

n-ergy group Ltd.
Social Value Policy

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V1	HR43	Jan 2019	SOM

Introduction

This Policy outlines n-ergy's approach to social value measurement and management.

The Policy specifically addresses our Social Values principles, and outlines how they will be incorporated into the way we operate and manage our activities.

The Public Services (Social Value) Act 2012 came into force in January 2013. Since the introduction of the Act, public bodies in England (and some in Wales) must consider how commissioned and procured services improve the economic, social and environmental well-being of the area.

Social value is the term used to describe the additional value created in the delivery of a service contract, which has a wider community or public benefit. This extends beyond the social value delivered as part of the primary contract activity.

The term 'social value' refers to approaches and initiatives that maximise the additional benefits that can be gained for society and local communities through our core business processes so that delivering added social value is not an unrelated add-on.

Purpose

n-ergy's Social Value Policy outlines our commitment towards creating a sustainable inclusive society whilst measuring and managing the social value our organisation is creating. We understand that this process is important for four reasons:

1. To be accountable to our stakeholders and ensure that we are taking responsibility for the role we are playing in their lives.
2. To manage our activities to be able to maximise the social value we are creating.
3. To enable best practice as an organisation.
4. To reduce our assumptions about the way our activities create value through outcomes to stakeholders.

Scope

This Policy applies to all n-ergy activities.

n-ergy's Social Value Policy is aligned to n-ergy's culture. n-ergy's Policy aims to articulate the reasons why n-ergy have chosen to highlight social values and objectives and why impact is measured and reported on.

Some of the reasons are:

- To provide the right environment for employees to grow
- To provide individuals with a second chance
- To fundraise for those who are less fortunate
- To help reduce re-offending rates
- To help improve the employability of people
- To ensure more people are working within their local communities
- To demonstrate to stakeholders n-ergy 'give back'

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- To have a positive impact on individuals, organisations, communities and regions throughout England and Wales

Responsibilities

All employees, associates, and third parties are responsible for ensuring that this Policy is adhered to in accordance with our shared Values:

- Commitment – Our commitment to stakeholders is second to none. From our people to your people, we deliver what we promise. That is our commitment.
- Going the extra mile – Our aim is to overachieve and add value wherever possible. Exceeding our customer’s expectations is our mantra.
- Integrity – Our moral compass is our guide in all business activity. Honesty is at the heart of every business decision.
- Learning – Embrace learning, it is that simple. We must always practice what we preach and offer our people the opportunity to learn and develop.
- Passion – At n-ergy, we pour our heart and soul into our work and believe that the greatest of achievements are driven by passion.
- Quality – Quality is the foundation of our business. It drives continual improvement, enabling us to deliver a first class service to our customers.

Policy

n-ergy deliver activities across five service areas: Operations, Finance, Marketing, Business Development, Administration and Quality & Compliance. We recognise our activities have wide range and interconnected impacts on the social value we generate in the communities we provide a service for.

Delivering social value in the procurement of goods, services and works

n-ergy use its purchasing to support, influence and secure social value from our suppliers and we ask our suppliers how they can support social value objectives, namely to promote employment and sustainable growth to raise living standards of local residents. All suppliers are evaluated and we maintain an approved supplier list through our ISO system.

Environmental impact

Through our environmental, sustainability and travel and subsistence pledges/policies, we identify the key aspects where we have a negative impact on the environment, namely travel, and paper. We have measurements in place to manage and reduce these impacts.

Organisational development

n-ergy utilise its training and development policy to ensure roles are designed such that the broadest possible range of candidates can apply for our vacancies and are advertised in a way to ensure individuals are made aware of the vacancies we offer. n-ergy utilise web-based recruitment options to ensure vacancies are promoted across areas of the UK.

Our support for our local communities

In addition to providing educational and employment opportunities too hard to reach individuals and within areas of deprivation, we make a positive difference through the services we provide by ensuring:

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- We continue to develop services which meet the needs of those individuals who are often less able to participate in mainstream education
- We support those furthest from the job market back in to employment
- We continually review how we make improvements to the social value, we create in the communities we support.

n-ergy ensure they are meeting the requirements of their policy through:

- Employee, learner and organisation evaluations
- The number of qualifications awarded
- The number n-ergy place in to employment
- The number n-ergy support while in employment
- The amount of money raised for charities

Additional measurements include:

- The resources n-ergy utilise to deliver their commitment
- What n-ergy do in general to meet their commitment; their actions
- The longer-term impact n-ergy's actions will have for people, communities and the wider regions.

Corporate social responsibility (CSR)

For many years, n-ergy have supported various charities, chosen by the team members. n-ergy's current charity is Tenovus. Previous charities have included Kidney Research UK, Meningitis Now, Prime Cymru and Devon Air Ambulance.

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