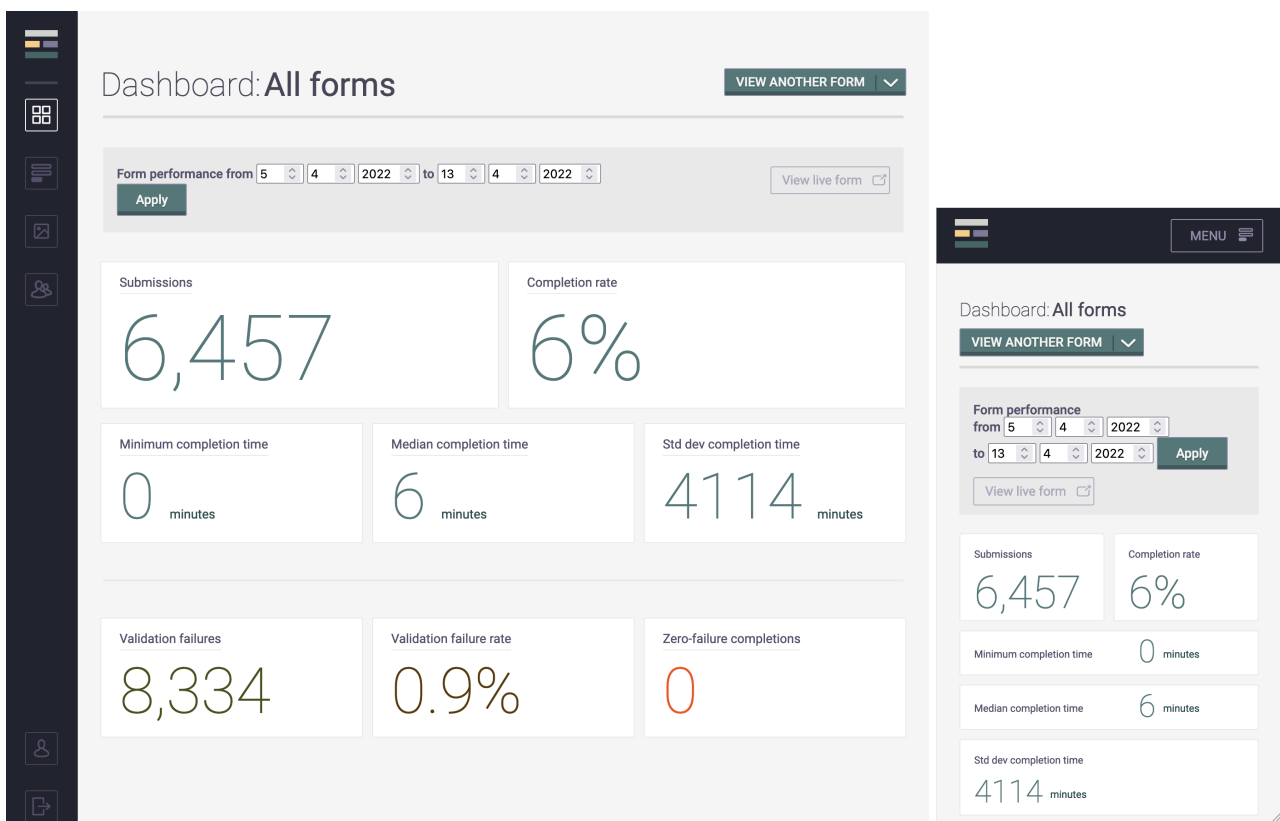


UX Forms - An enterprise-ready cloud platform for webform development

<https://uxforms.com>

UX Forms is an enterprise-ready cloud platform for webform development that brings user research to the heart of building web-forms. Real-time data helps identify how well forms, design patterns and questions perform, so the effectiveness of changes are measurable. UX Forms is perfect for rapid deployment of Coronavirus (COVID-19) pandemic solutions.

Built-in user research dashboards reveal detailed metrics on how each and every element of your forms is working. Data on each web form's performance is available in real-time, making it easy to see how users are responding. This provides all the information required to successfully tweak your forms' designs and questions for an optimal user experience.



User research dashboards reveal detailed real-time metrics on how your form is working

Making Software. Better.

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While UX Forms allows for the full customisation of design elements, GDS' well-established design patterns are already included, so that forms can be created within minutes for public sector websites.

UX Forms' development approach is aligned with GDS service standards for digital service delivery. It has been developed using mature agile development practices – such as test-driven development and continuous delivery to cloud-based infrastructure – ensuring a high-quality, fit-for-purpose product that meets user needs.

Via the ability to write custom code within the platform, form data can be submitted via any mechanism, in any representation (e.g. form submissions can be sent directly and securely to your own back-end systems in your own proprietary format). Forms allow you to show and hide questions based upon answers to previous questions, via built-in conditional logic (further customisable via custom code; behaviour can change based upon calls back to your own internal systems).

UX Forms complies with stringent Government security standards regarding sensitive data (e.g. form authors control how long data is retained by UX Forms, after which it is deleted entirely).

GOV.UK
GDS Design System Example Form

ALPHA This is a new service – your [feedback](#) will help us to improve it.

[< Back](#)

Components

Text input

This is a text input with no additional properties:

```
inputText("defaultInput",
  pageMessages,
  required() (Messages.empty())
)
```

with the following Messages:

```
defaultInput.label.text=Label text
defaultInput.hint.text=Hint text
defaultInput.constraint.required.errorMessage=Enter some text
```

Label text
Hint text

This is a text input with an additional css class on its label and configured as a heading:

```
inputText("inputWithHeading",
  pageMessages,
  noConstraints,
  Label.asPageHeading)

```

Label text

Hint text

Prefixes and suffixes

Create your widget as usual:

```
inputText("prefixSuffixInput", pageMessages, noConstraints, Input.width5)
```

But with these messages:

```
prefixSuffixInput.label.text=What is the cost per item, in pounds?
prefixSuffixInput.input.prefix.text=£
prefixSuffixInput.input.suffix.text=per item
```

What is the cost per item, in pounds?

£

per item

Text inputs with a prefix

```
input("prefixInput", pageMessages)
```

With these messages:

```
prefixInput.label.text=What is the cost in pounds?
prefixInput.input.prefix.text=£
```

What is the cost in pounds?

£

Text inputs with a suffix

```
input("suffixInput", pageMessages)
```

With these messages:


```
suffixInput.label.text=What is the weight in kilograms?
suffixInput.input.suffix.text=kg
```

What is the weight in kilograms?

kg

Validate

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GOV.UK
GDS Design System Example Form

ALPHA This is a new service – your [feedback](#) will help us to improve it.

[< Back](#)

Components

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with the following Messages:

```
defaultInput.label.text=Label text
defaultInput.hint.text=Hint text
defaultInput.constraint.required.errorMessage=
```

Label text
Hint text

This is a text input with an additional css class on its label and configured as a heading:

Example form incorporating GDS GOV.UK design patterns

Features

- Government Digital Service (GDS) design patterns built-in
- Conditional and branching form logic
- Real-time analytics, data and dashboards of online behaviour

Making Software. Better.

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- Complex and programmable form and field validation
- Extensible and customisable builder via code
- Can be integrated with any web-facing system
- Fully internationalised and multilingual; supports UTF-8 throughout
- Fully testable form design under revision control
- Proven rapid development of Coronavirus (COVID-19) web solutions
- Optimise the forms and go live on your own domain

Benefits

- Publish online web forms quickly and easily
- Fully conform to GDS's design and style guide
- Gather data on effectiveness of form questions
- Learn which design patterns confuse your users
- Learn which questions your users find difficult to answer
- Quickly adapt your form online in response to empirical data
- Prove complex form behaviour is correct via automated tests
- Demonstrate a data-driven response to user needs
- Multiple authors can work concurrently on the same on-line form
- Rapidly recreate forms in multiple languages via intuitive builder

UX Forms in action at The Intellectual Property Office

UX Forms has been used in production at The Intellectual Property Office (IPO) since 2016. The IPO is responsible for the registration of trademarks in the UK, issuing patents and providing guidance on surrounding Intellectual Property rights. The IPO comprises three departments: trade marks, registered designs and patents, and to give a sense of scale, there were over 95,000 trade mark applications last year, on top of 25,000 design applications, and more than 20,000 patent applications.

A new strategy to improve outcomes

In 2016, when UX Forms and the IPO first engaged with one another, there were 54 trademark-related forms. Only nine were available online — with the rest paper-based. The IPO's drive to improve their online forms was propelled by their desire to provide a better service to customers, whilst reducing the high cost of change. There was also a lot of manual testing, which added longer lead times as well as increased risks of human

error. Lastly, the underlying technology was becoming moribund — excluding some modern browsers and lacking responsiveness on new mobile devices.

The IPO's strategy changed to be cloud-first, and replace bespoke, in-house solutions with existing services. UX Forms was the first partner in the new approach.

Empowerment and enablement

[UX Forms helped the IPO's team replace the nine online forms, whilst providing mentoring on how to use the software themselves.](#) Over the last four years, the IPO has gained up to x10 capacity, replaced brittle systems with a versatile and proactive approach, and mitigated the pressures of unpredictable spikes in demand.

“As a result of four successful years working together, UX Forms underpins 14 webforms across all IP Rights. Those forms have processed over 455,000 submissions, and the forms in total have been used over 44 million times.”

— Ian Welsh, Technical Service Owner, IPO

Caredoc: Building a new COVID-19 response service in just one day

Caredoc is an out of hours family doctors service for patients with urgent medical problems who need to contact a doctor after surgery hours. The Irish Health Service Executive (HSE) is responsible for the provision of health and personal social services for everyone living in Ireland.

The Coronavirus pandemic resulted in thousands of concerned Irish citizens calling HSE to ask for advice on their symptoms. Caredoc's clinicians were tasked with triaging these calls and phoning back citizens with suspected COVID-19 symptoms to further evaluate their condition and consider next steps. This was a brand-new service, put in place extremely rapidly in response to the escalating pandemic. There were no supporting systems in place. Caredoc needed to be certain that they had followed up on every incoming call and that the outcome of each call was logged and reported, but without a supporting IT system this became a significant administrative burden.

Caredoc approached UX Forms to put an internal system in place where call handlers could log incoming calls, allocate them to clinicians to follow up, and ensure that all calls and outcomes were tracked and monitored.

In just one day, a single UX Forms consultant had built a production-ready system, complete with shareable call logs, access control, automated notification emails, and two dedicated forms – one for the initial call handlers and the other for clinician follow ups. The next day the service was used in production, and over the following days UX Forms worked closely with Caredoc to evolve the solution as the steps required in the service itself were changing rapidly.

Implementing the digital service in UX Forms eliminated manual admin and reconciliation tasks to track calls, and also enabled patients calls to be resolved more quickly than before.

Testimonial - Michelle Kearns, CIO Caredoc

“Our team has been delighted to work with UX Forms over the last few weeks to develop and implement a system to deal with COVID-19 patients. This has been used in our call assessment centre by our telephone triage nursing team and our call handling team. We needed a form urgently to implement a brand new service to triage patients with suspected COVID-19 and to refer them on for public health consultations or swabbing as required.

We contacted UX Forms and within 24 hours had a working system to test. We tested this and put the service into operation the next day. We had to make a number of adjustments to reflect changes in clinical pathways, and this was completed with ease and within minutes of our request. We had a number of form changes over the time and these were also completed quickly and effectively. We moved from a slow laborious paper-based system, to a quick and efficient digital system.

From the administration perspective – the form saved us two hours of tedious work every day. It also sped up the process for the telephone triage nurses. They were able to document their notes more speedily and effectively, including structured data items and automated email processes. This led to a greater throughput of patients, which meant patients were dealt with in a timely and efficient manner.”

Onboarding process

UX Forms uses an easy-to-read domain-specific language, providing full control over every element of your web forms. Comprehensive documentation is provided to describe how the platform works, and how new forms are defined and published.

While a quick-start project is also included to help on-board newcomers, a form author and user researcher can typically work together to build and publish a new form in minutes.

Whilst it's perfectly possible to sign up to UX Forms and get started directly, we typically recommend a more structured on-boarding approach.

Phase 1 - Proof of concept

At UX Forms we understand that making technology choices is hard.

This is why the first stage of implementing UX Forms is a proof of concept. One of our technical experts will work with your team to validate the specific technical and behavioural challenges that your project will face. This could be technical, e.g. whether it is possible to integrate with a troublesome backend system or behavioural, e.g. whether the form can deliver a specific user experience that's unique to your solution.

We will work with your sponsor and/or team to identify your key challenges and prove that they can be delivered using UX Forms.

There are no costs to your organisation for this work.

Phase 2 - Training and build

Once we are all satisfied that UX Forms is right for you then the next phase is to build your digital journeys in the most effective way possible.

We will agree the next appropriate steps, whether that's to start by training your existing teams so they can deliver more quickly, or to move straight in to a co-sourced or outsourced delivery phase.

Whichever route you choose, you will soon start seeing working code on real user journeys, solving real problems.

All build and training is delivered on our free non-production hosted and managed environments.

The amount of initial support required will be dependent on your organisation's internal capability. As a guide we would recommend one of the 3 options below to accelerate delivery:

Option 1: Two week training programme

Whilst UX Forms has been designed to be easy to use, nothing will get your team up to speed more quickly than face-to-face training by UX Forms' own experts.

Our training will in just two weeks will take your delivery team from scratch to being fully autonomous, building first-class production-ready digital journeys unaided.

The first week will cover in-depth the core concepts of UX Forms and their associated technologies, the second will work towards delivering one of your real forms.

Option 2: Co-sourced delivery

UX Forms will provide platform and technical experts to work embedded within your own delivery team, working on your real deliverables. Questions will be resolved as soon as they appear and the entire team will learn first-hand from our experts how to take best advantage of UX Forms. At the same time, the team will be working towards your real deliverables, creating working forms and integrations along the way.

Option 3: Outsourced delivery

If you either don't have your own delivery team, or your own teams are tied up with existing work, UX Forms can take on the entire end-to-end delivery of your digital journeys.

We will provide a blended team with the requisite expert skills across User Research, User Experience, Technical Delivery and Testing to suit your specific project's needs.

We will work closely with your nominated project sponsor to give them the insight they need to be assured the work is progressing as expected and that it will achieve the desired outcome, regularly demonstrating working software along the way.=

Phase 3 - Go Live

Only once your first form is ready to go live does our platform pricing come into effect.

Technical requirements

Web forms within the UX Forms platform are defined in code, so authors will need to be proficient in either Java or Scala. Sample projects are included to make the platform as easy to pick up as possible. Internet access is required to download library dependencies, as well as publish new form definitions to the platform.

Purchase options

UX Forms is available via two purchase options, providing flexibility for differing requirements:

Managed multi-tenant service

We run and manage the UX Forms platform hosted on Amazon Web Service (AWS). Our platform team ensures that it is running 24/7 and we guarantee it will always be running the latest version of UX Forms so it provides the fastest access to new features, security fixes and updates.

We offer several usage-based pricing tiers based on the number of forms and / or the volume of requests received. The aim is to allow you to move frictionlessly between each tier as your demand requires, thus remaining in control of your costs related to the product.

Included with all tiers:

- Two independent non-production environments to fit your development and testing tools and processes
- Analytics dashboard created for each form
- 24/7 fully managed and hosted platform

Self-hosted service

If you have data which is not permitted to leave your own internal network, or are unable to use a service hosted on a public cloud, then we also offer a self-hosted option which allows you to host the entire UX Forms platform within your own secure environment, on your own infrastructure. This includes unlimited use of the entire platform, including forms, HTTP requests, submissions and form author accounts and also unlimited servers/cores and unlimited instances/environments (dev, test, staging, production, etc., etc.), all for a single, fixed, annual price.

Please refer to the pricing document for more detail.

Support options

While the UX Forms platform is designed to be easy to use, we can provide a range of support packages to ensure your team is fully conversant with its features.

Package 1: Getting started

One of our technical trainers will work with you full-time for three days, collaborating with your team to build a working form. Your team will gain in-depth knowledge of how the platform works, and the ability to design, build, test and deploy working forms.

Package 2: On-demand support

12 days of support for your form-building/design teams, provided onsite or remotely. Multiple delivery teams can be brought up to speed, quickly and effectively. Your support time can be used together or as and when required, depending on your team's needs.

Custom support

We will be happy to tailor a specific support package for your requirements, if the two options detailed above will not suffice. All support pricing is based on the UX Forms SFIA rate card, plus VAT.

Data extraction and removal

With UX Forms, you are in control of how long customer data is retained. Once a form is submitted, customer data is deleted after a period set by the form author.

For incomplete forms – where the data is not submitted – customer data will be deleted if the end user doesn't view or update their form within the period set by the form author.

All client data and associated metadata is deleted upon termination of a subscription. Before this happens, metadata can be provided upon request.

Information Security

UX Forms is certified to ISO/IEC 27001:2013 for

“Provision of software solutions and related deliverables and services in accordance with the Statement of Applicability v1.3 dated 27/4/2017”

— [BSI Certificate Number IS 668461](#)

Our Statement of Applicability is available upon request.



The Managing Director is accountable for ensuring that appropriate security and compliance controls are identified, implemented and maintained. The Managing Director ensures that:

- Risks are managed and reduced in an informed manner
- All applicable legal and regulatory requirements have been identified and that compliance is maintained
- Appropriate resources are provided to implement and maintain the information security management system (ISMS)
- All staff sign the information security agreement prior to joining and receive awareness training of all policies during induction, including the consequences of non-compliance

UX Forms will ensure that:

- Information is protected against unauthorised access
- Confidentiality of information is assured
- Integrity of information is maintained
- Regulatory and legislative requirements are met
- Business continuity plans are produced, maintained and tested as appropriate

- Third parties engaged in the support of UX Forms are required to comply with this Policy to support both UX Forms and our clients' requirements
- Information security requirements are aligned with organisational strategies and objectives in support of both UX Forms and our clients' expectations
- Information security is managed and continuously improved through a defined ISMS

We hold the Cyber Essentials Plus certification, certificate number 1658431275959701.

GDPR Compliance

Form authors define which questions go in to a form, therefore they define what sort of data is collected by UX Forms. UX Forms stores this data only for as long as the form author specifies, after which it is deleted permanently from the platform. As such, this data can be considered "in-flight", and UX Forms is merely a data processor.

Form data collected by UX Forms is never used for any purpose other than the successful completion of that form.

All form metadata, which is used to populate our KPI and usage dashboards, is entirely anonymous and cannot contain sensitive or user-entered data.

ESCROW Provision

Whilst UX Forms has no intention of going anywhere, it is also prepared for the worst. Everything required to run UX Forms' platform is regularly deposited in Escrow.

So if UX Forms were to cease trading, all customers who are signed up to the separate Escrow agreement will be able to continue running their forms in perpetuity.

User support

UX Forms' support is available independently on GCloud as UX Forms Consultancy. It provides experienced consultants who can help with all aspects of delivering great forms with UX Forms, whether that's to build and test complex digital forms more quickly than ever before, build integrations between UX Forms and your existing services and APIs or even integrate UX Forms with your internal revision control and build pipelines. Support is charged in accordance with our SFIA Rate Card.

Working with UX Forms

Supported browsers

- Internet Explorer 7
- Internet Explorer 8
- Internet Explorer 9
- Internet Explorer 10
- Internet Explorer 11
- Microsoft Edge
- Firefox
- Chrome
- Safari 9+
- Opera
- iOS and Android mobile browsers

Customisation

Forms deployed to UX Forms can be customised in almost every conceivable way. The entire html, css and javascript payload is fully customisable. GDS's GOV.UK elements are provided out of the box and these can be extended and customised to deliver any user interface required. Validation can be fully customised and it can even integrate with bespoke external systems to verify the user's answers. Integrations can be written to connect to external, bespoke, systems at multiple points during a form instance's lifecycle, including submitting the completed form's answers back to the customer's own systems.

Onboarding and offboarding

User documentation is provided. Additionally customers may take advantage of UX Forms' support services to help them become experts in using UX Forms, quickly and efficiently.

The definition of each form is created by the customer, so does not require extraction. End user's answers of completed forms are automatically deleted from UX Forms' platform once they are sent to the client's systems, so no extraction upon the end of the contract is required. End user's answers of partially completed forms can be provided upon request.

On contract termination, access to UX Forms' services is revoked and any forms and themes deployed by the customer are un-deployed and taken offline. End users' answers to incomplete forms will be automatically deleted after the retention period configured by the customer. There are no additional costs.

Data export

UX Forms provides extensive customisation so end user's questions can be submitted to the customer's services as soon as they finish filling in a form. End user data is automatically deleted from UX Forms' service once it has been transmitted to the customer's systems.

Analytics

The UX Forms real-time dashboard provides detailed data on every aspect of your forms. Track mean completion time, user errors and more to prioritise revisions and hone performance until every field is perfect.

Team

We are different. Equal Experts is a global community of 380 permanent staff and 2900 associates, including 860 active independent consultants and 870 alumni, many of whom are happy to return when we have projects and our clients need them.

We have grown organically, mostly via personal referrals, looking for quality and experience above all else. After a rigorous selection process, experts are added to our network, whether we need them immediately or in the future.

All our consultants in the UK have at least 8 to 10 years experience in development, delivery, operation and maintenance of digital services using agile methods. Many have significantly more and in some cases are global influencers. Their maturity and pragmatism means they are highly collaborative, happy to transfer knowledge and keen to help clients build internal capability.

Our teams are usually located onsite at our client's locations, though with the recent Covid-19 pandemic, we have continued to be effective working remotely. They work collaboratively with client team members, stakeholders and other suppliers. In the words of one client 'our consultants leave their Equal Experts badges at the door'.

Roles

Collectively, our consultants have the multi-disciplinary experience and expertise needed for successful transformation to cloud-first delivery, live service maintenance and new operating models. Our network means we have fast and flexible access to the skills our clients need. We have specialists in all areas needed for digital success, including:

- Delivery managers
- Change managers
- Product managers
- Engagement managers
- Strategic advisors
- Security specialists
- Data scientists
- Data engineers
- Data architects
- Technical leads
- Technical architects
- DevOps consultants
- Developers
- Testers
- Business and performance analysts
- Accessibility experts
- Service designers
- User experience designers
- Content designers
- User researchers

If a client needs any other specialists, we're certain to know someone in our network who can help us find them.

Public sector clients

We know what it takes to implement and support cloud-based applications within complex public sector organisations and across large multi-vendor programmes. We understand and adhere to the GDS digital service standards for delivering solutions and handling and securing data within critical national systems. We have experience in consulting, deploying and supporting solutions that are security accredited and have passed standard assessments. Many of our consultants have active SC or CT clearance levels as they have previously worked with public sector clients.

Equal Experts has helped implement digital services to government digital service standards (including passing many formal GDS service standard assessments) for:

- Her Majesty's Revenue and Customs (HMRC)
- Ministry of Justice and Her Majesty's Prisons and Probations Service (HMPPS)
- Department for Work and Pensions (DWP)

- Her Majesty's Passport Office (HMPO)
- Department of Health and Social Care (DHSC)
- Home Office
- Border Force
- Department for Education (DfE)
- Registers of Scotland
- Office for National Statistics (ONS)
- Civil Service Recruitment
- Coal Authority
- Intellectual Property Office (IPO)
- Her Majesty's Courts and Tribunals Service (HMCTS)
- States of Guernsey
- Cabinet Office
- Government Digital Service (GDS)
- Valuation Office Agency

Why choose Equal Experts and UX Forms?

Our diverse teams of talented, experienced software consultants bring maturity, pragmatism and passion to software products and services of all shapes and sizes. We support end-to-end delivery, deployment, migration and maintenance of elegant, bespoke applications to the cloud and provide all the services that making them entails. This includes everything from mobile apps to enterprise-level technology platforms, digital transformation to client capability building.

Since our inception in 2007, we have sought out quality above all else. We are adept in all agile and lean practices, for example:

- close collaboration
- rapid feedback loops
- keeping it simple
- empowered teams
- test automation
- continuous integration and delivery
- pairing
- refactoring
- constant learning and improvement
- learning by doing
- continuous improvement

Our focus on senior talent means that all our consultants have the skills and experience required to thrive in dynamic, challenging client environments. It means we are able to focus on work that adds real value – rather than micro-managing more junior consultants. Our non-hierarchical structure also allows us to operate with lower overheads.

For our teams, this creates a mature, pragmatic and innovative working environment, somewhere they can implement the best solutions of their already distinguished careers. And for our clients, it translates to better services, delivered faster and at lower overall cost.

It also means our people have the expertise and consultancy skills to help transfer knowledge of new ways of working to our clients' team members, helping to build their own internal delivery competency and capability.

Equal Experts' approach has a successful track record of delivery across the private and public sectors. Our award-winning deliveries include HMRC's Multi-channel Digital Tax Platform, chosen as the British Computer Society's Digital Project of the Year, and the Home Office Visa Application service, Computer Weekly's Best Public Sector Project.

Equal Experts has offices in the UK (London and Manchester), USA, Portugal, South Africa, Germany, Australia, and India.

We're proud to be one of the top ranking suppliers to the public sector via the G-Cloud and DOS5 frameworks. Our services are also available through various DPS Frameworks, including RM6094 Spark, RM6173 Automation Marketplace and RM3764 Cyber Security, RM6100 Technology Services (Lots 1, 3d) and RM6263 Digital Programmes and Specialists (Lot 1).

For more information and case studies, please visit <https://www.equalexperts.com/> or contact us at solutions@equalexperts.com.

Social Value

Covid-19 recovery Theme 1 MAC1

Equal Experts is committed to supporting recovery, focused on providing opportunities in high-growth sectors for those impacted negatively by COVID-19. Where applicable, we will:

- Use focused, unbiased recruitment practices to actively recruit new staff into highly skilled, well-paid roles to support the projects we win across the world.
- Run public meetups and host events for minority groups and people adversely affected by COVID-19, through retraining and return-opportunities, mentoring, development of technical skills, provision of CV and careers guidance, etc.
- Use resources local to our clients' offices wherever possible. We fully endorse government initiatives to move work to regional hubs outside London to support jobs, economic growth and social values.

We have embraced remote-first practices for many years, actively supporting our clients and workforce to adapt to enforced working patterns when COVID-19 struck. We encourage individuals to choose best working practices and support them by:

- Providing access to alternative safe workplaces for staff who found working from home physically or mentally difficult during lockdown.
- Providing free counselling and advice.
- Defining family-friendly and dignity-at-work policies, encouraging healthy work/life balance.
- Risk-assessing workplaces to ensure COVID-19 secure practices are followed.
- Promoting flexible working patterns.
- Encouraging staff to take regular breaks, exercise, holidays, online team-events.

We anticipate staff will continue to work flexible patterns. As teams return to face-to-face working, we are engaging staff/clients to develop safe, sustainable working practices in offices, including:

- Monitoring/following updated UK Government guidelines for working safely during COVID-19.
- Undertaking health and safety risk assessments on all offices.
- Ensuring social distancing, pre-booked workplaces, regular cleaning and “Hands. Space. Face. Fresh Air” guidelines.
- Working closely with clients, reviewing and developing return-to-office plans/practices
- Adjusting core hours, reducing travel at peak times.

Tackling economic inequality

Theme 2 MAC2,3

ENTREPRENEURSHIP AND TRAINING

For this framework, we will:

- Flow 70% of revenues to our Associate network (small, entrepreneurial businesses).

- Expand EE's Evolve programme which mentors technology practitioners to become expert consultants.
- Participate in industry programmes, e.g. support AWS' re:Start programme (part of the Civil Service Exceptions 1 list), offering paid internships to under-represented/disadvantaged groups; support and advise Code4000.org, a charity teaching coding skills to prisoners.
- Provide retraining and return-opportunities, mentoring, development of technical skills which address skills gaps, training through mock-up interviews, provision of CV and careers guidance.
- Onboard/upskill people from low socio-economic backgrounds, e.g. partnering with Sigma Labs (a benefit corporation).
- Where possible, we provide opportunities to employ and develop more people with protected characteristics in new skills relevant to the contract.
- Share knowledge and experience publicly via ExpertTalks and Open-Source Playbooks to develop disadvantaged groups' skills.
- Partner with leading diverse communities, networks and ambassadors to identify suitable candidates e.g. SigmaLabs, Coding Black Females.
- Continue hosting events for minority groups including 10 Digital Ladies and Women Who Code.

DIVERSE SUPPLY CHAINS

Our partnering model directly supports SMEs and SEs, which we engage as specialist subcontractors. We identify new businesses, entrepreneurs, start-ups, SMEs, VCSEs and mutuals that can participate in our supply chain and those of our clients via:

- Procuring in a fair and open, PCR2015 manner.
- Establishing innovation programmes who identify and onboard new micro businesses.
- Encouraging Suppliers to diversify their supply chain in line with our goal to increase supply chain resilience.
- Increasing supply chain governance using recognised bodies such as sedex.com.
- Measuring and increasing staff characteristics and success in our associate/supplier diversity (e.g. %spend with each supply group across micro, SME, collectives; %of start-up suppliers still in business after three years).

Fighting climate change Theme 3 MAC4

Equal Experts has an Environmental Policy and Roadmap for 2020-25 and our Carbon Reduction Plan is published on our website

<https://www.equalexperts.com/carbon-reduction-plan/>. Our target is net-zero by 2035.

We complete the CCS CAESER (Corporate Assessment of Environmental, Social and Economic Responsibility) and associated assessments annually, most recently in January 2022. From these results, we identify and plan improvements, including improving KPIs and starting awareness training for all consultants and staff. Our goal is to continually improve and update our assessment score annually.

For G-Cloud contracts, we will:

- Build systems making extensive use of cloud services. Most systems we build use automated scaling of resources to ensure we minimise both cost and environmental impact of operation. We aim to migrate to more efficient resources and operational practices as cloud providers introduce them.
- Reduce travel impact
- Support remote working and provide access to tools like Zoom, Lucidchart and Miro to encourage and facilitate this and thereby reduce our carbon footprint. We have written an open-source “Remote Working Playbook” which is available to anyone via our website.
- Reduce the production of waste
 - Develop effective waste management and recycling procedures.
 - Dispose of unavoidable waste in a way to minimise its environmental impact.
 - Have a largely paperless office environment.
- Be as energy efficient as possible
 - Ensure lights are switched off or on automatic sensors, use natural light where possible
 - Ensure office equipment has automatic shutdowns.
 - Review procurement practices to ensure we benefit from any available energy offsets.
 - Ensure heating and cooling systems on premises are energy efficient.

We have reduced our office space significantly during 2020/1, including closing physical offices in Bristol, Lisbon, Sydney and Berlin. In the UK we have offices in Manchester, Leeds and London, allowing us to provide local resources for projects, thus reducing travel.

Equal opportunity Theme 4 MAC5,6

EQUAL OPPORTUNITIES

Equal Experts has longstanding commitment to advancing diversity, equality and inclusion. We operate in ways that supports clients to deliver their Public Sector Equality duty under section 149 of the Equality Act 2010.

We will continue to:

- Run annual network-wide diversity and inclusion surveys in partnership with EqualPlus.
- Invest in workshops and training to help teams improve safety and inclusion.
- Host events for minority groups, such as 10 Digital Ladies and Women Who Code.
- Provide family-friendly and dignity at work policies – We are UK's 2nd best place to work (Glassdoor, 2020).
- Continuously evolve recruitment processes to improve diversity, equality and inclusion, and provide unconscious bias training for our recruitment team.
- Engage Druthers, executive search specialists in building inclusive teams, to broaden our team diversity.
- Where possible, provide opportunities to employ and develop more people with protected characteristics in new skills relevant to the contract.
- Support individuals with protected characteristics, e.g. independent consultancy EqualPlus runs annual anonymous psychological safety surveys, supplemented by monthly team-health questionnaires.
- Make appropriate adjustments where practical to support and develop individuals with physical, mental and hidden disabilities.
- Regularly monitor our performance (e.g. Cabinet Office CAESER, B Impact Assessments) to help develop annual improvement plans.

MODERN SLAVERY

Equal Experts is covered by the Modern Slavery Act 2015. Our policy statement is published at <https://www.equalexperts.com/modern-slavery-policy/>, reviewed annually and updated when necessary. We complete the CCS Modern Slavery assessment annually, most recently in December 2021. Relevant policies, processes and procedures are reviewed annually (e.g. Employee Team Charter, Whistleblowing Policy, Code of Conduct for Suppliers).

We undertake due diligence when considering taking on new suppliers, and regularly review existing suppliers. This includes evaluating modern slavery risks. We are members of Sedex Global and use their services to review our extended supply chains and provide confidence to our clients.

Wellbeing Theme 5 MAC7,8

HEALTH AND WELLBEING

Equal Experts promotes psychological safety, trust, inclusion and a “grown-up” culture throughout our workforce. We work closely with our clients to support the health and wellbeing of our team members, establishing onboarding practices and developing local

team charters to ensure new recruits are welcomed and made to feel safe. We support the six standards of the Mental Health at Work Commitment and the Race at Work Charter.

- We run monthly team-health surveys, using results as a KPI for engagements.
- Equal Plus, an independent consultancy, regularly surveys our people's Psychological Safety. The results are published to our network of staff and suppliers and inform our executive team of potential risks.
- We have inclusive and accessible recruitment and retention practices to ensure people feel valued (Glassdoor ranked us 2nd best place to work in 2020). We offer flexible and remote working and encourage staff to take regular breaks, “Movement Snacks” (workstation exercises), holidays, online team-events.
- We provide awareness training and guidance through our policies, ExpertTalks and playbooks.
- We offer private medical cover for our UK employees and their families, including encouraging exercise and other preventative measures.
- We regularly host public online ExpertTalks on Health and Wellbeing, e.g. “Avoiding Burnout”.

INTEGRATED COMMUNITIES

- We foster an open, inclusive working culture e.g. 'no-blame' retrospectives help us learn from each other's perspectives.
- We hold socials and lean coffee sessions to ensure a welcoming culture that leads to better team bonding and working relationships.
- For physical health we have an annual Walkathon competition for staff, clients and partners, which encourages physical activity and raises money for charity (£45k in 2021).
- We encourage companies in our supply chain to implement measures to improve the physical and mental health and wellbeing of employees and implement standards in the Mental Health at Work commitment.