



Pacific Computers Ltd - Environmental & Social Responsibility Policy:

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Corporate, Ethical & Social Responsibility Policy:

Pacific recognises that we must integrate our business values into our operations to meet the expectations of our stakeholders. These include our customers, employees, owners, suppliers, contractors, our community, and the environment.

- We recognise that our social, economic, and environmental responsibilities to these stakeholders are integral to our business. We aim to demonstrate these responsibilities through our actions and within our corporate policies.
- We take seriously all feedback that we receive from our stakeholders and, where possible, maintain open dialogue to ensure that we fulfil the requirements outlined within this policy.
- We will be open and honest in communicating our strategies, targets, performance, and governance to our stakeholders in our continual commitment to sustainable development.
- The Managing Director is responsible for the implementation of this policy and will make the necessary resources available to realise our corporate responsibilities. The responsibility for our performance on this policy rests with all employees throughout the company.

OUR COMMITMENTS:

- We will demonstrate our adherence to these commitments through third-party auditing wherever appropriate, for example, through ISO14001, ISO45001, and ISO50001 accreditations.
- We will incorporate our CSR goals into the company objectives and communicate our progress in achieving them, affording them the same visibility as other business performance targets.
- We will identify areas within CSR that require specific detailed Policies, and will formulate, communicate, and update those policies regularly - for example Modern Slavery, Supply Chain Payment, Ethical Purchasing, Environment, and Equal Opportunities.

LOOKING AFTER OUR CUSTOMERS:

- We will ensure a high level of business performance while minimising and effectively managing risk, ensuring that we uphold the values of honesty, partnership, and fairness in our relationships with all our stakeholders.

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- We will support the development of our external stakeholders through led training courses, and through providing access to our facilities for all our business partners to hold seminars and industry meetings.
- Our contracts will clearly set out the agreed terms, conditions, and the basis of our relationship, and will operate in a way that safeguards against unfair business practices.
- We will register and resolve customer complaints in accordance with our standards of service.
- We will take steps to ensure that only genuine products are used within our installations and to avoid the introduction of counterfeit products.

LOOKING AFTER OUR EMPLOYEES:

- We will operate an equal opportunities policy for all present and potential future employees and will offer our employees clear and fair terms of employment and provide resources to enable their continual development.
- We will maintain a clear and fair employee remuneration policy and will maintain forums for employee consultation and business involvement.
- We will provide safeguards to ensure that all employees of whatever nationality, colour, race, or religious belief are treated with respect and without sexual, physical, or mental harassment.
- We will provide, and strive to maintain, a clean, healthy, and safe working environment.
- We will provide staff with thorough and appropriate training to undertake all aspects of their role and to ensure that our health and safety policy is upheld at all times.

SUPPLIER STANDARDS:

- We will encourage suppliers and contractors to adopt responsible business policies and practices, using our purchasing power to influence our supply chain wherever possible. This will include seeking evidence of good practices in the areas of Modern Slavery, supply chain payment, sustainable sourcing of material, and reduction in environmental impact of packaging, shipping, and disposal of materials.
- We are committed to paying our suppliers properly, on time and in accordance with agreed payment terms.

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- We will review our suppliers regularly to uphold the strength of our supply chain, as well as to ensure clear communication and identify areas for improvement.

PROTECTING THE ENVIRONMENT:

- We will monitor waste levels and ensure that applicable waste (such as cardboard, plastic and electronic products) are recycled using applicable schemes wherever possible.
- We will encourage staff to use more environmentally-friendly commuting methods such as walking, cycling, car sharing, or using public transport where possible.
- Where possible, we will encourage staff to use greener fuels in their vehicles.
- We will use electric company vehicles wherever possible.

COMMUNITY ENGAGEMENT:

- We will encourage dialogue with local communities for mutual benefit.
- We will support and encourage our employees to help local community organisations and activities in our region, particularly our employee-chosen charities.
- We will work with local schools, colleges, and universities to assist young people in choosing their future careers, being an advocate for our industry.

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Anti-Slavery & Human Trafficking Statement:

Modern slavery is a crime and a violation of fundamental human rights. It takes various forms such as slavery, servitude, forced and compulsory labour and human trafficking, all of which have in common the deprivation of a person's liberty by another in order to exploit them for personal or commercial gain.

On March 26th, 2015, the [Modern Slavery Act 2015](#) was passed into law in the United Kingdom. This law requires all business entities that complete business, or part of a business, in any part of the United Kingdom and operate above a specific turnover threshold, prepare and publish a slavery and human trafficking statement for each financial year of the organization. Although the company trades below this threshold, Pacific Ltd fully supports the aims of the legislation and is committed to complying with applicable anti-slavery and human trafficking laws.

Our business is to design, supply, install and support IT and audio-visual systems. Our supply chains are predominantly the manufacturers and distributors of these products in the UK. Therefore our main issues to consider around Modern Slavery are related to the manufacture of our products, and so our Policy is to review the practices of the manufacturers and distributors of our key product ranges via our Supplier Review process, and to encourage our staff to "whistle-blow" on any activities they are suspicious of in the course of their work.

The management team will monitor that the policy is working by ensuring that the key products have been fully traced in the supply chain.

OUR POLICIES:

The following policies are relevant to monitor and reduce the risk of modern slavery occurring within our business.

- This Anti-Slavery Policy and Statement;
- Supplier Reviews conducted as part of the Quality Management Policy;
- Corporate social responsibility policies and procedures; and
- Reporting Breaches and Whistleblowing Policy and Procedure.

Reports are investigated, and appropriate action is taken within a reasonable period. Employees and suppliers are protected from retaliation for making a report in good faith, and anyone found to have acted against this protection is subject to disciplinary action up to and including termination.

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The UK Modern Slavery and Human Trafficking Statement has been duly approved and adopted by Pacific Ltd Board of Directors and will be reviewed and updated annually.

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Anti-Bribery & Corruption Policy:

Pacific (the Company) is committed to winning business on the merits of its skills, products and industry knowledge. We are all applicable to the laws relating to anti-bribery and anti-corruption and expect our suppliers and clients to do the same, particularly UK Bribery Act 2010. Integrity and transparency are of the utmost importance to us and we have a zero-tolerance attitude toward corrupt activities whether committed by a company employee or by third parties acting for or on behalf of Pacific. Any act of fraud, bribery or corruption is treated with extreme seriousness. We expect our business partners to adopt the same approach.

UNDERSTANDING & RECOGNISING BRIBERY & CORRUPTION:

Acts of bribery or corruption are designed to influence an individual in the performance of their duty and incline them to act in a way that a reasonable person would consider to be dishonest in the circumstances.

Bribery can be defined as offering, promising or giving a financial (or other) advantage to another person with the intention of inducing or rewarding that person to act or for having acted in a way which a reasonable person would consider improper in the circumstances. Corruption is any form of abuse of entrusted power for private gain and may include, but is not limited to, bribery.

Bribes are not always a matter of handing over cash. Gifts, hospitality and entertainment can be bribes if they are intended to influence a decision.

POLICY:

The Company prohibits the offering, giving, solicitation or the acceptance of any bribe or corrupt inducement, whether in cash or in any other form:

- To or from any person or company wherever located, whether a public official or public body, or a private person or company;
- By any individual employee, director, agent, consultant, contractor or other person or body acting on the Company's behalf;
- In order to gain any commercial, contractual, or regulatory advantage for the firm in any way which is unethical or to gain any personal advantage, pecuniary or otherwise, for the individual or anyone connected with the individual.

This policy is not intended to prohibit the following practices provided they are appropriate and proportionate:

- Normal hospitality (such as food and drink or entertainment at a company event)

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- Fast-tracking a process which is available to all on the payment of a fee; and/or
- Providing resources to assist a person or body to make a decision more efficiently, provided that it is for this purpose only.

It may not always be a simple matter to determine whether a possible course of action is appropriate. If you are in any doubt as to whether a possible act might be in breach of this policy or the law, the matter should be referred to your line manager. If necessary, guidance should also be sought from the Managing Director.

CHARITABLE CONTRIBUTIONS:

Pacific Computers Ltd accepts (and indeed encourages) the act of donating to charities - whether through services, knowledge, time, or direct financial contributions (cash or otherwise) - and agrees to disclose all charitable contributions it makes. However, employees must be careful to ensure that charitable contributions are not used to facilitate and conceal acts of bribery.

We will ensure that all charitable donations made are legal and ethical under local laws and practices and that donations are not offered/made without the approval of the Managing Director.

POLITICAL CONTRIBUTIONS:

Pacific Computers Ltd will not make donations, whether in cash, kind, or by any other means, to support any political parties or candidates. We recognise that this may be perceived as an attempt to gain an improper business advantage.

GIFTS & HOSPITALITY:

The Company realises that the giving and receiving of gifts and hospitality as a reflection of friendship or appreciation where nothing is expected in return may occur, or even be commonplace, in our industry. This does not constitute bribery where it is proportionate. No gift should be given, nor hospitality offered by an employee or anyone working on our behalf to any party in connection with our business without receiving prior written approval from the Managing Director. Similarly, no gift or offer of hospitality should be accepted by an employee or anyone working on our behalf without receiving prior written approval from the Managing Director.

EMPLOYEE RESPONSIBILITY/WHISTLE-BLOWING:

Employees must ensure that they read, understand and comply with this policy and each is responsible for the prevention, detection and reporting of bribery and other forms of corruption and avoiding any activity that might lead to, or suggest, a breach of this policy. Employees must notify a member of Senior Management (or through the whistle-blowing procedure) as soon as possible if they believe or suspect that a conflict or breach with this policy has occurred or may occur in the future and are encouraged to raise concerns about any issue or suspicion of malpractice at the earliest possible stage. It is important that employees inform a member of Senior Management as soon as possible of offers of a bribe by a third party, if asked to

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make one, suspect that this may happen in the future, or believe that they are a victim of another form of unlawful activity. Any employee who breaches this policy will face disciplinary action, which could result in dismissal for gross misconduct. The contractual relationship with other workers may be terminated if they breach this policy.

If an employee wishes to inform Senior Management as above, the standard procedures and protections of the Pacific whistle-blowing policy will apply. This can be found on page 13.

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Ethical Purchasing Policy:

INTRODUCTION:

At Pacific, we take social and environmental factors into consideration alongside financial factors when making decisions on the purchase of goods and the commissioning of services. Our purchasing decisions should - where possible - consider whole-life cost and the associated risks and implications for society and the environment.

Procurement can make a significant contribution to our goals of sustainable economic development and resource minimisation by ensuring that the goods and services we buy consider optimum environmental performance.

Procurement has an additional role to play in minimising any risk of social exploitation within the supply chain. We believe that this not only makes business sense, it also has the potential to improve the living and working standards of people around the world.

This policy clarifies the expectation that our staff and suppliers must have a natural respect for our ethical standards in the context of their own particular culture and that relationships with our suppliers are based on the principle of fair and honest dealings at all times.

The same principle of fair and honest dealings must be extended to all others with whom our suppliers do business, including employees, sub-contractors, and other third parties and their local communities.

This policy should be considered in the context of our Modern Slavery Policy, and our environmental targets outlined within our ISO 14001 and ISO 50001 records, which refer in detail to the measures that can be followed.

OUR POLICY:

Pacific's ethical supply chain policy requires that the ethical issues and social responsibility within supply chains are understood and addressed when managing business-to-business supplier relationships and through the purchasing of goods and services from our suppliers.

Upholding the principles of this policy is a shared responsibility between Pacific and its suppliers and the policy will be adopted at senior and director level within the company. Pacific expects its suppliers to assign and accept similar responsibility.

OBJECTIVES:

SUSTAINABLE PROCUREMENT:

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Our sustainability objective is to ensure continuous improvement in procurement decisions are made against delivering sustainable and ethical trading. We seek to avoid adverse social and environmental impact in the supply-chain, the reduction of environmental impact from service operations, and the purchase of products that meet recognised environmental standards.

ETHICAL PROCUREMENT:

Our ethical objective is to ensure that people in the supply-chain are treated with respect and have rights with regard to employment, including the rights to freely choose employment, freedom of association, payment of a living wage, working hours that comply with national laws, equal opportunities, recognised employment relationship, freedom from intimidation, and to a safe and healthy working environment.

Pacific requires materials and products supplied to be REACH compliant and free from conflict minerals.

Pacific requires suppliers to comply with their National Laws in respect of:

- Health and safety at work.
- Employment law including minimum working age, discrimination in respect of race, gender, religion, and disability, and harassment and bullying etc.

PROCUREMENT PROCESS:

- We will use our purchasing power, where practicable, to influence and encourage suppliers to create a more reliable market for environmentally and ethically-produced products and services. Examples of this are our identification of the highest volume products we buy, where we might have influence, and looking at the supply chain for those products in detail with our suppliers, considering modern slavery risk, environmental risk, and packaging improvements.
- Environmental and social factors shall be considered in the purchasing process. Specifically, this includes considering what the product is made from, the product durability, where it is made and by whom, the efficiency of the product during use and the processes involved in its production and distribution, what the disposal requirements are and if it can be reused or recycled.

RESPONSIBILITY & AUTHORITY:

This policy is issued under the authority of the Managing Director. Pacific's responsibility for implementation of this policy is set out below:

- Responsibility for adherence to this policy rests with the Board of Directors. Directors are responsible for implementing the policy in the everyday activities of their relevant departments.

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- Managers are responsible for implementing the policy in the everyday activities of their operations.
- The Managing Director is responsible for periodically reviewing the adequacy of this policy.

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Whistle-Blowing Policy:

A) INTRODUCTION:

Under certain circumstances, employees are protected from suffering any detriment or termination of employment if they make disclosures about organisations for whom they work.

B) QUALIFYING DISCLOSURES:

1) Certain disclosures are prescribed by law as "qualifying disclosures". A "qualifying disclosure" means a disclosure of information that the employee genuinely and reasonably believes is in the public interest and shows that the company has committed a "relevant failure" by:

- a) committing a criminal offence;
- b) failing to comply with a legal obligation;
- c) a miscarriage of justice;
- d) endangering the health and safety of an individual;
- e) failing to adhere to the Equality, Diversity and Inclusion Policy;
- f) environmental damage; or
- g) concealing any information relating to the above.

2) These acts can be in the past, present or future, so that, for example, a disclosure qualifies if it relates to environmental damage that has happened, is happening, or is likely to happen. The company will take any concerns that you may raise relating to the above matters very seriously.

3) The Public Interest Disclosure Act 1998 prevents you from suffering a detriment or having your contract terminated for 'whistle-blowing' and we take very seriously any concerns which you may raise under this legislation.

C) THE PROCEDURE:

1) In the first instance you should report any concerns you may have to any member of senior management, who will treat the matter with complete confidence. If you are not satisfied with the explanation or reason given to you, you should raise the matter with the appropriate official organisation or regulatory body, e.g. the police, the Environment Agency, Health & Safety Executive or Social Services Department.

2) If you do not report your concerns to senior management, you should take them direct to the appropriate organisation or body.

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D) TREATMENT BY/OF OTHERS:

Bullying, harassment or any other detrimental treatment afforded to a colleague who has made a qualifying disclosure is unacceptable. Anyone found to have acted in such a manner will be subject to disciplinary action.

We encourage you to use the procedure if you are concerned about any wrongdoing at work. However, if the procedure has not been invoked in good faith (e.g. for malicious reasons or in pursuit of a personal grudge), then it will make you liable to immediate termination of engagement or such lesser disciplinary sanction as may be appropriate in the circumstances.

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Emergency Preparedness & Response Plan:

This document has been produced to provide guidance and responsibilities in the event of one of the emergency conditions listed below, general guidance in the event of any other emergency condition, and the regular actions to be taken to ensure our preparedness. It should be read by all employees, and in particular those with named responsibilities within the below plans.

1. RESPONSIBILITY FOR ENACTING THE RESPONSE PLAN:

In an emergency as defined below, it is important that someone within the team is designated as being "in charge" and having overall responsibility for enacting the plan. Responsibility falls to the people below, cascading down to the first person on-site at the time:

1. Leighton Birtchnell - 07748 964143
2. Chris Briggs - 07776 108126
3. Richard Donaldson - 07748 964137

2. PLANNING FOR EMERGENCIES:

Fire:

Fire alarm sounders will be tested weekly, and we will rehearse a fire evacuation yearly. The fire alarm system will be enrolled in a maintenance program. Fire extinguishers will be serviced according to manufacturer specifications, and a fire risk assessment will be regularly carried out by a qualified third party and their recommendations acted upon. These actions will be carried out by Richard Donaldson.

Safety of services such as gas and electricity will be maintained by ensuring the installations in the building are inspected by qualified personnel on installation, and through regular, contracted, servicing.

Medical:

We will maintain a trained first aider, appropriate to the work being carried out. That first aider will ensure that appropriate supplies are available in the building. The first aiders currently qualified are:

1. Carl Godfrey
2. Isaac Barratt
3. Jon Tyler

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Pollution:

A spill kit will be made available in the warehouse location in case of pollution in the car park or delivery area.

Internet Outage:

Howdens Service Desk internet access backup will be tested for failover at least every six months. This test will be carried out by the IT Manager. The Pacific internet access 4G backup will be tested at least every six months by the IT Manager.

Loss of building/equipment, or mandated requirement to work from home:

All operational data will be secured off-site in cloud servers. We will review the data sets to ensure they include all necessary data at least every six months, and in the case of business change. Backup sets will be tested to ensure that they are working as expected every six months. These reviews and tests will be carried out by will have remote access set up from the laptops. the internal IT support team.

Staff will be supplied with encrypted laptops, and software used within the business will be tested for remote use by the internal IT support team. Those products that work remotely will be installed on laptops, while those that do not will have remote access set up from the laptops.

Staffing - loss of significant number/skills:

All procedures relating to the 3rd party contracts will be kept up to date and stored with the 3rd party, allowing for retraining and short-term cover. In all departments, succession planning will form part of identifying training needs, ensuring a good level of understanding of other roles within the company.

Data breach leading to loss of personal data:

Our systems will continue to be monitored by the IT team to keep them secure, through firewalls, anti-virus, etc., data security policies that are communicated to staff.

3. EMERGENCY RESPONSES:**Fire (or other cause for evacuation such as bomb threat):**

If the fire alarm sounds, either through automatic detection or manual activation, everyone in the building must immediately evacuate via the nearest exit and gather at the rear of the building as indicated on the evacuation plan displayed in Reception (or at the roundabout in the case of a bomb threat). Any phone calls or video calls in progress should be terminated firmly and politely by saying that "the building is being evacuated and I have to end the call" and hanging up.

A fire should not be fought with the extinguishers unless this is necessary to clear the path to an exit.

Nominated fire wardens must check all of the areas of the building on the way out, including meeting rooms, toilets, kitchens, comms room, and around the warehouse. The nominated fire wardens are:

1. Jack Bailey-Goldstein
2. Sarah Venning

The person "in charge" will contact the fire brigade to inform them of the emergency while the wardens evacuate the building, assuming the fire is obvious. If not, the wardens will report to the person "in charge" whether they found a fire during the evacuation before contacting the fire brigade. If no fire was discovered, the re-entry to the building will only take place when the person "in charge" has satisfied themselves that there is no remaining danger.

If the fire is reported to the fire brigade, the person "in charge" will deploy a warden to the front of the building to assist the fire brigade, and, if possible, arrange to move away any vehicles parked at the front of the building to provide access. They will then nominate someone to contact Howdens Service Delivery on 01604 733800 and ask them to transfer incoming calls to their helpdesk until further notice and contact Southern Comms on 01256 391046 to ask for the telephone number 01256 312700 to be diverted to an available mobile phone.

If a bomb threat is received or suspected the nominated person "in charge" will manually trigger the fire alarm to start the evacuation.

Medical:

Any medical emergency that arises should be referred to an available first aider. Any assistance required by the first aider should be provided immediately. Records of the emergency should be recorded in the accident record book.

Pollution:

In the event of a spillage on the premises the person "in charge" would ensure that the spill kit in the warehouse is used to minimise the spread of the spillage. The drains around the car park have been identified as standard surface water drains and so must be protected from spillages of any chemicals.

For any requirements to dispose of unusual waste, Richard Donaldson will contact Veolia, our waste transfer partners to arrange.

Internet Outage:

If the internet connection fails to the building, the following steps should be taken:

1. Check in the comms room for any obvious reasons for the problem and resolve if possible.
2. Check that Howdens secondary line is functioning. If not, follow procedure for "Loss of Building Access or Electrical Power" for Howdens.



3. Report the internet fault to BT on 0808 1002440, quoting reference Pacific Computers, RG24 8WD.
4. Contact Southern Comms on 01256 391046 to ask for telephone number 01256 312700 to be diverted to an available mobile.

Loss of Building Access or Electrical Power:

If the building is unavailable, for example due to flooding, access problems, or through police action etc., the following should be carried out:

1. Contact Southern Comms on 01256 391046 to ask for telephone number 01256 312700 to be diverted to an available mobile.
2. Contact Howdens Service Delivery on 01604 733800 and ask them to transfer incoming calls to their helpdesk.
3. Arrange for the helpdesk team to travel to the Howdens Croxley Green site to take incoming calls.
4. If the loss of building or power is permanent, restore the backup servers to cloud servers and ask all other team members to work from home using their own internet access until new premises are located.
5. If the loss of building or power is temporary, ask all other team members to work from home until access/power is restored.

Data Loss:

If a data loss is detected or reported, the IT Manager will be responsible for preventing any further loss through the appropriate technical measures, such as quarantining any affected systems.

Once further data loss is prevented, the Data Protection Officer should report the breach to the management team, who should contact the ICO at [Report a breach | ICO](#) - our reference number with the ICO is A8833900.





Environmental Policy:

Pacific recognises the importance of promoting the integrity and sustainability of its operations. We recognise that through considering the environmental aspects of our products and services we can have a direct and/or indirect effect on the air, water, land, natural resources, humans, and wildlife - locally or globally. Therefore, we aim to improve environmental performance of our operations by adopting examples of best practice and specific procedures that minimise environmental damage.

Our aspiration is that through measurement, experience, continuous improvement, and compliance to all the relevant environmental laws, and the framework provided by ISO 14001:2015, we will improve our environmental performance and share this through communication with our management team, employees, suppliers, and clients.

PACIFIC'S COMMITMENT:

Some of the ways Pacific have shown commitment to our Environmental Policy are stated below.

- By meeting applicable laws, regulations, authorities, and other environmental requirements.
- By seeking to provide permanent solutions for our clients where possible and seeking to influence decisions that impact the environment when working with customers.
- Communicate the Environmental Targets, aims, and responsibilities of individuals, be they employees or contractors.
- Open to communication with customers, suppliers, and other stakeholders about the Environmental Management System, and encourage good environmental practices with them.
- Looks for continuous improvements in all aspects of environmental impacts and prevention of pollution.
- Record our carbon emissions annually within our Carbon Reduction Plan and strive to reduce these in line with the contained targets.
- Ensure that all stakeholders in our business are aware of how they can suggest or report environmental issues.

MANAGEMENT COMMITMENT:

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The management team of Pacific are committed to the objectives and effectiveness of the Environmental Policy, demonstrated by the development of an externally-audited Environmental Management System, integrated into the Quality Management System. This integration is to ensure that environmental issues are considered within the company's overall objectives. The management team review any non-compliance and environmental objectives within the management review. Policy objectives and monitoring is also discussed within the fortnightly updates held with key members of staff, allowing this to be fed down to all employees through their managers.

EMPLOYEE'S RESPONSIBILITIES:

Employees within Pacific are expected to follow and maintain our environmental policy. We make our policies available on the company shared resources and make employees aware of environmental initiatives and our progress against them. Therefore, employees should make use of this to keep themselves informed of how they can assist.

All employees are expected to consider the impact on the environment of their own actions, and the company operations for which they are responsible, by planning carefully.

Employees are responsible for reporting any actions taken by other employees or contractors carrying out work on behalf of the company that they feel falls short of the standards expected, whether a breach of legal or ethical standards, or an opportunity for improvement. When reporting environmental issues, employees should follow - and are protected by - our Whistle-Blowing policy as below:

If you believe that the company is involved in any form of wrongdoing such as:

- committing a criminal offence;
- failing to comply with a legal obligation;
- a miscarriage of justice;
- endangering the health and safety of an individual;
- failing to adhere to the Equality, Diversity and Inclusion Policy;
- environmental damage;
- concealing any information relating to the above;

you should, in the first instance, report your concerns to any member of Senior Management, who will treat the matter with complete confidence. If you are not satisfied with the explanation or reason given to you, you should raise the matter with the appropriate organisation or body, e.g., the Police, the Environment Agency, Health and Safety Executive, or Social Services Department.

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If you do not report your concerns to the Managing Director, you may take them directly to the appropriate organisation or body.

These acts can be in the past, present or future, so that, for example, a disclosure qualifies if it relates to environmental damage that has happened, is happening, or is likely to happen. The company will take any concerns that you may raise relating to the above matters very seriously.

The Public Interest Disclosure Act 1998 prevents you from suffering a detriment or having your contract terminated for 'whistle blowing' and we take very seriously any concerns which you may raise under this legislation.

We encourage you to use the procedure if you are concerned about any wrongdoing at work. However, if the procedure has not been invoked in good faith (e.g., for malicious reasons or in pursuit of a personal grudge), then it will make you liable to immediate termination of engagement, or such lesser disciplinary sanction as may be appropriate in the circumstances.

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Pacific Computers Ltd - Carbon Reduction Plan

Supplier name: Pacific Computers Ltd

Publication date: 2nd May 2025

Commitment to achieving Net Zero:

Pacific Computers Limited is committed to achieving Net Zero emissions by 2032.

Baseline Emissions Footprint:

Baseline emissions are a record of the greenhouse gases that have been produced in the past and were produced prior to the introduction of any strategies to reduce emissions. Baseline emissions are the reference point against which emissions reduction can be measured.

Baseline Year: April 2021-March 2022	
Additional details relating to the Baseline Emissions calculations.	
Our baseline calculations do include a number of averages due to the need to estimate scope 3 emissions in the supply chain. We have used averages of overnight packet and pallet deliveries, for example.	
Baseline year emissions:	
EMISSIONS	TOTAL (tCO₂e)
Scope 1	108
Scope 2	33.9
Scope 3 (Included Sources)	20,906
Total Emissions	21,047.9

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Current Emissions Reporting:

Reporting Year: April 2024-March 2025	
EMISSIONS	TOTAL (tCO₂e)
Scope 1	50
Scope 2	23.4
Scope 3 (Included Sources)	1109.9
Total Emissions	1183.3

Emissions Reduction Targets:

In order to continue our progress to achieving Net Zero, we have adopted the following carbon reduction targets.

Within our baseline year, we predicted that carbon emissions would decrease over the following four years to 4,500 tCO₂e by 2027, totalling a reduction of 78.6%. We have since achieved a 94.37% reduction by 2025, meaning that we have exceeded our interim target. Our intention is now to remove scope 1 and 2 entirely by 2030.

Carbon Reduction Projects:

The following environmental management measures and projects have been completed or implemented since the 2021-2022 baseline. The carbon emission reduction achieved by these schemes equate to 19,864 tCO₂e, a 94.37% reduction against the 2021-2022 baseline and the measures will be in effect when performing the contract:

- Addressing scope 3 with more accurate reporting from our suppliers to reduce assumptions/estimations.
- Widespread electrification of our company vehicles.
- Use of low-energy lighting in our buildings.
- Reducing business mileage through the use of local engineering resources and heightened planning.

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- ISO 14001/ISO 50001 accreditation.
- Working with our suppliers to further lower scope 3 emissions by reducing deliveries through improved planning.
- Reusing supplier packaging in-house wherever possible.
- Banning single-use coffee cups from our premises.
- Recycling all wooden pallets through a dedicated waste partner.
- Switching to a zero-carbon electricity contract.

Further measures we are planning to meet our targets include:

- Reduction of Scope 1 emissions by changing the building's hot water supply and installing solar panels/insulation.
- Converting more of our company vehicle fleet to electric.
- Favouring suppliers who are willing to work with us to reduce our scope 3 upstream distribution emissions and continuing to consolidate our deliveries.
- Introducing schemes to encourage staff to carshare/walk/cycle/take public transport to work wherever possible.
- Exploring partnership with logistics companies who use electric vehicles to reduce our scope 3 downstream distribution emissions.
- Reducing waste to landfill by donating more used hardware to community projects and charities, as well as placing more business with suppliers who offer upgradable systems.

Declaration and Sign-Off:

This Carbon Reduction Plan has been completed in accordance with PPN 06/21 and associated guidance and reporting standard for Carbon Reduction Plans.

Emissions have been reported and recorded in accordance with the published reporting standard for Carbon Reduction Plans and the GHG Reporting Protocol corporate standard and uses the appropriate Government emission conversion factors for greenhouse gas company reporting.

Scope 1 and Scope 2 emissions have been reported in accordance with SECR requirements, and the required subset of Scope 3 emissions have been reported in accordance with the published reporting standard for Carbon Reduction Plans and the Corporate Value Chain (Scope 3) Standard.

This Carbon Reduction Plan has been reviewed and signed off by the board of directors

Signed on behalf of the Supplier:

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Leighton Birtchnell - Managing Director

Date: 02/05/2025

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Supply Chain Payment Plan

SUPPLY CHAIN PAYMENT PLAN:

As an SME business, Pacific are very aware of the pressures of managing cash flow, and the benefits for businesses of all sizes of prompt payment.

Our approach to paying suppliers is guided by the requirements for supplying the public sector, as these reflect best practise - to pay 95% of invoices within 30 days as a target.

OUR PLAN:

In order to achieve this target, the following steps are required;

1. Measure the number of invoices received that are paid within 30 days, within 60 days, and within agreed terms, against the total received, and report this to the management team.
2. In order to improve the measures above, identify the suppliers for whom improvement will be prioritised, using the following criteria in order;
 - a) Nature of supplier - small contractors should be prioritised for payment within 14 days, and ahead of improvement for larger suppliers.
 - b) Regular suppliers - regular suppliers should be prioritised next for maximum impact.
 - c) Suppliers with regular payment queries that result in delays.
3. For suppliers larger than Pacific, payment within agreed terms shall be considered improvement of supplier payment performance, versus payment outside of 30 days/60 days.
4. Review the success of the plan and repeat step 2 regularly to achieve continuous improvement.

RESPONSIBILITY AND AUTHORITY:

This policy is issued under the authority of the Managing Director, Pacific Responsibility for implementation of this policy is set out below:

1. Responsibility for adherence to this policy rests with the Board of Directors.
2. Directors are responsible for implementing the policy in the everyday activities of their relevant departments.
3. Managers are responsible for implementing the policy in the everyday activities of their operations.

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A handwritten signature in black ink, appearing to read "John [unclear]", located in the bottom right corner of the page.

4. The Managing Director responsible for periodically reviewing the adequacy of this policy.
5. Our commitment to achieving payment of 95% of invoices within 30 days and our prioritisation of the suppliers will be published and available on our website as part of our overall commitment to ethical purchasing.

A handwritten signature in black ink, appearing to read 'John Smith', located in the bottom right corner of the page.