, we will highlight the relevant SDGs using icons.

Our priority goals

Our strategy is guided by six SDGs we have selected as priorities for our business:



Our material ESG topics

The SDGs may guide our environmental and social actions, but it's important that our areas of focus match the needs and expectations of our stakeholders.

For that reason, we assessed a range of topics to determine how material they were to our business and to internal and external stakeholders. We gained insight through interviews with suppliers, partners, vendors, and customers, and conducted surveys to gain quantitative information.

The results shown opposite identify our most material topics. We have used these to inform our strategy and approach, in-line with the Global Reporting Initiative (GRI).



Governance structure

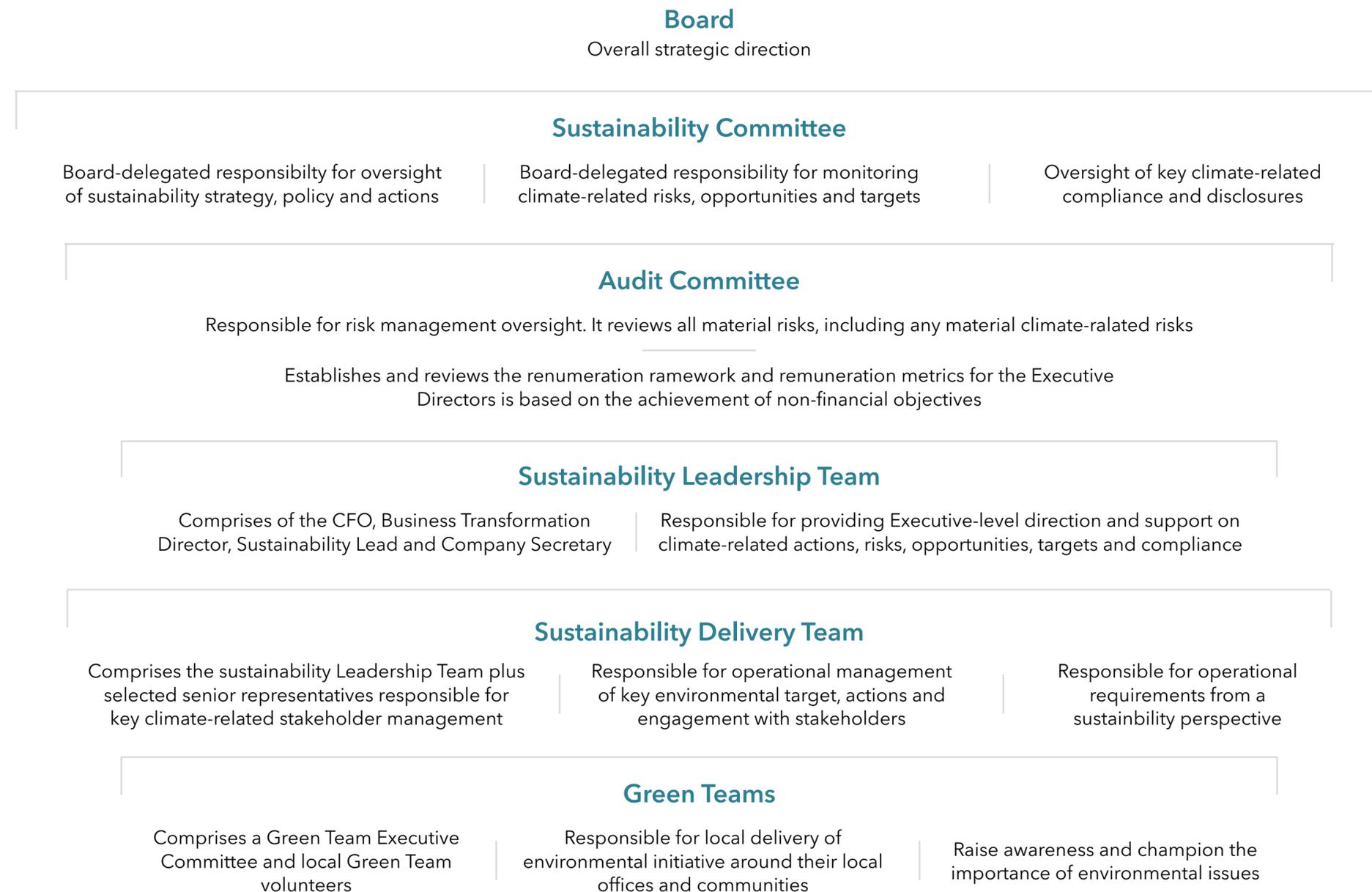
To successfully manage sustainability and implement associated initiatives effectively, Softcat operates a tiered governance approach. This ensures that all areas of sustainability get the right levels of focus throughout the business, including both the effective monitoring of climate-related risks and taking advantage of climate-related opportunities.

The Board drives overall strategic direction of sustainability at Softcat. Responsibility for overseeing strategy, monitoring climate-related risks and opportunities, and overseeing sustainability related compliance is delegated to the Sustainability Committee.

Responsibility for day-to-day management of sustainability issues within Softcat lies with the Sustainability Leadership Team, Delivery Team and our Green Teams, whose roles are detailed opposite.

You can find more about the work of the Committee, governance structure and Committee meetings in our Annual Report and Accounts 2024.

Environmental Sustainability Governance Structure



Assurance

All emissions data within this report has been assured by global certification body NQA in accordance with ISO 14064-1.

[Read our verification statement here.](#)

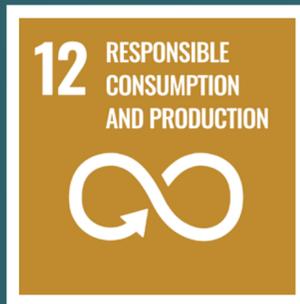
Evolving our approach

As ESG becomes an increasing area of importance for investors, governments and society, so there is increasing focus on standardisation and reporting, with a range of regulations to ensure this. Softcat is continually evaluating and evolving its approach to sustainability to ensure alignment with these standards.

In line with UK and EU requirements, Softcat will continually review legislation and what is required to remain compliant. Softcat's GRC and sustainability teams are also collaborating to create an assurance plan.



Environmental sustainability



Ensure sustainable consumption and production patterns.



Take urgent action to combat climate change and its impacts.

“It’s about not resiling from the challenges, but exploring ways to resolve them”

There’s an inescapable truth about the growth of technology: it has an environmental impact. The amount of power used by the tech industry now exceeds that of aviation.

It leaves the industry on a seesaw, balancing the world’s need for AI, cybersecurity and more with the need for sustainability.

This year, the biggest names in technology (Google, Microsoft, AWS, among others) have all announced dramatic increases in emissions because of the need to ‘feed’ AI and other growing business requirements.

We have also seen our Scope 3 emissions (i.e. indirect emissions such as purchased goods and services) increase, although our direct emissions (Scopes 1 and 2) and our intensity ratio (i.e. emissions relative to revenue) have reduced (see p24). This illustrates the challenge for every growing business, but especially for technology businesses.

The world needs more technology. That technology requires more power, more cooling, more resources. How do we deliver those while meeting our sustainability objectives? I believe it’s about being honest and talking about the issues as an industry.

It’s about continuing to work closely with our partners and supporting them to work with their suppliers, a key component of our S3 Sustainability Framework (see next page) which we’ve used to frame our environmental strategy (see p19). And it’s about redoubling our efforts – about not resiling from the challenges that face us but exploring ways of working together to resolve them.

In this report, you’ll find numerous ways we’re doing that.



John Gladstone
Sustainability Lead



S3 Sustainability Framework

Operating sustainably requires us to connect our internal strategy, our supply chain, and the solutions we offer to our customers. We do that via the S3 framework.

Softcat

Making sustainability a core element of our business by supporting our priority goals and continuing to drive and develop a more efficient, reduced-carbon industry.

Initiatives supporting this:

- S3 Framework
- 10 in 10 Sustainability Targets
- Renewable Energy Initiatives
- Annual 'All Company' training.
- Employee Resource Groups
- Bi-Diversity Initiatives

Supply chain

Working with our partners, suppliers, and vendors to ensure they are working to our values and doing what they can do to enable, deliver, and support a sustainable supply chain.

Initiatives supporting this:

- Sustainability Analyst resource focused on Softcat Supply Chain.
- Supply Chain Assessments
- Carbon Neutral services initiatives.
- Sustainability Symposium at Softcat's Partner Forum.

Solutions

Reviewing all services and solutions offered to our customers (new and existing) and enabling our employees to create and deliver sustainable products that aid our customers on their own sustainability journeys.

Initiatives supporting this:

- IT Sustainability Assessments.
- Sustainability Success Manager focused on customer experience.
- Circular Solutions
- Circular Hardware
- Trade In/Buys Backs
- WEEE disposal
- Product Emissions Data
- Certified 'Carbon Neutral' Services.

Our approach to environmental sustainability

Our approach to climate change looks inwards at our own actions, focusing on what is required to support Softcat. It also looks outwards to our supply chain and customers, exploring what more we can do to help others reduce their impact.

Between FY23 and FY24, we saw an 7% reduction in company-wide emissions relative to revenue year on year, while continuing to grow the company. This is important, as it demonstrates that Softcat has decoupled its emissions from revenue growth.

We continue to work with our partners and customers to influence, assess, and improve our collective net zero position and to deliver our goal of a net zero value chain by 2040.

Our environmental strategy

Our strategy takes a 3S approach to our main areas of focus:

Strategic aim

To minimise environmental impact while empowering employees and customers to drive a sustainable future.

Key areas of focus

Emissions reduction, responsible procurement and circular economy practices.

Softcat

- Reduce environmental impacts within our control. Remove/offset unavoidable emissions.
- Continually improve the accuracy of our data.
- Equip our people with the knowledge and skills to support Softcat and a sustainable future.
- Comply and stay updated with the latest sustainability legislation.

Supply chain

- Measure and track our suppliers' sustainability progress.
- Aim to partner with suppliers that support or exceed our own sustainability goals.
- Optimise supply chain engagement to drive efficiency.
- Make sustainability integral to our procurement decisions.

Solutions

- Champion low carbon, circular, ethically sourced, energy efficient products whenever we can.
- Empower our customers to make sustainable decisions by giving them tools to support their own journeys.
- Help our customers adopt and implement circular IT strategies.

Net zero transition plan

Like any organisation with assured targets, Softcat is working hard towards achieving emission reductions. Everything we do, which you will read about in the following pages, is working towards an aspiration of a 45% reduction in gross emissions by 2030 and a 90% reduction on gross emissions, meaning net zero GHG emissions across our value chain by 2040 (both based on FY21 baseline).

Science Based Targets initiative (SBTi)

In 2022, our targets for net zero were approved by the SBTi.

This was an important milestone. SBTi approval means that our targets are credible, in line with the Paris Agreement and the latest climate science.

Our 10 in 10 plan

We recognise that ambition is nothing without action. That's why we created our 10 in 10 plan to ensure our targets and other climate-related ambitions are supported by simple actions. We constantly review and change these based on legislation, regional environmental commitments and our own strategy.

Building on this work, we are now developing a transition plan to clearly show how our 10 in 10 plan aligns with the emissions reductions required to reach net zero. We'll publish this in 2025.

Full migration to EV pool cars

We have replaced all our petrol and diesel company cars with electric vehicles. Our Marlow HQ has also had numerous electric vehicle (EV) charging points installed to provide charging for not only these cars, but also for employees' own EVs.

Renewable energy across all Softcat locations and renewable energy generation projects

In our financial year 2022/2023, we were able to purchase or provide 100% of the electricity for our offices from renewable sources. The solar panels installed at our Marlow HQ generate ~20% of the electricity for that site, reducing costs and carbon. The rest of our office electricity use is covered by either renewable electricity tariffs or Energy Attribute Certificates (EACs).

Major suppliers/partners to have net-zero plans and SBTi where applicable

We don't have direct control over the manufacture, transportation, and energy use of the products we supply, but our partners do and are working hard to set and achieve their own net-zero targets.

By working together and sharing best practice, we can determine the rate at which the emissions associated with these products could reduce, and achieve our mutual targets.

Softcat services to be certified 'carbon neutral' (PAS 2060)

It isn't possible to provide net-zero services to the SBTi standard, as it relates to the whole business. So our aim is to provide certified PAS2060 standard 'carbon neutral' services.

This standard ensures that we measure the emissions from our services, implement a plan to reduce these, and invest in schemes that remove an equivalent amount of carbon from the atmosphere.

100% of deliveries to be completed using low emission delivery service

Logistics and transport account for approximately a third of the world's global emissions, making it the world's largest emitting sector for many developed countries.

Low-carbon vehicle technology is advancing rapidly and many of the large logistics companies have already invested heavily in electric vehicles for last-mile deliveries. We are confident that these developments will continue, allowing our customers to enjoy deliveries from low emissions vehicles in the next few years.

>80% of customers will be purchasing sustainable products or services from Softcat

Everything we do is in the service of our customers. Without them, we have no business.

It's really important, therefore, that the products and services we offer are not only compelling but also aligned with our transition to a low-carbon economy. Although we aim for 100% of our services to be carbon neutral by 2026, we need to also ensure that the products and services we sell from others are sustainable too.

We aim to work closely with our partners to create a range of sustainable products and services, which offer low emissions while still delivering the features our customers need.

Suppliers to be using 100% renewable energy across their operations

Encouraging our suppliers to switch to renewable energy has the potential to significantly reduce the emissions from our purchased goods and services. We are already working with our suppliers to track their use of renewable energy and encourage the switch.

45% reduction in gross emissions in line with net zero targets (FY21 baseline)

2030 is the year that the United Nations aimed for the SDGs to be achieved and also marks the near-term target for our science-based targets, with an aim to reduce Scope 1 & 2 emissions by 45% and Scope 3 emissions by 40%.

Zero to landfill (operational waste)

We're not a manufacturer of goods, so the waste we produce directly is minimal. In our base year, the emissions arising from waste generated in our operations were a mere 0.79 tCO₂e. However, any waste creates issues for our natural world, so we aim to ensure no waste from our offices is sent to landfill by 2031.

>80% of customers using renewable energy

In our base year, 35,906.76 tCO₂e was produced using the products we sold - nearly 15% of our total emissions. As we encourage our customers switch to renewable energy, this number will reduce significantly.

10 in 10: The progress

Targets	Progress	Status	Financial Year
Full migration to EV pool cars	We have successfully migrated all pool cars to EV.	Completed	2023
Renewable energy across all Softcat locations and renewable energy generation projects	100% of the energy we use is now renewable. We have successfully completed this a full year ahead of the deadline. Where offices are unable to procure renewable energy, we buy Renewable Energy Guarantees of Origin or Guarantees of Origin (REGOs/GOs).	Completed	2024
Major suppliers/partners to have net-zero plans and SBTi where applicable	Through the Enexo ESG platform we have reviewed all tier-one suppliers and are now working to review our partner network and remaining suppliers.	On track	2025
Softcat services to be certified 'carbon neutral' (PAS 2060)	In FY24, we certified our Softcat Cisco Support service as carbon neutral and are planning to continue expanding this to other services in FY25.	On track	2026
100% of deliveries to be completed using low emission delivery service	We are in the process of collecting comprehensive data for this target.	Ongoing	2027
>80% of customers will be purchasing sustainable products or services from Softcat	We are in the process of collecting comprehensive data for this target.	Ongoing	2028
Suppliers to be using 100% renewable energy across their operations	We are in the process of collecting comprehensive data for this target.	Ongoing	2029
45% reduction in gross emissions in line with net zero targets (FY21 baseline)	In 2024, Softcat's emissions increased by 2%. We recognise that we need a comprehensive plan to ensure we meet net-zero targets. That's why we're developing a UK Transition Plan Taskforce (TPT)- aligned net-zero transition plan.	Ongoing	2030
Zero to landfill (operational waste)	We are in the process of collecting comprehensive data for this target.	Ongoing	2031
>80% of customers using renewable energy	We are in the process of collecting comprehensive data for this target.	Ongoing	2032

Climate-related Financial Disclosures (CFD)

In the UK, the Companies (Strategic Report) (Climate-related Financial Disclosure) Regulations 2022 (UK CFD) makes disclosures relating to climate-related risks and opportunities mandatory for publicly listed and large private organisations.

Our CFD disclosures are included in our Annual Report and Accounts.

During the last review of our disclosures, we concluded that we fully comply with nine of the eleven recommended disclosures and are making progress on the remaining two.

These are:

- Setting opportunity metrics related to low-carbon products and services.
- Although our net-zero targets have been approved by the SBTi, we have not yet fully set opportunity targets related to low-carbon products and services.

Energy

Harnessing solar

Our last report highlighted that we had reached a significant milestone on the journey to reducing our carbon footprint, by powering our offices using 100% renewable energy. This reporting year, at our Marlow HQ, ~20% of the site's energy requirement was self-generated thanks to our newly installed solar panels.

Commissioned during FY24, the panels have generated 143MWh of electricity (equivalent to the energy needs of 4,700 average houses). This is particularly timely given the increase in electricity required to support our EV scheme.

Powering our offices

We buy electricity using a green (renewable) tariff in most of our offices.

Where we are not able to do this, due either to availability or contractual restrictions, we purchase unbundled Energy Attribute Certificates (EACs) to invest an equivalent amount of energy in renewable infrastructure.

We continue to work to reduce gas usage in our offices through the use of alternative heating technology that isn't powered by fossil fuels.



Emissions

Our total direct and indirect GHG emissions (Scopes 1, 2 & 3) for 2024 were 366,650 tCO₂e, a 2% increase from our previous year.

This is largely due to an increase in emissions from purchased goods and services during the reporting period, which constitute a significant portion of our indirect (Scope 3) GHG emissions.

As with other organisations, we are faced with the challenge of reducing indirect emissions whilst growing our business. We recognise that we need a clear plan to reduce our emissions and meet our net-zero targets.

We must also improve the accuracy of our carbon data to help us clearly identify opportunities for emissions reduction. In response, we have:

- Developed a net-zero transition plan to help us understand how we will reduce our emissions, focusing on the most material areas within our supply chain.
- Made good progress in collecting more accurate data on employee commuting and transportation and distribution. For FY25, we will continue to gather and integrate data from our suppliers, as decarbonising our supply chain is a vital part of our journey to net zero.

Total emissions* (tCO₂e)



* Includes all emissions across Scopes 1,2, and 3, taking a market-based approach

Scope 1 emissions

↓ **48%**

Scope 2 emissions

↓ **18%**

Emissions total:

366,650 tCO₂e



Our FY24 emissions

Through our 10 in 10 plan, we have made significant progress in reducing our direct Scope 1 and 2 emissions.

Key initiatives

- Switching to EV pool cars.
- Installing solar panels at our Marlow HQ.
- Continued to purchase renewable energy contracts in most of our offices, with Energy Attribute Certificates (EACs) being used where renewable energy contracts are not available.

	FY22	FY23	FY24
Total emissions (tCO₂e)*	228.55	184.19	95.62
Total emissions intensity (tCO₂e/£m) **	152.8	139.5	128.4

Figures based on GII revenue

* Includes all emissions across Scopes 1 and 2, taking a market-based approach.

** Includes all emissions across Scopes 1,2, and 3, taking a market-based approach.

***Scope 2 (market-based) emissions are 0 tCO₂e as we purchase renewable energy credits.

FY24 emissions summary

	FY22	FY23	FY24	% Change
Scope 1	228.55	184.19	95.62	-48%
Scope 2 (location-based)	334.38	378.8	311.61	-18%
Scope 2 (market-based)***	0	0	0	0%
Scope 3	383,017.96	357,286.00	366,243.01	3%
Purchased goods and services	301,148.07	291,567.88	302,069.70	4%
Fuel and energy-related activities	71.32	52.59	43	-18%
Upstream transportation and distribution	148.75	184.19	24.62	-87%
Business travel	511.36	849.44	1,350.14	59%
Employee commuting	328.09	896.67	2,308.20	157%
Waste	4	3.8	14.35	278%
Use of sold products	80,697.04	63,602.07	60,380.05	-5%
End-of-life treatment of sold goods	109.33	129.36	52.93	-59%
Total (tCO₂e)	383,580.89	357,848.99	366,650.24	2%

All figures in tCO₂e. Change calculated between FY23 and FY24. Percentages given are rounded to the nearest whole number.

Investing in nature

There's growing global recognition of the decline in nature. 75% of the Earth's land surface has been significantly altered by human actions, including 85% of wetland areas. 66% of ocean area is impacted by human activities¹².

One million of the world's estimated 8 million species of plants and animals are threatened with extinction¹³.

These startling figures have a real, tangible impact. They affect the water we drink, the food we eat and the air we breathe. Additionally, 'at least half of global GDP is moderately or highly directly dependent on nature¹⁴'.

If we are to have a healthy planet, healthy people and a healthy economy, we need to limit our impacts on nature and invest in nature restoration. We are committed to playing our part in that.

Environmental advocacy: Green Week at Softcat

In April, Softcat's annual Green Week arrived, with the theme of 'Wildlife, People and Softcat'. Driven by the Green Team, an employee-led group of climate-conscious individuals, Green Week is a celebration of our planet, an opportunity for everyone to learn something new, and a spotlight on the work Softcat is doing around sustainability.

Our chosen charity for the week was Heal Rewilding, which crowdfunds to buy land for rewilding. Colleagues were encouraged to support it through salary donation.

Beyond that, every office was busy doing something in support of the environment:

- Newcastle hosted a beach clean.
- Bristol ran a vendor-sponsored volunteering session with wildlife-friendly gardening champion 'Grow Wilder'.
- Leeds took part in a DIY bee hotel-making workshop.

- Glasgow held a remakery talk and DIY yarn-making workshop.
- The US office cleaned up a lake; and
- Singapore visited Bollywood Farm, an educational, heritage farm creating planet-friendly produce.

Throughout the week, the Green Team also ran a quiz and a series of webinars led by internal experts and external partners, including:

- Navigating climate change and eco-anxiety with our children: hosted in collaboration with the Family Network.
- Trash workout - transform waste into wellness: with influencer and green activist, Gittemarie Johansen.
- Enhancing sustainability in data centres.
- Revolutionise sustainability - circular solutions and refurbished equipment: with Circular Computing.
- Unleashing Softcat's sustainability commercial offering.

¹² UNEP

¹³ IPBES

¹⁴ Oxford Martin School

Investing in nature

Sweet! Spreading the news about Softcat honey

Einstein once said that if honeybees disappeared from the face of the Earth, humanity would only have four years to live. He had a point.

More than 80% of plants and flowers, and one out of three mouthfuls of what we eat, relies on bees for pollination. Crops that depend on pollination are five times more valuable than those that do not. That's why, a few years ago, we began sponsoring 10 beehives (one to represent each office) with [Buckley's Bees](#). We know this contribution to biodiversity is small, but it's important too.

Bees are classified as a keystone species because of the critical role they play in our ecosystems and Buckley's Bees was the perfect partner for us. They're passionate in making a positive difference and passing on the beekeeping trade to younger generations.

Our honey has already proved a popular (and tasty) talking point at our Partner Forum. Several partners were keen to find out more about our initiative, with a view to replicating it in their organisations, and several more bought our honey to give away at their own events.



Beyond value chain mitigation

Organisations need to dramatically reduce their emissions and neutralise any unavoidable emissions by investing in nature.

Such actions may not reduce an organisation's carbon footprint, but if we are to rebalance our relationship with nature, we need to make continual investments in it. SBTi refers to this as beyond value chain mitigation (BVCM).

Softcat is committed to investing in nature outside our value chain. Although this will not reduce our GHG emissions, but it will have an overall positive impact on our environment.

Examples of BVCM actions at Softcat during the reporting year include:

WWT volunteering day

[The Wildfowl and Wetlands Trust \(WWT\)](#) works globally to conserve, restore and create wetlands for wildlife and people. Sir David Attenborough described its first centre, at Slimbridge in Gloucestershire, as the birthplace of modern conservation.

In September 2023, in partnership with Dell, 12 Softcat volunteers spent a day with the WWT at Slimbridge, working with reserves and ground teams to clear weeds and other material from the marshland in preparation for the winter.



Litter picking for the RSPB

Rainham Marshes on the outskirts of London is a vital base for waders, wildfowl, warblers and owls. In January 2024, a team of 10 braved the unfriendly UK weather to visit the RSPB site for a sponsored litter pick across the marshland, organised with Softcat vendor Checkpoint.



Carbon offsets

While we recognise that investing in nature will not directly reduce our carbon footprint, there are times when making an investment in nature, that is equivalent to the impacts of some of our activities, is beneficial.

Carbon offsets are a useful way of investing in nature while delivering our services and ensuring they meet carbon neutral standards (PAS 2060). Offsets help us neutralise the carbon resulting from the services we provide.

During FY24 we invested in projects certified to the Verified Carbon Standard (VCS), removing 3,750 tonnes of CO₂ from the atmosphere. These projects were to offset emissions from energy consumption, business travel, waste, and fuel and energy related activities.

Our investments, through partner Verra¹⁵, are supporting the Guanaré Forest Plantation Project in Uruguay, 21,298 hectares of land previously used for cattle grazing. The land is now being used to establish a plantation which will sequester large amounts of carbon dioxide from the atmosphere while providing a source of high-value timber.

[Discover more about the project](#)

Taskforce on Nature-related Financial Disclosures (TNFD)

We believe that Softcat's direct impact on nature is minimal and the use of nature-related resources such as water and land use are not material metrics.

However, in line with the recommendations of TNFD regarding disclosures - and given developments in respect of the International Sustainability Standards Board's proposal to further research potential corporate disclosures and metrics on nature-related risks and opportunities - it is right that we understand our impact in greater detail. We will, therefore, be carrying out assessments over the next 12 months and disclosing the results of these once complete.

¹⁵Verra. (2025). Verra sets the World's Ledged Standards for Climate Action.

The circular economy

IT Asset Disposition (ITAD)

Everything has a lifecycle; the period between when something is created or manufactured, operates at its best, and then 'dies'.

With technology developing at an accelerating rate, the window in which hardware or software is at its prime is shortening. This can be problematic in many ways for organisations, including from a sustainability perspective.

Circularity is the ideal way to address the product lifecycle sustainably. But little of the technology created to date has been designed with true circularity in mind. It can, however, be refurbished, resold, repurposed, repaired or disposed of in a safe and environmentally responsible way. This is ITAD, the industry practice of safe, data-secure, responsible asset disposal.

Our aspiration: a kilogram for a kilogram

Softcat is determined to think differently about e-waste and we have stated our aspiration to recover a kilogram of IT hardware for every kilogram we sell by 2034.

As Sustainability Lead John Gladstone told IT Channel Oxygen¹⁶: "The industry can no longer focus just on recovering devices. We have to consider everything that's put on the market by us as an industry, from cable to cabinet. It's about ensuring we're recovering all the products we're putting out there, and not just items that could potentially hold value through second, third or fourth use either - there's more to it than that!"

Our specialised partners in asset recovery enable us to adapt to customer needs, flex geographically, and remain competitive in partner selection.

Asset type	Resold - Qty	Resold - Weight (Kg)	Recycled - Qty	Recycled - Weight (Kg)
Desktops	12,914	84,740	1,477	21,397
Laptops/Tablets	31,037	48,671	6,545	10,720
Printers/photocopiers	797	9,226	900	10,386
Monitors	10,441	129,497	2,812	36,341
Servers/storage/network	4,859	92,449	2,314	33,995
Misc/HDD	25,465	19,507	35,680	30,947
Total	85,513	384,090	49,728	143,786

FY24 ITAD in numbers

135,241

Total sets processed

63.2%

Resold for reuse

36.8%

Recycled

¹⁶Woodburn D. (2024). Softcat Reveals kg-for-kg Circular Aspiration. Channel Oxygen.

Involving our suppliers

Partner Forum – talking sustainability

Achieving our environmental goals is not something we can achieve alone. As part of the process of listening to our partners and vendors, our 2023 partner forum at CodeNode in London brought together +350 attendees from our network for our largest ever partner event.

The event was an opportunity to discuss our collective vision and share the changes we want to encourage our partners to drive within their organisations.

A major part of the event was our first Sustainability Symposium, which brought together 70 industry leaders to collaborate on driving better environmental and social outcomes in the IT channel.

“ [It shows] how seriously Softcat is taking sustainability and as a result how important it is for partners to do the same. ”

Venture 1

The event was also an opportunity to celebrate the sustainability performance of our partners at the Softcat Partner Awards. Winners recognised for their sustainability efforts included:

- Sustainability Services Partner of the Year: Perspicuity
- Sustainability Distributor of the Year: TD Synnex
- Sustainability Vendor of the Year: Lenovo

“ Softcat is ... leading the show and we are very pleased to see the progress that you are making while influencing your ecosystem. ”

Lenovo

“ Congratulations to [Softcat] on having such a great event on such an important subject. You and all the team should be applauded for all you are doing with sustainability. ”

Renewed Store



Certified carbon neutral services

Softcat's approach to managed services sets us apart as a leader in sustainable IT solutions. The reporting year saw us achieve carbon-neutral status for our Managed Device Lifecycle (MDL) service, which removes the burden of lifecycle management from customers.

Certified to the PAS 2060 standard, the service ensures end-user devices are managed sustainably throughout their lifecycle. Customers using the service have the reassurance of knowing that, when no longer required, their devices will be refurbished and re-issued, with a guarantee of a three-pass NCSC-certified security wipe, WEEE-compliant disposal reporting, and zero landfill.

Reducing the resource burden

During the reporting period, Softcat managed over 15,480 assets through the MDL service. Of those, 3,212 of the assets were refurbished and redeployed to customers, reducing the energy and resource burden on manufacturing new assets while cutting costs for customers.

We expect to see the number of MDL customers and assets managed quadruple in the next 12 months.

Softcat's Cisco Support Service gets certified

When our Cisco Support Service (SCS) received PAS 2060 carbon neutrality status, it became our first PAS 2060 service. It was also among the industry's first.

Carbon neutrality means we have calculated all emissions generated by Softcat and our partners in delivering the service and implemented a carbon reduction plan in respect of it.

Spotlight on: PAS 2060

PAS 2060 is an internationally recognised standard for carbon neutrality, developed by the British Standards Institution.

The PAS 2060 standard will be discontinued this year and replaced by ISO14068. Changes are significant, built on ten principles including transparency, accountability, ambition, urgency and a 'do no harm' approach.

Over the coming year, we'll be migrating our carbon neutral certification process to the new standard. This will enable huge savings of CO₂e in the coming years and set the standard for measuring and reporting emissions to customers.

Social sustainability



Achieve gender equality and empower all women to achieve their goals.



Reduce inequality within and among countries.

“We believe we have a responsibility to show the best of what the industry can achieve.”

It is an exciting time to be part of the tech sector. As one of few growing sectors, and Softcat playing such a large part in the UK, we believe we have a responsibility to show the best of what the industry can achieve.

This year, we have demonstrated that in a variety of ways across our strategic pillars of People and Community, Diversity and Inclusion, and Economy and Education.

Having already achieved our original target of 35% women in our workforce by 2030, we have now set our sights higher to achieve 40% in the same timeframe. 44% of our Senior Leadership Team and 57% of the Softcat Board are women.

In Early Careers, our hugely successful apprenticeship programme is entering its second decade, and our newer Internship programme continues to grow.

Through Love2Give and other initiatives, our charitable endeavours have seen almost half a million pounds raised for our charities and good causes this financial year, and our employee resource groups continue to ensure our workplace is a safe, welcoming and rewarding place for everyone. Of course, we still have more to do.

But we can be immensely proud of the progress we have already made.



Rebecca Monk
Chief People Officer



Our social strategy

How do you create an inclusive, respectful organisation that encourages colleagues, communities, customers, and partners alike to work together to make a positive difference?

We do it through adhering to our values and ensuring our actions align with the social topics most material to us, topics which also align with the SDGs.

Our material topics

Our materiality assessment, a survey of our internal and external stakeholders, identified diversity and inclusion and developing talent as critical topics requiring active management. Other social aspects such as ethical behaviour, health and wellbeing, and recruitment and retention were also identified as 'important' or 'very important'.

Each forms a core part of our approach to social responsibility at Softcat.

Our social strategy aligns with SDGs:



Our values

They form the basis of our success underpinning everything we do:



Fun



Responsibility



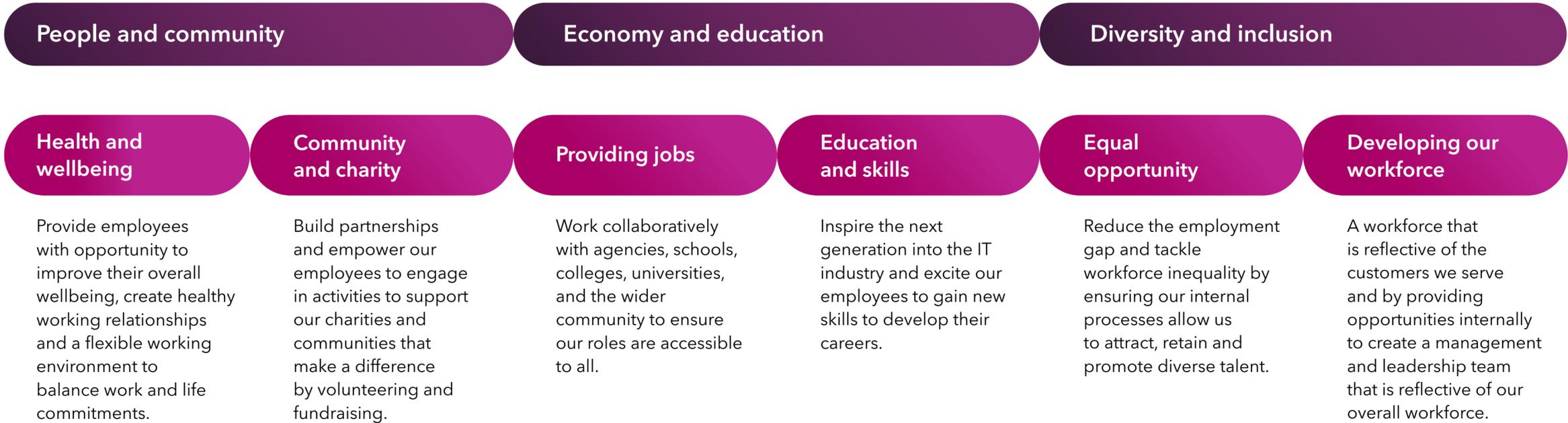
Community



Intelligence



Passion



Diversity and inclusion

Our approach to diversity and inclusion

As an industry, we continue to work to create a tech sector that better reflects the people we serve.

Yet the startling truth is that, despite widespread action and some progress in the past decade, the percentage of women in the IT sector has fallen from 28% to 26% since our last Sustainability report¹⁷. Ethnic representation, although far higher than in other industries at between 18%¹⁸ and 25% (depending on source), falls dramatically at senior levels to 14%¹⁹.

We are committed to diversity and inclusion because it's the right thing to do. It aligns with our values and ethical principles. But it also makes good business sense, ensuring that we harness the capabilities and experiences of the broadest possible pool of talent, so that as the industry evolves, it evolves in a way that recognises, includes and serves everyone.

100% of all new hire training courses cover D&I

¹⁷Women in Tech. (2023). Women in Tech Survey 2023.

¹⁸BCS - The Chartered Institute for IT. (2021). Ethnicity and IT employment. BCS diversity report 2021: Ethnicity.

¹⁹Tech Talent Charter. (2024). Diversity in Tech Report.



Our D&I strategy and approach

We recognise that we can't effectively recruit and promote more women, or achieve greater ethnic diversity, unless we fully understand the challenges and have the processes and programmes to support this ambition.

Our strategy, therefore, has been to ensure the above align with the ambitions we set out on the right. We are confident in the processes our recruitment team have in place to drive the attraction of women across the business. Our managers and leaders are able to talk confidently about diversity and inclusion and understand their responsibilities in helping drive this ambition forward.

And our programmes (such as Inclusive Cultures and Allyship) continue to support our aim of having more diversity in our management and leadership programmes.

Ambitions	Progress	Status
We aim for women to make up 40% of our workforce by 2030.	A new goal, set after achieving our initial ambition of 35% by 2030.	Ongoing <input type="radio"/>
We aim to collect more identity data across all employees.	We collate data for gender, ethnicity, socio-economic background, age, sexual orientation, and disability/ neurodiversity.	Ongoing <input type="radio"/>
We aim that our management team will reflect the ethnic representation of our total workforce.	We are working towards 18% at management level to reflect ethnicity across our wider employee pool.	Ongoing <input type="radio"/>

They're having an effect...

36% women at Softcat (+1%*)

38% women in leadership (+5%*)

63% women at board level (+6%*)

36% women in executive management (+5%*)

40% women in Senior Leadership Team (+7%*)

25% ethnic representation at board level (+11%*)

*Compared with 2023

Policy changes

Launching our new fertility, pregnancy and baby loss policies

Fertility issues, pregnancy loss, and parental bereavement are among the most challenging life events anyone can face. For any of our people dealing with these issues, we want to recognise the physical and emotional toll they take, let them know we're on their side, and offer practical support.

Developed with the involvement of our Family Network and Softcat colleagues with particular interest in these topics, our new fertility, pregnancy loss and parental bereavement policies explain how we want to help, list the support and other resources available, and explain what employees, colleagues and line managers should do in respect of each.

Spotlight on: Fertility

- Raise awareness of fertility and the effects it has on those involved in the process.
- Provide an open door for discussion and the support available.
- Provide guidance and support to all, including those going through fertility treatment directly and indirectly, such as managers, colleagues, partners, and family member.

Supporting colleagues through menopause

Menopause is a natural part of life, but it can often be a difficult transition, and one made worse by misconceptions and assumptions by employers and colleagues. That's why we launched our new menopause policy.

Created to raise awareness of symptoms and support available while protecting the health and wellbeing of our people, the policy helps employees to talk openly about menopause, explains symptoms, and lists the support available.

Spotlight on: Menopause

Medical resources available include:

- Encouraging colleagues to speak to their GP, with time to attend appointments.
- Access to GP Anytime through our Healthcare cash plan.
- Access to the Health Advice Line, Vitality GP or menopause support through health platform Peppy, all available to employees with two years' service.

Employee resource groups

We want all our people to feel valued, supported and included, while celebrating what makes us different. That's the function of our employee resource groups. Here, we focus on just some of the ways our groups celebrated major events in their calendar.



Armed Forces and Veterans

Supports those who have led or have connections to a military life. Over the years, we've supported many key events such as wreath-laying and Poppy Appeals.



Ethnic and Cultural Diversity (EC)

Celebrates, educates, and collaborates on topics and important events relating to our culturally diverse Softcat community.



Pride

Creates a supportive, inclusive work environment for all sexual orientations, gender identities and marginalised or under-represented LGBTQ+ groups.



Family

This network ensures that, as an organisation, we focus on creating a culture that enables our employees to balance family commitments with work responsibilities.



Empowering Disability and Neurodiversity (EDN)

Empowers and supports colleagues through education and awareness of visible and hidden disabilities, helping the Softcat community embrace what makes people different and unique.



Faith at Work

Ensures we enable colleagues to bring their whole selves to work by creating safe spaces to support anyone practising their religion.



Women in Business

Softcat's longest-standing network works to improve members' confidence, and levels of retention and progression.

Employee resource groups



Neurodiversity Celebration Week (NCW)

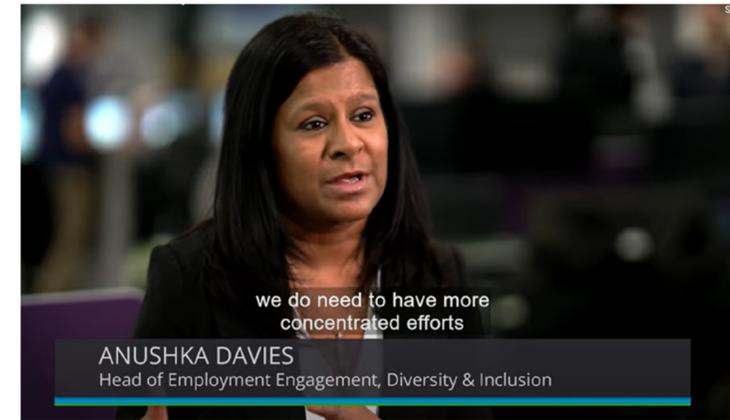
NCW is a global initiative that challenges stereotypes around neurological difference and celebrates neurodivergent uniqueness. In March 2024, EDN ran a range of events in support of NCW, including:

- Campaigner and influencer Ellie Middleton shared her experience of being diagnosed with ADHD and autism at age 24 and explained how we can all be allies to the neurodivergent community.
- Members of this network took part in a panel discussion about their experiences.
- Together with Softcat's Family network, we hosted a talk about parenting and how best to support children with neurodiversity.

Pride Month

During Pride month, the focus was on learning more about our community, considering different perspectives as well as connecting with our network members and partners. Pride Month 2024 at Softcat was about all of these and more. Events included:

- A panel discussion at Exertis' industry Pride event, discussing how we create environments where our LGBTQ+ colleagues can thrive.
- A thought provoking session with rugby legend Gareth Thomas, the world's first openly gay rugby player.
- An afternoon of networking at Queer Lit, Manchester's LGBTQ+ bookshop and Pride store.
- Joining forces with our partners HP, AMD and Microsoft to march at London's Pride parade.



International Women's Day (IWD)

Supporting the theme of Inspire Inclusion, our IWD 2024 events included a series of posts from women in Softcat about the people who inspired them, and a moving online session with writer and activist Katie Piper, in partnership with Lenovo.

Another of our headline events for IWD was an interview with broadcaster Louise Minchin for ITN Business about the work we've done as an organisation to make our workplace health benefits and policies more accessible and inclusive for women

As Rebecca Monk, Chief People Officer, put it in the interview: "We want the women in our business to know that we value their contribution and will go the extra mile to support them."

Black History Month

The theme of October's Black History Month (BHM) was Saluting our Sisters and Honouring Matriarchs of Movements, and our events were geared towards paying tribute to the achievements and contributions of Black women. Events included:

- Hosting a BHM panel session on the experiences of Black women in industry in the UK and Ireland.
- A spotlight series on the EC page about influential Black figures in the tech industry and beyond.
- Our US colleagues visited a local museum with a BHM exhibition.
- A BHM quiz, with prizes sourced exclusively from Black-owned businesses in the UK and Ireland.



Allyship and training

Allyship programme

What is allyship and why does it matter?

We believe allyship is about understanding and supporting each other. It's central to creating a more inclusive culture. It matters because when we understand each other, we can engage better with each other. We can work better together. And we're better able to apply that understanding and support to our customers' needs.

To support that process, this reporting year we have delivered 10 Stronger Together workshops to 126 Softcat employees, helping to build that core understanding about topics such as equity, diversity, bias, privilege and power - the building blocks of being a better ally.

Our Inclusive Cultures workshop have also continued, helping 84 Softcat managers build more diverse and inclusive teams, over 11 workshops this year.

21 Workshops delivered

84 Managers developed

“ I found it especially poignant to reflect on what privileges I had, and how they were not shared equally. Highlighting that at the end of the first session and challenging the group to think about it was very profound, and something which resonated with multiple members of the group.”

Attendee feedback

126 Colleagues trained

Softcat wins big at the CRN Awards

The CRN Women and Diversity in Channel Awards puts firms and individuals in the spotlight that are not only tackling gender issues, but are making allyship and diversity a priority within their business.

At the 2023 ceremony, Softcat won a magnificent five awards - including the prestigious Cultural Inclusion Company of the Year - and were highly commended in a further three categories.

Celebrating our CRN winners

- Woman of the Year: Anushka Davies
- Unsung Hero: Gemma Snell
- Graduate/Apprentice of the Year: Jemma Mason
- Sales Employee of the Year: Iona Simaku
- Outstanding Returner of the Year: Elisha Kirkham

Highly commended

- Ashleigh Baker
- Daisy Mossop
- Angela Saville

“ Thank you to CRN for providing us with the platform to champion, recognise and celebrate women and diversity in the channel.”



Anushka Davies

Head of Employee Engagement, Diversity & Inclusion, Softcat

Working with suppliers and partners

Celebrating our community leads

Softcat's community leads play an enormous part in bringing our culture to life. Whether leading our employee resource groups, our Green Team or Love2Give Network, their efforts deserve our recognition and appreciation. That's why, in collaboration with our partners Microsoft and TD SYNEX, we hosted an event celebrating our community leads, the work they do, and the achievements they've made.

Hosted at the Museum of London, Docklands, the event shared insights and perspectives on social and environmental topics. It was a chance for our leads to discuss our ESG strategy, build industry connections, share knowledge, and set aims for the year to come. We ended the day with a cooking class where we made twice the portions, donating meals to local homeless shelters.



Promoting diversity through TC4RE

Softcat is a founding member of the Technology Channel for Racial Equality (TC4RE) and Tech Channel Ambassadors (TCA). TCA encourages young people of all ethnicities to consider the IT industry for their future careers.

TC4RE works to ensure that, when they enter the industry, those young people find a place that is diverse, welcoming and committed to increasing representation.

In 2023 TC4RE announced its latest scholarship programme supporting diversity and inclusion in the technology sector. Four deserving winners shared £5,000 in grants, donated by Softcat and its co-founder partners, to be put towards university education.



“TC4RE aligns perfectly with our mission to support and empower our community. Being a part of TC4RE allows us to be part of a partnership whose collective effort is to support a diverse range of students pursue a career in technology and fulfil their potential, and that in turn will have a positive impact on our economy and society.”



Mark Forster
Chief Technology Officer



People and community

Working conditions

Living wage

We understand the reputational, motivational and productivity benefits of paying the Living Wage. But that's not why we pay it. We are committed to paying our people the Living Wage (and equivalents in non-UK offices) because it's the right thing to do. Because it enables our people to worry less about money. Because it's a concrete way of demonstrating we mean what we say about valuing our staff.

As an accredited Living Wage Employer, we regularly benchmark what we pay against Living Wage requirements. We ensure our subcontractors are paid the Living Wage. And we're working with our supplier partners to encourage them to pay the Living Wage too.

Caring for our people

We've made a commitment to create a working environment that improves our people's wellbeing, an environment that's welcoming, flexible and built on healthy working relationships.

According to Best Workplaces, 91% of employees at Softcat say it's a great place to work, compared to 54% of employees at a typical UK-based company.

It's also encouraging to see that Softcat not only was recognised on a host of Best Workplaces lists, but also significantly improving rankings in some areas.

Best place to work

2023 Best Workplaces

#6 Best Workplaces for Women™ 2023 (Super Large)

#5 Best Workplaces for Wellbeing™ 2023 (Super Large)

#10 Best Workplaces™ 2023 (Super Large)

Best Workplaces in Tech™ 2023 (Large & Super Large)

2024 Best Workplaces

#1 Best Workplaces for Women™ 2024 (Super Large) 

#5 Best Workplaces for Wellbeing™ 2024 (Super Large)

#5 Best Workplaces™ 2024 (Super Large) 

Best Workplaces in Tech™ 2024 (Large & Super Large)

#1 Best Workplaces for Development™ 2024 (Super Large)



Working conditions

Mental health

May was Mental Health Awareness Month (MHAW) and, although we promote good mental health throughout the year, MHAW was an opportunity for renewed focus. This year's highlights included:

Stepping to it: Movement has a powerful, positive impact on mental health. So, it was great to see more than 295 colleagues sign up for our step count competition, completing more than 763 hours of activity and walking 4565.3km across the week. That's the equivalent of walking from our Marlow HQ to Montenegro and back again!

The power of asking for help: Former Olympic medallist, Nile Wilson, joined us to talk about his career-ending injury, addiction and the power of asking for help and why people should reach out.

Spotlight on: Year-round mental health support

- Our mental health first aiders hosted sessions to help managers better support their teams' mental wellbeing.
- Vitality hosted multiple wellbeing sessions on topics including stress, anxiety and burnout.
- A mental health page on our intranet, Softcat Central, ran content on preventing burnout and managing stress and anxiety.

763 Hours of activity and walking

4,565 Kilometres walked over 7 days

295+ Took part in our step count competition



Health and wellbeing

We understand the impact of positive health and wellbeing and are committed to offering our staff an extensive range of support and opportunities to explore the topics that are close to their heart.

Twice a year we run Health and Wellbeing Weeks with sessions ranging from time and money management to fitness and mental health. Just a small example of what we offered this year included:



Launching a new Wisdom app which offers features such as tracking steps, mood and hydration as well as carrying out mini health checks amongst others.



In partnership with Samsung and Intel, we were joined by motivational speaker and Olympic & European gold medallist Sam Quek MBE, for a Q&A session.



We ran a session on tackling and avoiding burnout with Ben Drakes from Ben Drakes University after experiencing burnout himself to focus on emotional fitness for performance under pressure.



Sessions on understanding your motivations, supporting working parents, financial wellbeing and an opportunity to learn more about the health of the body.

Health at Softcat: how we help

- **Mental Health First Aiders (MHFAs):** MHFAs are trained to promote mental health awareness and provide support and assistance to anyone experiencing mental health challenges.
- **Vitality health and wellbeing sessions:** Every month, our health partner Vitality hosts themed sessions to support health and wellbeing.
- **Employee Assistance Programme (EAP):** Our EAP gives colleagues and their spouses, partners and dependants 24/7 support on a range of issues, including health.
- **Health apps:** We signpost colleagues to our corporate subscription apps, Wisdom and Vitality, that help with health monitoring, mental health tracking, stress reduction, improving sleep quality, and boost focus.
- **Mental Health Policy:** The policy signposts support available to colleagues both at Softcat and externally.

Providing social value with our partners

Technology for good: Tech that boosts patient care

The Royal Papworth Hospital NHS Foundation Trust is a leading heart and lung hospital. Like every NHS trust, patient safety, clinical staff productivity, and overall efficiency are key measures of success, but the need to search for medical equipment has been a constant block on progress.

The Trust chose Softcat and Idox's **iAssets** tracking solution to enable real-time tracking of all equipment that moves around the hospital. With 11,500 items trackable through GS1-compliant passive RFID tags, staff can spend more time with patients and less time on equipment hunts.

In addition, iAssets supports the easy servicing and auditing of equipment, and reduces the cost of re-procuring missing equipment.

Andrew Raynes, CIO at Royal Papworth Hospital NHS Foundation Trust, said: "With greater levels of traceability, staff can also maximise the impact of available resources and better control budgets through reduced asset loss, saving the Trust - and taxpayers - significant costs."

The Trust plans to scale the solution beyond medical equipment to include all hospital items that move around the estate, including beds, laptops, pumps and much more.

“ We love the opportunity to deliver cutting edge technology that can benefit public sector organisations. By supporting projects like this with Idox and Royal Papworth, we can drive digital transformation, save resources and time, and improve patient care. ”



Graham Charlton

Chief Executive Officer, Softcat

Softcat helps Social Bite in the movement to end homelessness

Since 2012, charity and social coffee shop business **Social Bite** has been helping to tackle homelessness. It provides homes, jobs, food, and support to empower people to transform their own lives. You'll probably have seen it in the news as it's struck a chord with the Princess of Wales, George Clooney, Leonardo DiCaprio and more.

A decade later, Social Bite was planning its first outlet in London. Recognising that free WiFi would encourage more people to visit, the charity was exploring a fixed-line internet connection. But charges and timescales proved prohibitive, so Social Bite reached out to Softcat - a longstanding supporter - to investigate if we could help source an alternative.

Softcat identified a 5G wireless solution that met all Social Bite's needs and worked with partners to implement the solution for free. So, when the shop opened, customers enjoyed a great WiFi experience that helped increase footfall, which was good news for Social Bite's beneficiaries.

“ When we approached Softcat about getting WiFi in our coffee shop in London, we didn't anticipate the outstanding level of support they provided to deliver a result beyond our expectations. They took us from no WiFi at all to live, free customer WiFi, saving vital funds. Thank you so much. ”



Sara Rees

Director of Partnerships & Fundraising, Social Bite

Charity



Love2Give Charity Ball

The **Love2Give Ball** is the highlight of Softcat's charitable year. Run by our charity and volunteering staff community, Love2Give, almost 900 friends and partners joined us at the Grosvenor House Hotel, London, in May for an evening of dinner, entertainment and a charity auction in aid of our chosen charities.

The event raised £389,000 in 2023 but this year, we smashed that record, **raising an incredible £405,230.**

£405,230 Raised

For more on Love2Give, see p50



Softcat's chosen charities



Lyra in Africa

Only 1% of girls in rural Tanzania finish their secondary education. **Lyra in Africa** is on a mission to help educate girls in the country, building hostels so they can attend school safely and complete their education.

£117,897 Raised

£237,800+ donated to date



Young Lives vs Cancer

Cancer is terrifying for everyone. It's harder still when the patient is a child. **Young Lives vs Cancer** supports children and their families, so they don't face cancer alone.

£152,841 Raised

£308,800+ donated to date

“ We were genuinely blown away by the generosity and support shown by everyone on the night, and in the build up to the night. It was a real honour to unveil the newly built Lyra hostel in Tanzania which is a direct result of events like the Love2Give Ball. I'm really excited to see the difference we will be able to make to our fantastic charities with the money raised this year! ”



Charles Harman

Strategic Client Director and Love2Give Lead, Softcat

Charity

Kian leads the charge for Birmingham Children’s Hospital

Birmingham Children’s Hospital (BCH) is familiar ground for Softcat Services Engagement Resource Planner, Kian Saville. Almost ten years ago, Kian underwent chemotherapy and multiple surgeries at BCH, including two brain surgeries lasting 22 hours. To say it changed his life is an understatement.

Now a BCH ambassador, Kian has been a driving force in the Love2Give and EDN community networks raising more than £10,000 for life-saving equipment, child-friendly spaces and a new, more welcoming entrance to the hospital as part of its ‘It Starts Here’ project.

Seconds out for Fight Night

When it comes to raising money for charity, CRN Fight Night packs one of the year’s biggest punches. A well-established annual event, this year saw three Softcat fighters take to the ring.

Tash “The Tyrant” Sinkala, James “Hard Dog” Sargeant and Max “The Spaceman” Schofield got in the ring. All three won their bouts, raising £2,727 for their chosen charities, Mind, Bristol Mind and St John’s Ambulance.

£10,000+ Raised

£2,727 Raised



Volunteering

We Love2Give

We want to give everyone at Softcat the opportunity to make a difference within their local communities and beyond. We do that through our Love2Give network, which serves as a hub for our charitable and voluntary work.

Through Love2Give and our volunteering policy, every colleague can take two days a year to volunteer. And because finding organisations in need of volunteering support isn't always easy, we've joined forces with OnHand and Matchable to help.



Clockwise from top left: Volunteering teams spruced up selected Marlow and High Wycombe schools; Softcat team doing a local litter pick; we helped revamp Bristol Animal Rescue Centre's sensory garden; recycling flowers from Ascot to sell in aid of charity; and staff helping at Thames Valley Adventure Playground charity and getting busy with prepping benches and gardening.

Economy and education

Career management and training

Softcat is a billion-pound technology company that feels like one family. One of the reasons for that is the people who work with us. They're passionate, intelligent, creative and committed to ours and our customers' success.

That's why we're just as committed to ensuring they grow and flourish with us. And it's why we were ranked as the #1 Best Workplace for Development 2024 (Super Large).

10 years of apprenticeships

2014	2024
6 apprentices	75 apprentices
1 qualification	5 qualifications
2 locations	7 locations

55% of FY24 apprentice graduates achieved distinctions

Apprenticeships and early career training

Our early years training is designed to accelerate competence and confidence, with a focus on clear expectations and behaviours.

Onboarding our first interns

During 2024 we onboarded 11 interns into Sales, Business Operations and Commercial, on our first ever internship cohort. Due to the success, we have expanded to 15 interns into all business areas for the second year.

We asked interns to tell us about their experience with us by completing the Rate My Placement survey. They gave us an overall score of 4.7 out of 5, with scores strong across all areas.

Alongside training, the interns got involved in wider projects including organising and promoting Softcat's charity days and recording a video promoting the internship programme. For FY25, we'll be onboarding cohort two and planning for cohort three.

100% pass rate in FY24

Celebrating ten years of apprenticeships at Softcat

2024's National Apprentice Week (NAW) was an opportunity to reflect on a decade of growth in apprenticeships. Yet we're equally ambitious for our second decade, as the following activities demonstrate.

Upskill apprenticeships: Apprenticeships are not just for early career roles; anyone at any level can complete an apprenticeship, gaining new qualifications alongside their work. Eleven of our people are currently doing just that. During NAW, we ran upskill apprenticeship insight sessions for existing Softcat employees in software, data, security and management.

SLT for a week: Isabel Labas, Public Sector Sales apprentice, spent NAW shadowing the Senior Leadership Team, sharing her thoughts and ideas on Softcat's apprenticeship programme and the future.

Apprentice graduation: Our third annual apprentice graduation ceremony in February brought together 49 graduates. Softcat Account Manager Louis Way talked about his journey from apprentice to SDP Regional Manager. We celebrated our distinction achievers and Outstanding Award winners, and the ceremony ended with the tongue-in-cheek Apprentice Choice Awards, including the coveted Most Likely to Become CEO and Who Bleeds Purple awards.

£1,000 referral: As a measure of the importance we place on finding the right apprentices, we offer a £1,000 bonus for each successful referral.



94% of latest graduate cohort gained a permanent role upon completion

Career management and training

Work experience

During the reporting year, Softcat took part in 12 different community outreach sessions, with careers talks and fairs at local schools. Together with partners Rapid7, we hosted a Women in Tech event for 15 students from Trinity High School in Manchester, sharing experiences and advice on entering careers in the technology industry. We ran mock interviews with young people at colleges in Manchester and Princes Risborough, Buckinghamshire, and 12 students from Marlow and Manchester took part in our summer work experience programme.

The aim of all our outreach projects is to give young people an insight into the world of tech and the varied career opportunities available. We partner with schools that have a high percentage of students from an ethnic and/or low socioeconomic backgrounds. Students to drive the change in increasing representation within our industry.

By engaging with young people when they're first considering their future careers, we also create a valuable pipeline for our apprenticeship programme.

Mid-career training

Our learning platform, Fuse, is the hub for our Management Essentials courses. It's the go-to place for managers wanting to learn and develop at Softcat. There's lots of self-directed learning through podcasts, videos, and interactive courses. And for those wanting in-person support, they can book a place on one of our workshops.

We also develop talent at Softcat with our Sales & Specialist Development programmes. 142 colleagues completed the Sales Development Programme and 60 completed the Specialist Acceleration Programme in FY24.

Leadership programmes

During the reporting year we saw two more cohorts graduate from our Leadership Development Programme (for senior-level managers) and Leadership Foundation Programme (for mid-level managers).

These flagship programmes, delivered by our own Senior Leadership Team, give the next generation of Softcat leaders the core skills, knowledge and confidence to support our ongoing success.

Spotlight on: Work experience - what happens in a typical week?

- We welcome a group of students and provide them with an introduction into Softcat, the channel and the varied career opportunities available in Tech.
- Throughout the week they spend time with different departments across the business such as Sales, Marketing and IT, to learn about what a career in these areas could look like. Students will get an overview of the department and undertake a specific, real-life task to get hands on experience of they could expect to encounter day to day.
- Students are set a project at the start of the week centered around our core values which they present back on the final day. They are set a value which they must showcase how they've seen it embodied or displayed throughout the week through whatever creative medium they like.

Responsible business

Risk

We outline in detail how we effectively manage risk in [Softcat's FY24 annual report](#), but our identified risks, mitigation and management strategies include:

Fraud

We know fraud is a constant threat which can have a considerable impact on our business and those of our stakeholders. A key ingredient of good anti-fraud management is building awareness of the types of fraud which might be perpetrated and this forms part of the training received by all Softcat employees.

Softcat's Audit Committee also receives regular reports from management on steps taken to detect fraud and oversees our robust anti-fraud controls to ensure they are in place and effective.

Management is also well prepared for the business to comply with the new corporate offence of failure to prevent fraud, introduced by the Economic Crime and Corporate Transparency Act 2023.

Whistleblowing

Our whistleblowing provision ensures employees, suppliers and other stakeholders can raise concerns without fear of retaliation. Whistleblowing forms a part of our modern slavery statement, our supplier code of conduct and our anti-bribery and prevention policies.

Each statement and policy shares contact details for stakeholders, and in addition to our internal channels, we operate a Speak Up hotline for employees wishing raising any issues securely and confidentially.

Trust Centre

The Softcat Trust Centre is a security and compliance automation platform that continuously monitors and collects evidence of Softcat's security controls, in line with requirements for ISO and GDPR standards.

Developed by Softcat partner Drata, Trust Centre gives customers and vendors a swift, self-service way of accessing the compliance information they need (including insurance and ISO certificates, company policies and security reports).

Human rights and modern slavery

We are conscious that potential human rights risks exist within any business reliant on a large and disparate supply chain. These include labour risks, unsafe workplace conditions, and bribery and corruption.

We therefore continue to be compliant with the annual reporting requirements contained within Section 54 of the Modern Slavery Act 2015, being a relevant commercial organisation as defined by Section 54.

Our approach to preventing modern slavery forms part of our wider corporate responsibilities and we expect organisations with whom we do business to adopt and enforce policies to comply with relevant legislation.

We review the public disclosures of our largest vendors in respect of their practices to mitigate the risk of modern slavery to ensure they align to our values.

During the reporting year, we have updated our Modern Slavery Statement. It and its previous iterations are available on our website²⁰.

We also provide additional disclosures in respect of modern slavery and other corporate responsibility matters when bidding for large public sector contracts.

Human rights

We do not currently operate a specific human rights policy as most of our business is in the UK and in jurisdictions where human rights are well observed and protected.

We will, however, keep under review whether operating such a policy would be beneficial.

Ethics

As the UK's largest value-added reseller, it is important that we meet and exceed the expectations of our customers, vendors and shareholders in upholding high standards of corporate and personal behaviour.

We recognise the importance of good ethics to maintain a positive environment for both our employees and the business and we aim to meet all our legal obligations.

Our values (see p34) are fully aligned to good ethical behaviour. 'Responsibility' is one of those values and it helps to underpin our approach to good ethics, ensuring everyone at Softcat promotes and supports the business in a customer-focused and ethical manner.

In addition to a number of formal policies which operate within our business, our Employee Handbook (which is our Code of Conduct) also summarises some of the key expectations and behaviours we expect from all Softcat employees and those who work on behalf of Softcat.

Our policies and our Employee Handbook help to provide a framework for all employees to comply with relevant laws, to behave in an ethical manner and to respect the rights of our employees and other stakeholders of the business.

Senior management regularly reviews our key policies and updates them to make sure they remain relevant and up to date and that they continue to provide the right guidance for employees.

²⁰ Softcat. (2025). Modern Slavery Report.

Health and safety

We are conscious that potential human rights risks exist within any business reliant on a large and disparate supply chain. These include labour risks, unsafe workplace conditions, and bribery and corruption.

In FY24, we had a total of 87 first aiders and 73 fire marshals across our offices, and the breakdown is dependent on the size of those locations.

FY24	First Aiders	Fire Marshals
Marlow	25	21
Glasgow	10	6
Manchester	12	12
South Coasts	7	5
Bristol	5	4
London	8	4
Newcastle	3	4
Leeds	10	7
Dublin	2	4
Birmingham	4	5
Arlington	1	1
Total	87	73

87 First aiders
73 Fire marshals



ESG data and indices

Environment data

Greenhouse gas (GHG) emissions

Our emissions have been calculated using the GHG Protocol Corporate Accounting and Reporting Standard, together with the latest emission factors from DEFRA and other third-party sources where necessary. Where primary data provided did not cover the complete annual reporting period, gaps in the data series were extrapolated from averages or estimated.

FY24 emissions summary

	FY22	FY23	FY24	% Change
Scope 1	228.55	184.19	95.62	-48%
Scope 2 (location-based)	334.38	378.8	311.61	-18%
Scope 2 (market-based)*	0	0	0	0%
Scope 3	383,017.96	357,286.00	366,243.01	3%
Purchased goods and services	301,148.07	291,567.88	302,069.70	4%
Fuel and energy-related activities	71.32	52.59	43	-18%
Upstream transportation and distribution	148.75	184.19	24.62	-87%
Business travel	511.36	849.44	1,350.14	59%
Employee commuting	328.09	896.67	2,308.20	157%
Waste	4	3.8	14.35	278%
Use of sold products	80,697.04	63,602.07	60,380.05	-5%
End-of-life treatment of sold goods	109.33	129.36	52.93	-59%
Total (tCO₂e)	383,580.89	357,848.99	366,650.24	2%

All figures in tCO₂e. Change calculated between FY23 and FY24. Percentages given are rounded to the nearest whole number.

*Scope 2 (market-based) emissions are 0 tCO₂e as we purchase renewable energy credits.

Environment data

Energy consumption within the organisation

	FY22			FY23			FY24		
	Renewable	Non-renewable	Total	Renewable	Non-renewable	Total	Renewable	Non-renewable	Total
Consumption of fuel within the organisation (MWh)	0	1,061.79	1,061.79	0	674.15	674.15	0	505.79	505.79
Consumption of electricity (MWh)	1,692.11	0	1,692.11	1,066	813	1,879	1,014.15	428.50	1,442.65
Total energy consumption (MWh)		2,753.9			2,553.15			1,948.45	

Waste and circular economy metrics

Total weight of waste generated	194.18 tonnes
Total weight of waste recycled	81.56 tonnes
Total weight of waste sent to landfill	15.53 tonnes
Total weight of waste sent for incineration	97.09 tonnes
% of products purchased that are re-used or refurbished	57.48% (of assets purchased resold for reuse)

Additional energy metrics

Energy consumed per FTE	0.89 MWh/FTE
Energy consumed per £m of revenue	0.68 MWh/£m
Energy consumed per m2 of floor space	0.17 MWh/m2

Environment data

Impact on biodiversity

Total size of sites operating in, or adjacent to, protected areas and areas of high biodiversity value	0 m²
Number of critically endangered IUCN Red List species and national conservation list species with habitats in areas affected by the operations of the organization	0
Number of endangered IUCN Red List species and national conservation list species with habitats in areas affected by the operations of the organisation	0
Direct investment in any nature restoration project within the reporting year	33,187.50 + VAT

Social data

New employee hires

	Men	Women	Total
Under 30 years old	252	145	397
30-50 years old	66	59	125
50+ years old	6	10	16
Total	324	214	538

Employee turnover

	Men	Women	Total
Under 30 years old	166	84	250
30-50 years old	62	35	97
50+ years old	9	6	15
Total	237	125	362

Employee management information

Minimum notice periods regarding major operational changes	12 weeks
Ratio of the annual compensation for the highest paid individual to the median annual compensation of all other employees	25 th percentile pay ratio - 57:1 Median pay ratio - 37:1 75 th percentile pay ratio - 21:1
Employee engagement as a percentage	90%

Social data

Diversity and inclusion

Ratio of women to men on the board	62.5% women : 37.5% men
Ratio of women to men in senior leadership	40% women : 60% men
Ratio of women to men for all employees	36% women : 64% men
Percentage of board from ethnic minority	25%
Percentage of senior leadership from ethnic minority	0% (SLT) / 8% (LT inclusive of ELT)
Percentage of all employees from ethnic minority	17%
Ratio of women to men in the upper pay quartile*	18% women : 82% men
Ratio of women to men in the lower pay quartile*	39% women : 61% men
Gender pay gap for monthly pay*	Mean gender pay gap 32%, Median gender pay gap 23%
Gender pay gap for bonus pay*	Mean gender bonus pay gap 64%, Median gender bonus pay gap 52%
Percentage of employees trained on diversity and inclusion	100% of all employees that started in FY24
Number of reported incidents of discrimination	10

*Softcat Pay Gap Report 2024

Training and career development

Average hours of training per year per employee	60
Percentage of employees receiving skills-related training	100% All employees have access to our eLearning platform that offers on demand virtual learning and live workshops on a wide variety of skill topics
Percentage of employees trained on specific environmental issues	100% sent companywide training, 96% completion All employees have access to sustainability training online via our eLearning platform
Percentage of employees receiving regular performance and career development reviews	100% all employees and managers complete annual Personal Development Reviews
Health and safety	
Percentage of sites with a health & safety management system in place	100%
Percentage of sites covered by ISO45001 certification	0%
Percentage of sites where a health and safety risk assessment has been conducted	100%
Percentage of employees trained on health & safety	0%
Percentage of subcontractors trained on health & safety	Unknown
Total number of work-related injuries	0
Total lost time injury rate	0

Responsible business data

Business ethics measures

Percentage of employees trained on anti-money laundering	93% completion of companywide training
Percentage of employees trained on anti-bribery and corruption	93% completion of companywide training
Percentage of employees trained on anti-competitive practices	38% completion of eLearning content
Number of reported incidents of money laundering, bribery and corruption, or anti-competitive practices	2
Number of reports related to whistleblower procedure	0
Total amount of monetary losses as a result of legal proceedings associated with anti-competitive behaviour regulations	£0
Number of risk assessments conducted for money laundering	0
Number of risk assessments conducted for bribery and corruption	2
Number of risk assessments conducted for anti-competitive practices	0

Sustainable procurement information

Percentage of suppliers who have signed a supplier code of conduct	100%
Percentage of suppliers with contract in place with environmental, social, or ethical clauses	100%
Percentage of buyers trained on sustainable procurement	0
Percentage of buyers with incentives to choose suppliers based on sustainability credentials	0

Global Reporting Initiative index

Softcat has reported the information cited in this GRI content index for the period 1 August 2023 to 31 July 2024 with reference to the GRI Standards.

GRI Standard	Disclosure	Page number(s)	GRI Standard	Disclosure	Page number(s)
GRI 2: General Disclosures 2021	2-1 Organizational details	03	GRI 3: Disclosures on material topics	3-1 Process to determine material topics	14
	2-2 Entities included in the organization's sustainability reporting	Softcat is a single entity		3-2 List of material topics	14
	2-3 Reporting period, frequency, and contact point	03, 70		3-3 Management of material topics	14, 19-22
	2-4 Restatements of information	N/A	GRI 205: Anti-corruption 2016	205-1 Operations assessed for risks related to corruption	64
	2-5 External assurance	16		205-2 Communication and training about anti-corruption policies and procedures	64
	2-6 Activities, value chain and other business relationships	03, 19		205-3 Confirmed incidents of corruption and actions taken	64
	2-7 Employees	03, 06	GRI 206: Anti-competitive Behaviour 2016	206-1 Legal actions for anti-competitive behaviour, anti-trust, and monopoly practices	64
	2-9 Governance structure and composition	15		GRI 302: Energy 2016	302-1 Energy consumption within the organization
	2-10 Nomination and selection of the highest governance body	15	302-3 Energy Intensity		60
	2-12 Role of the highest governance body in overseeing the management of impacts	15	302-4 Reduction of energy consumption		23, 31, 60
	2-13 Delegation of responsibility for managing impacts	15	GRI 304: Biodiversity 2016		304-1 Operational sites owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas
	2-14 Role of the highest governance body in sustainability reporting	15		304-3 Habitats protected or restored	27-28, 61
	2-21 Annual total compensation ratio	62		304-4 IUCN Red List species and national conservation list species with habitats in areas affected by operations	61
	2-22 Statement on sustainable development strategy	05			
2-23 Policy commitments	55-57				
2-24 Embedding policy commitments	55-57, 63				
2-26 Mechanisms for seeking advice and raising concerns	55				
2-28 Membership associations	04, 06, 11				
2-29 Approach to stakeholder engagement	14				

Global Reporting Initiative index

GRI Standard	Disclosure	Page number(s)	GRI Standard	Disclosure	Page number(s)	
GRI 305: Emissions 2016	305-1 Direct (Scope 1) GHG emissions	24-25, 59	GRI 403: Occupational Health and Safety 2018	403-1 Occupational health and safety management system	46, 63	
	305-2 Energy indirect (Scope 2) GHG emissions	24-25, 59		403-2 Hazard identification, risk assessment, and incident investigation	57, 63	
	305-3 Other indirect (Scope 3) GHG emissions	24-25, 59		403-5 Worker training on occupational health and safety	57, 63	
	305-4 GHG emissions intensity	25		403-6 Promotion of worker health	44-46, 63	
	305-5 Reduction of GHG emissions	22-29, 31, 59		403-7 Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	44-46, 63	
GRI 306: Waste 2020	306-1 Waste generation and significant waste-related impacts	09, 21, 29		403-8 Workers covered by an occupational health and safety management system	63	
	306-2 Management of significant waste related impacts	09, 29		403-9 Work-related injuries	63	
	306-3 Waste generated	60		403-10 Work-related ill-health	63	
	306-4 Waste diverted from disposal	60		GRI 404: Training and Education 2016	404-1 Average hours of training per year per employee	63
	306-5 Waste directed to disposal	60			404-2 Programs for upgrading employee skills and transition assistance programs	41, 52-53, 63
		404-3 Percentage of employees receiving regular performance and career development reviews	63			
GRI 308: Supplier Environment Assessment 2016	308-1 New suppliers that were screened using environmental criteria	64	GRI 405: Diversity and Equal Opportunity 2016	405-1 Diversity of governance bodies and employees	37, 63	
	308-2 Negative environmental impacts in the supply chain and actions taken	22-23, 31, 64		405-2 Ratio of basic salary and remuneration of women to men	63	
GRI 401: Employment 2016	401-1 New employee hires and employee turnover	62	GRI 406: Non-discrimination 2016	406-1 Incidents of discrimination and corrective actions taken	63	
GRI 402: Labor/Management Relations 2016	402-1 Minimum notice periods regarding operational changes	62				

Sustainability Accounting Standards Board index

We have also followed the Sustainability Accounting Standards Board (SASB) standards for the Software & IT Services sector to guide parts of our reporting, the details of which can be found in this table:

Topic	Code	Metric	Comment	Page
Environmental Footprint of Hardware Infrastructure	TC-SI-130a.1	(1) Total energy consumed, (2) percentage grid electricity and (3) percentage renewable	Total consumption of electricity: 1,948.45 MWh	60
	TC-SI-130a.2	(1) Total water withdrawn, (2) total water consumed; percentage of each in regions with High or Extremely High Baseline Water Stress	Unknown	-
	TC-SI-130a.3	Discussion of the integration of environmental considerations into strategic planning for data centre needs		26
Data Privacy & Freedom of Expression	TC-SI-220a.1	Description of policies and practices relating to targeted advertising and user privacy		-
	TC-SI-220a.2	Number of users whose information is used for secondary purposes	Unknown	-
	TC-SI-220a.3	Total amount of monetary losses as a result of legal proceedings associated with user privacy	Unknown	-
	TC-SI-220a.4	(1) Number of law enforcement requests for user information, (2) number of users whose information was requested, (3) percentage resulting in disclosure	Unknown	-
	TC-SI-220a.5	List of countries where core products or services are subject to government required monitoring, blocking, content filtering, or censoring	Unknown	-
Data Security	TC-SI-230a.1	(1) Number of data breaches, (2) percentage that are personal data breaches, (3) number of users affected	Unknown	-
	TC-SI-230a.2	Description of approach to identifying and addressing data security risks, including use of third-party cybersecurity standards		09, 55
Recruiting & Managing a Global, Diverse & Skilled Workforce	TC-SI-330a.1	Percentage of employees that require a work visa	Unknown	-
	TC-SI-330a.2	Employee engagement as a percentage	Employee engagement as a percentage: 90%	62
	TC-SI-330a.3	Percentage of (1) gender and (2) diversity group representation for (a) executive management, (b) non-executive management, (c) technical employees, and (d) all other employees	Percentage of (1) gender and (2) diversity group representation for (a) executive management, and (b) non-executive management.	63
Intellectual Property Protection & Competitive Behaviour	TC-SI-520a.1	Total amount of monetary losses as a result of legal proceedings associated with anti-competitive behaviour regulations	Total amount of monetary losses as a result of legal proceedings associated with anti-competitive behaviour regulations: £0	64
Managing Systemic Risks from Technology Disruptions	TC-SI-550a.1	Number of (1) performance issues and (2) service disruptions; (3) total customer downtime	Unknown	-
	TC-SI-550a.2	Description of business continuity risks related to disruptions of operations		8-10, 55

European Sustainability Reporting Standards index

Whilst it is not necessary for us to disclose information under the European Sustainability Reporting Standards (ESRS), we recognise the importance of these standards in terms of disclosing relevant and demonstrable sustainability information. That is why we have included here an index referencing the specific disclosures under the ESRS that we believe have been met to some extent in this report. We shall continue to work towards disclosing the ESRS requirements most relevant to our business so that we can align our sustainability reporting with best practice.

ESRS Standard	Disclosure	Page number(s)
ESRS 2 General disclosures	BP-1 - General basis of preparation for sustainability statements	Softcat is a single entity
	BP-2 - Disclosures in relation to specific circumstances	13, 15
	GOV-1 - The role of the administrative, management and supervisory bodies	15
	GOV 2 - Information provided to, and sustainability matters addressed by the undertaking's administrative, management and supervisory bodies.	15
	GOV - 5 - Risk management and internal controls over sustainability reporting	15
	SBM-1 - Market position, strategy, business model(s) and value chain	03, 05
	SBM-2 - Interests and views of stakeholders	14-15
	SBM-3 - Material impacts, risks and opportunities	14-15
	DC-P - Policies adopted to manage material sustainability matters	13-14, 55
	DC- A - Actions and resources in relation to material sustainability matters	21-22, 34,38
	DC-M - Metrics in relation to material sustainability matters	58-70
	DC-T - Tracking effectiveness of policies and actions through targets	23
ESRS E1 Climate Change	E1-1- Transition plan for climate change mitigation	21, 22, 23
	E1-3 - Actions and resources in relation to climate change mitigation and adaptation	22
	E1-4 - Targets related to climate change mitigation and adaptation	22
	E1-5 Energy consumption and mix	60
	E1-6 - Gross Scopes 1,2, 3 and Total GHG emissions	24-25, 59
	E1-7 - GHG removals and GHG mitigation projects financed	28, 61
	ESRS E4 - Biodiversity and ecosystems	E4-3- Actions and resources related to biodiversity and ecosystems
E4- 5 - Impact metrics related to biodiversity and ecosystem change		61

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ESRS Standard	Disclosure	Page number(s)	ESRS Standard	Disclosure	Page number(s)
ESRS E5 – Resource use and circular economy	E5-2 – Actions and resources related to resource use and circular economy	21-22, 29-30	ESRS S2 – Workers in the value chain	S2-1 – Policies related to value chain workers	55-57
	E5-3 – Targets related to resource use and circular economy	22-23		S2-2 – Processes for engaging with value chain workers about impacts	19-21, 30
	E5-5 – Resource outflows	22, 30, 60		S2-3 – Processes to remediate negative impacts and channels for value chain workers to raise concerns	55
ESRS S1 – Own workforce	S1-1 – Policies related to own workforce	39, 55-57	ESRS G1 – Business Conduct	G1-1 – Corporate culture and business conduct policies	39-41, 44-46, 55-57
	S1-2 – Processes for engaging with own workers and workers’ representatives about impacts	40-42		G1-2 – Management of relationships with suppliers	30, 44
	S1-3 – Processes to remediate negative impacts and channels for own workers to raise concerns	55		G1-3 – Prevention and detection of corruption or bribery	55
	S1-4 – Taking action on material impacts on own workforce, and approaches to mitigating material risks and pursuing material opportunities related to own workforce, and effectiveness of those actions	39-41		G1-4 – Confirmed incidents of corruption or bribery	64
	S1-6 – Characteristics of the undertaking’s employees	62-64			
	S1-9 – Diversity indicators	63			
	S1-10 – Adequate wages	44			
	S1-13 – Training and skills development indicators	52-53, 63			
	S1-14 – Health and safety indicators	63			
	S1-16 – Compensation indicators (pay gap and total compensation)	62			
S1-17 – Incidents, complaints and severe human rights impacts and incidents	63-64				



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