

ESG Report 2024

Delivering Resilient Critical Networking &
ICT Managed Solutions with Purpose



Contents

3 [CEO Foreword](#)

4 [Meet the Team](#)

5 [About Us](#)

6 [iComply - ESG Programme](#)

8 [Our ESG Focus Areas](#)

9 [Our ESG Targets](#)

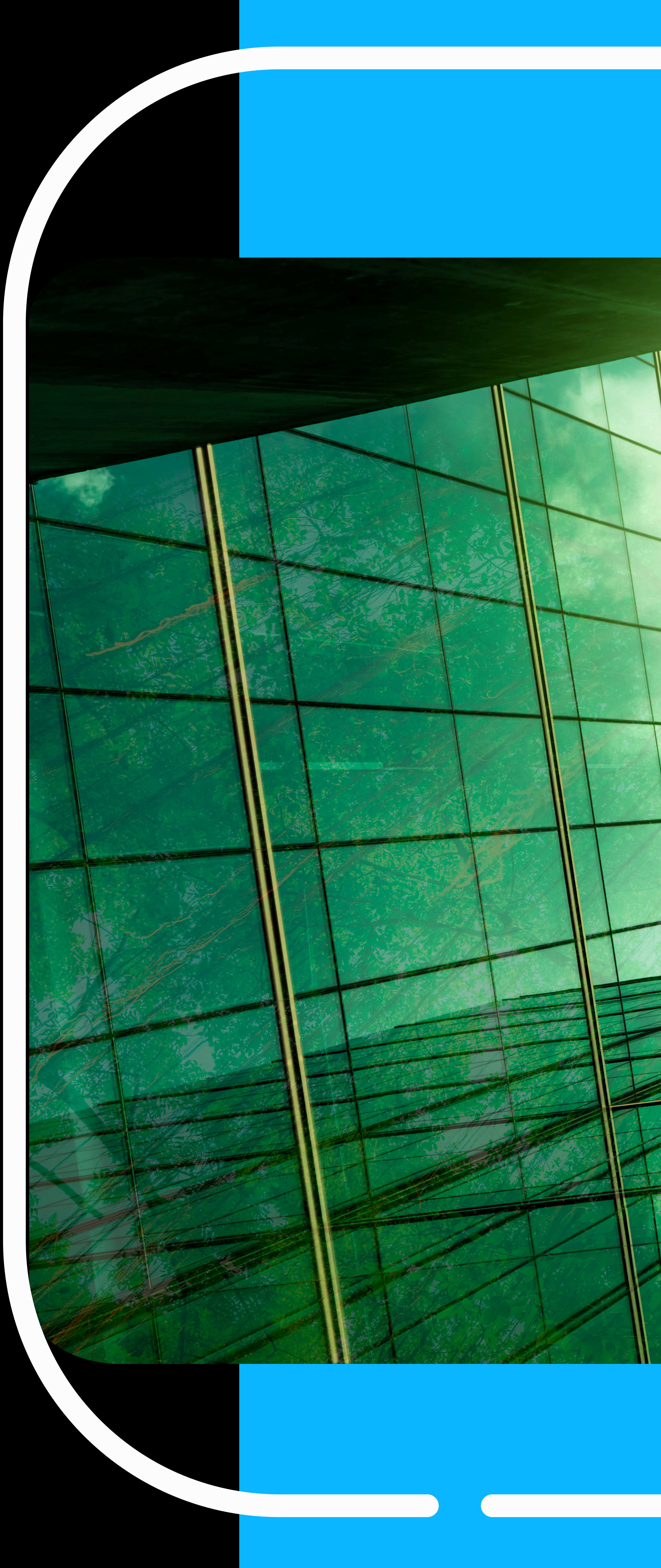
11 [2024 ESOS Survey](#)

12 [2023 Achievements](#)

13 [2024 Achievements and Goals](#)

14 [Awards and Certifications](#)

15 [Conclusions](#)



Group CEO Foreword

Driving Sustainability and Resilience in Critical National Infrastructure

I am proud to present ITM's inaugural Environmental, Social, and Governance (ESG) report. As a company entrusted with delivering essential network and ICT infrastructure managed services for the UK's Critical National Infrastructure (CNI), our dedication to sustainability, operational resilience, and ethical governance is at the core of our mission and values.

2024 has been a year of significant progress in integrating ESG principles into our operations. Achieving the EcoVadis Gold certification is a testament to our alignment with global sustainability standards. Our ESOS Phase 3 assessment has pinpointed practical opportunities to reduce emissions, optimise energy use and enhance waste management - initiatives that underscore our role as a responsible and sustainable CNI partner.

We also recognise that our people and communities are fundamental to our success. This year, we introduced Mental Health First Aiders to support employee well-being, expanded our training programs to cultivate a more skilled and resilient workforce and reinforced our commitment to inclusion by promoting diversity at all organisational levels. We amplify our social impact through charitable initiatives and community outreach while fostering a culture of openness, safety and innovation.

Looking forward, our priorities are ambitious yet essential. We aim to expand ESG-related training and workshops to embed best practices across the business, accelerate our journey to net zero by 2030 and strengthen our commitment to diversity and inclusion. Concurrently, we will continue to deliver resilient and secure infrastructure solutions that support the UK's most critical services, ensuring that ESG remains a driving force in our operations.

This report reflects our achievements to date and our commitment to the work ahead. I invite you to explore how ITM integrates ESG into every facet of our business as we build a sustainable and resilient future.

Simon Fieldhouse
Group CEO



Meet the ESG Team

At ITM, our dedicated ESG team plays a pivotal role in integrating sustainability, social responsibility, and robust governance into every aspect of our operations. Their focus is on driving initiatives that align with our commitment to achieving Net Zero by 2030, enhancing our environmental performance, and fostering a positive social impact.

Establishing an ESG Committee has enabled ITM to set and monitor ambitious targets while promoting awareness across the organisation.

Our ESG Committee Focus Areas:

- Developing and implementing our Carbon Reduction Plan to reduce emissions and improve resource efficiency.
- Achieving EcoVadis Gold certification as a benchmark for sustainability excellence.
- Ensuring compliance with globally recognised standards such as ISO 14001 (Environmental) and ISO 45001 (Health & Safety).
- Driving company-wide engagement through training and initiatives to embed ESG principles into ITM's DNA and operations.

By fostering a culture of collaboration and continuous improvement, the ESG team ensures ITM remains at the forefront of sustainable and ethical business practices.



Mike Jackson
Director



Jessica Pirrie
Compliance Manager



ESG Committee

Luke Jackson, Zoë Stephens-Cooke,
Ben Adams, Shannon McGill, Kaley
Tighe, Richy Newlands & Elaine Newing

About Us

Security Cleared CNI Sector Specialists | ESG Compliance Focussed

At ITM, we deliver the critical network and ICT infrastructure services that form the foundations for digital transformation across the UK's public and private sectors, including Critical National Infrastructure (CNI). Our secure, resilient solutions enable organisations to innovate and thrive in a rapidly evolving digital landscape, ensuring they remain connected, protected and future-ready.

Our capabilities include networking, ICT and digital infrastructure managed service solutions. Our services are delivered by a team of security-cleared engineers and supported by an experienced project management office. From design and implementation to ongoing support, we are committed to providing the highest standards of service.

At the heart of our operations is a deep commitment to Environmental, Social and Governance (ESG) principles, reflected in our iComply programme. Compliance and sustainability are integral to our brand, ensuring we operate responsibly while helping our customers meet their own ESG goals. Examples of our achievements include attaining EcoVadis Gold certification, which highlights our sustainability efforts, and maintaining industry-leading ISO certifications that underscore our focus on quality, safety and environmental responsibility.

As we continue to evolve, we are proud to drive sustainable practices, working towards Net Zero by 2030 and fostering a positive impact on our people, communities and the environment. ITM provides the essential infrastructure that enables our customers to transform digitally while ensuring their operations are secure, efficient and aligned with the highest standards of governance.



We deliver secure, scalable and highly available critical network, ICT & digital infrastructure managed services, supporting UK National Critical Infrastructure.



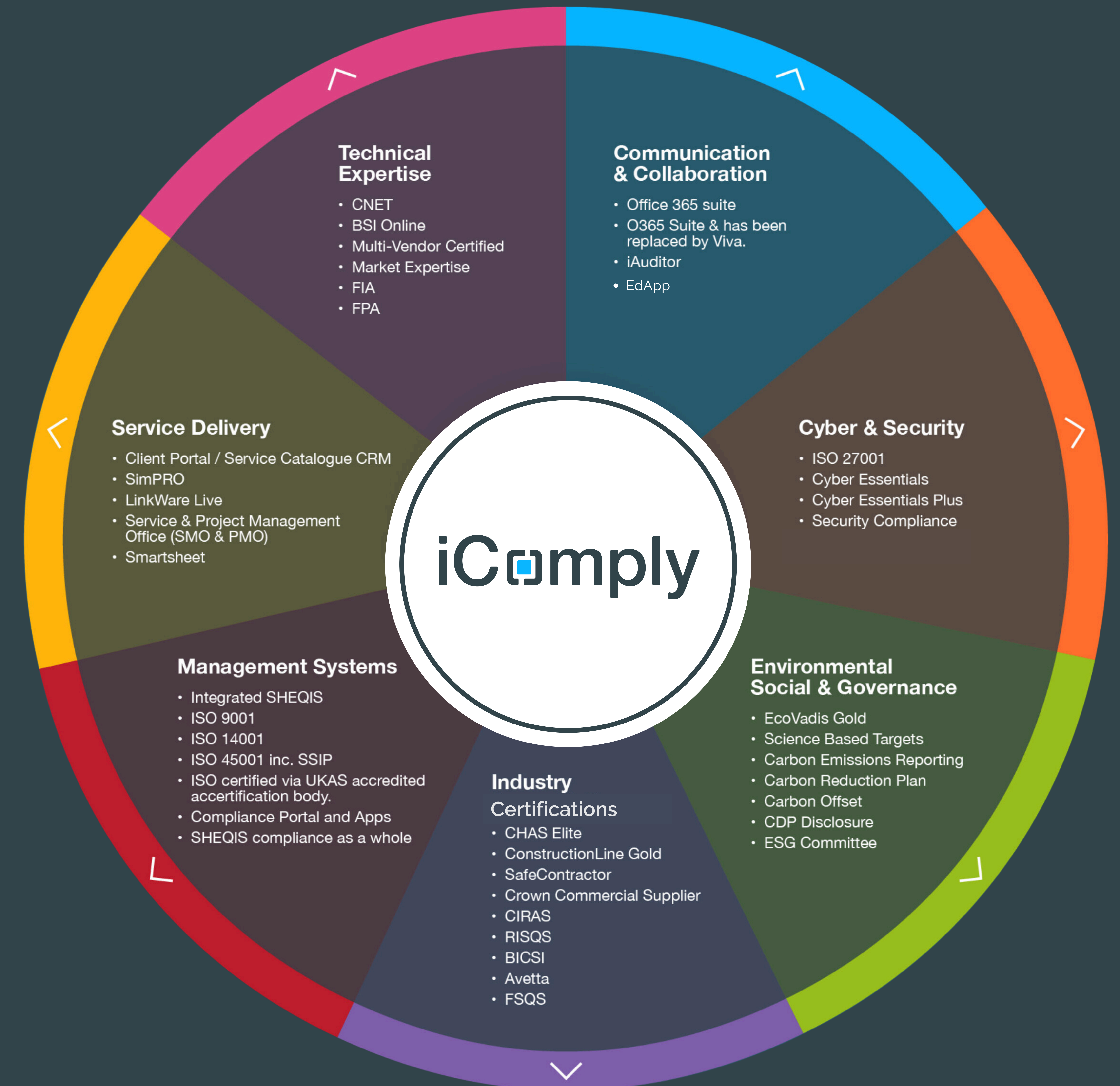
ESG is central to ITM's operations and embedded in our DNA, driving every decision we make to deliver resilient, sustainable and responsible solutions.

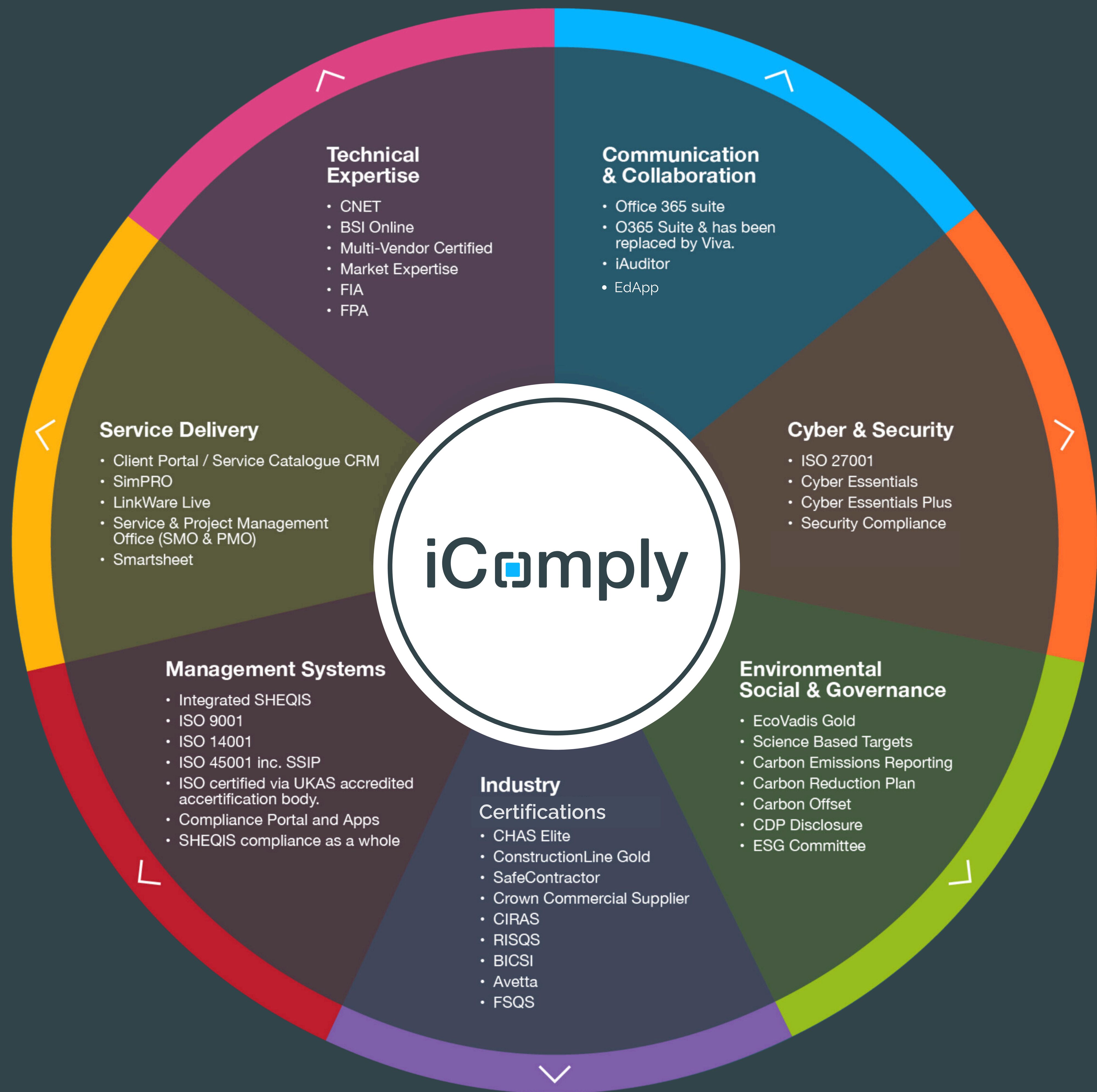
We are very proud of the part we play to support our clients' infrastructure and strive to uphold the highest standards in all that we do.

iComply is ITM's dedicated programme for managing Environmental, Social, and Governance (ESG) compliance alongside our broader operational standards. Rooted in our commitment to accountability and sustainability, iComply integrates cutting-edge tools, industry certifications, systems, processes and best practices to ensure we meet the highest levels of compliance across all areas of our business.

Our comprehensive suite of certifications demonstrates this commitment, including ISO 9001 (Quality), ISO 14001 (Environmental), ISO 45001 (Health & Safety), and ISO 27001 (Information Security), all certified through a UKAS-accredited body. These standards are supported by our Cyber Essentials Plus accreditation, reflecting our dedication to secure, resilient operations.

[Click Here](#) for more information about iComply





We are committed to continuously reviewing and improving our management systems and processes, ensuring compliance with legislative and standard requirements.

Particularly relevant to ESG, we have achieved EcoVadis Gold certification and committed to science-based targets as part of our Net Zero 2030 strategy. We actively monitor and report carbon emissions, implement a Carbon Reduction Plan, and offset emissions through Carbon Neutral Britain. With a structured ESG Committee driving these initiatives, iComply ensures that sustainability and governance are not just priorities but central pillars of our operational model.

Through iComply, we deliver assurance to our clients and stakeholders that ITM operates with integrity, resilience and a forward-looking approach to environmental and social responsibility.



[Click Here](#) for more information about iComply

ESG Focus Areas

Business Sustainability



We are certified by EcoVadis (Gold), the world's largest and most trusted provider of business sustainability ratings. We are also a member of the Avetta Consortium and are part of a global effort to advance company and worker safety, sustainability, and operational excellence.

Carbon Reduction Plan



ITM has a published Carbon Reduction Plan and considers the social, economic, and environmental impact of our business in everything we do. We ensure that sustainability is considered through all our business decisions.

ESG Aligned Policies



Our Business Policies include Anti Bribery & Corruption, Anti-Slavery & Human Trafficking, Corporate Social Responsibility, Sustainability, Anti-Tax Evasion, Community Engagement and Business Practice.

Charities



We are a supporter of, and fundraiser for various charities, making donations to specific causes that are important to our stakeholders.

Offset Carbon Emissions



ITM monitor and record carbon emissions and conduct annual reporting, this is with a view to reducing our carbon emissions. Our CO₂e emissions are offset via Carbon Neutral Britain.

Science-Based Targets



We are committed to achieving science-based targets in line with the 1.5°C Net Zero Pathway and the Paris Agreement goals.



ESG Targets

ITM have decided to focus on the following four key targets aligned with the UN's Sustainable Development Goals:



Ensure healthy lives and promote well-being for all at all ages

ITM endeavour to foster a thriving workplace with open communication and feedback from all employees. We provide continuous training and development and establish clear goals and metrics for progress. Recognising achievements, promoting environmental sustainability, and engaging with stakeholders is seen as essential, as is cultivating a positive work environment that supports innovation and creative problem-solving. We build partnerships to enhance community impact, prioritise employee well-being through health programs, and create a safe, inclusive space where everyone feels valued are also key components of a successful organisation.



Ensure inclusive and equitable quality education and promote lifelong learning opportunities for all

ITM prioritises quality education through evolving training programs that align with industry needs and incorporate new technologies and practices. We offer a blend of online and in-person sessions to provide flexible learning opportunities, attracting and retaining talent through comprehensive training, coaching, and mentorship. By investing in our employees, we foster continuous learning and development, while personalised coaching helps individuals grow and feel valued. Utilising our in-house training platform, we deliver an interactive learning experience accessible on mobile devices, allowing employees to explore a wide range of courses and track their progress in real time, ensuring they stay updated.



ESG Targets

ITM have decided to focus on the following four key targets aligned with the UN's Sustainable Development Goals:



Reduce inequality within and among countries

At ITM, we ensure fair pay and job security while actively monitoring gender gaps and promoting employee diversity. Encouraging open communication and feedback within the organisation is essential, as is recognising and rewarding employee achievements and contributions. We uphold ethical standards and integrity in all business operations and regularly review and update our policies to reflect evolving standards and expectations, fostering an inclusive workplace for all.



Ensure sustainable consumption and production patterns

ITM is committed to responsible consumption and production by actively reducing carbon emissions and accelerating our net zero policy, aiming to achieve this goal by 2030. We implement sustainable practices designed to minimise our environmental impact while fostering strategic partnerships that drive growth and mutual success. By establishing clear goals and metrics to track our organisational performance, we leverage technology and data analytics to optimise resource usage and efficiency, ensuring that our operations align with sustainable development principles.



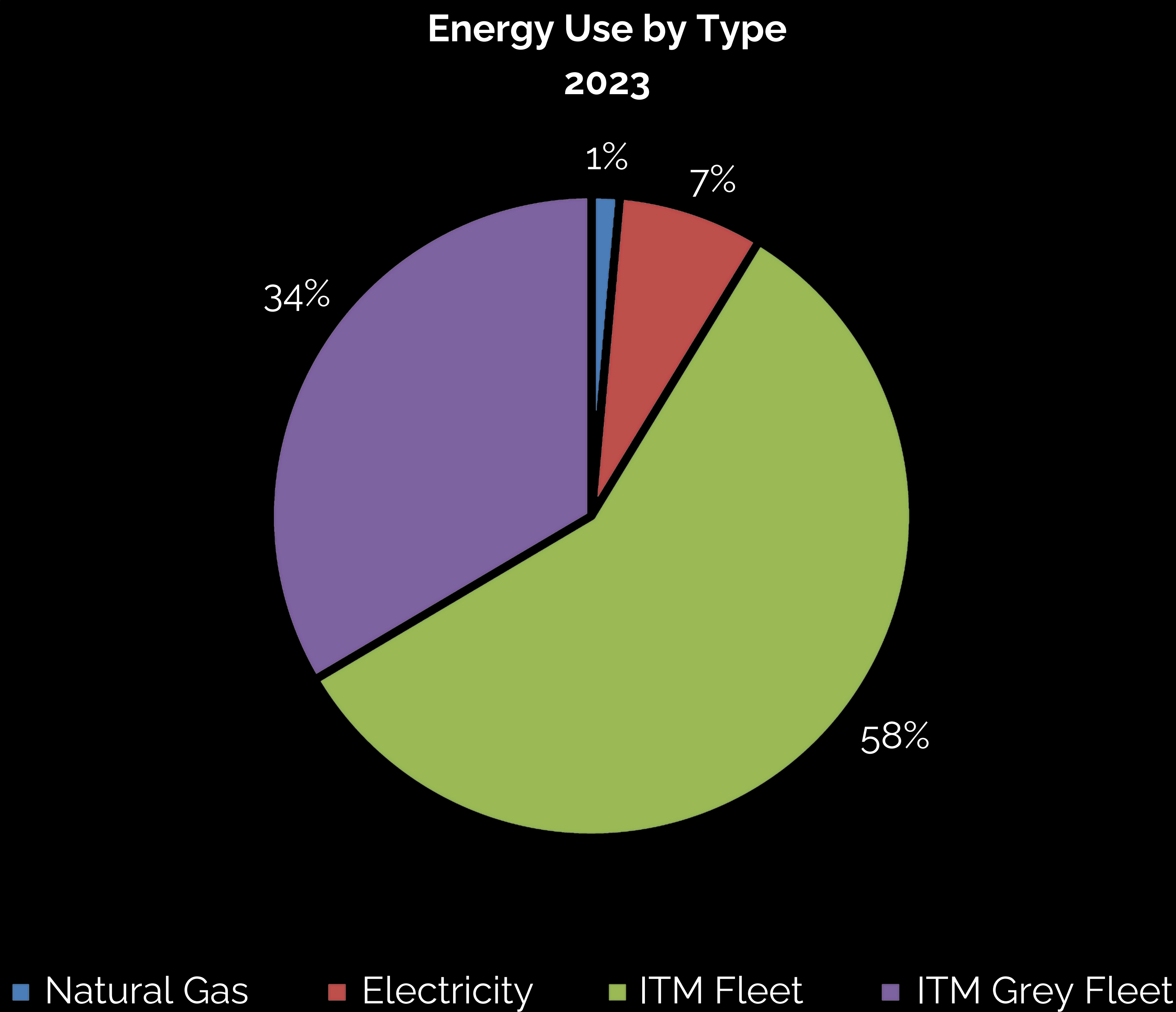
2024 Energy Savings Opportunity Scheme (ESOS) Report



The Energy Savings Opportunity Scheme (ESOS) is an energy assessment and energy saving scheme that applies to large undertakings and groups containing large undertakings in the UK.

In line with ITM Communications' commitment to sustainability, this section outlines key findings from our ESOS Phase 3 assessment. Energy management is crucial to reducing our environmental impact, and this report highlights current consumption and opportunities for efficiency improvements across our buildings and fleet. Implementing these recommendations will help reduce our carbon footprint and enhance operational efficiency as part of our broader ESG objectives.

- **Energy Data:** Energy consumption and transport data were gathered for all sites and vehicles. ITM's total energy consumption was calculated at 692,916.81 kWh, with the majority (91%) used by their transport fleet.
- **Energy Audits:** The energy audits revealed that most energy consumption stems from transport, followed by building energy usage. Recommendations for improvements include: Driver initiatives to reduce mileage LED lighting upgrades, installation of solar panels and behavioural changes to reduce heating/cooling demand.
- **Energy Saving Opportunities:** The report highlights key energy-saving measures, including a potential savings of 31,623.19 kWh through driving management and an additional 5,679.36 kWh from lighting upgrades. Converting the fleet to electric vehicles, where possible, could also yield long-term savings.



2023 Achievements

In 2023, ITM made significant strides in embedding ESG principles into our operations, reflecting our commitment to sustainability, social responsibility, and governance excellence. From reporting zero data breached or environmental incidents to expanding our suite of bespoke training via our online platform, these milestones demonstrate our progress towards building a resilient and responsible business.

Incident Count



Reported zero data breaches, environmental incidents or RIDDOR reportable injuries.

Business Growth



Collaborated with Aliter Capital which strengthened our position in the market and aligned our business growth strategy with the values that resonate with today's stakeholders.

Driving H&S Culture



Driven a strong health and safety culture involving fostering an environment where transparent communication is prioritised, further reinforced with regular task/industry specific training.

Driving ESG Culture



We established an ESG committee, which is dedicated to setting ambitious and impactful Environmental, Social, and Governance (ESG) performance targets for the organisation.

Looking Ahead



Driven behaviours and culture through a new Leading Indicators initiative whilst also expanding our suite of bespoke training via our online training platform.



2024 ESG Achievements and Goals

In 2024, ITM has focused on expanding our ESG initiatives, including rolling out Mental Health First Aider training, embracing diversity, and enhancing community outreach. Looking forward, our goals include further reducing fleet emissions, improving waste management, and embedding ESG practices through company-wide training and workshops.

Environmental



Achievements

- Formed a ESG Committee to oversee and further these initiatives.
- Office supplies recycled to be reused.
- Large packaging such as wooden cable drums and pallets donated to schools to be reused and repurposed.
- Completion of ESOS report to help reduce ITM's environmental impact and lay the groundwork for future environmental policies.

Goals

- Implementing changes highlighted by 2024 ESOS Report.
- Further accelerating ITM's Net Zero Policy
- Striving for improvements in waste management.
- Reducing fleet emissions across ITM through driving initiatives.
- On going work with suppliers to monitor and minimise environmental impacts.

Social



Achievements

- Successfully planned multiple charity events across the year.
- Training, awareness and implementing of Mental Health First Aiders. 3 trained already in 2024.
- Embracing diversity and promoting inclusion throughout the business and across all departments.
- Active confidential EAP in place for all employees.
- Enhance community outreach and corporate social responsibility initiatives.

Goals

- To continue to ensure fair pay & job security.
- Further Implementing a strong health & safety culture across all departments within ITM.
- Enhancing community outreach and corporate social responsibility initiatives.

Governance



Achievements

- Attained EcoVadis Gold.
- Maintained current ISO Certifications.
- Reporting progress against our ESG goals to stakeholders.
- Growing our training business-wide on ESG related topics.
- Continuing to expand our iComply and internal systems to further drive and track ESG progress.

Goals

- Maintaining current ISO Certifications.
- Reporting progress against our ESG goals to stakeholders.
- Continuing to grow our training to the whole of the business on ESG related topics.
- Rolling out ESG workshops within ITM aimed at getting all staff members aligned with our ESG goals and expectations.



Awards and Certifications

Security Cleared CNI Sector Specialists | ESG Compliance Focussed

At ITM, our certifications and memberships demonstrate our dedication to delivering secure, compliant, and high-quality solutions.

Achievements such as EcoVadis Gold, ISO 9001, ISO 14001, ISO 45001, and ISO 27001 reflect our commitment to sustainability, safety, and operational excellence. As members of industry-recognised organisations like CHAS Elite, Constructionline Gold, and SafeContractor, we uphold the highest standards across all areas of our operations, ensuring trust and reliability for our customers.



Avetta

Proudly a member of the worlds largest supply chain risk compliance network.



Bicsi

Member of the global professional association supporting advancements of the ICT Sector.



CHAS Elite

Trusted 3rd Party Health & Safety Certification.



CIRAS

Confidential incident reporting & analysis service.



Constructionline
Gold Member

Construction Line Gold
A validated & pre-qualified supplier.



ecovadis Gold

Sustainability Rating Award.



Crown Commercial Supplier

An approved supplier of Goods & Services on several framework contracts.



FSQS

Validated by FSQS.



SafeContractor / Safe PQQ

Highly respected 3rd Party H&S Certification



St Johns Ambulance

L3 Adult Mental Health: Workplace First Aider Qualification



ecovadis Gold

Sustainability Rating Award.

The EcoVadis Gold sustainability rating places ITM among the top 5% of companies globally for sustainability performance. This recognition reflects exceptional management and practices across key areas of Environment, Labor & Human Rights, Ethics, and Sustainable Procurement. Achieving this rating demonstrates ITM's commitment to responsible business practices and leadership in driving sustainable initiative



Crown Commercial Supplier

ITM is a pre-approved Crown Commercial Service (CCS) supplier, ensuring compliance with rigorous public sector standards for quality, governance, and value. This accreditation allows public sector organisations to procure ITM's services confidently, knowing they meet high standards for sustainability and social value commitments

Conclusion

Driving Sustainability and Resilience in Critical National Infrastructure

At ITM, we are committed to delivering not only industry-leading services and solutions but also to being a responsible and sustainable business. Our 2024 ESG Report highlights our ongoing dedication to Environmental, Social, and Governance standards, demonstrating our progress and goals in key areas such as carbon reduction, health and well-being, and equality.

Our commitment to sustainability is embedded in every facet of our operations, with a clear focus on achieving science-based targets in line with the 1.5°C Net Zero Pathway and the Paris Agreement. We have already implemented significant initiatives to reduce our environmental impact, including fleet emission reductions and waste management improvements, and we will continue to drive these efforts forward.

On the social front, we remain deeply invested in our people, providing continuous training, fostering a supportive work environment, and promoting diversity and inclusion across the business. Our employees' well-being is a top priority, and we are taking proactive steps to create a safe and thriving workplace culture.

From a governance perspective, we uphold the highest standards of compliance, with certifications like Cyber Essentials Plus, ISO 27001, and EcoVadis Gold underpinning our commitment to operational excellence and transparency. Our 'iComply' ESG programme ensures that our processes, policies, and systems are constantly reviewed and improved to meet the evolving demands of our industry.

Looking ahead, we are focused on accelerating our net-zero goals, expanding our sustainability initiatives, and enhancing our community engagement efforts. With strong leadership, a commitment to innovation, and the backing of strategic partnerships, ITM is well-positioned to continue driving positive change in the years to come.

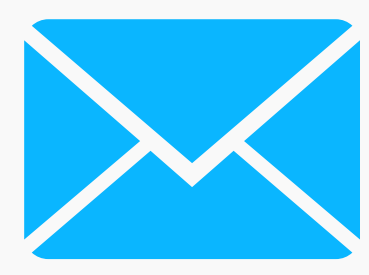
As we move forward, we will continue to set ambitious goals and challenge ourselves to make a meaningful impact on the environment, society, and the global community. We thank our stakeholders for their continued trust and support as we strive to make ITM a leader in sustainable and responsible business practices.





Website:

<https://www.itm.uk.com>



Email:

enquiries@itm.uk.com



Call:

+44(0)8444823444



Address:

ITM Communications Ltd.
41 Alston Drive, Bradwell
Abbey, Milton Keynes,
Bucks. MK13 9HA. UK