

Softcat

SOFTCAT DIVERSITY AND INCLUSION REPORT 2022



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CEO OPENING STATEMENT



Graeme Watt, CEO

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At Softcat we have a strong reputation for how we look after our people. We are known for the opportunities they are given within their working environment but also, and very importantly, how they are represented for the things that allow them to bring their whole selves to work.

Our people inspire us to make a difference and our communities have helped us to build more diverse teams which ultimately means we are better positioned to serve the market and drive business growth.

I couldn't be more pleased with our commitment to embracing inclusion in the workplace and the wider community. We have a desire to be transparent about the objectives we set ourselves, and to be accountable for the work we are doing.

We feel that we have made significant progress in areas that impact issues like gender diversity, ethnicity and equal opportunities.

The work we do as a company around inclusion is an extension of our values, it's at the heart of our commitment to building a workforce that feel valued and trusted.

This report shares the stories behind our communities, the personalities and the passion behind the faces who drive the important work it takes to create change and inspire others.

We work hard every single day to continue to drive progress to ensuring equity for all, to being the very best we can for the people who make Softcat what it is.

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OUR JOURNEY

Our people continuously challenge us to make a difference. A difference to the way we champion Diversity & Inclusion (D&I) and to the way we role model the right behaviours across the business to ensure that happens.

At Softcat we have made great strides in raising awareness and promoting inclusivity to build a respectful culture for our people.

Recognising diversity alone is not enough; without inclusion we cannot embed diversity.

Four years ago, we made the decision to embed D&I into every fibre of our culture. We have worked incredibly hard to make our people feel like they belong, that they are celebrated, seen and valued for who they are.

Our seven employee community groups that sit under the umbrella of D&I have been instrumental in understanding the challenges minority groups face.

Softcat is a fantastic place to work and the ethos across the whole company is to treat our people well so that we can in turn provide our customers with an outstanding service, built on genuine passion.

We take pride in the company values that drive our amazing culture and last year added 'Community' to our core values. Community embodies the belief we have in the power of our people and the opportunity to collaborate to influence both internally and externally.

Our journey into D&I is part of our evolution and our goals are long term, so it is the conversations we are having on a daily basis with our community leaders which will drive a constant inclusive culture and improve our diversity data.



FUN

We work hard to deliver a vibrant, people-led culture that is energising, rewarding and respectful.



RESPONSIBILITY

We are accountable for our actions and make decisions that are inclusive, embrace diverse points of view and are environmentally responsible.



COMMUNITY

We believe in the power of people, encouraging collaboration to provide support and positively contribute to our internal and external communities.



INTELLIGENCE

We commit to delivering exceptional performance by striving to be experts, using our best judgement to deliver the outcomes our customers need.



PASSION

We love enthusiasm and ambition, embrace fresh ideas and care deeply about helping our people, customers and partners to reach their fullest potential.

OUR EFFORTS TO IMPROVE D&I ARE FOCUSED THROUGH FOUR KEY CHANNELS



RECRUITMENT

- We work with industry leaders to ensure we are attracting the right people who want to succeed and be a part of the Softcat journey
- The demographics for each of our locations helps us understand what the talent pool is like, and how we can make further progress for each of our locations
- Working closely with hiring managers in developing diverse talent is imperative. Managers understand their business demographics to help them to diversify their workforce whilst continuously building an inclusive team culture



RETENTION

- It's vital that we spend the time to develop and nurture our talent and the skills they have. Whether that be through workshops, qualifications, programmes or mentoring relationships, our job is to spend time getting the most out of our people and to help them reach their potential. We know that everyone has had a different starting point in life. We do our best to create the best opportunities for everyone, whilst ensuring support and guidance is available at any level
- To grow diversity at management levels that reflect the overall demographics of the company will take time, as will the diversity at leadership levels. We encourage quality talent conversations to identify those who can be future managers and leaders. Our management and leadership programmes help build for the future



INCLUSION

- All of our employees are responsible for building an inclusive workplace. It is up to each and every one of us to get to know the person behind the job title, whether that be our colleagues, customers or business partners. We create an environment where everyone can be their true selves.
- All of our employee networks are heavily involved in campaigns and building awareness. Whether it is to celebrate a cultural event or to take the opportunity to create space and time to develop further understanding, our networks are fiercely passionate about their cause and their time is voluntary. Their drive comes from passion
- We want to encourage an Allyship culture at work, one that cares for each other, takes time to appreciate people's backgrounds, privilege and challenges



PARTNERSHIPS

- We aim to strengthen our position in the industry and share our efforts to make a difference across the IT sector. The industry is changing for the better but there is still a long way to go. We take the time to idea share and look at how we can collaborate better together for not just our own company but for the industry
- We continuously work on building on our competence in inclusive behaviours with customers, suppliers, and partners. We have signed pledges to commit to making progress and we share this work with anyone who wants to connect and evolve

OUR COMMUNITIES



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Whilst this report highlights our commitment to driving awareness and making progress, it's our opportunity to celebrate the great work our passionate communities undertake. We believe that being able to give back and contribute in ways outside of our 'day job' is healthy and fulfilling too and we offer our support wholeheartedly to those who are representing the voice of many to bring our ambitions to life.

Our communities are made up of individuals who drive ideas and pull people together to proudly champion campaigns.

Each of our communities help those within our business to feel safe, discuss relevant topics, share experiences and support one another. From talking openly about race through to celebrating International Women's Day, our communities don't hide from topics that require attention and embrace change.

This report celebrates them.

Anushka Davies,
Head of Employee Engagement, Diversity and Inclusion

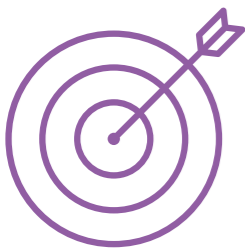
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Supporting Women in Business (SWIB)

Women have made a lot of progress in the workplace over recent years and today, Softcat's workforce is made up of 33% women, an increase on 27% from four years ago.

In those four years, we have invested in our women to ensure they are supported and feel that they are employed on a level playing field, where employment is based on talent and passion. SWIB is Softcat's longest standing network and our goals have been ambitious.



OBJECTIVES

- Improve confidence
- Raise awareness
- Change the hiring process
- Understand the working mother's commitment to family
- Recognise equality amongst men and women
- Work with senior management to understand how they can support on retention and progression



ACHIEVEMENTS BY THE SWIB NETWORK

There have been a number of initiatives that have been launched and driven forward by our network over the years. It's been important for us to spend time with schools to encourage girls to consider roles within technology organisations. Our job as an organisation is to be a role model, making young girls aware of the skills they will need for roles in tech organisations and showing them that careers in tech will help change the world for the better.

We launched a Women TechStarter Programme to encourage women to pursue more technical roles following a career break. Our programme is designed to help build up skills and qualifications that will have been put on hold. It allows us to tap into a pool of talent who have the right skills, but need the opportunity to put them back into practice. We know that flexibility is also important and so the role is designed with that in mind.





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Being involved in our SWIB community, specifically within a tech stream, gives me and my fellow SWIB leads the opportunity to really listen to what our women employees want and need from Softcat.

Representing the voice of women to our senior leadership team and the wider company allows us to create strong allies within the business and drive initiatives for improvement to be able to put our incredible women in the spotlight. This way we constantly work on being a better employer for women in tech who work for us now and for those who will be a part of our future.

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Network lead

Carola Van Der Sommen,
Head of Services (delivery)





Pride

Our Pride community is one that has made leaps and bounds within the business. Founded in 2018, it began with 12 employees and has grown to 72 members (both LGBTQ+ and allies).

We knew that it wasn't enough to simply recognise what equal opportunity means but instead to embed our efforts into putting opportunities in place to ensure that LGBTQ+ people within Softcat are given the same chance at success. Success in job satisfaction but also success in health and wellbeing. The benefits of feeling accepted are immeasurable and the role models who lead this community have worked hard to make a genuine difference to the company culture and to give every employee at Softcat the opportunity to break down barriers.



OBJECTIVES

- Support and enable LGBTQ+ employees to express authenticity and share experiences
- Discuss issues affecting LGBTQ+ staff with decision-makers and senior management
- Assist in formulating and reviewing policies and procedures which encourage personal and professional development e.g. training
- Provide a safe and confidential space for employees to openly talk about their sexuality
- Engage with other LGBTQ+ and equality networks, both within and outside of the industry



ACHIEVEMENTS BY THE PRIDE NETWORK

The pride community are passionate about celebrating and educating others. We have hosted many events to share personal stories and provide a space for open discussions. We have challenged and changed the language used in our company policies to ensure they are gender neutral and are always assisting in reviewing policies to encourage inclusivity.

February 2022 was a successful month for the network where we held panel sessions and discussions around sensitive topics such as HIV and gender discrimination. Celebrities who identify as LGBTQ+ have been present at some of these panels and engagement levels throughout the business were high.

The Pride network often works alongside other networks where the topic of identity can impact health and wellbeing or your family environment – the work done through these collaborations has reinforced the key messages we strive to achieve.

Most recently we have signed the Stonewall Diversity Champions programme which helps to embed a change in language within the workplace. We also completed the Stonewall Workplace Equity Index this year. The feedback will allow us to further support our LGBTQ+ community. We launched our 'Trans Inclusion' policy earlier this year with some guidance from Stonewall and our Pride Network.





Stronger Together



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I want to do what I can to ensure that my peers and community are treated with the same dignity and respect as anyone else. That is partly why I joined the Pride Network when I first started at Softcat two years ago. Alongside two other employees, I am one of the network leaders supporting our LGBTQ+ colleagues.

To date, the network has done some amazing things to support and uplift LGBTQ+ people and ensure their fair treatment in and out of Softcat. We continue to hold events to educate the business and to celebrate our community and, in June this year, we were able to hold our first network-wide get-together since before lockdown. This was a great opportunity to build upon the sense of community that the network looks to promote. We hope to be able to have more of these types of events in the future.

The network has recently submitted its application to Stonewall's UK Workplace Index which assesses organisations' achievements and progress on LGBTQ+ equality. We're hopeful that Stonewall will acknowledge all the hard work we've put in over the past year and help us to understand how we can further improve our efforts.

The network is ever evolving, and we're always listening to our members on what direction we should be taking, so I'm looking forward to seeing what the future holds.

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Network lead

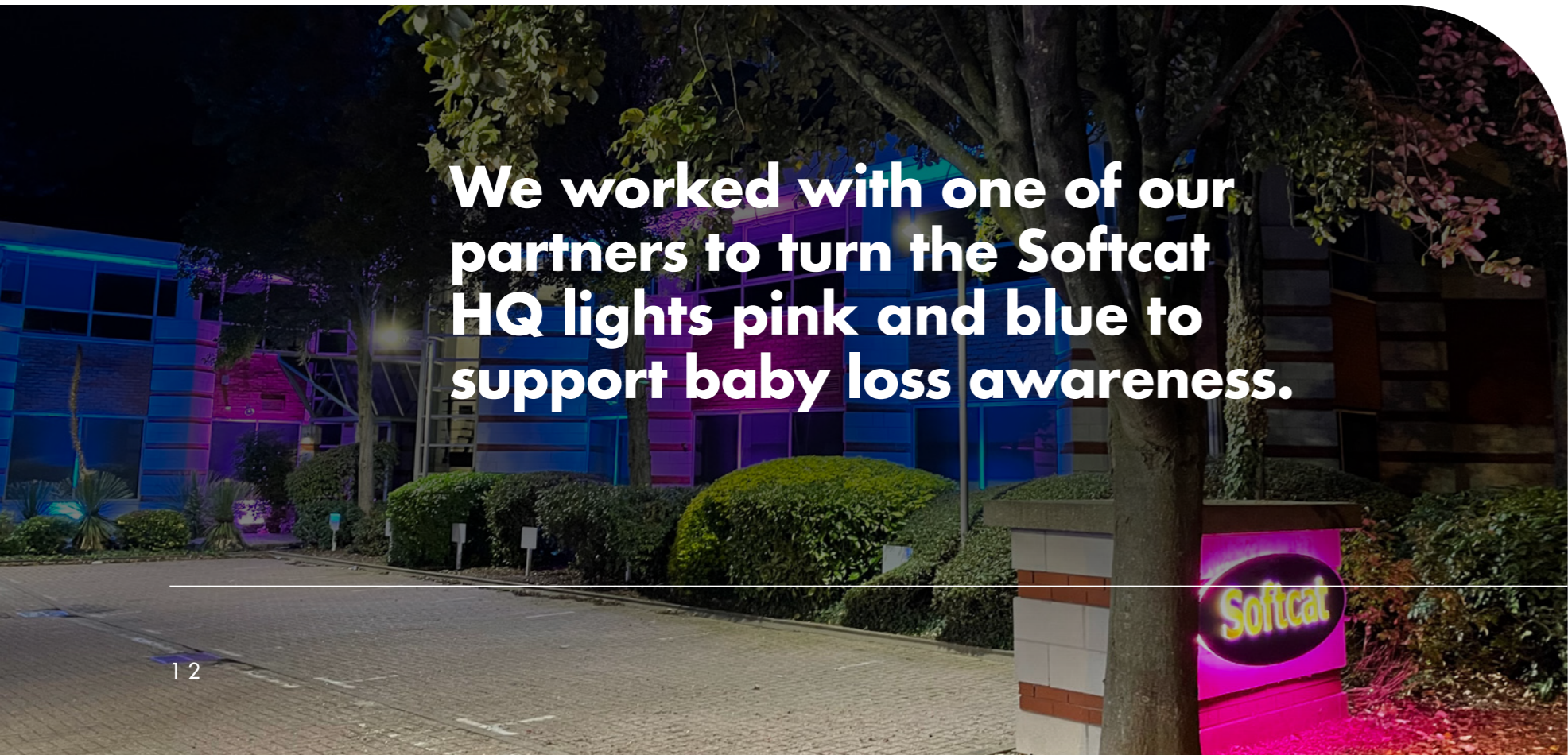
Simon Harrison,
Commercial Solicitor



Family

The Softcat Family network touches many employees within the business, not just those who have children but also those who need a safe space to talk about family challenges that might impact their working life – maybe being a carer, a change in health or experiencing bereavement.

At the heart of the network are individuals who are passionate about listening. They help the business to truly understand what is needed to balance work commitments with family life. We create opportunities to educate the entire business on the importance of understanding how life outside of Softcat is just as important as life within it. The network is 200 members strong and by nature of the topics discussed, are committed to speaking openly about life outside of the workplace.



We worked with one of our partners to turn the Softcat HQ lights pink and blue to support baby loss awareness.



OBJECTIVES

- Build confidence amongst peers
- Raise awareness of the importance of family commitments amongst all employees
- Embrace change such as hybrid working
- Understand the working parents commitment to family
- Recognise equality amongst men and women
- Assist on all areas of family support



ACHIEVEMENTS BY THE FAMILY NETWORK

During the COVID pandemic, the network showed a huge amount of support to all our employees and really came into its own. Everyone was affected in some shape or form, whether that be dealing with home-schooling, caring for elderly family and friends or experiencing bereavement. The network came together to show support for our people – a shoulder to cry on and a community to keep our spirits high. There were activities for children, home-schooling advice and role-modelling from our senior leaders to show that it is OK to not be OK.

The network today focuses on supporting families with children, raising awareness on more challenging topics like baby loss, fertility, dementia, and menopause, to name but a few. This community is a source of strength for many and often collaborates with others to reinforce key messages.



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I helped to build the family network a short while after our son was born and I was faced with the juggle of managing my return to work and caring for a baby. The feeling of getting back into the world of work is exciting after months of being in a beautiful baby bubble but it is also quite nerve-racking as you enter a new phase where the dynamics of your life outside of work have changed. I was fortunate to be able to change my working week to accommodate part-time hours and quite quickly realised how important it was for me to be part of a network which embraces this type of change.

Over the years we have built a community of people who have many different family experiences; some may have children, some may be struggling to conceive, some are carers for their parents, and some may have experienced health concerns where they need support. The core aim of the network is to give back, share experiences and help one another through what can be difficult times. Rebecca and I are the network leaders, and we are passionate about ensuring a family first culture is available to staff who want to talk openly about their personal commitments.

Softcat are a forward-thinking company who embrace change, most recently tackling hybrid working head on post the covid pandemic and we are always working with senior leaders to ensure the voice of the family network is heard. Our network is here to support our employee's whole being and we continue to strive for flexibility and support in an ever-evolving workplace.

Network lead

Rachel Clay,
Head of Education



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Ethnic & Cultural Diversity

Cultural diversity focuses on identity, race and representation within Softcat and this network is one that has helped us address how we eliminate disparities amongst different ethnic groups. It's a community that really gained momentum in 2020 after the death of George Floyd and the world took to the streets to protest about racism.

The network promotes inclusivity by celebrating, educating and collaborating on topics that highlight different cultures and how they shape many of our employees.

We recently changed the name of this network, which was previously called BAME (Black, Asian and Minority Ethnic). We felt, like many, that the term BAME grouped all ethnic minorities together, implying that all are part of the same group, when in fact there are so many ways in which we identify our race. We wanted to remove assumptions and generalisations and to give our employees the confidence to discuss ethnicity in a way that is inclusive and sensitive to how they may identify. Our new name came from listening to those within the network and we feel that it now acknowledges, celebrates and learns from all of the different cultures that we represent.



OBJECTIVES

- Promote inclusivity and raise awareness of ethnic and cultural differences
- Change behaviours within the business to create a diverse workforce
- Create conversations around race and values
- Celebrate and embrace different cultures and backgrounds
- Work with senior management to embed fairness and opportunity in the workplace



ACHIEVEMENTS BY THE ETHNIC & CULTURAL DIVERSITY NETWORK

We are proud that 99% of our employees have informed us of their ethnicity to help us commit to measuring progress. It means we can be transparent about our ethnic pay gap report, as well as gender pay gap report over the last two years. 15% of our organisation are from ethnic backgrounds and we continue to do work to raise this number. This network is focused on improving difficult conversations around race and we have held many panel sessions to encourage talking about difficult topics.



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I joined the network shortly after joining Softcat in lockdown, and it soon became my haven. Having a community that understands your struggles, embraces your culture and appreciates your unique differences was hugely impactful to me. I enjoyed my time being a network admin, I implemented a more welcoming onboarding process for new members, supported the network leaders on different initiatives and led the celebration event for Chinese/Lunar New Year.

This year I decided to take on further responsibility as a network leader, aiming to maintain our established internal engagement whilst representing Softcat and the network externally through industry-wide initiatives such as TC4RE.

I believe change starts small and starts with individuals. The EC network provides a safe space for those who identify as an ethnic minority and an open forum for our allies to learn and support. When you feel that your identity and culture is being recognised, appreciated and celebrated, it promotes belonging and at the end of the day, that's what bringing yourself, your whole self, your true self to work really means.

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Network lead

Lucy Shen,
Project Coordinator,
Services Delivery





Empowering Disability & Neurodiversity

In September 2021 we launched our EDN network; a community that aims to empower and support our members and colleagues through education and awareness of disabilities that are both visible and hidden.

The network leaders have worked without any barriers to share personal stories with the aim of normalising conversations around disability and neurodiversity. We're proud to have successfully completed the Disability Confident self-assessment, achieving Level 2 and are proactively taking on all of the core actions to be a Disability Confident Employer.

Next year we hope to continue the great work and gain further insight to better help those who require support.

The EDN community encourages Softcat employees to celebrate differences and embrace what makes people **different and unique**.



OBJECTIVES

- Empower Softcat employees by creating a space to inform and be informed
- Support those who are a part of the network with a safe space in which to thrive
- Change behaviours within the business to celebrate differences that make individuals unique



ACHIEVEMENTS BY THE EDN NETWORK

We are a Disability Confident employer as a result of the progress we have made this year with our EDN network. We have worked incredibly hard on our recruitment and onboarding processes to ensure our employee experience for those with a visible or invisible disability is a positive one. At events, we have taken into account accessibility and reasonable adjustments and the network have helped us ensure our offices across the UK are more disability friendly.

The numerous panel sessions, network meetings and personal stories have helped to raise the awareness and now consists of over 100 members.





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For me the network has meant I can come to work as my true self, hiding nothing and asking for what I need with confidence. It has connected me with people I may not have otherwise met and created a space where we can really support, educate and celebrate ourselves and each other. I have shared my personal story with the hope of giving others the inspiration to do the same and get the support they need within the business.



Network lead
Millie Shepherdson,
Order Fulfilment
Deputy Team Leader

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Being involved in the network has been so rewarding for me; it's given me the confidence to be open about my neurodiversity, see my strengths and support others. What we have achieved in under 12 months has been incredible, we now have a diverse community that inspires open and honest conversations within the business to drive positive change. I truly believe I've found an employer that cares about disability, neurodiversity and is willing to accommodate everyone in the network and beyond.



Network lead
Phil Lowe,
Service Development
Project Manager



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Armed Forces and Reservists

Our veterans are an important part of our present and future because they fight for our right to freedom. They are our grandparents, parents, brothers, sisters, friends and have spent part of their lives serving for the peace of others.

At Softcat we created our Armed Forces network to recognise the importance of a commitment to our country but also to embrace the skills our veterans have brought to their workplace – bravery, strength and hard work.



OBJECTIVES

- Educate our employees on the importance of the Armed Services, a way of life and history
- Support those who are a part of the network with a common space
- Celebrate the lives of the military community through national events
- Ensure our recruitment process actively employs those who have served



ACHIEVEMENTS BY THE ARMED FORCES AND RESERVISTS NETWORK

Over the years Softcat have supported many key national and local events, including the laying of wreaths on behalf of the business at memorials near all of our UK offices. We have raised money for Poppy Appeals and donated funds towards helping serving and ex-serving men and women and their families. We have also held company-wide celebrations to commemorate Armistice Day over the last few years. The networks continued focus has been recognised by achieving the Silver award for the Defence Employee Recognition Scheme.



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The Armed Forces and Reservists Network is a particular passion for me that is made personal by the 15-year career I had as an RAF Air Cadet officer. Being a part of the RAF and the Armed Forces allows you to become part of a special family and to this day I have many friends who have stayed with me.

Not long after I joined Softcat, we started this network and it means so much to me and those who are a part of it as we have shared life experiences that have shaped the people we are today. We've achieved and celebrated many things and it is a goal of ours to work towards Softcat achieving the Gold award for the Defence Employee Recognition Scheme over the coming months.

We hope that everyone at Softcat shares our love for loyalty and service both inside and outside of the workplace – we're excited for what's to come.

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Network lead

Dylan Foster-Edwards
Technology Director





Faith at Work

Recognising, acknowledging and accepting the importance of faith, religion and belief is a key part of an inclusive workplace and one that we value as part of raising the voices of those at Softcat with a faith.

Our Faith network was created to provide an environment for those who want to practice their beliefs in a safe space at work and share experiences with like-minded others. The network works quite closely with the Ethnic and Cultural Diversity network to celebrate cultural days so there is much cross over between the two.

At Softcat we've created knowledge around the diversity of faiths and beliefs and how this brings people together to create a genuine understanding. It is always our priority to ensure that our employees feel comfortable to be themselves.



OBJECTIVES

- Promote inclusivity and raise awareness of faith, religion and beliefs
- Change behaviours within the business to create a diverse workforce where faith is respected
- Create conversations around faith to educate and share similar experiences
- Allow employees to practice their faith at work
- Embrace and respect those with and without a faith



ACHIEVEMENTS BY THE FAITH AT WORK NETWORK

The network is open to people of all faiths and currently has two network leads who individually lead on Islam and Christianity. Softcat has worked alongside these leads to create panel sessions for discussing topics such as Islamophobia, Easter and Christmas. The business has also created faith rooms within offices and at external events so that those who wish to pray feel comfortable to be able to do so.

Faith at Work



The Muslim network was established earlier this year with its primary focus being to support colleagues of the Muslim faith. It provides a safe space to discuss the challenges and complexities of what it means to be a British Muslim today, as well as celebrate their contributions, achievements and increase awareness of Islamic culture within the organisation. I'm personally grateful for the opportunity to be able to express my beliefs through an employer who values all aspects of inclusivity.



Network lead
Esra Ahmed (left),
Technology Onboarding



The Christian network at work is important to me as it allows me to meet with likeminded individuals, not just within Softcat but also in the wider industry. There is something very powerful about meeting as a group where your faith, beliefs and church background do not matter. We all gather to share opinions and personal stories of things we are finding tough. Spending time with the group has been a source of comfort in knowing that I am not the only one going through something challenging. Not only that, it is also insightful to learn from one another. I value immensely the networking aspect that our community provides, we have had guest speakers from all over the industry who share experiences we can value.



Network lead
Heinrich Kroots,
DC Specialist



Our Commitment to the IT Industry

We've worked hard alongside our networks to build a collaborative approach with partners to ensure we share best practises and create change across the technology industry.



Technology Community for Racial Equality (TC4RE)

Softcat are one of 11 founding organisations who are committed to driving industry change on progress in racial equality. Our objective is to be transparent in our efforts to embed equality and transforming ourselves and the organisations involved. Without bias or discrimination, we create better teams, make better decisions and become better businesses. That's why the Technology Community for Racial Equality (TC4RE) exists.

As a group of leading UK technology organisations dedicated to building a more diverse and inclusive workforce, our ambition goes beyond simply raising awareness.

We're taking action to rebalance representation in the UK tech industry for the benefit of individuals and the organisations they work for.

We have committed to many pledges to hold ourselves accountable to making continuous improvement too.



Employee Engagement

Part of being a brilliant workplace is having a great culture and operating in an inclusive and open environment. We want Softcat to be built on fairness and opportunity for all with shared values and behaviours, a respect of difference and a common purpose.

The feedback we receive from our employees plays a huge part in how we evolve as a company. Our annual employee engagement surveys help us create meaningful actions to evolve our culture for the future.

Each and every one of us is held accountable for ensuring inclusivity is embedded in our culture and is a part of what makes us Softcat.



ACHIEVEMENTS

This year’s employee engagement data (2022) has been a huge success

- 85% response rate
- Our employee engagement score is 92%
- NPS score of 63

OUR PEOPLE ARE OUR PASSION

We put our people at the centre of everything we do. Our employees are the keystone to our competitive edge and it is through them that we have a 95% customer satisfaction rate and so we strive to continuously put them first.

We are motivated, we are fun, we are energised to be the very best we can be.

Building an Allyship Culture

At Softcat we want to encourage all of our employees to gain a better understanding of the challenges minority groups face by having a growth mindset, being curious and showing empathy.

We have put dedicated resource and education behind our Allyship programme, and it has been a huge success with an average score of 90% from those who have participated.

We are focused on delivering a programme that works for us, encourages conversation and provides greater depths of understanding.

We want our employees to have a sense of belonging and to be themselves whilst they are at work. As employees we are all responsible for taking the time to appreciate and understand our colleagues, customers and partners as best as we can – to get to know the person behind the job title.

We launched our **#StrongerTogether Allyship Programme** to 1,800 employees in 2021 and to date, over 1,000 employees have been through our programme to listen, learn and show passion to further their learning.

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Facilitating the Allyship programme allows me to appreciate how positively our employees are engaging with the programme. The groups come together with a real willingness to better their understanding of how best to support their colleagues. The safe and encouraging environment we create provides them with the opportunity to explore this together through open conversations in addition to expanding their knowledge on the topic of D&I as a whole.

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Polly Jacob,
Engagement,
Diversity & Inclusion
Executive

OUR RECOGNITION

We are proud to have won some incredible awards this year which are a credit to all of the networks and employees who work hard to create a positive culture of inclusion and belonging.



**CRN DIVERSITY
EMPLOYER OF
THE YEAR**

**CRN CULTURAL
INCLUSION AWARD**

**LGBTQ+ BEST
EMPLOYER AWARD**

**CRN LGBTQ+
INCLUSION AWARD**

**CRN HEALTH
AND WELLBEING
RECOGNITION AWARD**

Our Commitments

It is important that we commit to pledges to ensure we stay accountable for making meaningful progress when it comes to diversity and inclusion.



TECHTALENT CHARTER

RACE AT WORK CHARTER

SOCIAL MOBILITY PLEDGE

STONEWALL CHAMPIONS PROGRAMME

DISABILITY CONFIDENT EMPLOYER

As a signatory, we are committed to addressing the UK’s tech talent shortage and diversity problem through collective action to make the UK tech ecosystem more diverse and inclusive.

We signed the pledge to commit to tackling ethnic disparities in the workplace by committing to the commitments on capturing and publicising data, committing to zero tolerance of harassment, and supporting race inclusion allies in the workplace.

The pledge encourages us to provide structured work experience and apprenticeship opportunities to people from disadvantaged backgrounds, to promote a level playing field recruitment process and to work with schools and education environments to provide career and mentoring experiences.

We are committed to the Stonewall Champions Programme and completed the Workplace Index to further embed LGBTQ+ inclusion in our workplace. This in turn helps us to attract and retain the best talent and to ensure our policies and practices are in place to create a culture of inclusion.

Being a Disability Confident employer is a movement of change which encourages us to think differently about disability, and to take action to improve how we recruit, retain and develop people with both visible and invisible disabilities.





Mental Health

Softcat takes mental health seriously. We invest time and encourage our employees to understand what support and help is available to them.

We have over 30 mental health first aiders across our offices who are there to support our employees and listen non-judgementally. We have had many of our employees share their personal journeys with the wider organisation to help raise awareness and promote that getting help is imperative for good mental health. These stories have helped so many individuals in the business to be inspired and reach out to get the support they need. Mental health touches all parts of our D&I networks too. Each network has a mental health first aider so that individuals can share their challenges with someone in a network they feel closely aligned to.

We appreciate that people from different backgrounds or people who have been challenged by social and economic inequalities have experiences that require more tailored support.



HEAR FROM SOME OF OUR MENTAL HEALTH FIRST AIDERS ON WHY THEY ARE PASSIONATE ABOUT SUPPORTING OUR EMPLOYEES

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I believe everyone in this world has struggles and has had various things they have had to deal with – what is an issue to one person and how they cope, is very different to the next person. Some people need help and support and like to share, and others do not. I just want to help other Softcat colleagues on their journey, and to know there is someone they can talk to if they need help; someone that genuinely cares, can listen, and signpost help if required.



Alex Lewis

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I've always been a big advocate of mental health, having experienced challenges myself, studied it academically at university, and even dealt with crises as a police officer in a previous role. The biggest learning from my experience is that we shouldn't only take action when we are at crisis, but that talking about and identifying things early are a huge, big step forward when it comes to mental health. That's why I wanted to become a mental health first aider, to be that ear to help you talk about whatever it is you're facing.



Angela Saville

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Kindness is more than deeds. It is an attitude, an expression, a look, a touch. It is anything that lifts another person – Plato.

This quote summarises what I believe; that we all need kindness in our lives to help us feel strong and empowered to know we can face anything when it might all be too much. The more we talk about life's daily struggles, the easier it becomes, and the stigma around mental health can be eliminated.



Sarah Hakim

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THE FUTURE

Our journey into D&I is a long-term one. We have put our hearts into embedding D&I into every fibre of our values and we are always looking for ways to do more and do better.

Our communities are the driving force behind our aspirations and this report is our thank you to each and every person who is on this journey with us. It is also our promise to continuously listen to the voices of our employees, to make them proud and to show our industry our commitment to building a culture of belonging.

Building a diverse workplace and nurturing an inclusive culture takes years, our data is what will help influence this change, furthering our progress on sexual orientation, socio-economic background, disability & neurodiversity.

With more knowledge about our people, we can make further improvements and that is what we strive for.

PAY GAP REPORT