



# *HSO Social Value*

2025 - 2026

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# Foreword: Our social values define who we are

Sewn into the fabric of HSO, a social value thread carefully pulls together our mission to become the leading global provider of Microsoft technology business solutions, with that of increasing opportunities and economic benefits for wider society.

For HSO, growth is not the goal. It is this wider society empowerment that shapes HSO and fuels its ongoing success. Empowerment of its people to make a positive and lasting difference to their lives, and to the lives of others. Empowerment of its people to contribute to solving pressing economic challenges. And empowerment of its people to play a role in tackling the world's green agenda.

This social value thread fosters a fairer economy, expands opportunities for all, and promotes sustainable practices for a greener future.

As you will come to read in the following pages, social value plays an essential role in everything HSO does. But as you will also come to read, there is always more to do. And we have outlined a three step plan to help strengthen our commitment to delivering social value. These steps hone our focus on people enablement, while ensuring social value is underpinned by robust governance processes to evaluate its impact.

The reality is that without a focus on social value, there would be no HSO. People would not want to work for us, and organisations would not want to buy from us. Yet HSO is a thriving, and growing, business. There's a reason for this. Our social values.

Allow us now to take you on our journey.



**David Little**  
Managing Director

A handwritten signature in black ink, appearing to read "David Little".

# Introducing HSO

HSOs mission is to be seen as the foremost strategic Microsoft Business Transformation Partner. Helping organisations get more value from their investments in Microsoft technology. Using it to connect communities with transformative yet cost effective technologies and bridging the digital divide.

We help organisations modernise business operations, adopt intelligent automation, deliver real-time performance insights and connect processes – accelerating the impact of digital transformation.

Founded in 1987 and recognised as a trusted advisor, HSO is one of the world's top Microsoft business solution and implementation partners, large enough to serve, small enough to care.

- ✓ Solutions delivered by industry veterans
- ✓ Solutions implemented by Microsoft specialists
- ✓ 2,500+ successful projects
- ✓ Voted Best Technology company to work for
- ✓ Top 1% of Microsoft partners
- ✓ Accelerators deliver rapid time to value



Carbon  
Neutral  
Organisation



# **Executive Summary: People, Planet, Prosperity**

Empowered People underpin a more Prosperous society on a more sustainable Planet. For it to succeed, a Social Value programme must deliver positive change. And it must remain adaptable to the changing needs of the ordinary people that make up our society. To deliver lasting change, HSOs Social Value approach is underpinned by 3 pillars. Pillars that feed into both the government's Net Zero strategy and levelling up plans.

## **People**

### **Equality, diversity, and inclusion**

Inclusion underpins HSOs culture. We've created a safe environment where individuals feel empowered to share their own unique ideas and perspectives. Through our actions, we ensure everyone feels respected and valued, regardless of their background. At HSO, we don't just talk about diversity and inclusion; we actively cultivate an environment where every individual has the opportunities to succeed and flourish.

## **Planet**

### **Sustainable, greener, and cleaner future**

In the quest for a more sustainable tomorrow, HSO embraces a holistic approach to sustainability. Unwaveringly committed to reducing carbon footprint and maximising supply chain opportunities. Our vision encompasses more than just environmental responsibility; it embodies a philosophy of harmonising growth and innovation with a profound respect for the planet.

## **Prosperity**

### **Skills, opportunity, and liberating lives**

A prosperous economy supports thriving communities which, in turn, supports flourishing people, as well as those needing a little more help and support.

HSOs commitment to ethical business practices, fair trade, and responsible sourcing ensures our growth and success go hand in hand with the well-being of wider communities.

# People

## Equality, diversity, and inclusion

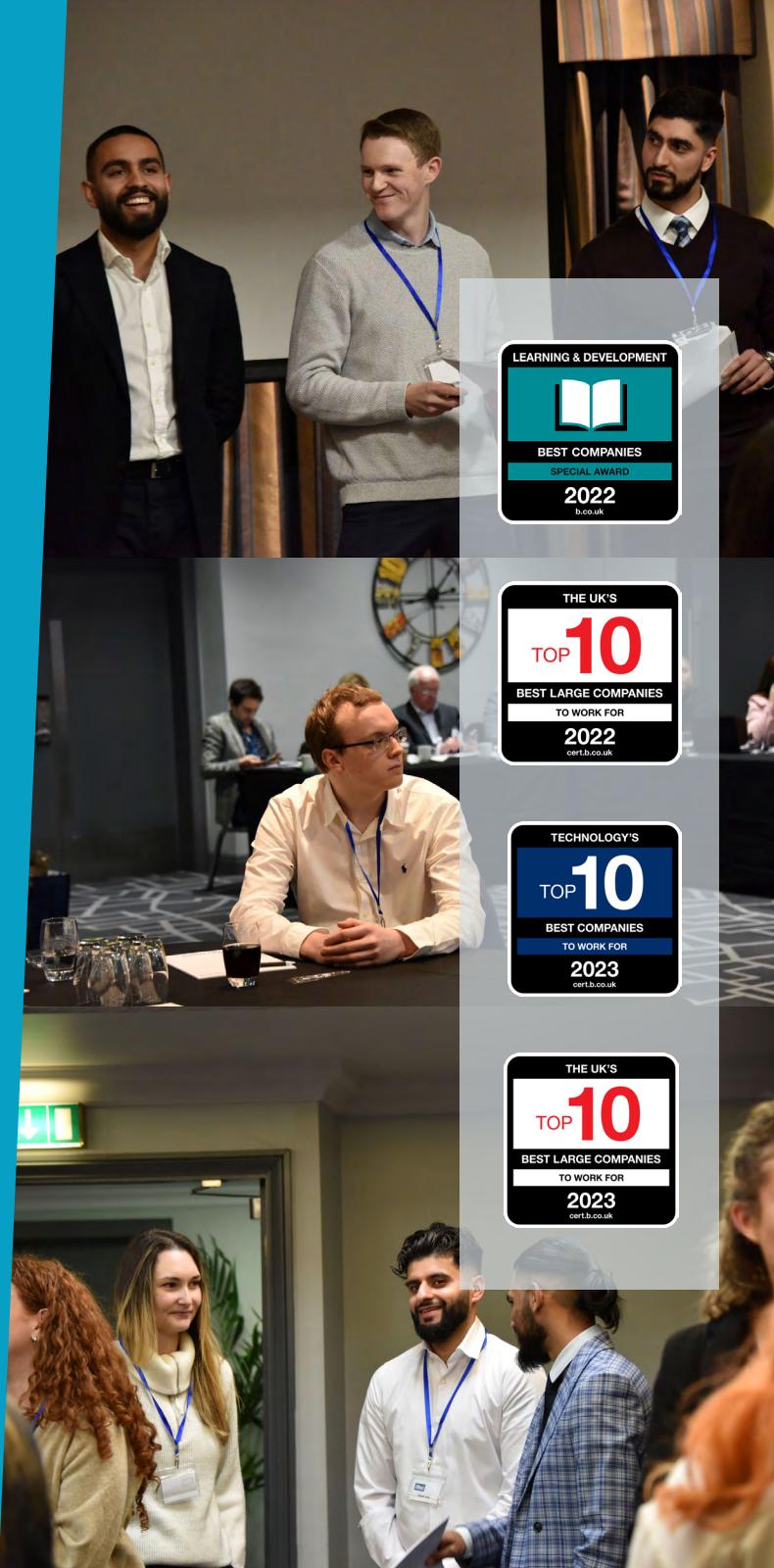
### Empowering people to fulfill their potential

HSO strives to make it as easy as possible for people to deliver their best work within a productive environment that suits their lifestyle. This includes providing individuals with the equipment needed to operate in new and more flexible ways. It also includes supporting people with training to improve technical and professional skills. To enable this, people are mandated one unbillable day per week to dedicate to training.

### Introducing The HSO Academy

HSO is a committed community contributor, investing in the next generation of tech talent through its graduate and apprenticeship programme. The programme provides hands-on experience, mentorship, and opportunities to work on real-world projects. HSO fosters diversity and inclusivity by recruiting from underrepresented groups, including local individuals. The HSO Academy provides a platform for continuous learning and development. Interactive workshops, expert-led sessions, and peer-to-peer learning enable individuals to sharpen their skills under the guidance of seasoned professionals.

**The annual HSO graduate programme has trained 252 graduates. 61 of which have gone on to find employment in HSO.**



# People: Tackling economic inequality

We aim to address digital disparity by targeting demographics lacking digital skills or confidence, often termed the 'digitally excluded.'

This group encompasses NEET communities, hard-to-reach, and socially vulnerable individuals. Our approach involves collaborating with organisations to implement engagement programmes that enhance both community and individual digital proficiency. This endeavor enhances overall quality of life for participants. Furthermore, these digital inclusion initiatives foster stronger connections between individuals and organisations that assist them. Consequently, more people can engage online leading to increased service access across various channels ensuring individuals get the services they require.

HSO conducts yearly gender pay research to ensure salary equality and equal opportunity employment. The HR team analyses individual statistics, driving policies for Diversity and Inclusion.

As a member of the UK Government's Disability Confident scheme, HSO aims to continuously improve and foster inclusion, and:

- Tap into the pool of talent amongst disabled people, and recruit, retain and develop people with the skills we need.
- Increase understanding of disability and how to make the most of the opportunities provided by employing disabled people.
- Remove barriers that prevent disabled people and those with long term health conditions from accessing employment with us.
- Play our part in ensuring that disabled people have opportunities to fulfil their potential and realise their aspirations.

HSO is committed to promoting social value, in line with the government's own social value model, to achieve the following:

**1. Empowerment through skills development:**

HSOs dedicated learning & development programmes provide training initiatives for people to add skills and advance their careers, empowering individuals to grow professionally and contribute to the community.

**2. Local economic development:**

Local economic development initiatives with partners help revitalise and improve communities. Where appropriate, this can involve infrastructure projects or community facilities, leading to new business opportunities and job creation.

**3. Embracing diversity and well-being:**

Our approach to wellness provides for mental, physical and financial well-being. We provide monthly opportunities with several third parties covering a variety of topics to give all our people the best information and experiences we can.

**“HSO is one of our best Dynamics Partners. The HSO people have deep experience in industries and deep capabilities, and HSO is a great place to work! Happy employees make happy customers.”**

**Marie Abery, Microsoft Dynamics Business Group Director**

# Planet

## Sustainable, greener, and cleaner future

### Embedding sustainable practices

HSO is committed to environmental excellence and pollution prevention. It works to surpass industry standards and lessen our impact on the local and global environment by conserving energy, water, and other natural resources; reducing waste generation; recycling and reducing our use of toxic materials. Emphasising efficient resourcing, responsible procurement, and innovation, HSO strives for a greener future.

**Green Power:** HSO's offices transitioned to 100% renewable electricity to reduce environmental impact, achieving a 14|A energy rating. Additionally, it installed 4 Rolec Electric vehicle charging points. HQ benefits from a 2MW Ecotricity wind turbine, supplying clean power to 1,500 local entities.

**Green People:** An important part of our year is a funded sustainability events series. For example, quarterly environmental forums allow people to provide input and advice on how to make improvements. Cycle to work initiatives (rewarded with free coffees and a Danish) promote healthy living and reduce emissions.

**Green Waste:** HSO prioritises waste management in its sustainability plan, aiming for 100% landfill diversion. WEEE-compliant bins handle unusable electricals while a Salvation Army bin onsite encourages to recycle clothing and shoes, reducing the 350,000 tonnes of discarded clothing annually, aligning with HSO's sustainability goals.

**Green Travel:** Slashing car mileage and travel emissions is integral to our eco-strategy. We offer secure bike storage, close proximity to train to facilitate commuting, aiding emission reduction efforts in line with our green initiative.



HSO stays true to its Net Zero pledge, consistently reducing its carbon footprint. The company's Carbon Footprint Plan, updated in May 2022, demonstrates its dedication to environmental responsibility. HSO has successfully offset its pre-COVID Scope 3 carbon emissions of 673.87tCO2e to 0tCO2e through various Carbon Offset programs, such as tree planting initiatives across the UK and international projects like Brazil REDD and Thailand Wind Power, in collaboration with Carbon Footprint Limited.

# Planet: Supporting the sustainability journey of others

HSO strives to make responsible choices in all aspects of our business, from selecting suppliers to purchasing products. When the most environmentally friendly product isn't readily available or practical, we consider the production methods and environmental and social responsibility of the suppliers and producers involved. Our commitment to environmentally preferable purchasing is not just about our own practices; we hope to influence the wider market by encouraging suppliers and producers to adopt eco-friendly practices. We believe that by leading by example, we can make a positive impact on the environment and help others on their sustainability journey.

## Using technology to help meet environmental obligations

By combining HSOs expertise as a Microsoft solutions provider with the power of Microsoft's sustainable technologies and solutions, we're able to support customers in achieving their net zero goals.

Energy Efficiency Cloud Solutions	Collaboration Tools	Sustainable Supply Chain	AI-driven Energy Optimisation	Carbon Footprint Measurement	Data-driven Insights
Migrating to cloud platforms, such as Microsoft Azure and Dynamics 365, delivers energy-efficient computing which reduces energy consumption and carbon emissions.	Implementing Microsoft Teams and other collaboration tools facilitates remote work and reduces business travel. Fewer commutes reduces lower transportation related pollutants.	Dynamics 365 Supply Chain Management enhances the sustainability of customer supply chains, by increasing visibility, helping identify opportunities to reduce emissions.	Integrating Microsoft's AI capabilities into energy management solutions, enables algorithms to analyse energy consumption, find efficiencies and recommend optimisation strategies to minimise carbon emissions.	Microsoft's Environmental Sustainability Dashboard provides insight into energy consumption and emissions, enabling accurate tracking and reporting of progress towards net zero goals.	Create intuitive dashboards with Power BI to display real-time data on energy usage, emissions, and sustainability performance, empowering insight driven decisions.

# Prosperity

Skills, opportunity, and liberating lives

## Supporting the wider community

Since its inception, HSO has worked with charities on a range of fund-raising initiatives. HSO will select a company charity to support, and every two years employees put forward charities to support – with people casting a vote on which two to support. This ensures individuals invest fully into fund raising activities. HSO's chosen charities for 2025/26 are The Stroke Association, British Heart Foundation, and Alzheimer's Research UK.

Volunteers then give up their time to organise a range of money raising activities. To date, HSO has raised over £114,000 for charity. Most recently, 32 HSO individuals completed the three peaks challenge, which involved walking up the UK's three highest mountains, in 28-hours. Covering 23.27 miles, in 52,000 steps. On any charity initiative, HSO matches the funds raised.





## Putting technology and skills to good use

Support is not only in terms of time and money. During lockdown, KidsOut, a children's charity, faced volunteer shortages affecting toy distribution to children in care. HSO's specialists built an app to streamline toy box scanning, tracking, and tracing nationwide. Before the app, KidsOut used a paper-based system to manage toy donations, which became difficult and time-consuming as the charity grew. manual tasks, aiding volunteers and ensuring efficient delivery despite employee limitations.

*"Because of Covid-19, volunteers have been scarce to come by. If it hadn't been for the app, we would not be coping now. I can't put a percentage on it, but it must be 700% more efficient than the way we were doing it, if not much higher."*

- Gordon Moulds CBE, CEO KidsOut

This innovation reduced manual tasks, aiding volunteers, and ensuring efficient delivery despite employee limitations. It allowed KidsOut to increase the number of toy boxes provided to vulnerable children from 4,000 to 13,500 a year and provide 38,000 loose toys to children in safe houses. It eliminated the need for paper-based tracking and manual auditing.

# **Prosperity:** Creating a more prosperous society

A thriving economy and flourishing communities go hand in hand. HSO's commitment to ethical business practices, fair trade initiatives, and responsible sourcing exemplifies this synergy. Our dedication to social cohesion and inclusivity through diversity initiatives extends beyond employee well-being, fostering a more productive and harmonious society.

Economically, our local sourcing practices stimulate local businesses, creating a ripple effect that supports jobs and economic growth. This can be as simple as sourcing food from local providers during celebration days, to ensuring recruitment campaigns drive awareness of opportunities nationwide and beyond regions associated with HSOs offices.

**No one should face hardship alone:** In recognition of the challenging times many face, HSOs Hardship Fund, launched in November 2022, support any people facing financial difficulty, so far supporting 5 individuals and their families.

**Local economic development:** HSO people are encouraged to involve themselves in local economic development initiatives. This can involve infrastructure projects or community facilities, leading to new business opportunities and job creation.

**Education and training initiatives:** HSO works with organisations to support training and apprenticeship programmes. This bridges the skills gap by offering practical, industry-specific training to individuals seeking to enter the technology field.

**Supporting small businesses:** Collaborating with local businesses through partnerships, supplier relationships, or mentorship programs can stimulate growth and innovation within the community.

**Empowering women:** HSO partners with professional network, Socitm, to run 'empowering women in leadership' courses to give women the tools, techniques, and insights to improve self-confidence and smash barriers.

By taking a holistic approach to social responsibility, HSO seeks to create a positive impact on the environment and society.

# **Positive and lasting change:** a HSO commitment

*“The key to everything is empathy, because nothing is more fruitful than walking in the shoes of others.” – Satya Nadella*

Fostering a set of meaningful social values is an ongoing journey, requiring adaptation amidst evolving societal needs. Social Value must deliver positive change to the lives of people, and HSO is committed to delivering tangible positive change for individuals beyond its commercial domain. To ensure this mission remains steadfast, HSO employs guiding actions to monitor and uphold its social value pillars.

People	Planet	Prosperity
<b>Opportunity without barriers</b> <ul style="list-style-type: none"><li>• Cultivate a culture of curiosity and growth to inspire people to improve themselves.</li><li>• Paying everyone fairly for a job well done.</li><li>• Publish external social value report annually to measure performance against ambitions.</li><li>• Continue investment into HSO work places and work practices.</li><li>• Publicise and encourage job opportunities via apprenticeships.</li><li>• The HSO Community Interest Fund supports individuals community interest projects.</li></ul>	<b>Sustainable business practices</b> <ul style="list-style-type: none"><li>• Annual leadership review of environmental policies and practices.</li><li>• Annual monitoring of the performance of environmental objectives.</li><li>• Quarterly communication of environmental performance.</li><li>• Work with staff, partners, and suppliers to improve environmental performance.</li><li>• Promote environmental considerations in client delivery.</li><li>• Monitor external environmental impacts to ensure resilience.</li></ul>	<b>Support thriving communities</b> <ul style="list-style-type: none"><li>• Ensure a potential supplier's ability to deliver social value is prioritised.</li><li>• Ensure opportunities are open to all suppliers: contractors, small and medium enterprises, and voluntary, charitable and social enterprises.</li><li>• Identify opportunities to support charitable organisations.</li><li>• Create centres of innovation to train and inspire the next wave of innovators.</li><li>• Deliver training and courses to help others fulfil their potential.</li></ul>

# HSO CoreValues

HSO exists to help customers achieve their goals. This is only possible by following the carefully cultivated set of social values you have now seen. Values that guide individuals and their actions. The essence of our social values originate from a set of deeply ingrained cultural cornerstones. Principles that guide all of HSOs actions. They will never be compromised, either for convenience or short-term economic gain.



## Curiosity

- Be kind
- Listen first
- Be helpful
- Show integrity
- Enjoy yourself



## Care

- Seek to understand
- Strive to deliver more
- Reach to be more
- Ask why
- Always look forward



## Clarity

- Be clear
- Keep things simple
- Remain open
- Navigate ambiguity
- Engage with others



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