



acs group

# Impact Report 2024



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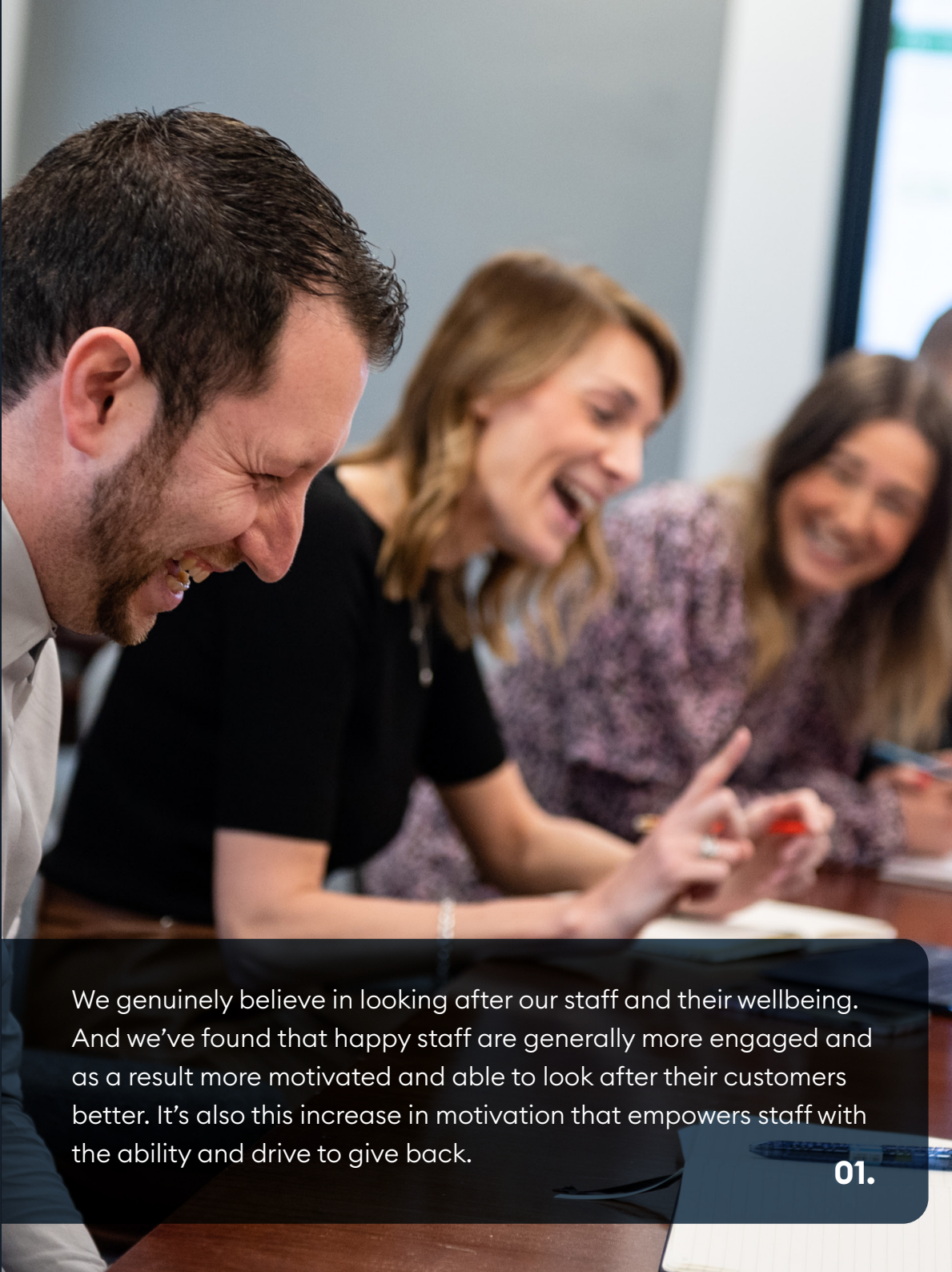
## Academy

# OUR VISION

## Making a positive impact starts with our people.

At ACS we like to empower, reward and recognise our employees. Our internal mantra is 'to create a positive impact from the inside out' and we believe that giving our staff respect, recognition and the chance to be heard, are all key to being able to fulfil this.

Many colleagues have worked together since the business was in its infancy. On top of that, 47% of employees have worked together for five years or more.



We genuinely believe in looking after our staff and their wellbeing. And we've found that happy staff are generally more engaged and as a result more motivated and able to look after their customers better. It's also this increase in motivation that empowers staff with the ability and drive to give back.



## **Our Impact Team**

Our dedicated Impact Team ensures ACS is driven forward as a business and helps create and implement ideas of how we can have a positive impact for all those involved with ACS. This could impact:

**Our Employees**

**Our Environment**

**Our Local Community**

**Our Customers**

**Our Suppliers**

# EMPLOYEE ENGAGEMENT

Supporting and nurturing our staff is so important to us, and that's why as our business has evolved, so has our approach to employee engagement. From holding regular talks & workshops on a variety of life-related topics, to colleague anniversary celebrations, here are just a few ways we keep our colleagues happy and healthy...



## FEEDBACK

We encourage everyone to have a voice within the business and regularly send surveys asking for colleagues' ideas, opinions and feedback. Our Management team then take away that feedback and come up with tangible actions to implement relevant and positive changes.



## EXERCISE HOUR

Each week our colleagues get 1 hour during work time to exercise. This gives colleagues the chance to take a break from their desks, whilst keeping active.





## TALKS AND WORKSHOPS

Our employees wellbeing and mental health is paramount to us and so we hold regular talks and workshops to help educate and raise awareness on a variety of topics. Recent workshops have included talks on menopause, pension planning, men's mental health and CPR training.



## WORK-LIFE BALANCE

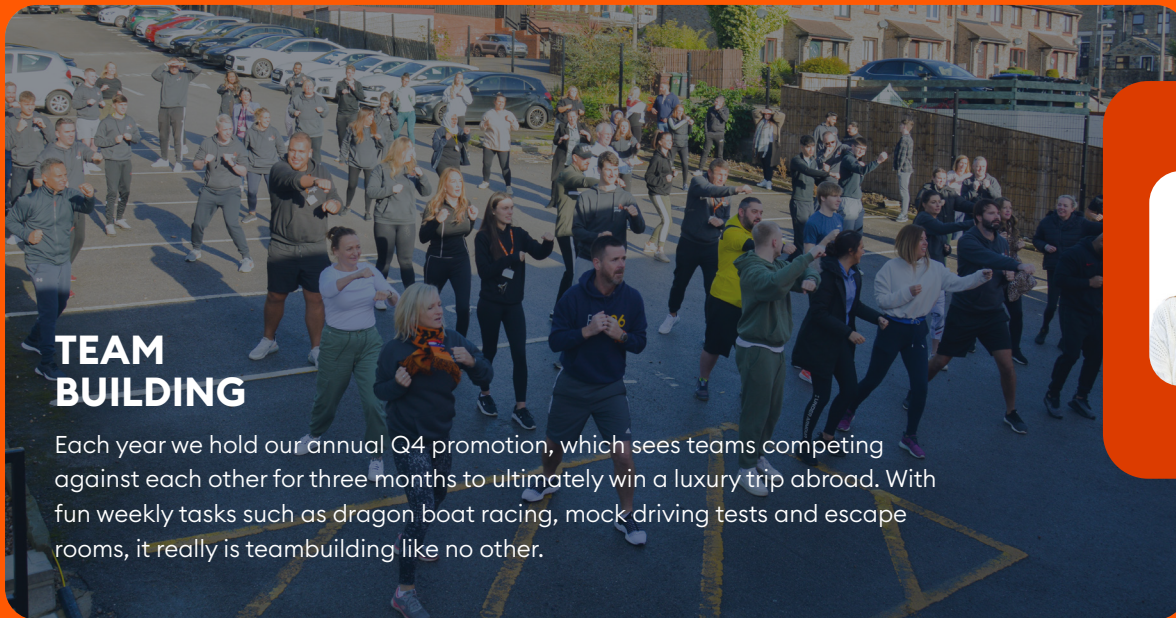
To ensure that our staff have a greater work-life balance, we also give them 1 Friday afternoon off per month – in addition to their normal holiday allowance. We have also shortened our working day by half an hour, so colleagues have that little bit of extra time to themselves.



## COLLEAGUE ANNIVERSARIES

We love to celebrate long-standing members of staff – that's why every year colleagues that have been with ACS for 5 years get treated to dinner at the Sky Lounge, Leeds and receive a beautiful watch as a thank you. And if that wasn't enough, staff celebrating their 10 year milestone get whisked off to Rudding Park – the gents receive a bespoke suit and the ladies get treated to a VIP jewellery appointment to select a piece of jewellery of their choice.

## PEOPLE 2. EMPLOYEE ENGAGEMENT



### TEAM BUILDING

Each year we hold our annual Q4 promotion, which sees teams competing against each other for three months to ultimately win a luxury trip abroad. With fun weekly tasks such as dragon boat racing, mock driving tests and escape rooms, it really is teambuilding like no other.



“

“I absolutely love the Q4 teambuilding promotion. It’s fun, and a bit hectic, but I think that it really motivates us to do the best we can within the company. I like that everyone is included within challenges and as a new starter it helps me build relationships with people who don’t work in my department.”

”

**Neve Smith, Managed Print Apprentice**



### AWARDS

It’s important to us to recognise and reward staff, so each year we get our glad rags on and hold a glitzy award ceremony. Awards include Employee of the Year, Outstanding Achievement and Young Professional of the Year, to name but a few.



### FITNESS CLASSES & TEAMS

Our people take part in regular fitness classes and we also have our own netball team, running club and 5 aside football matches.



### OUR POOCH

Not forgetting our most popular member of staff, our office dog Frosty. Since adopting Frosty in 2019, he has become a permanent fixture to the ACS working day and it has been reported that pets in the workplace have a positive mental impact on the wellbeing of employees, which we definitely agree with!

# NURTURING TALENT

**At ACS we like to support and nurture our employees in many different ways, to ensure they are getting the most out of their career with us.**



## Mentoring and Coaching

Mentors within the business are assigned to all apprentices and new starters to provide a point of contact separate to line managers. Mentors are there to help new colleagues with issues and queries and to give guidance and support to the start of their ACS journey.

We also run a Coaching programme that enables anyone who feels they need to improve their skillset to partner with an ACS Coach, who will provide guidance and support to help them reach their goals. This helps staff develop and improve upon specific skills, which in turn improves confidence, competency and overall job satisfaction.

# Tom Taylor

## CASE STUDY 1

With the environment already a huge focus for ACS, at the start of 2022 we decided to really commit to making meaningful changes within our business to ensure a tangible and genuine impact on the environment. As a result of this, ACS began looking for a dedicated 'Sustainability Manager'. As 'Vendor Manager', Tom was already having discussions with suppliers about the environment – this coupled with his passion for the environment made Tom a perfect candidate for the role.

ACS supported Tom through his CISL Business Sustainability Course (accredited by Cambridge University) and were delighted when he passed with flying colours. This accreditation gives Tom greater insight into the world of sustainability and means that as a business we have a greater understanding of what this means to us and how changes need to be applied. It also means that Tom's responsibility has stepped up a gear and has allowed him to be involved in high-level projects within the business.

*"Completing the CISL Business Sustainability Management course provided me with in-depth knowledge that I can implement here at ACS. The intense course featured many different practices businesses can introduce and it is now my job to embed them into daily business practice within a growing business. I am grateful to ACS for supporting me through this course, not just for the opportunity to complete it but also allowing me the time to make sure I got the very most from the experience."*



# Jade Hampson

## CASE STUDY 2

"I started working at ACS when I was 17 in Sales, after a few months I decided it wasn't a route that I wanted to pursue, and Harry offered me a job in the Accounts department.

I am now a fully qualified Chartered Accountant and have progressed to becoming ACS Financial Controller. ACS have supported me through the whole process from funding to flexible working hours to allow me to attend college. After a decade at the company I feel incredibly lucky to have such a great network of people around me. Behind all the fun, excitement, treats and trips is a company that truly cares for your welfare inside and outside of work."



# Ryan Earnshaw

## CASE STUDY 3

Ryan started with ACS in 2015 as an apprentice with local service provider City Training. He expressed an interest in joining the Marketing team in 2017 and has been a vital member ever since.

Ryan's skillset as a talented Web Developer means that all the business' digital content can be created in-house. ACS facilitated his move to Seattle in 2017 and he starts his day at 6am which is 2pm GMT. Managing Director, Mike Hussain, nicknames him "the young Steve Jobs".

# OUR HOME

Ensuring our staff have the right environment to stay happy, motivated and productive is really important to us. That's why we continually work to make our workspace a place that our colleagues enjoy coming into every day. From an onsite tuck shop, to wellbeing rooms and chillout areas – we continue to make improvements that will benefit our staff.



## PEOPLE 4. OUR HOME



**Quiet  
Room**



**Canteen**



**Dedicated  
Interiors  
Showroom**



**Multi-faith  
room**



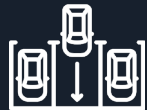
**Wellbeing  
studio for  
fitness classes**



**Onsite tuck  
shop**



**Invested  
£90,000  
in solar panels**



**Colleague  
parking**



**Latest tech  
for virtual  
meetings**



# A PROGRESSIVE WORKFORCE

**The key to any successful business lies in its people.** And we know that diversity plays a huge part in the growth of ACS, which is why we aim to give everyone a chance to reach their full potential. From the introduction of our Apprentice Academy, to the fact that we have more women in management positions than men – we really feel like we have an inclusive and forward-thinking approach.





**112**  
**Team**  
**Members**

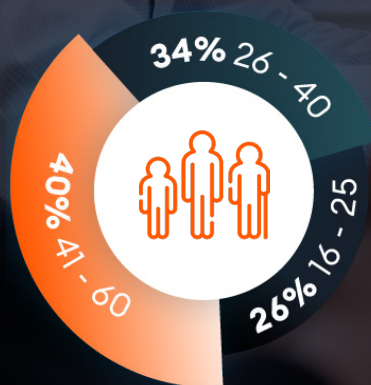


**15 YEARS**  
**Working**  
**Together**

**MANAGEMENT**



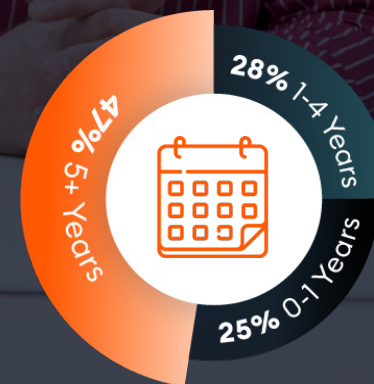
**AGE**  
**RANGE**



**CURRENT & FORMER**  
**APPRENTICES**  
**LENGTH OF SERVICE**



**SERVICE**  
**YEARS**



SUSTAINABILITY

# OUR SUSTAINABILITY STRATEGY

**Here at ACS we take our environmental responsibilities very seriously and understand for a positive change to happen everyone needs to take action and businesses have a significant part to play.**

We have always tried to limit our environmental impact as a business but moving forwards we are committed to doing everything we can to reduce and offset our carbon emissions.



## Actions ACS have already implemented to reduce our carbon footprint

- **Installation of 220 solar panels**, which are already providing ACS with self-generated electricity.
- In 2018 ACS switched to a **100% renewable energy provider**.
- Monthly **car share scheme**.
- **Electric charging port** accessible to all staff.
- **Since 2019 we have utilised light sensors throughout our office** to reduce electricity usage.
- **100% recycled filler cardboard** in all orders from our onsite distribution centre.
- All staff are now required to **lease only electric vehicles**.

## ACS have been awarded the carbon neutral status since 2016

ACS have been awarded the carbon neutral status since 2016 and in that time we have offset 1480 tonnes of CO<sub>2</sub>, by investing in numerous offsetting schemes throughout the world. Moving forwards ACS will be working in line with our commitments for the PAS 2060 accreditation, by offsetting our carbon emissions locally within the UK.

ACS have committed  
to an investment  
of £250,000 into  
sustainable initiatives by  
**2024**

Want to read our full Sustainability Report?  
Scan the QR code below



To ensure sustainability is at the core of everything we do, we work closely with our supply chain in addition to listening to our customers and public bodies. This makes certain we are at the forefront in our industry. Our journey to net zero begins by establishing 5 main goals for our business to strive towards. We have chosen these specific objectives as we feel they are measurable and although these are ambitious, we believe ACS has the passion to successfully achieve them. Being transparent about our progress will hopefully demonstrate our commitment and focus to attaining them within the agreed timescales.

### Our **Goals**

1. Net Zero by **2030**
2. £250,000 investment into sustainable initiatives by **2024**
3. All-electric company vehicle fleet by **2025**

#### New Goal!

4. Lower customer emissions by reducing small orders within contracted accounts by 50% throughout **2023**

#### New Goal!

5. Help raise awareness of the **721** challenge

**A RACE AGAINST CLIMATE CHANGE**

COMMUNITY

# SUPPORTING OUR LOCAL AREA

Supporting our community and local businesses is so important to us and our goal is to build our reputation as the local business with a big heart.

From ordering our milk from the farmer up the road (literally!) to partnering with the local council on community initiatives, here are just a few of the ways we give back and support our local area...





### LOCAL BOOK CLUB

On the 1st Tuesday of every month we open up one of our meeting rooms for a local Book Club. Since the local library moved locations, the Book Club struggled to find a space big enough to accommodate them all, so we were happy to be able to help out by letting them use our building for their monthly meet ups.



### REGISTERED DEFIB

We have a registered defibrillator outside our main office. The defib is registered on the National Defibrillator Network, meaning the Emergency Services are aware of its location & access code and can therefore be used by any member of the public in an emergency.



### PARTNERING WITH THE COUNCIL

We have recently partnered with the local council to help with community-based initiatives. Projects include supporting the monthly farmers market and support with the plans for the new library.



### SUPPORT LOCAL SCHEME

Our 'Support Local' scheme sees us partnering with local businesses to offer ACS employees exclusive promotions at local shops and cafes. It's not only a way to give back to our employees, but also a way of introducing our 112 team members to local businesses who they may never have heard of before.



### VOLUNTEERING

Over the years we have undertaken a wide range of volunteering projects – from completely regenerating a local care home's garden, to partnering with local charity 'The Cellar Trust' and volunteering in their café and workshop.



### CLOTHING & FOOD BANK

We are a drop-off point for food and used clothing items. Each month our ACS team deliver all the donated clothes and food to local charities, where they are distributed to those who are in need.



## SOCIAL ENTERPRISE

# SOCIAL ENTERPRISE

**Our dedication to fundraising knows no bounds** – from trekking Macchu Pichu and taking on the Yorkshire Warrior, to walking the Three Peaks and all our many many bake sales in-between!

**Our unwavering commitment has seen us raise a staggering £134,995 over the years for various charities.** Always looking for more ways to give back, we decided to launch our own Community Interested Company in 2021, which means we are able to give even more support to charitable causes within our local area.

The ACS Social Enterprise enables us to raise and generate funds, that can then be distributed to local community groups and organisations in Bradford & surrounding areas.

**Since launching the Social Enterprise in January 2021, our colleagues have raised a remarkable £11,995.**

This has helped us support numerous good causes within our local community. From one-off donations to continued monthly support, we strive to help those in need locally.





**Over the years we have also partnered with various charities to help raise both awareness and money.**

An achievement that we are particularly proud of is being awarded a 'Star Award' in 2019 for raising over £30,000 for Roy Castle Lung Cancer Foundation. The charity holds a special place in our hearts as sadly we lost one of our colleagues, Mark, to the terrible disease at the young age of 38.



RESPONSIBLE PRACTICES

# RESPONSIBLE PRACTICES



## HIGH STANDARDS

ACS aspires to meet the highest professional, legal and ethical standards and we have strict policies and procedures in place that are visible to every member of staff on our internal intranet.



## ISO 9001, ISO 14001, ISO 22301

We are proud of our ISO accreditations and work hard to ensure we continuously meet the criteria for each one, giving that added reassurance to our customers.

We also only appoint suppliers and manufacturers who are certified to an equivalent standard to guarantee consistency of quality.



## TRANSPARENCY

The Management Team here at ACS take pride in their transparency with employees. Company goals are clearly communicated, and annual objectives are presented to the entire business at a dedicated business meeting at the start of the year.

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**We also send regular surveys out to our staff asking for their opinions and feedback.** Management then take that feedback and turn it into actions, clearly communicating steps to colleagues along the way.

ACADEMY

# APPRENTICE ACADEMY

We believe in nurturing homegrown talent, which is why over our 15 years of trading we have trained and hired over 30 apprentices in total.

Given our success over the years we have now set up a dedicated ACS Apprentice Academy, which is designed to give a clear structured start to ACS life for all apprentices.

With encouragement and support from ACS, a large number of our apprentices pass their college courses with distinctions – showing that not only can they hold down a fast-paced job, but excel in their studies at the same time.

**Our apprentices have gone on to undertake the following roles:**

- **Web Developer**
- **Tech Engineer**
- **Stock Controller**
- **Account Manager**
- **Purchasing Assistant**
- **Marketing Assistant**

## COLLEGE PARTNERSHIP

We have a strong working relationship with our local college, Shipley College. Not only are a large number of our apprentices enrolled there, we also support the colleges other students by offering interview and CV skills workshops, alongside most recently attending the colleges 'Apprentice Unlocked' Open Day.



# Mohammed Safir

When an Apprentice joins the ACS Academy, they are guided through the business to find the perfect role for them.

Mohammed Safir (or Saf as he is known throughout the business) joined the ACS Apprenticeship programme last August as a Sales Apprentice, however after a few months in sales, his manager recognised that his speciality was in IT.

Saf was then offered to work within the Tech team to help push and utilise his knowledge.

A permanent position for a new Tech Engineer became available, and Saf was put forward for the role. Since the start of July Saf has taken on his new role, managing internal issues, working on projects for customers, and upgrading/installing machines. And to cap it all off he only went and won Young Professional of the Year at our 2022 awards!

This has all been done through a level 4 networking apprenticeship and we are thrilled that Saf has finally found his calling within ACS!



