

Mobile accelerator for cloud-based digital services

Provisioning of mobile cloud based services to accelerate cross-platform mobile application development for Android and iOS. Enabling Continuous Delivery (CD) and Continuous Integration (CI) to facilitate continuous evolution and innovation of mobile cloud applications. Standardised development on reliable, cloud platforms focuses organisations on the core challenges of mobile development.

Mobile application development can be accelerated by leveraging third party best in class tooling and approaches, and by integrating key components that fast track development across iOS, Android and Windows. By leveraging external cloud-based services, engineering teams are able to focus on the core task of development in a more streamlined and efficient way. Whether application development is handled in-house by organisations, or externally by a supplier, or a combination of both, Equal Experts' mobile accelerator service brings cloud service support to mobile projects.

Features

- Application rationalisation minimising dependencies and complexity
- Cloud based prototyping and testing accelerates workflow design and decision-making
- Enables Continuous Delivery (CD) and Continuous Integration (CI)
- Selection and integration of services including Buddybuild, Bitrise, Nevercode, TestFlight
- Cloud-based testing and automation provisioning and setup
- Push notification provisioning via Amazon SNS, Google Firebase, Urban Airship
- Mobile analytics integration via Google Firebase, Fabric, Adobe Omniture, Flurry
- Support, monitoring and alerting via services including Datadog
- Mobile cloud engineering expertise and knowledge transfer to team members
- Rationalise app store administration and improve launch security and speed

Benefits

- Shortens development cycles to enable 'test learn iterate' innovation delivery
- Gathers rapid feedback to enable data driven decisions
- Improves resilience and reporting for IT Operations
- Reduces operating costs through increased standardisation and application rationalisation

- Streamlines the workload with modern provisioning and deployment techniques
- Shares expert level knowledge to fast-track future app development
- Saves time and cost building push notification services into apps
- Ensures cloud app and service launches are seamless and secure

The mobile accelerator service complements an organisation's team skills by adding in expert level tools to help them work smarter. Organisations which take this approach are able to set up, develop and deliver mobile software projects via the cloud with ease, speed and confidence. Often organisations find that whilst they may have engineering or development teams in place to deliver software, there is a substantial burden in testing, provisioning and deploying software that detracts from the core engineering effort. This service removes the pain of mobile cloud app provisioning - we help define a framework for the engineering pipeline ensuring teams can deliver quickly and effortlessly.

Our service is recommended for any public sector organisation embarking on cloud technology adoption for the delivery of mobile apps and services where they wish to streamline delivery and focus on engineering, not on the build and test pipeline and peripheral app support.

Our mobile accelerator service enables the following capabilities:

- Continuous Integration - ensuring a seamless development environment in which to manage software projects, including setup of TDD (Test Driven Development) and other test environments and build pipeline
- Continuous Delivery - facilitating a test, learn iterate approach to deploying mobile products to the live environment
- Service Integration - enabling engineers to quickly add core cloud based capabilities such as Analytics, Service Monitoring and Alerting, Push Notifications to apps and services
- Application Rationalisation - enabling streamlining of code, services and apps
- Cloud prototyping - to accelerate decisions
- App Launch - app store identity access management and rationalisation
- Knowledge transfer of Mobile Accelerator capabilities

Equal Experts has significant hands-on experience of building software for organisations at scale, organisations in which mobile is increasingly central to everything they do. Our mobile accelerator offering covers all aspects of acceleration for cloud based mobile services.

Our approach to mobile acceleration

Our approach to mobile acceleration is to work closely with key organisational stakeholders to understand the ambition and any technological or policy related constraints. We are able to help across the whole landscape:

- app provisioning
- set up of test environments and build pipelines
- integration of analytics
- push notifications
- monitoring and alerting services
- app launch / app store submission streamlining

Equal Experts is primarily a delivery organisation, working onsite with our clients and taking responsibility for end-to-end multi-channel software applications and platforms typically deployed or migrated to the cloud. We use rigorous, disciplined engineering practices and processes that help to improve productivity, optimise throughput and allow for continuous learning and improvement.

More and more, for us and our clients, mobile is central to a digital experience, both for end users and operationally. Equal Experts assists clients with software, and increasingly with the mobility capability required in order to successfully deploy, deliver, manage and operate that software in the cloud. In addition to our engineering offering, Equal Experts has developed a specialism in enterprise mobility, helping our clients put in place the right mobile technology to operate successfully in the modern age.

Typically in our client engagements, we bring:

- Consulting expertise - helping to define goals
- Technical know how - helping to realise those goals
- Industry and product expertise - helping to find the best fit

Our team of consultants works with clients at all levels (and often with diverse stakeholder groups) to define the current state and the ambition, helping to explore what's possible and optimal. We help define the optimal future state and make technical and product recommendations based on the specific circumstances and objectives. We are agnostic as to mobility cloud suppliers, and help to find the best solution that's right. We then work with teams to set up, implement and adopt new mobility capabilities, so they 'just work' for the organisation.

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To embed new capabilities effectively, our consultants take hands-on roles. Our consultants all have many years experience, and we tailor particular practices to address specific organisational constraints – we recognise that every organisation is different and there is no “one size fits all” approach.

The depth of experience of our consultants means they are mature, pragmatic, and have an approach grounded in hands-on digital experience. All our consultants are selected based on their demonstrated understanding of how a successful mobility strategy can transform an organisations’ ability to operate successfully. Passing this expertise and understanding to our clients is a key, and unique, advantage and value provided throughout our engagements.

Equal Expert’s mobility principles:

- Technology changes rapidly so organisations require flexibility and the ability to adapt and scale.
- Mobility supports other dependencies so mobility change programmes must be swift and simple to deliver.
- Mobility should ‘just work’ for organisations and should enable users.

Outline engagement structure

After identifying project stakeholders and objectives we embark on the following phases:

- Phase 1 focuses on understanding the current state, the ambition (the desired future state) and undertaking a gap analysis
- Phase 2 focuses on research and gathering inputs to inform the mobility strategy and may cover people, processes, technology, trend analysis and supplier evaluation
- Phase 3 makes a recommendation, engaging with appropriate stakeholders and working closely with all relevant contributors to devise this
- Phase 4 focuses on implementation, working collaboratively to implement and embed change across the organisation’s people, processes and technology

Examples of mobile acceleration in action

Equal Experts recently engaged with the Mobility Team of a major government department to help identify from a population of over 13,000 iPhone users, the main areas where mobile native application development could solve a real user problem. The outcome of

the research was to be used by the senior leadership team to assess whether further funding should be provided to take these opportunities through to production.

We kicked off with proposition and user research, with mobility users surveyed as to their tasks / satisfaction / usage & attitudes, and correlation analysis used to identify cohorts. This was followed by rapid understanding of the domain through close collaboration and knowledge transfer from client stakeholders, with a combination of quant (surveys) and analysis / exploration of current roles and responsibilities to validate user cohorts and their burgeoning needs and frustrations.

We conducted 28 user interviews across 22 roles to extend our understanding and motivation, and deepen cohorts, with 18 follow up interviews across 4 roles looking at time on task / frequency / frustrations to validate efficiency and cost savings for primary and secondary cohorts.

We conducted broad brush analysis for alignment of primary needs across user cohorts, and to aid prioritisation of key problem areas or opportunities to take forward into deep-dive exploration, using observation and interviews with each of the identified cohorts - to map their workflow and pain points to inform hypothesis generation during the design sprint.

A summarised and open reporting of mapped research findings was provided to client stakeholders at each step. Our survey confirmed that while there was some dissatisfaction with basic features such as attachments, contacts, accessing documents, carrying two phones, and tethering, an agreed roadmap for change was addressing the most important areas of dissatisfaction.

We also found that interviews proved more valuable for understanding people's day-to-day work, giving insights as to where mobility could solve a real problem. Frontline staff provided a rich source of opportunities with visiting officers identified early as a high impact opportunity. Fraud investigators, trainers, surveillance officers and other specialist roles are highly mobile, with likely many opportunities to solve real day-to-day problems with mobile.

A collaborative research-lead design sprint (3-4 days, during week two) with the core user roles / cohorts represented, led to an alignment of identified primary user needs and opportunities, evolution of a number of hypothesis solutions for primary aligned issues, and we collaboratively (across cohorts) designed lightweight prototypes based on the identified journeys in order to build a focused proposition to solve the primary need.

We developed a clickable prototype to take our proposition through usability testing across the personas to measure success, with the initial proposition and user research iterated further based on feedback and research findings. Amongst a 'low-tech' user group (average age ~50) the response was overwhelmingly positive in that they could see themselves using the app. Our testing surfaced that they have considerable 'down-time' between visits which is currently underutilised because of lack of access to office based information, with all visiting officers responding stating they estimated the app could save them significant time.

Water utility field engineer application

Another of our mobility clients is one of the UK's largest water and wastewater services providers, serving some 15 million customers with fresh water and associated wastewater utilities. Doing so requires an impressive workforce; the organisation employs over 6,000 employees, of whom a significant percentage are blockage engineers working on their extensive sewer network.

These are the people getting their hands dirty (so to speak). They're also among the first beneficiaries of our client's transformation programme – through which it aims to offer the leading UK customer experience in Water and Utilities.

Equal Experts is delivering the digital platform that will underpin the organisation's new digital capabilities, and embedding the ways of working that will help it benefit from an agile approach in the longer term. But in keeping with our thinking on transformation, we were also keen to deliver meaningful value as quickly and frequently as possible.

For our first release in early 2018 we identified an opportunity to help blockage (field) engineers – by focusing on an ageing legacy application used in the field. Blockage engineers used the application to manage their day-to-day work, but the application ran on ageing Panasonic Toughbook laptops and was very difficult to change, with minimal flexibility and a poor, outdated user experience.

We assigned a multi-disciplinary team comprising a Delivery Lead, Technical Lead, UX Specialist/Researcher, DevOps Engineer, and a Mobile Engineer, for a short, time-boxed three week discovery exercise undertaking user research and project due diligence on a proposed development of a Field Engineer native application and associated interface layers.

To identify potential improvements, we worked closely with the engineers to understand where their pain-points were. From this, we were able to look at ways to optimise the underlying workflows that guided their current work.

We followed a lightweight research framework to enable the project team to develop a shared understanding and agreement amongst a diverse stakeholder group of the following:

- project context and broader business objectives.
- project vision, and to enable the sharing of that vision amongst the team and beyond.
- validation of Field Engineer workforce processes and user needs.
- validation of technical scope and mitigation of technical and organisational risk through cross-referenced verification of known inputs.
- a baseline of assumptions and assertions at project outset for tracking and performance review.
- a clear pattern for ways of working, likely release plan and estimates for subsequent delivery.

Our team provided usability, delivery and technical expertise, collaborating with our client stakeholders and team members to deliver the following outcomes, following an iterative process:

Establish The Field Manager Project Vision

- Align on a series of statements setting out the aim of the project; the ‘design, build and release of a new native application to Field Engineers in 90 days’
- Establish a set of clearly defined success criteria and KPIs
- Develop a measurement framework and initial funding case to support further phases
- Delivery of User Research, New User Journeys and Initial UI Prototype
- Conduct a two-day field study with engineers to understand working day context, observe
- As Is workflow and app interaction
- Deliver an initial set of proposed user journeys and information architecture
- Conduct a two-stage, user feedback session to refine proposed user journeys and initial feature set, and validate the proposed new design of the field engineer UI
- Develop a clickable prototype for further refinement and an initial definition of the user requirements

Validation of Technical Solution

- Working with our client's architecture and technology teams, document the target architecture, aligned technology concepts and options for how the platform could evolve and innovate over time

Dependency Investigation

- Working with our client's and the legacy system provider's offshore teams, form a detailed understanding of the schema and data structure for legacy system integration
- Develop a sequence flow, and a likely approach to legacy system integration
- Establish a direct legacy system connection as verification of a key dependency

POC Build (Production Ready, Read Only API)

- Build a first iteration of a read only API, deployed on an Azure/Kubernetes cluster, hosting dummy data connected to a native smartphone application
- Establish a first iteration of an automated build and deployment pipeline

Delivery Plan

- Deliver a documented delivery approach for next phase delivery with agreement and input from our client on workflows, ceremonies and delivery team set up including workspace provisioning
- Create a backlog of work for sprint 1
- Agree a release plan and timelines
- Identify Assumptions/Risks with mitigation plans
- Agree resource and cost estimates

The outcomes were reviewed and refined by our client throughout the discovery and research exercise, during a series of kick off workshops at the start, and at the end of each week as a show-and-tell and progress review session.

The outcomes of the discovery were presented back to the client leadership team at the end of discovery for agreement to proceed into the subsequent delivery phase of an MVP application. The MVP was released to production within about 12 weeks, and we continue to enhance and evolve the app post MVP.

One example of the success of the app is our redesigned mobile UX: previously, the data capture form for a flooding event required a 42-page training document to explain how to complete it. In the new app, we've redesigned the questions to make them far more

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intuitive for engineers to complete, replacing complex and convoluted workflows with single-minded calls to action that make the next step clear.

Engineers close out at least six jobs during a shift; on the legacy Toughbook application they'd have to choose an appropriate code from a list of hundreds (covering both the waste and clean water sides of the business). We've managed to consolidate this into a list of just 15 context-sensitive codes, dramatically reducing the amount of time it takes to accurately close a job.

As a result of our work, that enormous training document is now surplus to requirements, with the simpler workflows improving compliance and making engineer onboarding much quicker.

Tech-wise, the new digital platform runs lightweight microservices within the app, which integrate with the legacy backend. This approach has brought modern benefits; the platform is auto-scaling and auto-recovering, and supports continuous integration and delivery pipelines to ensure a steady flow of future improvements (a phenomenon that any blockage engineer would approve of).

The benefits don't end there, either:

- The client now owns the user journeys, allowing it to make further changes much more easily
- Data captured out in the field is kept within the organisation
- End-of-life system components can be retired
- Demand for the ageing Toughbook hardware is significantly reduced

Field engineers can now focus on the task at hand, supported by an enterprise mobile app that's designed around the reality of their working day.

Early user testing has been unanimously positive. Our pilot deliberately targeted engineers who were either resistant to change or had little digital experience; they were immediately and unanimously positive about the new app.

This is a big win as far as this piece of work goes – and just as importantly, it's an early, momentum-building test for our client's overarching transformation programme.

Team

We are different. Equal Experts is a global community of 500 permanent staff and 4000+ associates, including ~800 active independent consultants and ~1200 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, experience and cultural fit above all else. After a rigorous selection process, experts are added to our network, whether we need them immediately or in the future.

90% of our consultants have >12 years of experience (average >18 years) 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 standard working model for teams is hybrid remote first/onsite, with a core generally located in proximity to client offices, minimising travel costs and environmental impact. This ensures they can be onsite for workshops, meetings, and onboarding activities, and can work collaboratively with client team members, stakeholders and other suppliers. In the words of one client 'your 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

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- DevOps consultants
- Developers
- Testers
- Business and performance analysts
- Accessibility experts
- Service designers
- User experience designers
- Content designers
- User researchers

If a client needs other specialists or niche skills, we can rapidly and confidently engage with other organisations in our established ecosystem of proven partners. Each consultant is interviewed by EE to ensure a high level of knowledge before we provide them to clients.

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 many standard GDS assessments. Many of our consultants have active SC clearance level (some have DV) 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:

- His Majesty's Revenue and Customs (HMRC)
- Ministry of Justice and His Majesty's Prisons and Probations Service (HMPPS)
- Department for Work and Pensions (DWP)
- His Majesty's Passport Office (HMPO)
- Department of Health and Social Care (DHSC)
- Department for Environment, Food & Rural Affairs (DEFRA)
- Department for Business, Energy & Industrial Strategy (BEIS)
- 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)
- His Majesty's Courts and Tribunals Service (HMCTS)
- States of Guernsey
- Cabinet Office
- Government Digital Service (GDS)
- Valuation Office Agency

Why choose Equal Experts?

Equal Experts' 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 and 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 can 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.

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And for our clients, it translates to better services, delivered faster and at lower overall cost. We were ranked 4th in Glassdoor's Best Places to Work 2024 and 15th in Newsweek's Most Loved Workplaces 2022.

It also means our people have the expertise and consultancy skills to help transfer knowledge of new ways of working to our client's team members, helping to build their 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 Business Units in the UK (London and Manchester), USA, South Africa, EU (Germany), Australia, and India.

We're proud to be one of the top suppliers to the public sector via the G-Cloud and DOS frameworks. Our services are also available through RM6100 Technology Services (Lots 1, 3d) and RM6263 Digital Programmes and Specialists (Lot 1), RM6195 Big Data and Analytics (the only supplier on all 6 capabilities) and RM6335 DALAS (Lot 2a), and various DPS Frameworks, including RM6094 Spark, RM6173 Automation Marketplace and RM3764 Cyber Security.

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

Planning

To build detailed knowledge of the context and domain for any project, an initial phase of planning, definition and knowledge transfer will generally take place at the start of an engagement.

We have found that this takes place most effectively through a short time-bound inception to develop a shared understanding and agreement on vision and objectives across a broad stakeholder group. This covers the business, technical and user aspects of the project and the outputs may include user personas and scenarios, key user journeys, as-is and desired business processes, a prioritised backlog of user stories, technical constraints and vision, and a release roadmap and plan. The techniques and principles applied are also used on an ongoing basis throughout the course of delivery, to ensure the solutions developed are fit for purpose and meet real and changing user needs.

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This initial inception phase can be contracted separately if required.

Setup and migration

In addition to ongoing development and operation of live cloud-based services, we can help with the initial set up and migration as part of a transition to cloud. We look for opportunities to automate processes (for example, test, deploy) that will yield real benefit and high ROI. Our approach helps to address integration, dependencies and risk early. We capture actionable metrics to measure and manage progress towards meeting the agreed success criteria and KPIs identified for building and operating the service. The highly collaborative, interactive processes we follow foster continual learning and improvement of services. They help to establish and evolve the overarching service design, management processes and the team capabilities.

We can ensure projects hit the ground running through our experience in designing, configuring and setup of many continuous delivery and automated cloud deployment environments. These techniques allow software to be repeatably and reliably deployed and tested through each stage into production on the cloud. We have substantial experience when it comes to the tooling required for continuous delivery and automated software deployment, greatly facilitating the software set up, build and migration process, which increases programme productivity and reduces project risk and cost.

Quality assurance and performance testing

All our consultants have extensive experience of both manual and automated testing, including performance testing, continuous integration and delivery into production environments at scale. With all clients we actively encourage the adoption of robust and meaningful automated test coverage, delivery and test techniques, to reduce risk and safely increase delivery velocity. We are happy to work with a clients existing quality management system (QMS) where appropriate.

Security services

We hold ISO9001:2015 Quality Management System, ISO27001:2017 Information Security Management System, Cyber Essentials (IASME-CE-018168) and Cyber Essentials Plus (IASME-CEP-003763) certifications.

We can provide the following security services if required:

- Security strategy
- Security risk management

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- Security design
- Security incident management
- Security audit services

Training

For every client, we aim to transfer and embed knowledge of technology and process innovation. Our consultants help improve our clients' internal competencies and build long-term sustainable capability, as they migrate to modern cloud-based products and services. We tailor particular practices to address specific organisational constraints – we recognise that every organisation is different and there is no “one size to fit all”.

The depth of experience of our consultants means they are mature, pragmatic, and have an approach grounded in hands-on digital experience. This is key to our ability to help with training, upskilling and building knowledge of new ways of working within client team members. All our consultants are selected based on their demonstrated understanding of how intelligent and innovative uses of technology are being put to work to provide competitive advantage across industries. Passing this expertise and understanding to our client team members is a key, and unique, advantage and value provided throughout our engagements.

We tend not to offer classroom-based training as our consultants are happy to share their knowledge throughout a project. They take responsibility for helping individual client team members adopt new practices and ways of working.

Ongoing support

Our operational philosophy is “you build it, you run it”. The delivery team responsible for the development of a live service usually also takes responsibility for its operation. We have found that development teams which support their own products are motivated to deliver higher quality, more robust and maintainable code.

When a service is live with real users we expect the delivery team to provide 2nd line (infrastructure, in conjunction with hosting support agreements) and 3rd line (applications) support during business hours. We can agree an appropriate model for 24/7 on-call coverage if required - see our G-Cloud On-Call Support offering for details. We typically establish an on-call rota with delivery team members assigned on a weekly basis.

Our experience is that digital services are never really finished and that it is important to retain some level of investment to allow the addition of new features as the needs of customers (both internal and external) change. Our design of the end-to-end service can

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include establishing Service Level Agreements for ongoing service evolution and operational support (ensuring agreed levels of service availability).

User support

We provide an engagement manager on all G-Cloud engagements with responsibility for ensuring customer objectives are met, and for addressing any issues with service delivery. Our engagement managers act as an escalation point, and can be reached via phone or email, to respond to issues beyond the control of the team providing the service. Engagement management is included within our service pricing.

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Social Value

Tackling economic inequality

Theme 2 MAC2,3

ENTREPRENEURSHIP AND TRAINING

For GCloud contracts, we will:

- Flow ~65% of revenues to our Associate supplier network (small, entrepreneurial businesses).
- Expand and assign consultants from EE's Evolve programme, which mentors technology practitioners to become expert consultants.
- Work with specialist partners (eg. SigmaLabs, NorthCoders) to develop skills for under-represented and early-career candidates, assigning them to our teams and using our expert consultants to coach and train them.
- 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.
- Where possible, 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 eg. SigmaLabs, Coding Black Females.

- Continue hosting events for minority and under-represented groups, for example, 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.

For G-Cloud contracts, we will:

- Procure in a fair and open, PCR2015 manner.
- Establish innovation programmes to identify and onboard new micro businesses.
- Encourage suppliers to diversify their supply chain in line with our goal to increase supply chain resilience.
- Increase supply chain governance using recognised bodies such as sedex.com.
- Measure and increase staff characteristics and success in our associate/supplier diversity (eg. %spend with each supply group across micro, SME and collectives; %of start-up suppliers still in business after three years).

Fighting climate change Theme 3 MAC4

Equal Experts has a robust Environmental Policy, aligned with PPN06/20 Theme 4, PPN06/21 and the UN Sustainable Development Goals, which details commitments to reduce our environmental impact holistically across the organisation. We have published and updated our plans annually since 2019, meeting the government's Streamlined, Energy and Carbon Reporting legislation (SECR), initially reporting Scope 1 and 2 emissions. Our [Carbon Reduction Plan](#) is published on our website and has been certified to meet PPN06/21 requirements by CCS.

EE is committed to achieving net-zero Carbon emissions by 2030. We are actively exploring investments in innovative, effective carbon-offsetting initiatives to achieve this target. Our internal Carbon Net-Zero Governance working group advises the Exec Team on meeting the 2030 net-zero target.

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 migrate to more efficient resources and operational practices as cloud providers introduce them.
- Encourage and support remote and hybrid 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.

- Assign local staff to client engagements whenever possible, to reduce travel impact.
- Use flexible co-working spaces with high BREEAM ratings.
- Reduce office material consumption and waste eg. printers and paper, recycle and reuse wherever practical.
- Reduce energy and water consumption.
- Consider the environment in our branded merchandise used at events and promotional activities, particularly reducing plastic use and local sourcing.
- Improve our recycling efforts, particularly IT equipment (our largest relevant expenditure in this area), and deliver social benefits through reuse wherever possible.

Equal opportunity Theme 4 MAC5,6

EQUAL OPPORTUNITIES

Equal Experts has a longstanding commitment to advancing diversity, equality and inclusion. We operate in ways that support clients to deliver their Public Sector Equality duty under section 149 of the Equality Act 2010. We are Level 1: Disability Confident Committed and members of the Business Disability Forum.

For G-Cloud contracts, we will:

- Run monthly team psychological safety surveys, share results with teams, help teams identify and support improvement actions.
- 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 were placed 4th in Glassdoor's Best Places to Work 2024).
- 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.
- Make appropriate adjustments where practical to support and develop individuals with physical, mental and hidden disabilities.
- Regularly monitor our performance (eg. Cabinet Office CAESER, B Impact Assessments) to help develop annual improvement plans.

MODERN SLAVERY

EE is covered by the Modern Slavery Act 2015. Our [published policy statement](#), processes and procedures are reviewed and updated annually (eg. Employee Team Charter, Whistleblowing Policy, Code of Conduct for Suppliers).

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We will 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 will 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 team members 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 and encourage our supply chain to do the same.

For G-Cloud contracts, we will:

- Run monthly team psychological safety surveys, share results with teams, help teams identify and support improvement actions.
- Promote inclusive and accessible recruitment and retention practices to ensure people feel valued (Equal Experts was placed 4th in Glassdoor’s Best Places to Work 2024).
- Offer flexible and remote working and encourage staff to take regular breaks, “Movement Snacks” (workstation exercises), holidays, online team-events.
- Provide awareness training and guidance through our policies, ExpertTalks and playbooks.
- Offer private medical cover for our UK employees and their families, including encouraging exercise and other preventative measures.
- Host public online ExpertTalks on Health and Wellbeing, eg. “Avoiding Burnout”.

INTEGRATED COMMUNITIES

For G-Cloud contracts, we will:

- Foster an open, inclusive working culture eg. 'no-blame' retrospectives to help us learn from each other's perspectives.
- Hold socials and lean coffee sessions to ensure a welcoming culture that leads to better team bonding and working relationships.
- For physical health, hold our annual Walkathon competition for staff and family members, clients and partners, which encourages physical activity and raises money for charity (1200 participants, £136k raised in 2023).

- Encourage companies in our supply chain to implement measures to improve employees' physical and mental health and wellbeing, and implement standards in the Mental Health at Work commitment.