

Our Mission and Values

Commsworld aims to be the provider of choice for digital connectivity solutions, specialising in exceptional delivery to clients across all sectors. We manage and control the largest privately funded optical core network in the UK, with extensive on-net metro reach.

We offer our clients a broad portfolio of connectivity, cloud, security and voice solutions, delivering access to client applications and data across the world. All of this is supported by our strong in-house service and support capabilities, ISO accreditations and accessible CRM portal.

Core Values

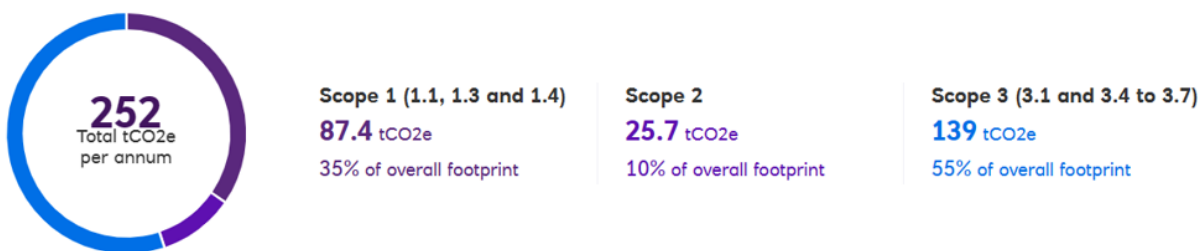
- Motivated and Skilled people, doing the best work of their lives
- Accountability, Integrity and Trust
- Innovation – Ahead of the Curve
- Placing clients at the heart of everything we do.



Commitments & Accreditations

Commsworld is a member of the SME Climate Hub and has committed to halving our emissions by 2030 and achieving Net Zero by 2045, thereby also meeting the requirement to achieve Net Zero by 2050 or sooner. We have developed a Carbon Reduction Strategy and Carbon Reduction Plan aligned to Procurement Policy Note 006 requirements. This has been ratified by the Commsworld Board, and the planned and ongoing activities described within it are integral to supporting our UKAS-accredited ISO 14001 and ISO 45001 management systems.

Commsworld began assessing its carbon footprint at the end of 2022. The Carbon Reduction Plan was baselined in 2023, and our carbon footprint has been calculated year on year. As at the end of 2025, the position is as follows:



Targeting a **9.4%** carbon footprint reduction year on year against our 2023 baseline, Commsworld has achieved an overall reduction in its carbon footprint of **36.61%** by the end of 2025. We are currently ahead of target, and our Carbon Reduction Plan continues to guide the practical actions required to sustain further progress.

Business ethics & Compliance framework

At the core of this framework is a strong governance and robust risk and compliance model. This framework is supported by procedures and systems to ensure that we apply, at all times, high levels of personal and professional integrity.

With the support of our risk and compliance function, we have put in place the necessary policies, procedures and ongoing training throughout our employees' careers to ensure that the highest standards of compliance are embedded across all of our operations.

As a business, we will not enter into, or maintain, relationships with individuals or organisations engaged in, or suspected of having engaged in illegal or unethical activities which contravene our ethics and modern slavery policies.

New clients are accepted in accordance not only with applicable laws, but also with our risk policies. New suppliers are also vetted prior to onboarding to ensure that they comply with our requirements.

People and culture

Fostering openness, sustainability and respect are our key objectives. We value everyone and strive to work as one team. We invest in our people and their working environment by creating and maintaining a safe and healthy workplace and supporting their ongoing professional and personal development.

We strive to create a workplace in which there is mutual trust and respect and where every person feels responsible for the performance and reputation of our business. We respect one another and each other's individual rights and customs. We work towards achieving a diverse workforce, recruiting, employing and promoting people only on the basis of objective criteria and the qualifications and abilities needed for the job to be performed.

We continuously engage with our people at a local and at a group level to translate our core values into action. We do this through communications and engagement, information and consultation, so as to assist them in realising their full potential.

We promote integrity and professionalism throughout our business and pride ourselves in leading by example - which we do by setting the right tone from the top of our organisation.

Corporate Social Responsibility

We encourage our people to give something back to their local communities, whether through time, effort or financial contribution. Our key focus areas are community, education and the environment. It is important that we play our part in building a better world for current and future generations. Our support is delivered through initiatives that:

- Support local communities and those in need.
- Support local initiatives for the development and education of young people in the areas we live and work.
- Support our environment and reduce our carbon footprint.
- Partnering with Charities who make an impact in the communities we support.

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