
TENEO CORPORATE SOCIAL RESPONSIBILITY REPORT

OPENING MINDS TO NEW POSSIBILITIES





A MESSAGE FROM PIERS CAREY, CEO

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Way back in January 2011 I travelled to Ethiopia and as part of the trip visited a school in Lalibella that had been built by Plan International, a global development agency. I was impressed with what Plan was able to do in this developing nation that has long struggled with poverty and famine. It made me think that as CEO of a global IT company, we could perhaps make some kind of contribution to a similar initiative. In fact more than that, it made me reflect on how lucky I had been in my own life with access to education and social justice. And it made me want to give back in a more structured way than I had ever done previously.

Returning from Ethiopia I spoke with my fellow directors James Hall and Marc Sollars about my idea. They were both fully supportive. In fact James showed a real desire to become actively involved in the program and soon after took a short career break to volunteer in Madagascar on a wildlife conservation project.

We discussed at length what we could do and how we should focus our efforts. Impressed with Plan, we decided to partner them and use education in Africa as the cornerstone of our efforts.

And thus was born Teneo's Corporate Social Responsibility program. Ten years on and we have invested hundreds of thousands of pounds in the projects we have supported. We have helped thousands of children stay in education. We have built schools in Ghana, Uganda, Madagascar, Ethiopia and Sierra Leone. And we have supported local causes from soccer teams through to litter picking.

James runs our program on a day to day basis and together he and I have had the pleasure of visiting a number of the projects, speaking with the local people and experiencing the joy of giving back.

I'm immensely proud of what Teneo has been able to achieve. And while 2020 was a difficult year for numerous reasons, our CSR projects continued to grow. Here's what we did.

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TENEO MISSION & VALUES

OUR MISSION

“Opening Minds to New Possibilities”

Our mission guides us every day to help our customers innovate in an ever-changing world. It helps us to focus on Employee Wellbeing so we can be happy and effective. And it drives our Corporate Social Responsibility programs that help improve education around the world.

OUR CORE VALUES

Our core values guide our day to day behaviors and support our mission:

- Integrity = “I have strong moral principles”
- Commitment to Excellence = “I possess the quality of being outstanding”
- Respect = “The achievement of others elicits my admiration”
- Growth = “I support the process of development”
- Corporate Social Responsibility = “I believe in giving back”
- Employee Wellbeing = “I believe in workplace health and happiness”
- Accountability = “I take responsibility for my actions”



ACTION AID

ActionAid is an international charity working with women and girls living in poverty. ActionAid makes sure women and girls are safe from harm and able to earn a living, prioritising their rights and leadership during times of crisis. Teneo's association with ActionAid began in 2014 when we embarked on a 2 year, 8 classroom project in Ethiopia.

Following completion of the work, towards the end of 2015 we contributed to a new project in Sierra Leone, a country whose education and livelihoods had been severely disrupted by the Ebola outbreak and civil war. Here we built a school block and contributed to livelihood enhancements, working with the women of the community.

Through our involvement with ActionAid and its community of supporters, we became aware of a project called Changemakers, a small group of supporters that pooled resources in order to gain economy of scale and complete larger projects. When their work was completed, Teneo was invited to become part of the follow up Changemakers II and we jumped at the chance.

Changemakers II is a 3 year project, with a group of 6 different supporters, one of which is Teneo. The project started in 2019 and runs through to the end of 2021. Changemakers II aims to help transform the education and life prospects of almost 6,000 women and children in Ethiopia.



act!onaid



Work is being undertaken in the Semen Bench district of the Southern Nations, Nationalities and Peoples' Regional State of Ethiopia, in the south and west of the country. Teneo has contributed a total of £99,000 (\$134,300) to the project, £33,000 (\$45,000) per year for the 3-year period.

The Changemakers II Program is supporting four primary schools in Ethiopia, including building twelve new classrooms for almost 4,500 students, building and furnishing a library in three schools, and providing clean drinking water facilities and creating separate toilets for girls and boys. Girls' Clubs in each school are also being strengthened, with girls being supported to challenge harmful traditional practices within their communities. They also provide safe spaces for girls, where they can access re-usable sanitary pads and information, so they don't miss school when they get their periods.

In addition, the project will train more than 500 women in how to support their own small-scale enterprises using local Savings and Credit Cooperative (SACCO) arrangements, as well as providing seed funding for all of the 500 women to launch or grow their business.

Although schooling is technically speaking, free and mandatory in Ethiopia, many children, young girls in particular, miss out on it because of inadequate buildings and entrenched local customs such as female genital mutilation and child marriage. To change traditional mindsets, the Changemakers II Program will set up local Women's Watch Groups to deter these longstanding-practices.

Progress on the project in 2019 was very strong, but of course in 2020 there has been significant disruption due to the Covid-19 global pandemic. Schools were closed in Ethiopia for much of the year and a number of the community-based activities could not be carried out. Funding allocated to these was instead diverted to the construction of a new well as provision of clean water is fundamental in protecting the communities from Covid.

KEY SUCCESSES OF THE CHANGEMAKERS II PROJECT THUS FAR:

- Construction work has been completed at the first site in Gola with a new 4-classroom block, library, latrines and water well. 400 children are now attending this school – the new classrooms have increased the school’s capacity so 200 children are now in school who weren’t before!
- Construction at the second site in Qasha has also been completed, with a new classroom block, library, latrines and a water well in place.
- 200 desks, 12 blackboards and 12 teacher's tables and chairs were provided in Gola and Qasha. The libraries have been equipped with desks, chairs, bookshelves and books.
- Construction work at the final site in Dakin is planned for 2021.
- Three-day training sessions have been completed for 28 members of the School Management Committees and Parent Teacher Associations. It is of vital importance to include the community in the projects to ensure their long-term success and to promote accountability in the schools.
- A Savings and Credit Co-Operative (SACCO) has been established that is supporting over 560 members with engaging in livelihood options. Training has been provided and an office space has been constructed, complete with a separate room dedicated to childcare and equipment and furniture.
- The SACCO has provided seed capital to over 200 women in the form of small loans which they have used to set up businesses and improve household income. A great story here is of a widowed lady who borrowed \$85 to buy two pregnant sheep and some seeds. Once the sheep gave birth she sold them in order to buy a cow that would provide milk for her family. And the seeds have enabled her to grow crops that she can sell in order to pay back the loan.
- A Functional Adult Literacy (FAL) center has been established and 350 women are now attending lessons twice a week in order to improve their reading and writing and promote their work as part of the SACCOs.
- 4 separate Women’s Watch Groups have been established in order to document cases of gender-based violence and refer cases to local authorities.

SEED MADAGASCAR

SEED Madagascar (Sustainable Environment, Education & Development) is a British charity that operates in southeast Madagascar. Madagascar is among the world's most significant biodiversity hotspots with 80% of its plants and animals native only to this island nation. It's also one of the most impoverished and least developed countries in the world where about 1 in 10 children die before the age of 5 from easily preventable diseases.



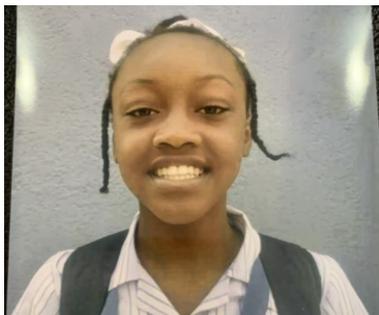
Teneo's association with SEED dates back to 2011 when James Hall took a career break to volunteer in Madagascar as part of their conservation program. In 2012 Teneo funded the repair and refurbishment of a school building. And in both 2018 and 2019 Teneo funded the construction of new school buildings, with four employees travelling to Madagascar to contribute to the construction work.

In 2020 Teneo funded a third new construction project working with two communities in Vatambe Primary School and Mahatalaky Lower Secondary School. The project will enable 230 students to attend school full-time annually through construction of three fully-furnished classrooms, the repair of another classroom and school benches provided to enable students to sit at desks rather than on the floor. Clean water for all 773 students and the 28 teachers at the schools will be provided through the construction of two rainwater harvesting systems. Gender-equitable sanitation will be improved through the repair and construction of 13 latrines and two menstrual hygiene management facilities. Teneo's donation of £23,800 (\$32,300) funds a little over half of the total project, with the balance made up from other SEED donors.

With SEED being a fairly small charity with limited resources, coupled with the disruption caused by the Covid-19 pandemic, construction work was not able to start until late in the year. However, the team have pressed on and now the outer walls are up in Vatambe and the opening of the classrooms is back on schedule for early in 2021.



GOALS BEYOND THE NET



Teneo is part of an initiative called Goals Beyond the Net and sponsors Alexandre Makendiana in Haiti. In November she started her new school year in 7th grade. She wants to be a nurse and we wish her all the very best. As well as school expenses we also cover her school lunches to make sure she gets at least one good meal every day.

AUSTRALIAN FIRES

With devastating fires in Australia in early 2020, Teneo wanted to make a contribution to the relief effort being coordinated by WIRES, Australia's largest wildlife rescue organization and other local appeals. Partly in recognition of our Sydney office and Australian colleagues. And partly because it was a good thing to do. We ran a matched funding campaign, asking people to make a personal donation to the cause and matching that value with an additional Teneo donation. In total 32 donations were made by 23 separate Teneo colleagues and as a team we donated \$AUD3,637 (£1,950/\$2,640) to the cause. One particular Teneo contributor commented "why save for a trip to Australia when I can just try to help save Australia?".



CARBON NEUTRAL

Teneo has been a certified Carbon Neutral company since 2009, working with consultancy Natural Capital Partners. On an annual basis, 2020 included, Teneo calculates its global carbon footprint. Data relates to all sorts of activities such as miles travelled by couriers making shipments, the number of nights in hotels, miles spent commuting, electricity usage, even down to the number of garbage bags we send to landfill!

Separately, we purchase carbon credits to offset our emissions against. This covers areas such as investment in wind farms and green energy, sustainable fuel initiatives and many others. To the point where the credits we buy offset our emissions down to net zero level. Teneo was very proud in late 2019 to receive an award from Natural Capital Partners congratulating us for 10 Years of being Carbon Neutral. For 10 years we have offset all carbon emissions involved in running our company. A beautiful piece of carved and engraved sustainable wood is now in our display cabinet in our UK office.

LEBANESE RED CROSS

There is an event in London every year during August where the roads are closed to traffic and cyclists of all ages are encouraged to travel in and enjoy a ride around the center of the city. In 2020 of course, this was not possible, so Teneo decided to run its own cycling event on the same weekend. As well as the casual cycling in London there are usually professional and amateur 100 mile races and an amateur 46 mile race. Using this as inspiration we set out a challenge to cycle 460 miles and the participants chose the Lebanese Red Cross to raise funds for, following the devastating explosion that had recently taken place there.

A total of 15 people took part, covering from 1 to 87 miles each and raising £225 (\$300) for the appeal. This event had an extra poignancy for the UK team, who following relaxation of lockdown restrictions were able to meet up and ride a few miles together in a socially distanced fashion.



MILES FOR MOTHERS

In September 2020, Teneo was approached by our long term customer Jhpiego, an affiliate of Johns Hopkins University, with an invite to sponsor their Miles for Mothers Remix virtual race. We took up the challenge and became a Gold Sponsor, helping to raise funds for lifesaving supplies for frontline health care workers, mothers and families during the Covid-19 pandemic. These supplies included medical-grade masks, disposable gloves, surgical gowns, and hand sanitizer and were distributed globally, with an emphasis on countries that were already in crisis before the pandemic.

An added bonus with this initiative was the chance for our Teneo colleagues to become involved themselves in the Miles for Mothers virtual event as part of our Exercise club. Our team hit the roads in their walking and running gear and helped to raise an extra \$785 (£575) for Miles for Mothers, while collectively covering 350 miles.

VOLUNTEER DAYS

At Teneo everyone in the organization is allocated a day each year to spend volunteering and all employees are actively encouraged to utilize this day.

During 2020 our employee volunteering included activities as varied as fund raising efforts at an elementary school, working at a volleyball tournament, acting as a moderator at a virtual reality event, fundraising for Covid-19 masks in Malawi and surveying rivers for and removing non-native, invasive plant species.

TENNESSEE TORNADOS

In March an EF-4 tornado hit Nashville and some of the surrounding areas. Several of the Teneo team were there the next day visiting a customer and heard some of the stories of the devastation first-hand including from a colleague who lives there.

One of our sales team has several customers and family in Tennessee and she wanted to help. So we announced a matched giving program with proceeds going to the Middle Tennessee Emergency Response Fund. Collectively we raised \$590 (£430) for the cause.

This was a great example of the Teneo team pitching in, not only with donations but with the instinct to help others. It is that spirit that makes us Teneo.

PARKINSON'S DISEASE

In March a colleague was due to run the London Landmarks Half Marathon to raise funds for Parkinson's UK. Although the official event was cancelled, he ran a personal half marathon route anyway. Through the support of Teneo a total of £1,100 (\$1,500) was donated, against a target of £650 (\$890). As the sponsorship kept coming after the event, he even managed to raise an extra £750 (\$1,000) and chose to donate it to the World Health Organization to support their fight against Covid-19.



EXERCISE CLUB

For a few years now at Teneo we've had a running club. Participation has varied from "quite a few" participants to "not many", but it's always been really enjoyable, especially in the summertime, running down by the river near our UK office in Theale and looking at the boats, the beautiful scenery and the ducks and swans as they breed and the young mature. It's been a great way of keeping fit and winding down at the end of the day. And we've done a couple of 24-hour team running events in the area too.

Our move to remote working at the start of lockdown put a stop to all that of course. But since then, participation in our new exercise club has been bigger and better than ever before! We set up a group on Strava that any employee (or ex-employee, friend, relation etc!) can join and log exercise activities.

It was great to see what others were doing, view their photos and look at their times and distances for walking, running, cycling, swimming and many other activities. Giving people a well done (a "Kudos" in Strava speak), getting one from others and trading comments was a great way of keeping connected with colleagues and feeling that we were still a part of something, even though working alone.

It was motivating to see what others were doing and to push to go further and faster. It wasn't really about competing at the individual level though. It was about being active and encouraging others when they did the same. It was great not just for physical health, but for mental health also, allowing time to reflect and be in the moment and forget about work and problems.

As the summer progressed, we arranged a number of weekend activities – and this time they were races! Some were straightforward individual activities – run 5k, ride 20k etc. Some were more complicated virtual team activities with biathlons, triathlons, quadrathlons and even a quintathlon, with teams of people walking, running, cycling, and swimming set distances and competing against total time. All just for the fun of it! The excitement of who posted what activity with what time and looking at their pictures was as good as it got while we couldn't really do anything social!

We've added a CSR angle too and used some activities to raise money for various charities and causes.

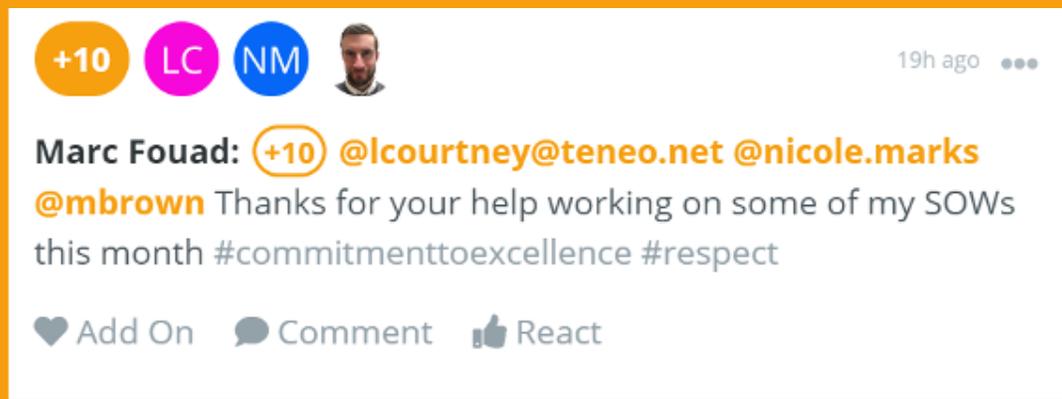


BONUSLY

In early 2017 Teneo joined a program called Bonusly. It is a platform that enables team members to instantly recognize colleagues for the things they do in helping Teneo achieve its goals. Everyone is allocated 100 points per month to give out, celebrating many different actions, achievements and efforts that are linked to Teneo values.

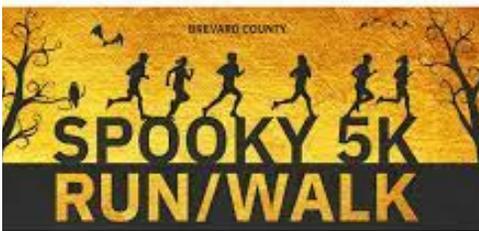
As points are earned they can be exchanged for a number of different items such as gift cards or donations to charities, either “standard” Bonusly charities or “custom” ones that Teneo supports.

In the 4 years the program has been running, employees have donated a total of £11,200 (\$15,250) to causes they want to support. £5,275 (\$7,162) of that came in 2020. Over the years 3 employees have donated over £1,000 (\$1,360) to charities from the points they have earned from their colleagues.



PPE

During the early stages of the Covid-19 pandemic a colleague alerted us to an appeal run by Leighton Park School in Reading, UK, who were manufacturing Personal Protective Equipment for frontline NHS staff. Nearly £500 (\$675) pounds was added to the fund by Teneo.



SPOOKY WALK

In October our customer L3 Harris let us know about an event they were running called “Spooky Race”. This was a Halloween themed 5km run, raising money for United Way of Brevard which campaigns and supports health, education and financial stability in Florida.

4 members of the Teneo team decided to take part, each running their own socially distanced race across 5km, recording the event in exercise app Strava and uploading it to the event website. Our runners placed 8th, 16th, 23rd and 28th in the event which was an excellent showing and their entry fees helped L3 Harris reach its fundraising goals.

HOLIDAY GIVING

In late December 2020 Teneo ran a virtual event with news, updates, games and a charity donation. Every Teneo employee was allocated \$100 to donate to a charitable cause and in small teams they decided how to distribute the money. A total of £4,275 (\$5,700) was donated to 17 different charities, including food banks, SEED Madagascar and towards a food parcels event that a colleague was taking part in over the holiday period. It was a fantastic way to end a very difficult year.



REFUGEE SUPPORT

In November, Teneo's Exercise club ran a post-Thanksgiving triathlon with teams of 3 people cycling, walking or running. All in the name of friendly competition, but also to raise funds for a local cause that came to our attention in Reading, UK.

One of our Teneo team members met a family from El Salvador over the summer months that were seeking asylum. Reading Refugee Support Group put out the initial request for help. The family had been put

in a hotel in Reading, with little but the clothes they were wearing, during a pandemic. They were subsequently moved to London, where they were being supported by Food banks and a local church while they waited for their asylum application to be processed. This can take months, even years, during which time they are not entitled to any benefits, nor are they allowed to be paid for work. There are, sadly, many asylum seekers in the UK in the same position. But this was a family we could make a difference to.

In conjunction with the exercise event, Teneo arranged for donations to the value of £310 (\$420) to enable the family to enjoy their Christmas period with a few comforts. Nearly a quarter of the company took part in the event. Our biggest one to date!

Most of Teneo's CSR projects help highly organized charities to provide assistance to whole communities. So it was a nice contrast to be able to help out a specific family on a more personal level.





CSR 2020 IN REVIEW

15 MAJOR PROJECTS
SUPPORTED

£73,000 DONATED
(\$99,000)

LOOKING FORWARD

With renewed hope and optimism going into 2021 Teneo's CSR programs are set to continue. We enter the final year of the ActionAid Changemakers II project and are excited to see that to the end. We've committed more funds to SEED Madagascar for a further school build.

And no doubt the Teneo team will come together as it always does to create funds and awareness for a variety of global causes.

**THANK YOU TO EVERYONE THAT
HELPED MAKE ALL OF THIS POSSIBLE!**



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