| Committee(s) | Dated: |
|---|---|
| Digital Services Sub Committee – For Information | **5th July 2019** |
| **Subject:**<br>Social Responsibility | **Public** |
| **Report of:**<br>The Chamberlain | **For Information** |
| **Report authors:**<br>Eugene O'Driscoll, Agilisys Client Services Director | |

## Summary

Driven by the City Corporation's responsible business commitments and as part of the Responsible Procurement Strategy 2016-19, social value and ethical sourcing requirements were integrated into the terms of the contract renewal between City of London Corporation and Agilisys Limited in March 2018. This formed part of the overall Social Responsibility commitment.

Social value outcomes include work-related opportunities targeted towards local residents and/ or socially excluded groups, training workshops to support digital inclusion, a report on increasing the representation of women in tech and school visits to promote IT as a career.

The ethical sourcing deliverable was a supply chain mapping exercise, the first of its kind undertaken for the City Corporation, which examined human and labour rights due diligence procedures and relative risks up the supply chain of our Lenovo laptops, to the point of manufacturing at locations in China.

This report provides an update on progress in delivering on promises made regarding Corporate and Social Responsibility when the contract was renewed in March 2018.

The report is a reminder on the scope of the areas that were agreed to be covered and the activities delivered for each area of responsibility.

## Recommendations

*Members are asked to note this report*

## Main Report

**1.0 Social Inclusion Agilisys Commitments**

The groups that we agreed that would be covered and the targets we set were as follows:

- Apprenticeships - Mmaintain minimum of three Level 4 Apprentices (back-end/technical) working on CoL's contract over the remaining two years of the contract.

- Work Experience (14-18 years) - Minimum of three-person weeks per year to provide work experience. Aimed at CoL academies in Islington, Southwark, Hackney and/or youth organisations in London 10% most deprived boroughs.

- Work Experience (19+ years) - Minimum six person-weeks per year 19yr + work experience placements targeted towards socially excluded groups in London's 10% most deprived boroughs, including Barking, Dagenham and Tower Hamlets.

- Women in IT - A 4-page summary report on key findings from Agilisys' existing initiative, which aims to increase interest in the IT sector amongst women, that CoL can use to generate ideas on addressing any similar internal issues within STEM specialties. The Report should be clear and simple, focusing on transferable information, success factors, overcoming barriers and lessons learned.

- School visits - 2 visits per year to schools/ colleges, to provide career insights, raise awareness about vocational and academic career paths into the IT industry particularly raising awareness about areas where there are skills gaps.

- Training Workshops - Two training workshops per year to support digital inclusion, targeted towards socially excluded groups

- Responsible IT Procurement - A supply chain map to be produced identifying where and to what extent ethical sourcing risks exist within the supply chain of ICT equipment (Lenovo) being used on CoL's contract (see appendix A – Supply Chain Sustainability). Specifically, to identify highest risk of the infringement of UN International Labour Organisation (ILO) fundamental conventions. Please refer to Appendix A - attached presentation 'Supply Chain Sustainability Study'.

## 2.0 Progress Update 2018-2019 and 2019-2020

| Commitment | Update | RAG status |
|---|---|---|
| **Apprentices** | Level 4 Network Engineers (18-month apprenticeships)<br>• 1 started October 2018<br>• 2 started 12th November 2018 | **Green** |
| **Work experience 14-18 years** | • Year 1 delivered March 2018<br>• Year 1 delivered July 2018<br>• Year 1 March 2019 (cancelled due to candidate illness)<br>• Year 1/2 March to July 2019 at CoLP<br>• Year 1/2 March to July 2019 at CoLP<br>• Year 2 delivered May 2019<br>• Year 2 delivered June 2019<br>• Year 2 pending July 2019<br>• Year 3 pending May 2020 | **Green** |
| **Work experience 19+ years** | • Year 1, 6-week placement took place between February and March 2019<br>• Year 2, planned November 2019<br>• Year 3, planned March 2010 | **Green** |

| Commitment | Update | RAG status |
|---|---|---|
| **Training Workshops** | • Year 1 First workshop delivered 3rd December 2018<br>• Year 1 Second workshop delivered 15th April 2019<br>• Year 2 planned September 2019<br>• Year 2 planned February 2020<br>• Year 3 planned July 2020 | **Green**  |
| **Women in Technology** | Report submitted February 2019. Being reviewed by Responsible Procurement Manager.<br>An offer of a workshop has also been made to City of London colleagues. | **Green**  |
| **School visits** | • Year 1 visit completed on 5th November 2018.<br>• Year 1 visit completed 2nd May 2019.<br>• Year 2 visit arranged June 2019 but cancelled by school. To be rearranged Nov 2019<br>• Year 2 planned Mar 2020<br>• Year 3 planned June 2020 | **Green**  |

## 3.0 Work experience Testimonials

### Work experience 14-18
*"Thank you so much for hosting Kito on work experience. He found his week very interesting and rewarding and it has clearly improved his confidence. Yesterday, he told me that he was very sad it was coming to an end so soon and did not want to go back to school!*
*I hope he did well and showed initiative and good communication skills, do let me know if you have any feedback.*
*Thank you again and have a lovely week-end"*

### School visit
*"Thank you for the apprenticeship talk and the museum visit this afternoon. We appreciate your warm welcome and the students were very positive about the possibility of pursuing an apprenticeship."*

### Work experience 19+ years
*"Today is my last day in Agilisys and I have learned a lot. I want to seize this opportunity to say thank you very much for your kindness."*

## 4.0 Women in Technology report

4.1 Agilisys are committed to producing a 4-page summary report outlining the initiatives within Agilisys aimed at increasing more women in technology roles, which City of London could use to generate ideas to tackle low female representation.

4.2 A summary of the salient points in the report are as follows:

• The number of young women opting for STEM subjects is traditionally low, and whilst this is increasing, they do not then often choose a career in these areas. This restricts the talent pool and means low female representation in the technology sector.

- The Agilisys Women's Empowerment (AWE) Group was formed in November 2017 to tackle the issue within Agilisys.

- The AWE sponsored a survey in March 2018 to identify the key issues to focus on, with 10% of the organisation completing this.

- The survey highlighted the following themes which should be tackled in order to increase female representation in technology roles:
    - <u>Education and Schools</u> – as a result Agilisys have created several opportunities for work experience and celebration events and taken part in careers fairs.
    - <u>Promoting role models</u> – as a result Agilisys have participated in awards and recognition
    - <u>Mentoring</u> – Agilisys will be ensuring those we are able to recruit, remain within the organisation.
    - <u>Reviewing recruitment practices and policies</u>.

- Whilst Agilisys work experience opportunities may have some local impact, they will need to go further to have a real impact within the organisation and effect change.

- The awareness that has been created from these initiatives has created momentum within the organisation to the extent that Agilisys are considering a series of commitments Agilisys can sign up to, particularly with regard to recruitment practice, to increase female representation. Agilisys have secured their Senior Leadership buy-in to these currently.

- Agilisys would be delighted to host a follow-up workshop with City of London colleagues which discusses these initiatives and explores opportunities for sharing knowledge/joint working.

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**Appendices**

Appendix A – Supply Chain Sustainability