




Norfolk Training Services

Corporate Social Responsibility Policy

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Author	Claire Charlwood	Date	18/12/2015
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This policy contains 20 pages

Policy Document



What is a policy?

Policies provide a guiding framework for an organisation to conduct its business. These principles help to create behaviours, consistency and manage risks for our employees and the products and services we provide for learners, employers and partners.

The policy explains each principle, why it is needed, the activity required to support and uphold each principle, owners within NTS and the potential consequences if not followed;

Policies:

- Outline rules
- Provide principles that guide actions
- Set roles and responsibilities
- Reflect values and beliefs
- State an intention to do something

NTS policies are reviewed to ensure they are continually developed to take account of:

- Amendments to statutory requirements
- User and customer feedback
- New risks or conditions arising from new ventures or markets we operate in
- Audit results and recommendations
- External regulator/partner feedback and recommendations



Norfolk Training Services

Rationale

This policy also replaces (what were formerly known as):

- The Environmental Statement (dated April 2014)
- The Sustainability Policy (dated July 2014)

The purpose of this policy is to demonstrate how we will meet our wider social, economic and environmental responsibilities to support and enhance our local communities and the global environment.

These responsibilities are central to our overall vision at Norfolk Training Services. They inform our daily operations and guide our future progress.

We will demonstrate how we meet our responsibilities through our operational activities, with regards **to:**

- Our staff
- Our community
- Our environment

We recognise that in order to be successful we must work with our learners and other service users, our staff and our partners/stakeholders in order to meet their expectations.

Every member of staff has a personal responsibility with regards this policy.



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Legal and External Drivers

There is no specific legislation governing corporate social responsibility relating to the services provided by Norfolk Training Services.

However, we recognise that our business activities impact on people and the environment, therefore we have a moral and social responsibility to (where possible) make our impact positive and reduce any negative impact.

Norfolk Training Services also understands that all waste disposal companies with which it engages should adhere to the Environmental Protection Act 1990.



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Framework and Principles

Definitions:

We define our corporate social responsibilities in the following ways:

We have a social responsibility – this means we have an ethical framework and we recognise that we should work to make a contribution to society at large.

We have an economical responsibility – we offer value-for-money services and consider how we can make ethical investments.

We have an environmental responsibility – we have an obligation to contribute to the protection of the environment.



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Framework and Principles

Measures - Our Staff

As an employer we will:

- Provide every member of staff with a training and development programme and personal development plan based on their individual requirements and aspirations.
- Through mentoring, encourage development and training including (where appropriate) to meet industry standards and accreditations.
- Implement a “Staff Wellbeing” programme, using the 5 ways to wellbeing approach (**Connect, Be Active, Take Notice, Keep Learning and Give**).
- Monitor staff satisfaction and wellbeing annually.



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Framework and Principles

Measures - Our learners and other service users

As a provider we:

- Provide quality work-based learning, training and ancillary services to employers and individuals throughout the East of England supporting local, regional and national strategic priorities. Retain those on programme, to ensure that they achieve at the highest level.
- Work to address wider inequalities in training, attainment and employment, through targeted engagement of groups including young people who are not in education or employment; young women, Black, Asian and Minority Ethnic (BAME) people, people with learning difficulties, looked after children, ex-offenders and other disadvantaged or vulnerable people.
- Ensure that our workplace and learning environment are free from harassment and bullying, and places where everyone feels they are treated with dignity and respect.
- Monitor learner satisfaction and wellbeing annually.
- Monitor progress of vulnerable and disadvantaged learners through Key Performance Indicators (KPIs) quarterly.



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Framework and Principles

Measures - Wider community

As a community service provider we will:

- Support local development and growth, by aligning our development/growth priorities with the New Anglia Local Enterprise Partnership (LEP) (e.g. developing additional Apprenticeship sectors) as well as responding to local demand.
- Enable staff and learners to select local charities which Norfolk Training Services will support throughout the year with fundraising activities and promotion.



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Framework and Principles

Measures - The Environment

As a member of the global community we will:

Minimise the use of natural resources by:

- Reducing our use of paper and other office consumables.
- Reducing the energy consumption of workshops and office equipment by purchasing energy-efficient equipment and good housekeeping.
- Minimising pollution options through the use of new vehicles and driver training to reduce fuel consumption and emissions.
- Use an emissions recording scheme for business travel to monitor our impact.
- Promoting greener transport options for staff such as car-sharing schemes.



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Framework and Principles

Measures - The Environment (cont.)

- Minimise the generation of waste and promote recycling by, as far as possible, arranging for the re-use or recycling of office waste, including paper, computer supplies and redundant equipment.
- Consider the environmental impact of any business decisions made.
- Encourage staff at all levels to act in an environmentally-responsible manner and use Energy Champions to promote green initiatives.



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Framework and Principles

Assessment of operations: Cross-cutting social and environmental measures which are applicable to different areas of the organisation.

Environmental Measures	Environmental Impact
Use of energy, fuel and water resources in buildings	<ul style="list-style-type: none">• Climate change due to emissions of greenhouse gases (GHG's), particularly carbon dioxide• Resource depletion• Air quality degraded by emissions of Nitrogen Oxides and particulate matter including soot and dust• Local air quality degraded by emissions from transport
Disposal of waste	<ul style="list-style-type: none">• Climate change due to emissions of (GHG's)• Resource depletion• A source of recyclable material• Risk of contamination of soil and water
Procurement of resources	<ul style="list-style-type: none">• Resource depletion• Climate change due to emissions of GHG's during manufacturing, supply, use and disposal• Emissions of pollutants to air, soil and water



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Framework and Principles

Assessment of operations – cont.

Social Measures	Social Impact
<p>Staff wellbeing & Satisfaction</p> <p>Addressing inequalities in provision - recruitment, retention and progression (learners, service users and employers)</p>	<ul style="list-style-type: none">• Increased satisfaction leads to greater staff retention and commitment (including retention of skills and experience), leading to increased quality of business outputs• Increased wellbeing and reduced absenteeism increases the quality and quantity of business outputs• Delivering equal opportunities for learners and services users means better life chances for diverse groups, and a reduction of wider social inequalities• Equal opportunities in the workplace leads to increased diversity, a broader skill set, and greater staff retention, which increases the quality and quantity of business outputs
<p>Value for Money Measures</p>	<p>Economic Impact</p>
<p>Value for money</p>	<ul style="list-style-type: none">• Spending drives to achieve economy, efficiency and effectiveness, maximising available financial resources to achieve the best results for service users, employees and society



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Responsibilities

Specific Employee Responsibilities

Action	Responsible Owner	Timescale
KPI reporting to the Directors	Quality Assurance Manager	Quarterly
Completion and publication of the Corporate Social Responsibility Review	Quality Assurance Manager / Equality & Diversity Officer	Annually by financial year-end



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Responsibilities

Board and Directors

The Directors have responsibility for setting and leading the Corporate Social Responsibility agenda.

They are responsible for championing the expected behaviours and delivering strategic commitments to staff and to the community.

They are responsible for ensuring that social, environmental and value for money issues are considered when developing new, or revising existing strategies and objectives.

To do so the Directors will ensure that:

- Approval of new or amended strategies will include consideration of environmental, social and value for money issues and;
- Travel and other business expenditure by members of the Board will be monitored.



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Responsibilities

Senior Managers

Senior Managers are responsible for ensuring that environmental, social, and value for money issues are considered when;

- Developing and implementing new, or amending existing operational policies and procedures
- Delivering programmes of work
- Authorising procurement of resources or commissioning services
- Monitoring all travel and business expenditure by staff they are responsible for
- Undertaking staff appraisals, planning training and development, and managing performance
- Monitoring and supporting staff health, wellbeing and satisfaction.

Senior managers will lead by example, demonstrating the expected behaviours in all areas of their work



Responsibilities

All staff

All staff must take personal responsibility for the impact they have on the environment resulting from their own actions. Additionally staff should consider how they deliver value for money in their work **(economy, efficiency and effectiveness)**

This includes but is not restricted to:

- Printing documents and other materials (e.g. e-mails) unnecessarily.
- Sending letters when e-mail of telephone conversation would suffice and meet NTS standards.
- Leaving lights, heaters and air-conditioning units on when not required.
- Poor planning leading to additional travelling.
- Procuring materials and resources which are not needed.
- Not re-using or recycling materials and resources.
- Miss-using material and equipment leading to unnecessary replacement.

Staff should take personal responsibility for their own health and wellbeing and support the organisation to create a fair, positive, and healthy working environment.



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Responsibilities

All learners and service users

All learners have a personal responsibility to limit the impact they have on the environment resulting from their own actions. These include but are not restricted to:

- Wasting materials and resources whilst attending NTS delivered programmes.
- Wasting materials and resources in their place of work.
- Not re-using or recycling materials and resources.
- Miss-using material and equipment leading to unnecessary replacement.
- Causing unnecessary travelling by Assessors and Tutors by failing to attend review meetings.

All learners have a personal responsibility to treat others with respect to help create a safe and supportive learning environment

All Partners

NTS expects its partners and stakeholders to uphold the principles of environmental and social responsibility and delivering value for money.



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Risk Management

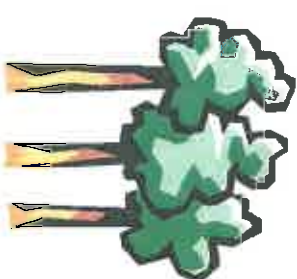
This policy will be monitored and measured through:

- 1) KPIs reported quarterly to the Directors
- 2) Annual publication of the “Corporate Social Responsibility Review”

This policy will be audited on an annual basis.

Impact of Not Adhering to Policy

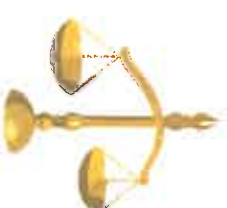
1 ton of uncoated virgin (non-recycled) printing and office paper uses **24 trees**. 1 ream (500 sheets) uses 6% of a tree (and those add up quickly!)



Sickness absence costs UK businesses **£14billion** a year, so a healthy workforce makes good business sense



Inequality including reduced life expectancy, poorer mental health and higher levels of crime costs the UK **£39bn** per year in lost taxes and productivity -equivalent to the government's yearly spending on defence



There are more than **195,289** registered charities in the UK that raise and spend close to **£80 billion** a year. Together, they employ more than a million staff. Without charitable input, many vital public services would fail





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Further Information

For general enquiries about NTS's Corporate and Social Responsibility Policy please contact:

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