



risual

Social Values Policy

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HR057

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Table 1: Version Control

Version	Status	Date	Author	Reviewer	Changes
0.1	Draft	09/11/2020	Eddie Adams	Kate Lincoln	Reviewed and suggested edits
0.2	Draft	10/11/2020	Eddie Adams	Kate Lincoln	Reviewed and suggested edits
0.3	Draft	11/11/2020	Eddie Adams	Kate Lincoln	Reviewed
0.4	Final	24/11/2020	Eddie Adams	Kate Lincoln	Approved
1.2	Changes	11/04/2022	Charlotte May-Wymer	Charlotte May-Wymer	Additional of Ethical Statement

Table 2: Approvers

Version Approved	Name	Position	Date
0.4	Kate Lincoln	Director of Corporate Resources	24/11/2020
1.2	Kate Lincoln	Director of Corporate Resources	11/04/2022



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1 Policy statement

risual are committed to supporting the creation of a sustainable inclusive society actively managing our operations in ways which optimise our value to the communities in which we work. Social Value is therefore intrinsic to everything we do, for this reason we manage Social Value through a suite of interdependent policies and procedures which collectively deliver our objectives. This policy applies to all risual employees, agency staff and third parties who undertake activity for and on our behalf. It applies to the goods and services we procure, our direct operations and the services we provide to our clients.

1.1 Scope

risual are a values-based organisation whose purpose is to deliver IT services and consultancy to generate growth and prosperity for our clients and their teams.

This document creates focus on considering approaches to social value to consider the non-financial impacts of projects and programmes including the wellbeing of individuals and communities, social capital, and the environment, such as boosting employability and skills, reducing environmental impacts, eliminating modern slavery, and on improving gender pay balance and mental health and wellbeing.

This policy provides an effective framework for realising our commitment to maintaining and where possible enhancing the Social Value we create in the communities we work within, both as an employer and a provider of services.



2 Responsibilities

All employees, agency staff and third parties are responsible for ensuring that this Policy is adhered to in accordance with our shared values of Honesty, Openness and Trust. Some activities within the scope of this Policy are covered by additional dedicated policies and procedures to ensure that our Social Value objectives are delivered.



3 Policy

We deliver consultancy and services across Business, Digital and Cloud transformation, and Digital Skills. risual work with around 100 employees located across the UK with clients also UK nationwide. We recognise that our business activities may have an impact on the Social Value we generate in the communities we serve, and it is our intention to ensure that we are proactive in making this a positive impact.

In recognising this we are committed to contributing to playing our part in creating a more sustainable society and maximising the positive impact we can make. Our impact can be categorised in terms of key areas:

3.1 Our supply chain and the goods and services we buy

risual understand the important role that procurement plays in achieving a socially responsible economy. We use our purchasing routines to support, influence and secure social value from our suppliers' forms part of our evaluation. We recognise the important of promoting sustainability procurement and supporting growth of responsible regional business through promotion of ethical procurement is promoted and social value embedded in the supply chain.

3.2 Our environmental impact

We have a target to be carbon neutral by 2025. As such, we have identified key aspects where we have a negative impact on the environment, namely: heating and cooling, travel to client sites, and we have policies and systems in place to manage and reduce these impacts. risual are aware of the impact of promoting social innovation to support responsible business, safeguard the environment and respond to the climate emergency.

risual recognise that our activities impact on the environment and are committed to minimising that impact. risual undertakes an annual review of our activities to understand their impact on the environment and to identify new ways of working to reduce carbon emissions. Additionally, we calculate our Carbon Footprint to set targets for reduction.

risual's objective is to be carbon neutral (having a net zero carbon footprint) by first focusing on reducing the carbon emissions we can and offsetting the remainder. Our sustainability roadmap focuses on the following areas:

- Reducing energy demand with renewable and carbon neutral sources;
- Reducing how much people travel by using technology as alternatives to travelling – empowering both risual employees and our clients;
- Use of building standards for improving building energy efficiency and temperature controls;
- Limiting waste that is sent to landfill;
- Investment in internal skills aligned to SFIA to provide advice, assistance, and leadership to enable risual to minimise environmental impact;
- Continued investment in ISO standards to ensure rigour and continual improvement in pursuing sustainability objectives.
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risual aims to only send waste to landfill that is unable to be recycled by providing extensive recycling facilities. Focusing first on purchasing items that are not going to become waste is key to achieving this, such as avoiding purchasing unrecyclable materials / single use plastics or recycling IT assets in line with waste electrical and electronic equipment (WEEE) regulations.



3.3 Our organisational development

We use our Diversity and Inclusion policy to ensure roles are designed such that the broadest possible range of individuals can apply and are advertised in ways to ensure that they are accessible and inclusive to a wide range. We offer home based contracts to allow applicants from across the country and making physical location and premises less of a barrier. This approach to promote local skills and employment provide greater options to individuals for more local people in employment and more opportunities for disadvantaged people. We have trained all people managers on recruitment best practice, unconscious bias and best practice approaches to ensure that we capture a broad range of applicants. We have a robust shortlisting process which allows us to review background information from those who apply for roles including where they live and how far they progress in the process.

risual has an Equality, Diversity and Inclusion group which contributes to the development of all related policies, systems and procedures and actively promotes equality, diversity and inclusion across the business. On joining risual, employees are able to access a structured learning and development programme to increase their knowledge and skills and benefit from our comprehensive Reward and Recognition programme. We make use of Microsoft technology to ensure onboarding and induction is comprehensive with reviews and assessments to ensure new colleagues are supported and guided through their early days. We invest in a robust and comprehensive Skills Framework, consistently applied to all roles across risual, which very clearly lays out expectations and requirements of the role, career pathways and progression routes. We volunteer to the Voluntary Living Wage ensuring all roles are paid above minimum levels. There are a range of separate interlinked policies including Environmental and a suite of HR policies and standards including Slavery statement. risual hold accreditation to support organisational development including Disability Confident, Armed Forces Covenant and BSI ISO9000. Opportunities to support local communities such as STEM Ambassador, Career and Enterprise Advisor roles, attending local school events further provide opportunities for organisational and employee growth in the context of social value.

Supporting and improving staff wellbeing and mental health remains at the heart of risual's values ensuring our colleagues are supported and cared for to contribute to their positive interactions in the communities they live and work.

3.4 Our support for our local communities

risual are aware of the positive difference that the business can make through the services we provide by ensuring we always consider and continually review how we can make improvements to the Social Value we create in the communities we support. risual have a range of options, working with the buyer to identify suitable localisation opportunities within their community, measuring value and impact of social value, through the Social Value Portal of any initiatives we contribute to. We work with buyers to identify themes, outcomes and measures and develop quantitative assessments into the value we bring to buyer communities, which includes, if applicable, using local businesses to deliver services that we are unable to provide. Most recently, in October 2020, risual committed £21,071 of Social & Local Economic Value (SLEV) as part of a contract with a council in Manchester, demonstrating how we translate our social value into other local communities.

In addition to our work as a prime apprenticeship provider on the Register of Apprenticeship Providers delivering quality industry relevant apprenticeships to our clients and partners across the UK, the risual Foundation (Registered Charity No. 1191537) supports communities across the UK, particularly in light of the Covid-19 impact through:

Careers Club: Helping people of all ages into employment and providing opportunities for disadvantaged people through CV hints & tips, interview preparation practice and free access to risual's online learning platform.

Work placements: Offering work experience placements for young people in our region to gain real-world work experience, working alongside our professionals and digital apprentices.



STEM Talks: To improve the skills of young people, through promoting STEM subjects in schools throughout the UK.

Donations: Using our internal monthly and event raffles to raise money for local charities across the UK. Charities are selected by the raffle winner.

3.5 Modern Slavery

risual is committed to the principles of the Modern Slavery Act 2015 and the abolition of modern slavery and human trafficking. As an equal opportunities employer, we are committed to creating and ensuring a non-discriminatory and respectful working environment for our employees. We want all our staff to feel confident that they can expose wrongdoing without any risk to themselves.

Our recruitment and people management processes ensure all prospective employees are legally entitled to work in the UK and to safeguard employees from any abuse or coercion. We do not enter into business with any organisation, in the UK or abroad, which knowingly supports or is found to be involved in slavery, servitude and forced or compulsory behaviour. We conduct all business in an honest and ethical manner.

We have developed strong governance processes and procedures that ensure there is no modern slavery or human trafficking in our supply chain or in any part of our business. Due to the nature of our business, we assess ourselves to have a low risk of modern slavery in our business and supply chains. As part of new supplier onboarding, risual request confirmation of compliance of the Modern Slavery Act on all suppliers of services and goods.

risual continue to embed the principles through:

- Providing awareness to staff on the Modern Slavery Act 2015 and informing them of the appropriate action to take if they suspect a case of slavery or human trafficking.
- Ensuring that consideration of modern slavery risks and prevention are added to risual's policy review process as an employer and procurer of goods and services.
- Making sure risual's procurement strategies and contract terms and conditions include references to modern slavery and human trafficking.
- Continuing to take action to embed a zero-tolerance policy towards modern slavery.
- Paying all employees at least the Voluntary Living Wage and working with organisations that are also members of the Living Wage Foundation as much as possible.

3.6 Ethical Employment Statement

This statement sets our commitment to the development of more ethical supply chains in delivering our contracts. This includes the following employment issues:

- Modern Slavery
- Blacklisting
- False self-employment
- Unfair use of umbrella schemes and zero-hour contracts
- Paying the Living Wage

We recognise that we have a responsibility to take a robust approach to ethical employment and we are committed to preventing unethical employment in our corporate activities, and to ensuring that our supply chains are free from unethical employment.

We expect everyone working with us or on our behalf to support and uphold the following measures to safeguard against modern slavery:



- We have a zero-tolerance approach to unethical employment practices in our organisation and our supply chains.
- The prevention, detection, and reporting of unethical employment practices in any part of our organisation or supply chain is the responsibility of all those working for us or on our behalf. Staff must not engage in, facilitate, or fail to report any activity that might lead to, or suggest, a breach of this policy.
- We are committed to engaging with our stakeholders and suppliers to address the risk of unethical employment practices in our operations and supply chain.
- We take a risk-based approach to our contracting processes and keep them under review. We assess whether the circumstances warrant the inclusion of specific prohibitions against the use of unethical employment practices.
- Consistent with our risk-based approach we may require:
 - Employment and recruitment agencies and other third parties supplying workers to our organisation to confirm their compliance with our Ethical Employment Status.
 - Suppliers engaging workers through a third party to obtain that third parties' agreement to adhere to the statement.
- As part of our ongoing risk assessment and due diligence processes, we will consider whether circumstances warrant us carrying out audits of suppliers for their compliance.
- If we find that other individuals or organisations working on our behalf have breached this policy, we will ensure that we take appropriate action. This may range from considering the possibility of breaches being remediated and whether that might represent the best outcome for those individuals impacted by the breach to terminating such relationships

We encourage the reporting of any wrongdoing through internal and external whistleblowing procedures. These procedures also contain arrangements to ensure the protection of whistleblowers.