

G-Cloud 15

Service Description Document

WAN Assurance Services

Convergence Group Lot 3

Cloud Support

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Section 1

Introduction

Why Convergence Group?

At Convergence Group (CG), we want to change the world of telecoms and network infrastructure for the better - giving you fast and reliable connectivity in a fairer and more flexible way.

Founded in 2004, Convergence Group has built an enviable reputation as an expert with LAN, Wi-Fi, WAN, Security and all the vital elements of business networking. With our highly skilled engineers, established network inventory build process and UK-based Network Operations Centre, our technological expertise combines to provide you with a complete network solution.

We are a well-capitalised and financially robust business, currently employing approximately 130 people, with annual turnover of £46 million and annual EBITDA of £9 million. We have provided connectivity to business locations for 20 years and we have organically built a network platform to support the successful transportation of an estimated 745,000 business users, across 6,300 fibre and copper connections. This connects over 4,000 buildings throughout the United Kingdom and Ireland.

Convergence Group at a glance:

- Tier 1 carrier grade network with accredited infrastructure (HSCN)
- UK-based Network Operations Centre (NOC)
- Highly skilled and experience engineers
- Our strategically positioned UK workforce ensures comprehensive coverage and expertise nationwide.
- We can provide a total network solution including LAN, Wi-Fi, WAN and security
- Range of private, direct connections to cloud providers such as Azure, AWS, Oracle, IBM and Google Cloud Platform
- Our services are underpinned by heightened government-grade security across internet, voice, cloud & private WAN site-to-site inter-connectivity solutions
- Financially strong and stable organisation

Section 2

WAN services overview

At Convergence Group, we deliver a carrier-agnostic WAN service. That simply means we aren't tied to one carrier. We're free to use whoever we choose to get the best fit for your sites, using wholesale partnerships and Network-to-Network Interfaces (NNIs) from the UK's leading carriers and trusted international operators. This enables nationwide coverage and flexible access options as part of a fully managed, single-supplier solution.

If resilience is essential, and for many of our customers it is, we can provide dual connections from different carriers. Therefore, if one link has an issue, your organisation can still keep on going. Our WAN offering even includes a range of connection types too. This makes it easy to build a secure, scalable network that works just as well for public sector organisations as it does private businesses.

Behind our WAN service sits our highly resilient MPLS network. This helps deliver secure, high-performance connectivity that you can rely on day in, day out. Designed with redundancy and failover at its core, our network ensures consistent uptime and low-latency performance across all connected sites. What's more, security runs throughout the platform, keeping sensitive data safe.

Every MPLS connection comes with clear, comprehensive Service Level Agreements (SLAs). This means you'll have clear assurances on service availability, performance benchmarks and customer support. True peace of mind for you – and for us.

Our MPLS network underpins everything we do. For clarity, we group our WAN products into the following framework:



Category	Technology	Description
Access Connectivity	SoADSL, FTTP, SOGEA, Ethernet (Fibre), 4G/5G, Satellite, Radio	Physical circuits connecting customer sites
Private WAN	MPLS	Private WAN with routing, segmentation, and QoS
Direct Internet Access	Direct Internet Access,	On premises secure internet access
SD-WAN	Hybrid, Internet First	Smart, software driven WAN connectivity
Data Centre & Cloud Access	Cloud Connect, NNI's	Private connections to cloud/partner/data centre environments
Sector-Specific Access	HSCN	Compliance-based network connections for regulated sectors
Voice Access	SIP	Network paths optimised for real-time voice traffic
Security Services	Centralised & Local NGFW capabilities	Modularised security, spanning across all products
User Access	Remote Access VPN, SSE	Remote access and Secure Services Edge solutions

Access Connectivity

Access circuits are the physical or wireless links that connect customer sites (like offices, branches, data centres) to our core network. It's the first building block of any WAN or internet service, and without it nothing else can happen. These connections let your sites talk to each other, reach the cloud and access the wider internet.

Because every organisation works differently, access circuits come in a range of technologies, speeds and resilience options. Main types include:

- Fibre Ethernet (Leased Lines) – Fast, dedicated and built for heavy-duty connections.
- FTTP/SoGEA (Broadband) – Fibre-based shared access that keeps costs down.
- Radio – A wireless alternative when cabling isn't possible or you need things up and running quickly.
- Satellite – Ideal for rural sites or rapid deployment where standard circuits aren't available.
- 4G/5G – Wireless options for fast, flexible deployment.

- SoADSL – Legacy copper broadband; used only where appropriate.
- Point-to-Point – Offnet Fibre connections between two customer sites.
- Cross-connect – Direct links into third-party data centre facilities.

These circuits support a wide range of services — MPLS, SD-WAN, Dedicated Internet Access (DIA), Cloud Connect, sector-specific solutions and voice. They can also include options like dual-carrier resilience, Quality of Service (QoS) and SLA-backed performance to keep things running smoothly.

Access circuits fall into two main categories:

Contended:

A contended access circuit is a type of internet or network connection where bandwidth is shared between a number of users. This means that performance can vary, especially at peak use times, as all users are trying to access the same resources at the same time.

Key Characteristics:

- Shared bandwidth: Users compete for the same capacity.
- Variable performance: Speeds can drop during busy periods.
- Lower cost: More affordable than uncontended (dedicated) circuits.
- Common in broadband services: eg, FTTC, FTTP (residential or business-grade).
- Not SLA-backed: Typically lacks guaranteed uptime or performance metrics.

Use Case:

Contended circuits are often used for sites that don't need mission-critical performance. Equally, they're a good option for those environments where a tight budget matters more than guaranteed speed.

Uncontended:

An uncontended access circuit is a dedicated network connection where the entire bandwidth is reserved for a single customer. That dedication ensures a high performance no matter when it's used.



Unlike contended circuits, where bandwidth is shared, uncontended circuits aren't liable to congestion or slowdowns. This makes them ideal for business-critical uses that require high reliability, low latency and guaranteed throughput.

Key Characteristics:

- Dedicated bandwidth, not shared with other customers.
- Symmetrical speeds, equal upload and download performance.
- Consistent, high-performance connectivity.
- SLA-backed, includes uptime guarantees and fix times.
- Ideal for voice, video, VPNs, cloud, and large file transfers.

Use Case:

Uncontended circuits are the go-to choice when your organisation depends on rock-solid, high-performance connectivity to keep critical operations running smoothly.

Private WAN

A Private WAN is a secure, enterprise-grade way to connect a number of customer sites through one reliable network. It provides advanced capabilities such as network segmentation and prioritisation of business-critical traffic, so customers can maximise the performance of key applications.

Public internet connectivity is usually delivered from a central point. This is done either through a critical customer site or a data centre using dedicated internet circuits, or through Convergence Group's own core network as part of our managed service. Either way, a Private WAN ensures a secure, resilient way to extend local networks across a wide range of geographical points to keep widely spread teams working as one.

Private WANs that use MPLS take things a step further. They allow you to segment your traffic logically over a single physical connection. This is ideal for organisations that need to enforce different routing, traffic shaping, security policies or support multi-tenant environments. Altogether, it's a clean, efficient way to give every part of an organisation the network experience it needs.

Key Benefits:

- Secure Connectivity: Isolated from public internet for enhanced security.
- Traffic Segmentation: Supports MPLS-based routing, shaping and policy control.
- Centralised Internet Access: Streamlined management and consistent security.
- High Performance: Optimised for business-critical applications.

- **Scalable & Resilient:** Designed for geographically dispersed networks with built-in redundancy.

Use Case:

A Private WAN is ideal for organisations that need secure, high-performance connectivity across a number of sites. Common uses included multi-site operations, hybrid workforces, critical real-time applications and compliance-driven industries.

Internet Access

Internet Access can be delivered in two straightforward ways: directly at the site using a **contended** or **uncontended access circuit**, (typically referred to as Direct Internet Access or DIA), or centrally as part of a **Private WAN** or **Hybrid SD-WAN** solution. The right choice simply depends on how your organisation works.

Direct Internet Access (DIA) gives a site its own dedicated route to the public internet through our core network. It's typically used in business environments where consistent, high quality internet performance is important. DIA works across all access circuit types and is often delivered as part of a fully managed service, so you don't have to worry about the technical bits, we handle it all.

Key Characteristics:

- **Direct path to internet:** Traffic is routed from the customer site into Convergence Group's core network and out to the public internet, bypassing shared consumer aggregation layers.
- **Service assurance:** DIA services often come with enhanced service-level agreements (SLAs) for uptime, latency and fault response.
- **Static IP options:** Commonly includes static or routable IP addresses, supporting secure VPN access or hosted services.
- **Flexible delivery:** DIA is not tied to a specific access type; it can be provided over different bearer technologies, depending on availability, cost and performance needs.

Use Case:

Ideal for organisations that require consistent and reliable internet access to support business-critical applications, remote access, cloud services, or SD-WAN underlay transport.

For peace of mind, we always recommend any internet connectivity requires a Security Service.

Centralised Internet Breakout

Centralised Internet Breakout lets multiple sites share a single, secure route to the internet. Instead of each location managing its own connection, traffic is routed through physical or virtual perimeter security devices deployed and managed by Convergence Group's highly resilient core network.

The benefit? You get one place to apply policies, protect users and monitor what's happening across the entire estate. It keeps security tight, management simple, and gives you the visibility and analytics you need to stay in control.

Use Case:

Ideal for organisations that need secure site-to-site connectivity, with guaranteed circuit quality and uptime under an SLA with internet access requirements.

SD-WAN

SD-WAN is a smart and flexible way to run your network. It uses software to intelligently manage and route traffic across multiple circuit types (all listed Convergence Group Access Circuits).

SD-WAN improves network performance, enhances agility and provides greater visibility and control, making it well-suited for organisations that are spread across multiple sites or those leaning heavily into cloud services.

All Convergence Group SD-WAN products offer centralised management, orchestration and analytics included. This means you can roll out new sites quickly, scale without fuss and keep a close eye on how your network is performing.

There are two approaches to SD-WAN: Internet First and Hybrid:

Internet First SD-WAN

Internet First SD-WAN is a network approach that lets each branch site connect directly to the cloud and the internet, rather than backhauling traffic through a central data centre. With Direct Internet Access (DIA) at

each location, you get reliable, high-performance connectivity where it's needed – helping your apps to run smoothly and give users a consistent, reliable experience.

SD-WAN makes the whole setup even smarter by securely managing and routing traffic across these connections. This gives you fine-grained control, better visibility and the ability to enforce security policies without slowing anything down.

Use Case:

This model is ideal for cloud-first organisations looking to optimise SaaS performance, reduce latency and simplify their network architecture.

How SD-WAN Helps:

- Enables local internet breakout for faster and more efficient cloud access.
- Uses application-aware routing to prioritise performance for SaaS and real-time traffic.
- Enforces consistent security policies through integrated or cloud-based security platforms.
- Supports dynamic scalability across distributed locations.

Benefits:

- Improved user experience for cloud applications.
- Reduced latency and network congestion.
- Centralised policy control and visibility.

Hybrid SD-WAN

Hybrid SD-WAN offers the best of both worlds by combining Private WAN connectivity with Direct Internet Access. SD-WAN takes care of the clever traffic management, giving you centralised visibility, consistent security and simple policy control across all circuits.

The result is a flexible, resilient and optimised network that keeps performance high, reliability solid and the greatest levels of efficiency.

Use Case:

Suitable for organisations that want to route traffic on the fly based on performance, priority and application. Send mission-critical traffic down the most reliable path, while steering less-sensitive workloads across standard internet connections. A simple way to get the best performance where it matters most.

How SD-WAN Helps:

- Provides intelligent traffic steering based on application, user or link conditions.
- Enables simultaneous use of multiple connectivity types with failover capabilities.
- Segregates traffic to ensure critical applications use the most reliable path.
- Maintains visibility and control across all network paths and endpoints.

Benefits:

- Enhanced performance and reliability.
- Improved resiliency and uptime through link diversity.
- Flexible and adaptive network design that supports changing business needs.

Connect and Partner Access

Connect and Partner Access is a complementary service to both Private WAN and SD-WAN. This service uses Convergence Group's MPLS core network to provide access to major cloud providers such as Microsoft Azure, Amazon Web Services (AWS), Google Cloud Platform (GCP) and Oracle Cloud.

Instead of sending traffic over the public internet, this service creates dedicated pathways that go through Convergence Group's own MPLS backbone and straight into cloud data centres. That means consistent bandwidth and latency performance and a far more secure way to reach your cloud environments. You can even connect to multiple cloud providers through a single network connection while keeping your data within a private network to meet security and compliance requirements.

Because Connect and Partner Access plugs directly into your existing Private WAN or SD-WAN setup, you manage your cloud connectivity through the same network infrastructure and support processes. It's a simple, scalable way to support hybrid cloud deployments with consistent policies that work across both on-premises and cloud environments.

Sector Specific Access

Convergence Group is a certified Consumer Network Service Provider, which means we're authorised, and technically able, to deliver HSCN connectivity to eligible public sector organisations. These services run over

our MPLS core network and peer directly into the Health and Social Care Network (HSCN), giving organisations a secure, compliant and dependable way to access critical healthcare systems.

Voice Access

As a managed service provider, Convergence Group partners with Gamma to deliver voice services as part of a fully integrated connectivity offering. This partnership means customers get both voice and data services from a single provider, while benefitting from Gamma's established voice network and competitive call rates.

The service is delivered through Convergence Group's own network infrastructure, so billing, support and service management all come from one place – making everything so much easier.

SIP Trunks: Gamma SIP (Session Initiation Protocol) trunks provide voice connectivity over IP networks. These replace traditional ISDN lines by delivering voice calls through internet protocol connections. These trunks connect customer phone systems to the Public Switched Telephone Network (PSTN) using Gamma's own voice infrastructure. This enables businesses to make and receive calls using their existing IP-based phone systems.

Channels: Each SIP trunk supports multiple voice channels at the same time, with each channel allowing one simultaneous call. You simply choose the number of channels you need based on how your organisation works: from 2 or 3 channels for a smaller business, to 30 or more channels for a larger organisation with a heavy call volume.

Security Services

Convergence Group partners with industry-leading cybersecurity vendors to deliver fully integrated, end-to-end security across our entire service portfolio. This ensures our customers benefit from best-in-class technologies, real-time threat intelligence and proactive protection across every layer of your network.

From secure connectivity and SD-WAN solutions to cloud access and managed services, we embed security into the core of everything we offer. This gives organisations the confidence to operate with confidence, even as the cybersecurity threat continues to grow.

We use advanced tools like next-generation firewalls, intrusion prevention systems, zero-trust frameworks and real-time continuous monitoring. What's more, because we're vendor agnostic, we can tailor each solution to match your risk profile, compliance needs and existing environment. The result is a protection level that is both flexible and scalable but doesn't compromise on performance, visibility or control.

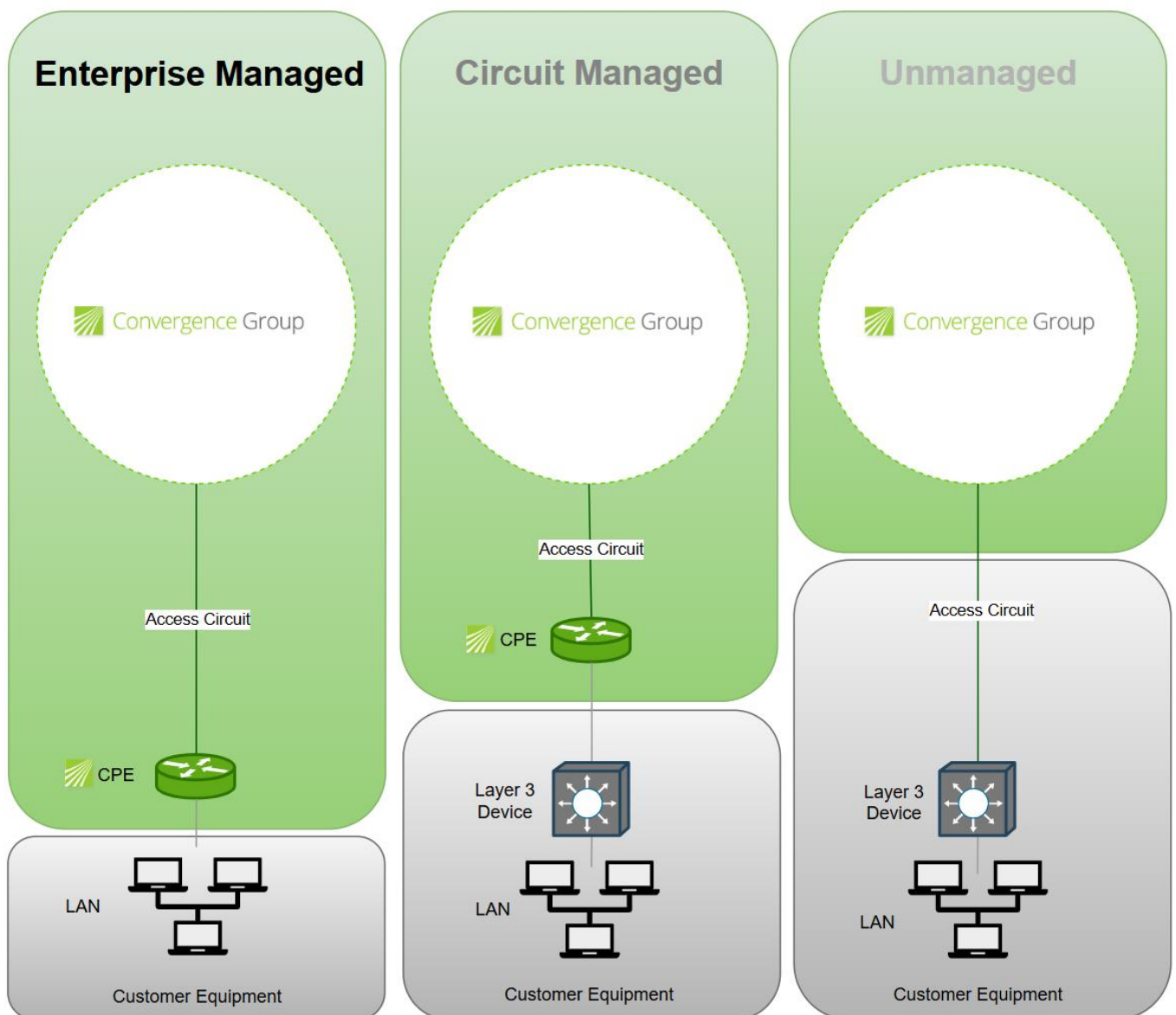
Next-Generation Firewalls (NGFW) provide the capability to secure any type of solution we offer. They can be used on a customer's site, keeping protection as close to the user as possible – for those who like to use an internet-first architecture. Or they can be used centrally as part of a Private WAN where the NGFW can act like an enforcement point to all additional services from Convergence Group – like Cloud Access, Voice Access and Centralised Internet Access. Either way, both options help ensure your network stays secure and easy to manage.



Section 3

Service Overview

Convergence Group offers three distinct service management tiers across our product range. Each tier is designed to deliver a level of support and control that suits the unique operational needs of an organisation.



Enterprise Managed Service

Our Enterprise Managed Service is a full end-to-end solution for organisations that want their network to 'just work' without the stress of configuring, monitoring or managing it themselves. You simply hand over technical responsibility to our specialists and we take care of it all.

What We Handle:

- Complete Technical Ownership: End-to-end network setup, configuration, installation, and ongoing optimisation with minimal customer technical expertise.
- 24/7 Proactive Management: Continuous monitoring with intelligent alerting systems that identify and resolve issues before they impact business operations.
- Dedicated Support: Access to certified network engineers who understand your specific environment and provide rapid, personalised problem resolution.

Key Benefits:

- Predictable Costs: Fixed monthly fees eliminate unpredictable network-related expenses and emergency support costs.
- Risk Reduction: Professional management reduces configuration errors, security vulnerabilities, and performance issues that result from internal management.
- Business Focus: Organisations can redirect IT resources from routine network maintenance to strategic initiatives that drive business growth.
- Guaranteed Performance: Comprehensive SLAs provide contractual uptime and performance guarantees, enabling confident business commitments.

Ideal For:

Organisations that view their network as a mission-critical infrastructure that 'just needs to work'. This leaves teams free to focus on core business priorities, growth objectives and strategic value, rather than getting tied down in day-to-day technical management.

Circuit Managed Service

Our Circuit Managed service is designed for organisations that want the best of both worlds. It's the chance to get professionally managed access circuits for Private WAN and internet connectivity from Convergence Group, plus you're free to keep full control of your own network configuration and security policies.

Such a hybrid approach allows you to benefit from reliable, monitored circuit connectivity, while staying flexible enough to use your own preferred Customer Premises Equipment (CPE) for routing protocols, security frameworks and network policies.

What We Handle:

- Circuit Provisioning and Ongoing Management: We manage the full lifecycle of the circuit, from ordering and setup to ongoing performance monitoring and optimisation.
- Circuit-Level Technical Support and Fault Resolution: We provide expert support to quickly diagnose and resolve connectivity issues, working with carriers as needed under strict SLAs.
- Dedicated Support: Access to certified network engineers who understand your specific environment and provide rapid, personalised problem resolution.

Customer Control:

- Provides and manages their own CPE (Customer Premises Equipment).
- Maintains full control over network routing, security policies, and internal configurations.
- Handles Layer 3 network setup and application integration.

Key Benefits:

- Professional Circuit Management: Expert circuit provisioning and monitoring without the cost of complete network management.
- Flexibility and Control: Freedom to implement preferred security solutions and network configurations while benefiting from reliable circuit connectivity.
- Cost Effectiveness: Optimal balance between professional service and maintaining internal control over critical network decisions.
- Reduced Complexity: Outsource circuit management complexities while keeping strategic network control in-house.

Ideal For:

Ideal for organisation that have existing technical skills but who need a professional level of circuit reliability and monitoring. They prefer to keep full control over their own security, routing policies and internal configurations – all supported by a reliably managed connectivity platform.

Unmanaged Service

An Unmanaged Service, often known as 'Wires Only', is a connectivity solution where Convergence Group is only responsible for the delivery and maintenance of the underlying access circuit. We don't manage any on-site hardware, configuration or internal services.

What We Handle:

- Provisioning of the Circuit: Convergence Group ensures the reliable delivery of the physical and logical connection (eg, Private WAN, DIA) to the customer's premises.

- **Network Core Management:** The service includes monitoring and maintenance of Convergence Group's network backbone to ensure high availability, performance and adherence to any applicable service-level agreements (SLAs).
- **Demarcation Delivery:** We provide and manage the service up to the designated hand-off point (eg, NTE), where the customer's network begins.
- **Support and Fault Management:** If a customer identifies a circuit issue, we will liaise with last-mile carriers and deliver resolution in line with our SLA commitments.

Customer Control:

- **On-Premise Equipment:** Customers are fully responsible for supplying, configuring and managing their own CPE, such as routers, firewalls, LAN switches and wireless.
- **Routing and Security:** The customer controls their routing protocols, IP addressing, NAT, VPNs and any security configurations.
- **Fault Identification:** As Convergence Group does not proactively monitor the circuits, it is the customer's responsibility to detect and report any faults.
- **Monitoring and Support:** As the customer manages their own equipment and edge network, ongoing monitoring and troubleshooting beyond Convergence Group's core network is outside the scope.

Ideal For:

- Organisations with in-house networking expertise
- Customers who prefer to maintain full control of their edge infrastructure
- Businesses looking for flexibility in equipment selection and configuration

Comparison Matrix

Service Category	Unmanaged	Circuit	Enterprise
Access to NOC	✓	✓	✓
Essential monitoring	✓	✓	✓
Customer relationship manager	×	✓	✓
Core network services	×	✓	✓
Enhanced monitoring	×	×	✓
Pro-active maintenance	×	×	✓
CPE router supplied and configured	×	✓	✓

Customer Layer 3 device required	×	✓	×
On-Site Installation Options	×	✓	✓
Managed Resiliency Options	×	✓	✓
HSCN	×	×	✓
Security Assurance (access control & auditing)	×	×	✓
LAN Configuration	×	×	✓
Vulnerability			
Patching			

Product Alignment

Service Category	Unmanaged	Circuit	Enterprise
Private WAN	×	✓	✓
Internet Access	✓	✓	✓
SD-WAN	×	×	✓

Section 4

Installation Options

An enterprise WAN rollout should always start with Advanced installations at the key sites. This ensures everything is configured correctly, works reliably and is fully documented from day one. It sets the standard for the rest of the deployment, making the wider rollout consistent, scalable and far easier to manage.

	Standard	Advanced		Self	
	Suitable for repeatable deployments, small to medium site sizes, standard WAN products.	Required for sites as part of an enterprise deployment, large sites, data centres, head offices/critical sites, POC's and campus networks.		Customer's own resource with assistance from our support team remotely.	
Service	Installation of Equipment	Circuit Testing	Device Configuration	Device Testing	Device Onboarding
Standard	✓	✓	✓	✓	✓
Advanced	✓	✓	✓	✓	✓
Self	✗	✗	✓	✓	✓

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Section 5

Security Options

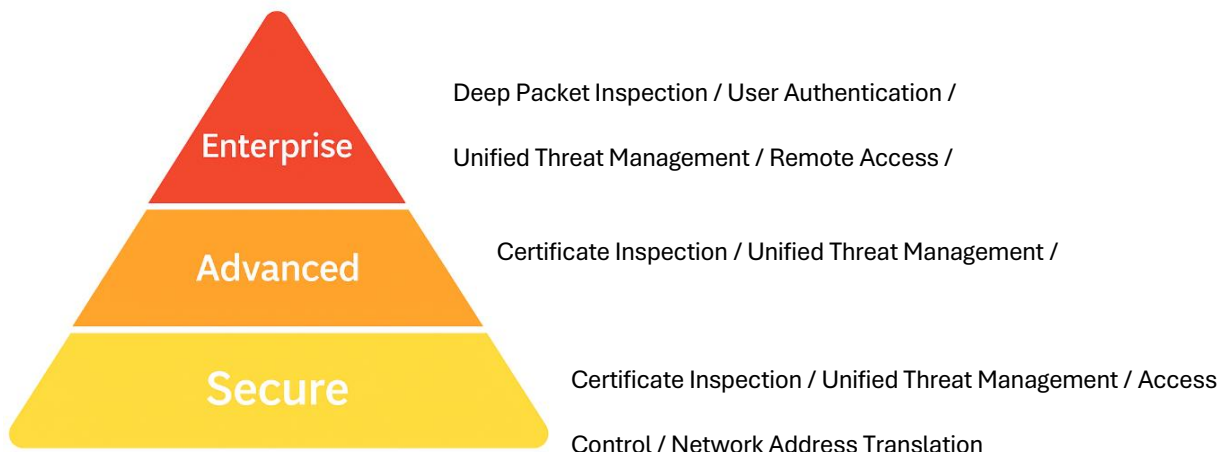
Our security model is built around three simple tiers. This gives you a clear, scalable way to protect your network based on what you really need.

At the foundation is **Secure** – solid, standard security that provides essential protection for smaller or less complex environments.

Our next level is **Advanced** – which delivers even greater safeguards and more features to support compliance. This is a well-balanced approach for most enterprise networks.

At the top sits **Enterprise**, our most comprehensive tier. This level delivers full network inspection and deep visibility and works best when we collaborate closely with your team to integrate security across your entire environment.

Together, these tiers let organisations match their security investment to their risk profile, regulatory requirements and day-to-day operational priorities – without overcomplicating things.



Section 6

Information assurance

Convergence Group is proud to hold both the ISO 27001:2013 and Cyber Essentials accreditations, demonstrating our unwavering commitment to information assurance and cybersecurity. ISO 27001:2013 certification attests to our adherence to international standards for establishing, implementing, maintaining and continually improving an information security management system (ISMS). This certification validates our robust approach to identifying and managing risks, ensuring the confidentiality, integrity and availability of sensitive information. Additionally, our attainment of the Cyber Essentials accreditation underscores our dedication to implementing essential cybersecurity measures, safeguarding against common cyber threats and vulnerabilities. These accreditations serve as testament to our proactive stance in safeguarding our data assets and providing assurance to our stakeholders regarding the security and resilience of our information systems.

Section 7

Social value

Convergence Group understand the significance of Social Value and the profound impact that advancing the 5 social value themes can have on society as a whole. That's why we've integrated several initiatives and actions aligned with the central government's objectives outlined in the Social Value Model. While some of these efforts may not be directly tied to specific contracts, they serve as a testament to our commitment to the Social Value Model. Partnering with CG means collaborating with an organisation dedicated to championing this agenda and actively working to drive positive change.

The Social Value Model: Theme 1 - Covid-19 recovery

- Run our 'CG Academy'; an entry-level intake programme which provides an opportunity to those who are perhaps out of work or have little experience.
 - All training is provided across a 12-week programme and successful candidates are taken on full-time
- All employees are empowered to take ownership of their personal development and can create a Personal Development Plan (PDP) to help us understand their career aspirations and agree steps/objectives to help them achieve this as well as any additional training or support that is required.
- Employees have access to various learning management systems and resources to help further their personal development and learning:
 - Go1 Learning Management System, CBT Nuggets & INE

The Social Value Model: Theme 2 - Tackling economic inequality

- We have worked with local charity Birmingham Pathfinder to understand how we can support and give back to our community, specifically the children and families whom they partner with. This support includes:
 - Providing resource (donating equipment, mobiles/laptops) to the charity to support them to do their job.
 - Donating unwanted furniture which was used to furnish their support centre but also donated to families in need.
 - Food bank collections, including gifts over festive periods.
- We have more recently partnered with a local secondary school which provides placements to students for whom mainstream education is simply not working (for a range of reasons), to run an 'apprentice' style programme.

- Applicants gain interview experience as part of our intake process.
- Each applicant is asked to create a business proposal which could win £5k investment at the end of the programme.
- The programme shall run over the course of 8 weeks and each student gets 1:1 mentoring/support from one of our employees.
- Across this programme they shall engage in various team building exercises to help improve and develop their skillsets ready for the world of work.

The Social Value Model: Theme 3 - Fighting climate change

- ISO14001 Certified since 2017, we are continually working to minimise the environmental impacts of our organisation's activities.
- ISO9001 Certified to drive conforming products and services and prevents duplicate emissions as a result of failing to get things 'right first time'.
- Home based engineers across the UK to minimise travel required to customer sites and reduce emissions.
- Strategically placed stores/spares to ensure SLA's are met and again minimise travel required to fulfil contractual obligations.
- Established Carbon Reduction Plan and associated NetZero objective available via our website.

The Social Value Model: Theme 4 Equal opportunity

- We are an equal opportunities employer with an established Equal Opportunities Policy.
- We are a Living Wage Employer which shows that we pay all our employees the 'Real Living Wage'.
- Well established learning and development processes, including transparent Skills Matrices that are regularly reviewed and can help identify opportunities to upskill.
- Compliance with Modern Slavery Act 2015, our statement is available via our website and relevant employee training/awareness undertaken.
- Established Whistleblowing Policy.

The Social Value Model: Theme 5 - Wellbeing

- ISO45001 Certified to promote employee health, safety and wellbeing.
- Employee NPS undertaken to gain direct feedback from our employees and understand what actions we can take to improve the workplace environment and promote positive wellbeing.
- Qualified Mental Health First Aider
- Employee benefits include Private Medical insurance and 24/7 access to an Employee Assistance Programme.

In addition to the above we are looking to formalise our Social Value Policy and associated objectives to further promote the Social Value Model and provide a framework for monitoring/measuring our success toward achieving this.

Section 8

Contact information

We are committed to providing exceptional service and ensuring your satisfaction. Should you have any questions, concerns, or require further assistance, please do not hesitate to contact us. Our customer support team is available 9:00am – 5:30pm, Mon-Fri on 0845 270 2709 or email us at sales@convergencegroup.co.uk and we will be more than happy to assist you. Thank you for considering Convergence Group for your service needs.