



Environmental, social, and governance strategy at Reed

●●● About this report

This report has been created to outline the details of our environmental, social, and governance (ESG) approach, primary initiatives, targets, and achievements from 2021/22.

This report reflects the increasing importance of ESG to our stakeholders, expanding on our previous policies and governance reporting which can be found on our website.

Reed has long been a recruitment trailblazer in our positive treatment of co-members, our environmental achievements, and our ongoing contributions to charity.

This report has been created to give a holistic review of Reed's positive impact, drawing on achievements, goals and initiatives from the wider Reed Group.





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●●● A. Overview

About the business

Since 1960, Reed has pioneered specialist recruitment, sourcing knowledgeable, skilled professionals for jobs across the UK.

Since Alec Reed opened the first Reed office, his ethos of active engagement in charitable and social causes has been integral to the company's vision and values. Today, Reed sets out to be a good global citizen.

For over 60 years, Reed has been a force for change, a force for good and a force for individual betterment. Reed were the first recruiters to specialise, the first recruiters to go online and the first recruiters to tackle Welfare-to-work.

Reed makes a considerable contribution to society and to the efficient functioning of the labour market by providing hundreds of thousands of people with employment every year.

We are proud of the fact that we achieve parity of outcomes, irrespective of background for those coming to us to find work. We aim to be a good global citizen by:

- Improving the lives of individuals
- Being actively involved in social and charitable causes
- Being CarbonNeutral®

We're committed to education and the development of people.



Our experts
recruit across 20
sectors with access to
22 million candidate CVs.
Nationwide, we currently
have over 25k temporary
workers, and an average
Google rating of 4.6.

Life at Reed: our co-member value proposition

What is it like to work at Reed?

In order to accurately describe what it is like to work at Reed, we have:

- Interviewed co-members across the business
- Reviewed our Glassdoor and Indeed feedback
- Used feedback and comments from our multiple co-member surveys.

What did our co-members say?

"We have built a dynamic culture where individual achievement is celebrated and succeeding as a team is revered."

"We're never afraid to ask 'What's next?'"

"Feel what it's like to truly belong."

"A supportive culture where careers are developed and futures are forged."

"Our inclusive and collaborative approach, combined with an unwavering belief in our long-standing values, means that we genuinely trust and work hard for each other."

"Inspiration comes from knowing the work you do really matters and, as trailblazers in our field, the value of what we do every day is obvious."

Our purpose and values

At Reed, our purpose is improving lives through work.

We take ownership.

We respond swiftly to execute our promises, we take responsibility for providing solutions, and we hold ourselves accountable for our actions

We work together.

We work in partnership and build sustainable trusted relationships, we value a diverse workforce and respect the contributions of all, and we support our customers and colleagues in achieving their goals

We are fair, open and honest.

We treat everyone with fairness and respect, we act with integrity, and we are true to our commitments



2021 – 2022 ESG highlights

Throughout the Reed Group, people are at the heart of what we do. Although this report details many ESG achievements, here are some group highlights from the past year.

In response to COP 26 and to honour the Queen's Platinum Jubilee, **Reed plants 70,000 trees** in England including oak, beech, alder, and hazel.

James Reed signs the **Armed Forces Covenant** - underlining our commitment to ensure that those who serve or have served in the armed forces and their families are treated fairly.

Launch of the **Reed Women in Technology Mentoring Programme** - matching over 700 people to help develop and encourage women in tech.

The Big Give **supports the Disasters Emergency Committee** (DEC) to meet the immediate needs of all people fleeing **Ukraine** with food, water, medical assistance, protection and trauma care.

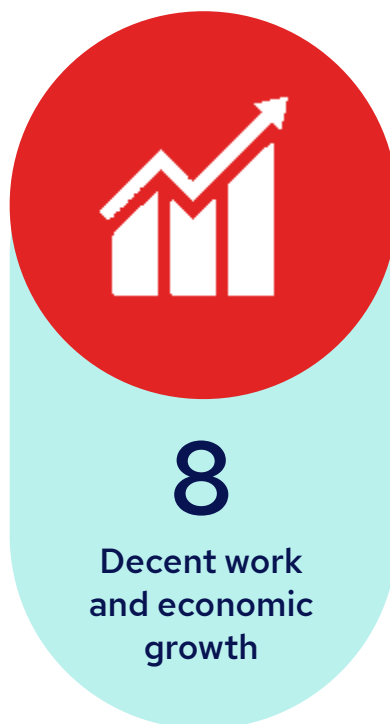


Alignment with sustainable development goals (SDGs)

What are the SDGs and where does Reed's focus lie?

The 17 SDGs, agreed upon by all United Nations Member States, provide an integrated framework for addressing the world's most urgent sustainability challenges. As a recruitment specialist with a charitable organisation within the company, our work covers many SDGs.

While all 17 goals are important to creating global change, we have prioritised three that are most applicable within our work, and on which we can have the greatest impact.



Sustainable development goals: our focus

Climate action:

The integration of climate change measures within the business.



Decent work and economic growth:

Integral to our business purpose 'Improving lives through work' by supporting businesses in recruiting for specialist roles and finding people jobs they love.



Reduce inequalities:

Supporting vulnerable groups to reduce inequalities and reduce the impact of humanitarian crises.



What's next.. ?

Over the past six months we have been reviewing our group-wide ESG strategy, carrying out materiality and maturity assessments to better understand where we can make the most difference, and formulating a roadmap to improve and develop our approach moving forward.

Below is an overview of the three pillars that we will base the development of our ESG strategy on over the coming year.



Improving people's lives

Matching people to sustainable opportunities

Growing meaningful careers for many

Supporting life transitions

Building diverse, inclusive and equitable workforces

Fostering workplace physical and mental wellbeing



Helping communities prosper

Supporting communities into work

Helping more people develop sustainable skills, secure skilled work and work in new sectors

Multiplying the power of giving



Caring for our planet

Reducing emissions

Minimising waste

Supporting ecology and biodiversity on our land/property

Developing sustainable skills solutions/training

Working with principles and purpose

We will also be reviewing our environmental targets to bring them in line with SBTi standards, committing to a sustainable plan that allows us to make year-on-year progress. Divisional leads have now been appointed across the Reed Group to assist in the data collection behind meeting these targets, assist with our annual reporting, and drive our ESG strategy forward.

We look forward to sharing updates on the development of our ESG strategy over the coming year, and being able to share the positive impact that we have had with you in our next ESG report.

●●● B. Environmental

Please refer to our [Environmental Policy](#) on Reed.com for information on our environmental activities and commitments.

Co-member wellbeing

We are committed to supporting our co-members to feel their happiest, healthiest selves. Below are some of the ways in which we achieve this:

- We provide an **annual health & wellbeing calendar** which provides information, support, and advice on a range of different topics throughout the year
- An internal channel is available to co-members that is dedicated to wellbeing, welcoming the discussion of **healthy wellbeing practices** that keep us all happy, healthy, and motivated at work
- We provide **wellbeing guides** on topics which may effect our co-members wellbeing, such as home working, domestic abuse, menopause, and transitioning at work
- We offer co-members access to an independent, confidential **advice line and counselling service** through our partnership with Able Futures
- Our **wellbeing centre** includes help with cooking healthy meals, monthly budgeting for helpful money management, and there are fitness videos to use at home or in the gym
- We provide **Health Assured Online Resources**: A dedicated website providing confidential access to wellbeing fact sheets, videos, self-help programmes, interactive tools and educational resources to help with life's challenges.



Co-member rewards

At Reed, we believe in rewarding all our co-members for their excellent and impactful work. See below for some examples of the rewards that we offer.

- **Golden tickets:** An annual initiative which rewards high performers with golden tickets each period. At the end of the year, all golden tickets are entered into a raffle where co-members can win a luxury car, tech bundles or a holiday
- **Future stars:** We believe everyone at Reed is set up for success, which is why we reward new starters with an additional bonus when hitting their first milestone
- **High achievers event:** An annual event celebrating co-member success
- **Refer a friend:** Co-members are rewarded for recommending Reed as an employer of choice to their network of friends, family or candidates that are deemed to have the values and behaviours that Reed operates to. Bounty payments are awarded for recommendations that lead to successful hires
- **Reed recognition:** Our voucher recognition tool where we award co-members vouchers to spend at over 100 different retailers
- **Long service awards:** Reed recognises the loyalty of long-serving co-members by awarding gifts in the form of anniversary lunches, additional holiday, paid sabbaticals and monetary gifts
- **Sabbaticals:** Co-members are rewarded with paid sabbaticals for continuous service
- **Thrive:** An annual scheme recognising top talent by rewarding co-members with holidays of a lifetime, designed completely by them – plus spending money to take too!
- **R1 Formula Reed:** Top performers are invited to an exclusive group, granting access to a choice of additional benefits, ranging from private healthcare to bespoke development training.



Co-member benefits

At Reed, we give co-members benefits that they can use every day to support in their personal and work lives.

Here are some examples of the benefits we provide.

SmartFit

Discounts and offers aimed at physical health. From health assessments to gym discounts, swimming, boot camps and yoga classes.

Cycle to work scheme

Supporting co-member mental wellbeing and physical fitness whilst also supporting Reed's carbon reduction initiatives. 52 of our co-members within Reed have benefited from the scheme so far.

Family benefits

Our family benefits include paid family leave (including enhanced maternity pay) and baby bonuses (a payment when having a child, and multiple births qualify for multiple payments. The same terms also apply for adoptions).

The Reed Reward Hub

The Reed Reward Hub hosts a full range of discounts, including exclusive retail discounts, offers for eating out, discounted cinema tickets, holiday deals and much more. Direct savings for co-members via the reward hub have been over £50,000 in the last year.

Electric Dreams

Our Electric Dreams salary sacrifice electric vehicle (EV) scheme, in partnership with Octopus Electric Vehicles allows eligible co-members to lease a brand-new electric vehicle in exchange for some of their gross salary, making savings on income tax and national insurance.

Learning and development

Supporting co-members with financing for their education and development

- **Professional qualifications**

At Reed we value education and sponsor co-members to study for professional and academic qualifications that are relevant to their role. We currently have a number of co-members working their CIPD, CIMA and Master's degree qualifications all supported by Reed.

- **Personal Development Fund**

Reed recognises that our co-members have passions they want to pursue outside of work and that's why we sponsor co-members to complete personal development courses. This could be anything from driving lessons, scuba diving, cookery courses or even wine tasting. Reed contributes to the cost of the personal development training and this fund is reset upon the completion of every five years of service.



Further development opportunities offered by Reed

- **Apprentice awards**

Our sector-leading apprenticeship programme requires hard work and commitment to balance the learning and performance parts of the role. To recognise this, our apprentice awards offer a bonus to those who pass with a distinction and perform well in their roles.

- **Mentoring schemes**

Sometimes we learn best through conversations with an expert who can offer insight and advice. To facilitate this Reed has several mentoring schemes. Mentees are able to build a trusted relationship with a trained mentor who will support their performance in their current role, as well as drive the achievement of their career goals. We know that this is popular, as over 90% of our mentees have seen a tangible benefit.

- **Digital learning**

LMS365 is our dedicated digital learning and development platform where each co-member can personalise their learning journey. It hosts a huge range of bespoke learning materials for different stages of your career.

Equity, diversity, inclusion & belonging

At Reed we value diversity, and are committed to having an inclusive culture across all areas of our business, where we can all feel safe to be ourselves at work.

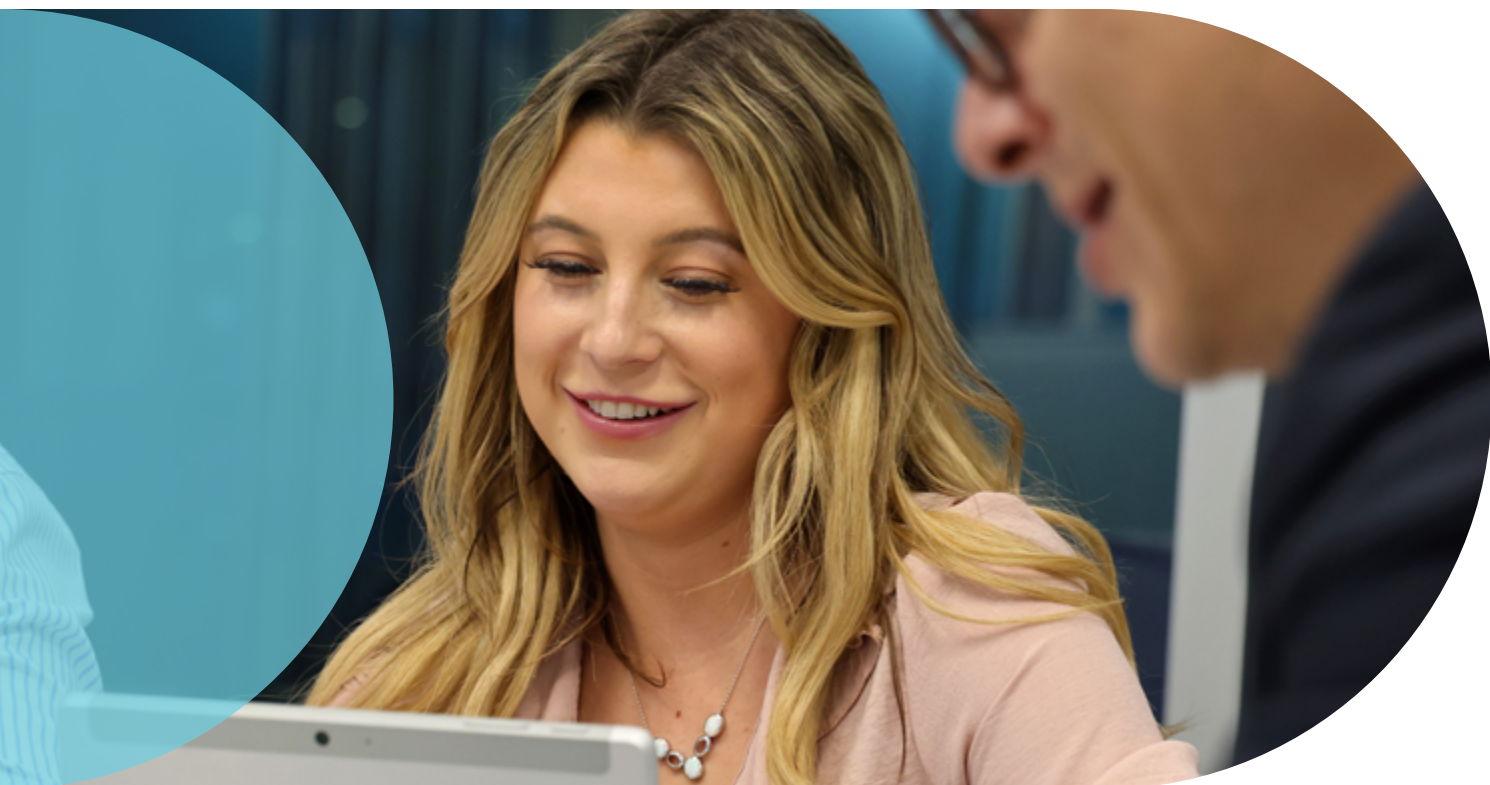
We're on a journey and proud to promote inclusion & diversity among clients, candidates and co-members. It's the Reed Group's policy to support people who hold protected characteristics (under the Equality Act 2010) both internally and externally. While legislation guides us, our motivation for positive change comes from a much simpler place – it's the right, human thing to do.

We are also currently developing a range of products and services to help candidates and clients in their own journeys.

Gender Pay Gap Report

We believe it is to the benefit of everyone that large organisations are required to be transparent on the topic of gender pay. In this report, we outline the gender pay gap and bonus pay gap at Reed. We take this opportunity to highlight our commitments and initiatives to continue to tackle the gap moving forwards.

Please
click [here](#)
to view our
Gender Pay
Gap Report.



Our commitment to diversity & inclusion

We support our co-members in developing safe, organic networks to share knowledge, support each other, and drive inclusion at work. Positive change is led by our co-members, for our co-members. We invite our co-members to complete unconscious bias training and inclusive management e-learning. We also have modules on wellbeing, inclusion and mindfulness. On top of this, we work towards an annual strategy featuring the below:

Race and ethnicity

We support the Race at Work Charter objectives, which empowers racial diversity in the workplace and commits to increasing ethnic diversity in leadership through inclusive mentoring, empowering and encouraging our co-members from ethnic minorities.

LGBTQ+

Reed encourages allyship in the workplace, committing to deliver company-wide digital training to drive and celebrate LGBTQ+ inclusivity, while explaining injustices, stereotypes and discrimination faced by many within the community.

Gender

At Reed we commit to raising awareness of differing perspectives and showcase some of Reed's female leaders, also supported through our Women in Leadership Mentoring Programme. We support co-members in developing organic employee networks, to share knowledge, support one another and drive gender inclusion in the workplace.

Disability and accessibility

We put importance on providing co-members with accessibility benefits on our computer systems and delivering digital training to drive towards a disability-friendly workplace. At Reed, we empower conversations around mental health across the business, reduce stereotypes and celebrate differences, supporting co-members to feel safe at work.



The Race at Work Charter

Reed has recently re-signed the Race at Work Charter, committing to seven key actions to amplify our commitment to improving quality of opportunity in the workplace. There are:

1. Appoint an executive sponsor for race
2. Capture ethnicity data and publicise progress
3. Commit at board level to zero tolerance of harassment and bullying
4. Make equity, diversity, and inclusion the responsibility of all leaders and managers
5. Take action that supports black, asian, mixed race and other ethnically diverse employee career progression
6. Support race inclusion allies in the workplace
7. Include black, asian, mixed race and other ethnically diverse-led enterprise owners in supply chains.



The Prince's
Responsible
Business Network

Race at Work Charter signatory

More
information
on the Race at
Work Charter can
be found at [Race
- Business in the
Community](#)

Social value initiatives

Reed in Partnership

One of the companies in the Reed Group, Reed in Partnership (RiP), provides services that change people's lives for the better. Since 1998, RiP have now helped over 250,000 people into work, but it doesn't just stop there. The company plans to continue to diversify its expertise to support others, such as young people who would like to change to a healthier lifestyle and those who need support after recently arriving in the UK.

Apprenticeship and internship programme

In December 2017, Reed launched its award-winning apprenticeship and internship programme, with the primary aim of helping people take their first steps into a recruitment and technology career. We have had over 100 apprentices graduate from our programme and seek to go further by launching apprenticeships in other areas of the business, such as management and leadership.

Keep Britain Working

In 2020, we launched the Keep Britain Working campaign as part of the economic fightback against Covid-19, to preserve jobs and protect livelihoods. As part of this effort, we continue to identify the ways we can support those most affected by the crisis, support SMEs and help workers reskill to adapt to the changing job market.


Give as you Earn

Where possible, Reed has a Give as you Earn (GAYE) scheme allowing co-members to give to charities of their choice in a tax efficient manner. As a result of the success of the scheme, Reed has been awarded the Gold Payroll Giving Award by HM Treasury in recognition of the number of co-members who contribute. Reed was the first recruitment company to achieve this.



The Reed Foundation is a registered UK charity and is the biggest shareholder (18%) in the Reed Group, meaning that all of our co-members work one day a week for charity. Since it was founded by Sir Alec Reed in 1972, the Reed Foundation has given over £10m away to a variety of charitable causes.

Revenue from dividends funds charitable projects and one-off donations. One such donation in 2003 saw Reed give one million rand to the Nelson Mandela Foundation to support education in South Africa. Donations have also been made to the Royal Opera House and a number of humanitarian and human interest appeals nationally. Reed periodically runs one-off disaster campaigns, raising money for victims. The Reed Foundation provided the seed funding for the Academy of Enterprise, Ethiopiaid – in the UK, Sweden, Ireland and more recently in Australia – WOMANKIND and Women at Risk.



“Encouraging philanthropy is my main mission now; but without entrepreneurialism to make the money, there would be no philanthropy.”

Sir Alec Reed

Founder of Reed – Knighted for services to business & charity

Ethiopiaid

Starting in October 1989 with an investment of £1m, Sir Alec Reed created a platform for years of change. Ethiopiaid has grown without losing sight of its relatively humble beginnings. Sir Alec's initial investment has since grown into more than £37m in partner grants over 30 successful years. Our approach is simple and continues to be effective. We raise funds for and make grants to local Ethiopian partners to achieve lasting change and improve the lives of some of the country's poorest and most vulnerable communities. We know our strengths and our limitations. We do not promise to change the world, or even all of Ethiopia. What we do know – from first-hand experience – is that our partners make the biggest difference in their local communities.



Womankind

In 1989, Alec Reed established a charity called Womankind Worldwide to work with disadvantaged women in developing countries. The charity was launched on International Women's Day and was financed by Reed Foundation and Reed Executive PLC, for an initial period of three years. In 1996, encouraged by the success of Ethiopiaid, Reed set up Women at Risk as a fundraising charity for the sector. Women at Risk generated over one million pounds for beneficiaries such as women who have survived acid attacks and those campaigning against female genital mutilation. In the summer of 2007, Women at Risk and Womankind Worldwide merged their activities in order to combine expertise and maximise the impact of their work.



Alec Reed Academy

The opportunity to find fulfilling work starts with education. In 2005, Sir Alec Reed invested in the development of state-of-the-art facilities for a new academy in Ealing, West London. Following this initial investment, Sir Alec continued to support the school through the Reed Foundation with multiple initiatives, and in 2012 the school was renamed the Alec Reed Academy to recognise his contribution to improving its students' lives and education. Reed continues to work alongside the school to provide the best opportunities to its students. we do know – from first-hand experience – is that our partners make the biggest difference in their local communities.



● ● ● The Big Give

The Big Give is the most recent project of the Reed Foundation.

- The Big Give (thebiggive.org.uk) is an online portal that allows high net worth donors and philanthropists to search for projects of interest and make a substantial donation (£100k+). The development of the Big Give is fully supported by The Reed Foundation.
- Sir Alec Reed founded and financed The Big Give in 2007, the UK's biggest match funding platform. The vision behind it is to provide a search engine for charities and secure a way for individuals to give back easily online. Since 2008, The Big Give has raised £190m for good causes and we hope to continue the good work to reach our target of £1bn.
- In 2008, we ran our first ever Christmas Challenge, which doubled one million pounds worth of donations. The campaign was so successful that the match funding ran out within 45 minutes. The Christmas Challenge grew from there and is now the UK's biggest online match funding campaign. We have run annual Christmas Challenges ever since.
- In 2009 we launched our first emergency match funding appeal following a spate of disasters in Asia Pacific. The Big Give has continued to run emergency appeals; the trigger point usually coincides with the Disasters & Emergencies Committee launching an appeal.



D. Governance

Our board composition

The board comprises of six directors including Reed's Chairman and CEO, James Reed

You can read more about each of our board members on page 14 – 15 of our [strategic and directors report](#)



James Reed MA, MBA, FCIPD
Chairman and Chief Executive Officer

James Reed has been the Chief Executive Officer and Chairman of Reed since 1997 and 2004 respectively, when he took over the role from his father and Founder of the Reed Group Sir Alec Reed. In 2018 and 2019, James was voted in the top 20 UK CEOs by employer-ratings platform Glassdoor. He is a regular media commentator on work and labour market issues, with recent appearances including BBC News, Sky News, BBC Radio 2, and The Apprentice. He has contributed insight to a wide range of publications including the Financial Times, Harvard Business Review and The Sunday Times.



Ian Nicholas BSc, FCIPD
Global Managing Director

Ian was appointed as Global Managing Director of Reed in March 2020, transferring from his role as chief HR officer for the Reed Group, in which he was responsible for all people strategies across the group.



Lee Richards BSc, ACMA
Finance Director

Lee was appointed to the board in March 2019. Lee initially joined the graduate scheme of the investment bank Salomon Brothers in 1996 after graduating from Leeds University with a maths degree. Lee joined the company in March 2010 and is a CIMA-qualified accountant.

Our board composition



Karen Jackson Assoc CIPD
Human Resources Director

Karen Jackson has been the company's Human Resources Director since August 2018. She was appointed to the board in March 2019. Karen began her career with Lloyds Banking Group and her background is within retail, FMCG and banking. Her roles include head of capability & resourcing for Sainsbury's and Argos. Karen is an associate member of the Chartered Institute of Personnel and Development (CIPD).



Simon Baddeley
Managing Director of Business Services

Simon Baddeley has been the Managing Director of Business Services since April 2020, at the same time as being appointed to the board. Simon joined Reed in January 1999 and he held a number of senior roles in both operations and support functions. Simon also operates as the Managing Director of Reed's international business.



Richard Smith BSc
Director of Business Transformation

Richard started work as a trainee recruitment consultant in 1994, having completed a psychology degree at Bristol University and a post-graduate diploma in personnel management at Leeds Business School. He left his role as operations director at Randstad in 2011, where he initially managed recruitment teams, before moving into managing key projects, to join Reed. He was appointed as our Director of Business Transformation in 2019 and to the board in June 2022.



How we ensure good corporate governance

We are committed to good corporate governance, which we know supports the running of a responsible business and the upholding of our values.

- Our board is responsible for establishing the culture, values and framework within which Reed operates, and is responsible to stakeholders for the direction and oversight of the company to ensure its long-term success. It provides leadership, oversees strategy, ensures the necessary resources are available and sets policies, key operational initiatives and standards.
- We have a focus on future opportunities for innovation and entrepreneurship. Short-term opportunities are highlighted through board meetings, executive reporting and subsidiary company boards. Longer term strategic opportunities are reviewed through the annual strategic review process.
- For all principal decisions, we engage with and obtain feedback as appropriate from any affected stakeholder groups.
- As a family-run group of companies, we have a strong emphasis on corporate responsibility and a track record of social impact, philanthropy and sustainability.
- We collect monthly co-member satisfaction survey results across all subsidiary companies, operate idea initiatives, as well as having whistleblowing processes in place as routes for anonymous feedback to be reported.
- We have an in-house audit function which provides assurance to the board, via the audit and risk committee, about the effectiveness of internal controls, risk management and governance processes.



Reed strategic and directors report

This report sets out how the board of directors of Reed have complied with the requirements of section 172 of the Companies Act 2006 and how these requirements have impacted the board's activities and decision making during the financial year ending 30 June 2020.

Section 172 of the Companies Act 2006 states that directors of a company must act in the way they consider, in good faith, would be most likely to promote the success of the company for the benefit of the members as a whole, and in doing so have regard (amongst other matters) to:

1. the likely consequences of any decision in the long term,
2. the interests of the company's employees,
3. the need to foster the company's business relationships with suppliers, customers, and others,
4. the impact of the company's operations on the community and the environment,
5. the desirability of the company maintaining a reputation for high standards of business conduct, and
6. the need to act fairly between members of the company. These duties are designed to ensure that directors act in such a way as to promote the long-term success of the company by delivering and creating sustainable shareholder value as well as contributing to wider society.

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Click
here to
view the
report.

Human rights

At Reed, we support and respect the protection of internationally proclaimed human rights by ensuring that our company is in no way complicit in human rights abuse. We have a Human Rights Policy in place which is summarised below.

We proactively encourage the involvement of our co-members in any initiatives undertaken to move the business forward. We also encourage all our co-members to consider potential improvements and innovations in existing business processes, systems and structures, and have a reward scheme in place for worthy ideas.

We care about our co-members' views and opinions, and regularly conduct co-member satisfaction surveys to encourage openness and honesty within the business.

Our co-members

We do not use forced or compulsory labour in any area of the business. We have a policy to protect our co-members and candidates who are aged under eighteen years old.

We are fully compliant with minimum wage standards and pay minimum wage level or above to our co-members in all cases. In terms of our candidates, we ensure that minimum wage is adhered to in all temporary assignments. All Reed co-members are treated fairly and in line with any relevant legislation around working time, annual leave and rest periods.



Our Modern Slavery Statement

View our Modern Slavery Statement [here](#).

Our suppliers

We are committed to ensure that any organisations in our supply chain operate to the same standards as we do. Suppliers are audited regularly to ensure compliance with our requirements.

Our responsibility

We are all responsible for following this policy and incorporating its principles into our daily lives. Reed complies with all relevant and prevailing human rights legislation in any country in which we operate.

Our professionalism

We make it clear to all our co-members that the reputation and success of our company rests on the way each co-member carries out their work. We set very high standards for our workplaces, and these are aligned with the values of the company. Our candidates are also informed about professionalism and the standards required of them when they are on a temporary assignment with a client. Co-members are not permitted to offer or accept gifts or other rewards from any third party to carry out business with that third party, and all co-members are obliged to disclose any conflicts of interest that may occur during their work.

Our protection

We endeavour to protect all our employees from all forms of unlawful discrimination on the grounds of sex, pregnancy/maternity, race, disability, religion/belief, sexual orientation, age, marital/civil partnership status and gender identity. We have a full whistleblowing policy and encourage both co-members and candidates to bring their concerns to the attention of management.

Ethics and compliance

Internal auditing

The internal audit function provides a critical service to ensure the commitments made by the board of directors are tested for effectiveness. The team deliver an annual audit programme, whose findings are reported directly to the global audit and risk committee. Findings are used to ensure compliance to internal processes and policies, regulatory adherence, and to drive change and continuous improvement.

Safeguarding

Reed is committed to the safety and wellbeing of its employees and all vulnerable people, including children, that our workers come into contact with. To this end we have comprehensive safeguarding policies and procedures in place, safeguarding awareness training for all relevant employees and dedicated resources for all safeguarding matters.

Our safeguarding steering committee includes a qualified designated safeguarding lead, with additional qualified safeguarding officers and a number of trained and experienced members from across our organisation. The steering committee meets regularly to review policies, procedures and training in the light of any changes to guidance or legislation, and is committed to continuous improvement.



Cyber security

Reliable information is at the core of the services that Reed offer.

- We are committed to data privacy and security, establishing effective security controls that comply with business and regulatory requirements
- We are committed to the protection of our information systems, including confidentiality, availability and integrity of all data entrusted to us
- Reed has a dedicated senior manager who is responsible for Reed's cyber security management systems. This manager works closely with the company's legal, compliance, risk, human resources, and facilities management teams
- Our comprehensive suite of policies and procedures are supported by senior management and underpinned by security standards including ISO27001, Cyber Essentials Plus and SOC 2 reports
- The security management forum which includes senior management and business stakeholders meets four times per year to give full oversight on the cyber security programmes
- Reed has a robust vulnerability management processes and tools to identify, assess and remediate security vulnerabilities in a timely manner. Our systems are regularly patched in accordance with cyber essentials plus requirements to minimum risk. Our systems are subject to independent audit and external penetration testing and security maturity assessments
- With a dedicated security operations centre, we are able to identify and take corrective actions for security incidents ensuring there is continuous improvement of our security operations process. All security logs are centrally logged and reviewed
- We deploy multiple security technologies and tools on our networks to detect and alert our security operations of potential vulnerabilities and risks
- Reed has a designated data protection officer who co-ordinates any data privacy or protection issues with IT, business and legal teams.





Data privacy

Data is extremely important to Reed and the services we offer, we therefore take our responsibility in regard to data privacy and cyber security very seriously. We are committed to effective data management and innovation that incorporates privacy by design.

Reed has a data protection officer who reports to the head of legal and a head of data management role who reports to the head of compliance. Both roles hold a responsibility for overseeing our data management framework. The data team help oversee and support data subject rights, whilst we have a dedicated IT infrastructure & security team.

Training

All co-members are required to complete data protection and security training when they first start and then annually thereafter. This training includes:

- Data protection legislation and how this relates to our business operations
- Reed's data and security breach response
- Individual responsibilities with regards to data protection

Awareness is also raised via our internal network by providing regular security and data updates, as well as tips to keep our business safe and secure.

Audit and compliance

Compliance to regulatory requirements such as GDPR and PECR, are internally audited annually. Results are reported to and discussed at the audit and risk committee. Any actions or improvements are reviewed within the next audit.

Compliance to the information security management standard, ISO27001, is regularly audited at least twice a year, both externally and internally.

Risk management

We have developed robust procedures to identify, monitor and manage risk via a risk assurance committee, which meets quarterly and receives reports from the subsidiary companies on any emerging or established risks which are considered to have an impact on stakeholders or may impact our business objectives.



Conclusion

Thank you for taking the time to read this report and allowing us to share our ESG achievements with you.

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We hope to continue to release an ESG report on an annual basis to give key updates and show how we have progressed our targets/where we are looking to make further improvements.

We recognise that improving our ESG approach within the business is a journey. We aim to continuously develop, not because we are legally required to do so, but because it is the right thing to do.

If you have any questions regarding the information held in this report, please reach out to Steph Harle, ESG Lead, at steph.harle@reed.com.

Created by Steph Harle, ESG Lead

Steph was appointed as ESG Lead in January 2022 to evaluate the business for areas of possible improvement, push forward our environmental ambitions, and implement positive change. Steph is a first-class graduate of philosophy and has utilised her passion for analysis and creative problem solving to drive our ESG strategy forward, ensuring effective implementation of ESG projects within the business.



