



# Supporting the communities our customers live and work in

8x8 is always delighted to deliver social value through contracts with our public sector customers. We view social value and the correlating frameworks as a great way to make a positive impact on our society, in line with the overarching ESG strategy at 8x8.

At 8x8 our approach is to focus on digital inclusion. This utilises the expertise of our workforce and addresses the technology skills shortage and digital divide in the UK. We place a strong emphasis on targeting socio-economically disadvantaged and marginalised groups to ensure delivery is impactful.

## 8x8 support Karbon Home Social Inclusion Initiative

Karbon Homes have benefited from Teams8s contributions across two webinars to support digital inclusion.

**“We’re proud to partner with those who share our passion for social value. Thanks to the support of 8x8, volunteers from our Silver Talk service and customers were supported to get back into work have been able to boost their digital skills and their confidence.”** Jessica Alexander, Karbon Homes Social Value Coordinator

During the webinars Teams8s technologists joined Karbon Homes to educate and help their clients improve skills and increase their confidence around digital technology.



**Industry**  
Public Sector

**Headquarters**  
Kettering, England

**Website**  
[www.karbonhomes.co.uk](http://www.karbonhomes.co.uk)

**8x8**  
Delivering value through ESG initiatives

**Deliverables**

- Adding value for our customers
- Digital inclusion
- ESG initiatives

## Webinar One - Contacting businesses online

In the first webinar, 8x8 addressed how to contact businesses online. Many of us have been in the most frustrating situation of going round and round in circles on a website, or, through a phone system trying to speak with someone to talk about a product or service. In this webinar, we discussed some of the reasons behind why this happens. We also shared information on chatbots and webchat and discussed how to reach out to businesses via social media.

## Webinar Two - Digital Security

The second webinar addressed digital security and the increasing importance of safeguarding digital spaces in our interconnected world. Karbon Homes Silver Talk Volunteers were provided with essential information about current threats and trends in cyber security and digital crime. They learnt how to keep safe with tips such as using code words with family and friends, anti-virus software and checking for suspicious URLs and email addresses.

It was a fantastic experience for the Team8s to meet with Karbon Homes volunteers, share stories, advice and tips and empower them with more knowledge.

**“By Unlocking Social Value, our contractors can support us to build healthy and sustainable communities which offer more opportunities for the people who live there.”**

Jessica Alexander, Karbon Homes Social Value

**“It was fantastic for us to meet and share stories, advice and tips with some of Karbon Homes’ volunteers who we hope all came away with more knowledge. We hoped to improve customers’ knowledge of how personal data is used online to increase their confidence in using the internet and enable them to have better online experiences. If just one person avoids an online scam or cyber-attack as a result of attending, we will be delighted.”** Elizabeth Harris, ESG Coordinator, 8x8.



## Team8s volunteering programme

Our Team8s (employees) eagerly volunteer time and knowledge taking part in opportunities to do something outside the norm of their working lives and ‘give back’ to the communities we are involved with. Volunteering is a positive and effective way to engage our workforce, providing added purpose, and an opportunity to share knowledge and to contribute to the world around us.

We have found that webinars are a versatile and efficient means to volunteer. They provide an effective platform to share expert business advice and are a great resource for delivering social value in the communities of our customers, through volunteering.