

LINX Corporate Social Responsibility

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Introduction

LINX is a membership association with a strong sense of social responsibility.

LINX's commitment to social responsibility comprises several elements:

- Our corporate “vision statement” describes our vision for the community within which we operate, and how our community can serve society as a whole.
- We believe successful pursuit of our corporate mission is socially beneficial, and contributes to our vision for society.
- We are founded on the principle that concentrating on our mission is the best way LINX can contribute to social good.
- We commit to pursuing our mission in a manner consistent with our corporate values
- We nurture an ethically-based staff working culture.
- We complement our regular activities in pursuit of our mission with support for diverse projects “for the good of the Internet”.
- We abjure unethical business practices and business activities that cause harm to the environment, and seek to minimise our carbon footprint.



Vision and Mission

Our corporate vision is

“An open community of network operators, interconnecting and passing traffic, to maintain and grow an “Internet for everyone”, all without interference”

As a membership association, it is entirely appropriate that our corporate vision is one rooted in our own community. It is nonetheless one with a clear sense of social good: a vision for how that community that we develop, support and serve can maintain and grow an “Internet for everyone”.

Our corporate vision is therefore one with a clear sense of social purpose. While we consider LINX's own community is “the open community of network operators”, in our view that is itself a community founded in service to society.

Our corporate mission is

“To provide world-leading Internet exchange points for the mutual benefit of members, that provide increasing performance and value for members; and To represent the interest of LINX's members in matters of public interest”

We believe that pursuit of this mission is socially valuable, benefiting not just us nor even our members, but also the customers and user who rely on reliable Internet interconnection and who have woven Internet-based functions deep into the fabric of modern society.

Our belief that successful execution of our mission is important not just to us but to society as a whole is given external validation by the UK government's designation of LINX as critical national infrastructure and the Operator of an Essential Service.

We therefore consider that the best way LINX can contribute to social good is by concentrating on its mission, as ordained by our members and inscribed in our corporate Articles.



Corporate Values and Staff culture

LINX has a strong commitment to corporate core values that have proven themselves timeless and of continuing relevance in a changing world.

Our commitment to excellence, mutuality, neutrality between members, transparency, and to openness of membership and ethical selling guides and underpins the manner in which we pursue our corporate mission, providing an ethical compass for our corporate strategy.

We also seek to nurture and develop a staff working culture with a strong ethic, that provides a positive social environment, acts as a good example to others and inculcates our team with values and practices that will serve them well in their life and their careers. We expect and demand integrity from ourselves and each other, so that all these values are upheld.



Working for the good of the Internet

Throughout its 25+ year history, LINX has supported worthy external projects “for the good of the Internet”; indeed, our original corporate slogan “Working for the good of the Internet” recognised that we were an example of, as well as a contributor to, such socially beneficial projects.

Some prominent examples of LINX's ‘good of the Internet activities’ include:

- Public Affairs: advice to government

Since shortly after its foundation in 1994, LINX has conducted a programme of outreach to government, advising on and supporting the development of Internet-related public policy for the benefit of the whole community, not only LINX's corporate interest. Originally conceived as an adjunct to our operation of Internet exchanges, the membership altered our corporate articles to make this function a part of our core mission in 2005. With workstreams operating in UK domestic, European Union and global policy institutions, LINX Public Affairs both engages with the UK government and works alongside the UK's own international relations and foreign policy teams.

- Support capacity building in IXPs in underserved regions

LINX has conducted a range of activities to support IXPs in parts of the world where needed, including training and internship of engineers, information sharing and guidance on corporate and governance issues, and others matters of practical support, both directly and through our trade association, Euro-IX.

- LINX Accredited Internet Technician: training and independently examined accreditation for network engineers.

The increasing sophistication of core Internet engineering creates a continuing need for skills development, training and accreditation for new engineers. Responding to this need, LINX developed the “LINX Accreditation Internet Technician (LAIT)” standard, backed by independently provided and examined training courses. Covering four tiers of expertise, the LAIT courses help bring new engineers into the profession, and provide recognised accreditation for senior engineers responsible for maintaining large networks.

- Combatting child abuse online: the Internet Watch Foundation.

LINX was instrumental in founding and providing essential early support for the Internet Watch Foundation (IWF), a body for identifying of images of child abuse online, and assisting in their removal. LINX continues to provide funding and support for the IWF's corporate governance, and its support from the industry as a whole. Today the IWF is internationally recognised as a centre of excellence in combatting this uniquely evil content.



- LINX hosting and Associate Membership

LINX provides hosting free of charge to certain infrastructure services that support the Internet as a whole and thereby society at large, including some top level servers for the domain name system (DNS). LINX also grants associate membership, free of charge, to selected projects that benefit the Internet as a whole but which by their nature have no revenue model and limited capacity to solicit donations (e.g. network time servers).



Ethical business practice

LINX's strong corporate values and staff working culture provide a solid ethical basis that ensure we would never choose to engage in unethical business practices.

Nonetheless, we recognise that it has proven useful across UK corporate society to create an expectation of explicit and published policy statements abjuring certain particularly pernicious practices. We set out below our own commitments in support of this broader social effort.

Lawful behaviour

LINX is committed to behaving lawfully and obeying all applicable law, including local laws as applicable when operating overseas.

Every employee has a duty to obey the law and to uphold lawful behaviour by the company and all colleagues. We have instituted an external, independently operated and anonymous whistleblowing hotline for employees, as a further safeguard against the failure of internal protections.

Modern Slavery, People Trafficking and Exploitation

We abhor any form of slavery and will not tolerate it in our supply chain.

We commit to only using employees who have the legal right to work in the country where they reside. We combat trafficking by checking and recording all employees' legal documentation, which ensures that the individual themselves has access to and control over their relevant documentation.

Our remunerations policy ensures that all our people are paid comfortably in excess of any applicable minimum wage laws, and we exceed minimum standards for holiday and parental leave.

All third party suppliers that we engage with must comply with modern slavery and minimum wage laws, avoid any form of exploitation or coercion, and have adequate systems in place to ensure that they are not complicit in human trafficking.

Human Rights

We are committed to upholding fundamental human rights and believe that all human beings around the world should be treated with dignity, fairness, and respect.

The health and safety of our people are our utmost responsibility and first priority. We provide a safe working environment for our team and for visitors. We require that our team immediately report any accidents, injuries, occupational illnesses, potential dangers, hazardous practices, or harmful behaviours. Compliance with health and safety legislation is our starting point, not the end of our concern in this area.

All third party suppliers that we engage with must respect human rights and protect the health and safety of all individuals they engage, including full compliance with all applicable legislation.



Equal Opportunities and Diversity

LINX's people are our greatest assets and our greatest responsibility. Each of us has a responsibility for creating a culture of respect that promotes a positive work environment. In doing so we create a culture that promotes collaboration and teamwork and enables collective achievement and individual success.

We affirm that each person is a unique and valuable individual, with the right to be treated individually according to their own particular merit, performance and circumstances, so that all may achieve their full potential.

LINX completely rejects any form of prejudice or intolerance as abhorrent in their own right and antithetical to these goals. We are irrevocably committed to the principle of equal employment opportunity and treatment of employees. We will not allow any form of discrimination in the workplace on the grounds of race, sex, nationality or national origin, religion or philosophical belief, age, sexual orientation, marital status, pregnancy or disability.

Harassment or victimisation of any person in the workplace, or the creation of a hostile working environment on the basis of any of those factors will not be tolerated.

LINX's commitment to excellence means we expect all our people to perform at the highest level of which they are capable. In turn, LINX commits to provide each with the support reasonably needed and practically available so that all our people may flourish and reach their full potential, each according to their own particular circumstances and capabilities.

Bribery and Corruption

A bribe is the offer, whether direct or indirect, of any advantage (which can include anything of value such as gifts, money, promises, meals, personal services, business or employment opportunities or other incentives) in order improperly to influence or induce action, and/or secure an improper advantage.

Offering or accepting any form of bribe is a contrary to our culture of integrity, and is illegal under the Bribery Act 2010. Any member of staff witnessing or suspecting that bribery may be taking place is required to report it. Our Gifts and Hospitality policy supports our people making choices with integrity. Our Conflicts of Interest policy supports making appropriate disclosures so the business can manage any conflicts responsibly, or even the appearance of potential conflict.

LINX will not do business with any third party supplier that authorises or tolerates the offer of or demand for bribes. If we encounter any such offer or demand we will report it both to the appropriate authorities and to the organisation concerned, and require that the organisation demonstrate that such behaviour was unauthorised through appropriate remedial action.



Environmental sustainability

LINX is committed to environmentally sustainable business practices and avoiding causing harm to the environment.

We dispose of e-waste through properly licensed recycling and disposal specialists.

We minimise our use of paper through a combination of internal policy prescription and nudge techniques designed to make paperless the easy and obvious choice. Our member acquisition, onboarding, purchasing and full-support lifecycle can be followed with zero paper use, which we promote as the default choice for our members. 100% of waste paper disposal is through recycling.

We place an appropriate priority on power consumption and efficiency when selecting electronic equipment, and pay especial attention to developments in power efficiency from Original Equipment Manufacturers for items with higher power consumption.

We support our datacentre partners in improving power efficiency across their estate through innovation in design, including by promoting achievement in innovation amongst our membership. We support our datacentre partners in their drive towards environmentally friendly power sourcing. We welcome work to develop reporting standards for carbon efficiency in the provision of datacentre and cloud services. We work with all of our datacentre partners to understand their Environmental Sustainability Policies so that we can promote these to our members and potential new members.