



Social Impact Statement

October 2025

SSG will do more good, while doing less harm

At SSG, we want to make people feel safe by connecting caregivers, vulnerable individuals and systems through smart communication technology. We are committed to creating meaningful, lasting impact within the communities we serve - with a particular focus on supporting the National Health Service (NHS) and the wider healthcare system.

As a medium-sized enterprise, we provide essential technology, maintain critical infrastructure, and support a workforce of 215 employees.

Our regular employee engagement surveys give our workforce a voice to shape our social impact. By listening to what matters most to our teams, SSG will make more responsible decisions, strengthen our culture and drive initiatives that create positive change inside and outside the business.

“ At SSG, social impact is not just a responsibility - It is part of who we are. It is incredibly encouraging to see through our employee engagement surveys that our people feel proud of the efforts we are making around sustainability and social value. Their feedback shows us that when we invest in doing the right thing for our communities and the environment, it resonates across the business. That collective sense of purpose is what drives us forward. ”

Steve Smith, SSG Managing Director

Our four focus areas

- ① Driving the operational resilience of healthcare facilities
- ② Supporting our people
- ③ Owning our community responsibility
- ④ Protecting our environment



Actions taken at SSG

I Driving the operational resilience of healthcare facilities

SSG plays a vital role in supporting the operational resilience of healthcare facilities. By maintaining and upgrading critical alarm systems - including fire safety, nurse call, and other life-protecting infrastructure - **we help ensure that healthcare environments remain safe, compliant, and fully functional.** Our response to emergency callouts, combined with proactive preventative maintenance, minimises system downtime and reduces risk for both patients and frontline staff. **We work in close partnership with hospital estates** teams to identify risk, deliver future-proofed solutions, and provide on-site training that empowers healthcare workers to respond confidently in high-pressure situations. Through this work, we contribute to the continuity of essential care services, supporting the health and wellbeing of the wider community.



Supporting our people

Eliminating modern slavery and human trafficking I

We are fully committed to playing our part in eliminating modern slavery and human trafficking. In accordance with the UK Modern Slavery Act 2015, **we take all necessary steps to ensure that slavery and human trafficking are not taking place in any part of our business or supply chains.** We uphold the principles of fairness, dignity, and respect for human rights, and we expect the same from our suppliers and partners. Through rigorous due diligence, training, and ongoing review of our policies, we take proactive steps to identify and address any risks of modern slavery. Our goal is to foster an ethical and transparent environment where exploitation has no place.

Investing in future talent through apprenticeships I

Apprenticeships provide hands-on training, qualifications, and career opportunities while earning. They help employers build a skilled, loyal workforce tailored to their needs; and they strengthen communities by boosting employment, supporting social mobility, and filling local skill gaps. The SSG Apprenticeship Scheme has been running for nearly as long as SSG itself, for over 55 years. **During that time more than 120 apprentices have been trained at SSG and currently 11% of our workforce has trained via apprenticeships.**

We are proud that many of these employees have progressed to leadership roles, including Board level roles.

“ I began my career as an apprentice over 30 years ago, and that hands-on experience started my passion for applying technology to help people. It gave me more than just technical skills - it gave me the mindset to solve problems, innovate, and keep learning. Apprenticeships are a vital part of how we grow future engineers and leaders, and they remain at the core of our commitment to innovation and excellence. ”

Richard Tew, Technical Director



Empowering people through skills and training opportunities |

As our business evolves, so do our people. We are committed to upskilling our workforce to ensure every team member has the opportunity to grow, adapt, and be the best they can be. Our operational teams have embraced Kaizen and Lean training to drive continuous improvement and operational excellence. In strategic roles, we have invested in Project Management skills to strengthen our delivery and leadership capability.

Our Field Engineering team benefits from a clear progression model that supports long-term career growth, while our Manufacturing team follows a structured grading framework to recognise skill development and encourage advancement.

Growing talent, shaping leaders |

We are active in our pursuit of leadership development through face-to-face leadership programmes, such as the Halma Management Programme, online platforms for blended learning, coaching, mentoring and on-the-job experience. Halma's Catalyst Programme offers new graduates a distinctive opportunity for professional and personal growth, empowering them to make meaningful impact.

| Championing fair pay for all

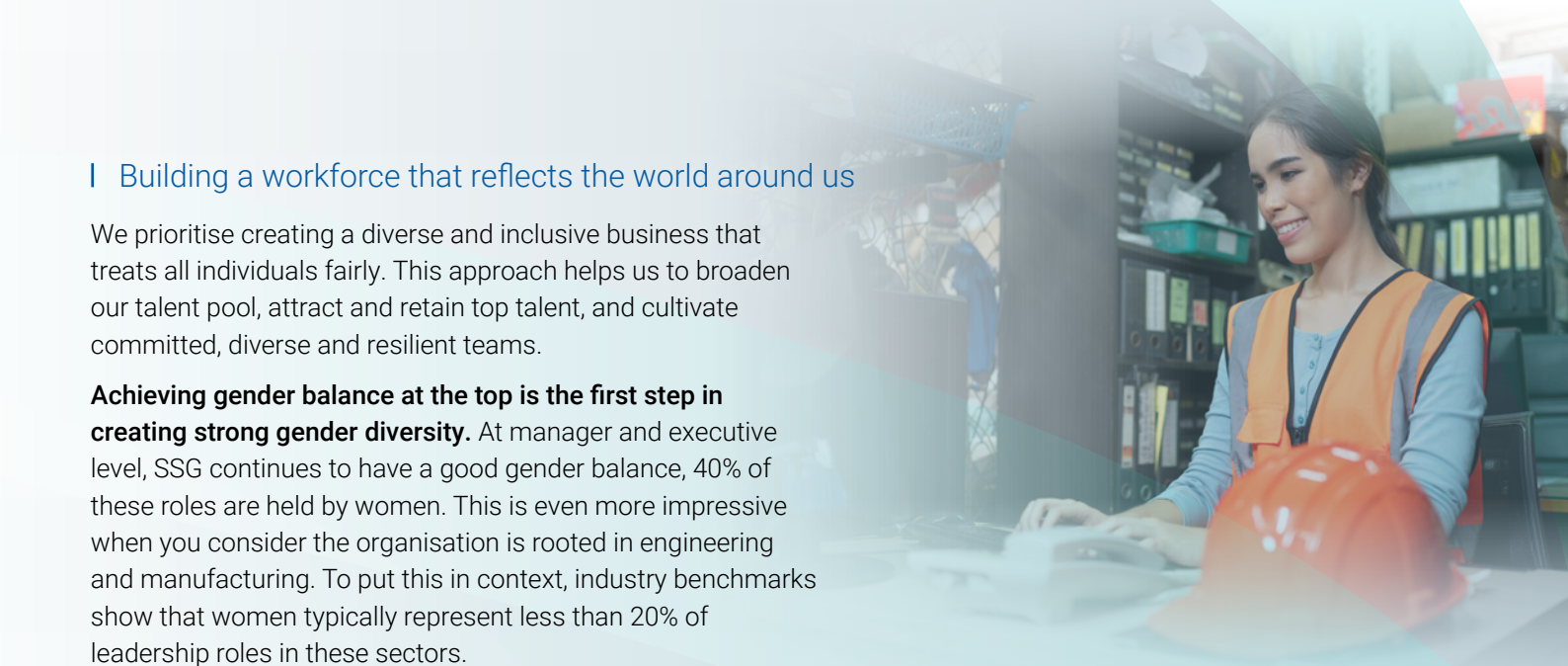
Pay equity is essential to creating a fair, inclusive, and high-performing workplace. It ensures that individuals are rewarded based on the value of their work - not on their gender, background, or other personal characteristics. By committing to pay equity, we not only build trust and morale across our teams, but also strengthen our ability to attract and retain diverse talent. Fair pay reflects our values, supports our people, and drives long-term success for our business and our community. We have clear and standardised job descriptions for all roles and responsibilities and annual pay reviews use performance, contribution and market benchmarking to decide changes. We guard against unconscious bias by setting structured guidelines and training our managers to make fair salary decisions.

| We are a real living wage employer

We believe in fair pay for a fair day's work. Fair wages help close income gaps and offer people more stability and help tackle in-work poverty. By committing to the Real Living Wage, we are not just supporting our team—we are strengthening our communities, reducing inequality, and doing business in a way that reflects our values. It helps reduce poverty, promotes fairness, and strengthens our community by ensuring everyone earns enough to meet their basic living costs. It is a small change that makes a big difference, and it forms a core part of our wider social impact goals.

All employees have the option to participate in the Halma share incentive plan, join the SSG Pension Scheme and benefit from a generous performance related bonus scheme.





I Building a workforce that reflects the world around us

We prioritise creating a diverse and inclusive business that treats all individuals fairly. This approach helps us to broaden our talent pool, attract and retain top talent, and cultivate committed, diverse and resilient teams.

Achieving gender balance at the top is the first step in creating strong gender diversity. At manager and executive level, SSG continues to have a good gender balance, 40% of these roles are held by women. This is even more impressive when you consider the organisation is rooted in engineering and manufacturing. To put this in context, industry benchmarks show that women typically represent less than 20% of leadership roles in these sectors.

I Tackling economic inequality with flexible working

To help our employees achieve a better work-life balance and achieve flexibility around personal commitments, we have a flexible working policy and a hybrid working policy. We also allow employees the opportunity to top up their holiday entitlement. Where possible we want our employees to feel more in control of their schedules and environment because we appreciate this leads to higher job satisfaction. This flexible approach can support those with disabilities, caring responsibilities, or health challenges to work more comfortably.

I Supporting veterans build stable, long-term careers

By employing veterans, we not only honour their service, but we also gain from the exceptional skills they bring. Veterans offer discipline, leadership, resilience, and teamwork—qualities that strengthen any organisation. These qualities have particularly strengthened our Field Engineering team here at SSG. By providing meaningful opportunities, we help veterans build stable, long-term careers while fostering a more inclusive, responsible, and community-minded workplace.

“As a veteran myself, I have seen first-hand the discipline, resilience, and teamwork that military service builds - and those qualities translate directly into the field engineering world. Veterans bring a calm under pressure, a strong work ethic, and a problem-solving mindset that makes them an asset to any team. That is why I actively look to hire people with military backgrounds - they don't just do the job, they raise the standard.”

Ian Quayle, Field Service Operations Manager and Veteran

I Healthy people, stronger together

Employee well-being is essential to building a positive, productive, and resilient workplace. When people feel supported - mentally, physically, and emotionally - they are more engaged, motivated, and able to perform at their best. Prioritising well-being is not just the right thing to do - it also leads to stronger teams, lower turnover, and a healthier company culture. At its core, well-being is about creating an environment where people can thrive both in and outside of work.

Access to green spaces and quiet areas plays a vital role in supporting employee well-being. Whether it is a moment of fresh air outdoors in the greenspace that surrounds our head office, encouraging walking meetings outside, or a calm space to step away from the noise, these environments help reduce stress, boost mood, and improve focus.

Our team of Mental Health First Aiders are trained to spot the signs of mental health issues and offer initial support. They are a vital first point of contact who can listen without judgment, provide reassurance, and guide colleagues to the right professional help if needed.

“ I became a Mental Health First Aider because I know what It is like to have a tough day and feel like there is no one to turn to. Sometimes, all it takes is a conversation to lift a huge weight off someone’s shoulders. I have seen first hand how simply being there—really listening—can make a difference. It is not about fixing everything or having all the answers; It is about creating a safe space where someone feels heard and supported. ”

Recognising the early signs of anxiety, depression, or crisis allows me to step in, offer reassurance, and encourage people to seek further help if they need it. Breaking the stigma around mental health is incredibly important to me, and every conversation is a chance to remind someone that they are not alone. That first step is often the hardest, but knowing I can be there when someone needs it makes this role deeply meaningful to me. ”

Matt Clutton, Product Design Manager and Mental Health First Aider

A confidential Employee Assistance Programme, provided by an independent organisation, Workplace Options, provides our employees with expert talking therapy. This free service, helps our employees achieve work-life harmony, manage life changes, improve relationships, self-esteem and confidence.

SSG fund a Simply Health benefit – employees can claim money back towards the cost of medical check-ups, appointments, and treatments to help keep them physically and mentally fit.

I Celebrating success and strengthening team spirit

We believe that recognising our people and bringing them together is a vital part of building a strong, supportive workplace culture. Throughout the year, we create opportunities to connect, celebrate, and show appreciation - from our Christmas and summer parties that bring teams together, to our Long Service Awards that honour dedication and loyalty. We also recognise everyday contributions through our Everyday Hero Awards, and take time to celebrate personal milestones like employee birthdays, adding a personal touch to our culture of care. These moments of recognition and togetherness help foster a sense of belonging and reinforce the teamwork that underpins everything we do.



Owning our community responsibility

I Standing together against hunger: supporting The Trussell Trust

We are proud to support The Trussell Trust as our Charity of the Year. Their mission to end the need for emergency food in the UK aligns closely with our values of compassion, dignity, and community support. Through fundraising, volunteering, and awareness initiatives, our teams are coming together to make a real difference in the lives of people facing hardship. Supporting The Trussell Trust is more than charity - It is about standing up for fairness, tackling food poverty, and helping build a future where no one has to go hungry.

I Inspiring the next generation through work experience opportunities

We have links with local high schools and we aim to take up to five work experience placements a year. We will flex their programme to develop general or targeted skills. Many students are not aware of the range of careers available in a mid-sized organisation like SSG and their work experience helps them discover new possibilities and build confidence in their abilities. Offering opportunities to students from all backgrounds including those who may not have professional connections - helps to level the playing field and gives everyone a fair chance to succeed. As well as supporting social mobility we also appreciate that by engaging with young people, we are developing future talent in our community and reducing future skills gaps, especially if we can spark interest in science and technology careers.

I Strong local roots, stronger social impact

With **78% of our workforce living within 30 minutes of our headquarters in Wombourne Staffordshire**, we are proud to be a truly local employer. Our connection to the community runs deep - we are not just creating jobs, we are supporting local families, investing in regional skills, and contributing to the strength and resilience of the area we call home.



Protecting our environment

I Sustainable by design

Sustainability is at the core of how we design and develop our products. From concept to manufacture, we are committed to reducing environmental impact through smarter material choices, energy-efficient processes, and products built to last.

We actively design our products to ensure they draw only the power they require, incorporating low-power modes when certain functions are not in use. This helps minimise energy consumption throughout the product's lifecycle. Additionally, we design all our products to be easily broken down into their constituent materials at end-of-life, enabling effective recycling and reducing landfill waste.

We are continuously reviewing and improving our operational processes to drive efficiency, reduce waste, and operate more sustainably. This includes optimising shift patterns and adjusting working hours to maximise the use of our facilities and equipment during off-peak times. Where it makes sense, we also outsource specific processes to trusted partners when it is more efficient and cost-effective to do so. These improvements help lower our environmental impact, streamline operations, and ensure we are making the best use of resources - all while supporting a more flexible and effective way of working.

By designing with sustainability in mind, we are not only meeting today's expectations - we are helping to protect resources for future generations.



Proudly Made in Britain I

Manufacturing our products in Britain is a key part of our social impact and sustainability approach. It allows us to support the local economy, maintain high standards of quality, and reduce the environmental impact associated with long-distance shipping. By keeping production close to home, we also create skilled jobs, strengthen local supply chains, and contribute to regional growth. SSG is an approved member of the Made in Britain community and are authorised to use their logo.

Raising quality standards I

Through ISO 9001, ISO 45001, and ISO 14001, we uphold high standards in quality, safety, and sustainability - creating meaningful impact for our people, customers, and communities.

I Greener choices for a lower carbon footprint

We monitor and report carbon emissions annually using the Greenhouse Gas Protocol and are committed to achieving Net Zero greenhouse gas (GHG) emissions by 2050, in line with the UK government's target.

We have taken meaningful steps to lower our emissions by switching to a green supply of electricity and gas, helping us significantly cut our carbon footprint. In addition, we have focused on reducing overall energy usage through smarter operations, facility upgrades, and more efficient working practices, including switching to LED lighting and replacing diesel vehicles in our fleet and making electric car charging points accessible. These changes reflect our ongoing commitment to sustainability and our role in building a cleaner, low-carbon future.

I Smart use. Less waste. Circular thinking.

We are rethinking how we use resources to reduce waste and promote a more sustainable future. By embracing circular economy principles, we aim to design out waste, extend the life of materials, and reduce our overall consumption. This includes using more recycled and recyclable materials, minimising packaging, and improving our processes to keep resources in use for longer.

We have taken a number of practical steps to reduce our environmental footprint. These include:

- Switching to a single, eco-friendly provider for all cleaning and paper products across the business
- Upgrading washroom facilities to include eco-flushing systems that reduce water consumption
- Replacing individual kettles with energy-efficient countertop water boilers to lower electricity usage
- Investigating the use of light level and motion sensors in low-traffic or naturally well-lit areas to reduce unnecessary lighting and energy use

We also work with suppliers who share our commitment to circularity - prioritising those who reduce waste, repurpose materials, and design for sustainability.

Just as importantly, we are empowering our workforce to play an active role - making every team member accountable for reducing consumption and spotting opportunities to work more sustainably. From product design to daily operations, we are focused on making smarter choices that protect the environment and create long-term value - for our business, our customers, and the communities we serve.

Together, these four focus areas reflect our commitment to making a lasting, positive impact - not just within our business, but in the communities we serve and the environments we operate in. By driving the resilience of healthcare facilities, supporting our people, owning our community responsibility, and protecting our environment, we are building a more sustainable, inclusive, and resilient future - one action at a time. We are proud of the progress we have made so far, but we also recognise there is always more to do. Social impact is a journey, not a destination, and we remain committed to learning, improving, and working together to make a meaningful difference.



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