

## CSR and Adding Social Value Policy

This policy sets out how at Develop Global we ensure that at all times, we behave in a legal and ethical manner and maximise the social value we add to the communities in which we operate. It applies to all Develop Global employees, associates and contractors. We also take steps to influence those in our supply chain to adopt the social value model.

It is the responsibility of the Directors, all staff, associates and subcontractors to ensure that this policy is met. It is the responsibility of the Directors to review this policy standard and ensure it is kept up to date with changes in legislation and ethical responsibilities. It is also their responsibility to engage with all of our employees, associates, customers, partners and suppliers to ensure they are engaged in, and contribute to our values and actions and that we fully meet our responsibilities at all times. The Directors are responsible for the development of guidance and training on the implementation of the policy standard.

The Directors will carry out regular monitoring and monthly reporting as part of team meetings as to the extent to which we meet our legal and ethical standards, to ensure we have embodied the true spirit of adding social value in everything we do as an organisation and that it is an explicit part of our culture and values. Given the global span of our network, we recognise the global reach of our business practices and our public accountability.

Our commitments are built around the following critical areas:

### Our Employees and Associates

Our employees and associates (current and potential) are the heart of our ability to continuously strive to deliver an extraordinary customer experience and understand the instrumental role they play in our success. Develop Global will:

- Respect our employees and associates
- Encourage their development and training
- Providing opportunities for employment through Kickstart, Apprenticeships and other employment schemes
- Promote equality as differences in responsibilities permit
- Consider the interests of our employees and associates including their welfare, and physical and mental health and safety
- Aim to empower our employees and associates
- Recognise individual contributions and reward them fairly
- Provide retraining and return to work opportunities, new ways of working

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- Encourage employees and associates to identify ways to add greater social value in both their personal and working lives and to feedback as part of monthly meetings. This includes volunteering activities, such as providing mentoring and job coaching for schools
- Ensure we actively target applications from those within minority groupings

Our aim is to ensure the happiness of our employees and associates through their worthwhile and satisfying employment in a successful business and whilst ensuring we maximise social value within the areas we operate in.

For more detail, see Develop Global's [Diversity and Equality Policy](#); [Health, Safety and Wellbeing Policy](#); [Grievance Procedure](#) and [Disciplinary Procedures; Bullying and Harassment Policy; Ethical Supply Chain Policy](#) for all employees and associates.

### Clients

Develop Global seeks to ensure that it deals responsibly, openly and fairly with existing and potential clients with a service hallmarked by integrity, quality and care and ensures that both parties add social value as part of our joint work:

- Ensuring that all of our advertising and documentation (on and offline) about Develop Global and its activities are clear, informative, legal, decent, honest and truthful
- We are open and honest about our products and services and telling clients what they want to know, including what we do to be socially responsible and add greater social value
- Register and resolve client complaints in accordance with our standards of service – ensuring that if something goes wrong, we will acknowledge the problem and deal with it
- Listening to our clients so we can improve the products and services we offer them
- Work with clients to identify how we can jointly add additional social value through sustainable recruitment, training and apprenticeship opportunities, local purchasing, reduction in carbon and local employment. We include suggestions as part of our tendering processes
- Request feedback from clients as to the extent to which we added social value during our contract and suggestions for future improvements
- Ensuring we benchmark and evaluate what we do in order to constantly improve our competitiveness within our market in order to make ongoing improvements
- Clearly setting out in our contracts our agreed terms, conditions and the basis of our relationship and will operate in a way that safeguards against unfair business practices and ensures we will add social value that we can measure and report on.

For more detail, see our: [Client Complaints Procedure](#); [Develop Global Cookie Policy](#); [Develop Global Website Privacy Policy](#); [Develop Global Cross Charging Policy](#); [Develop Global Privacy](#)

[Policy](#); [Develop Global Quality Policy](#); [Business Continuity Policy](#) and [Disputed Invoice Procedure](#).

## Environment

We recognise a shared responsibility to protect our planet. Although our facilities and operations have a small ecological footprint, we reduce the environmental impact of our business through preservation, conservation and waste reduction practices. We aim to achieve carbon net zero by 2030.

- Where practicable, we will purchase goods that have a minimal impact upon the environment, both local and global. Factors taken into consideration will include sustainability of resource production, transportation, full life energy/raw material consumption and waste production and percentage recycled content.
- Wherever possible we will consume and purchase less by identifying and eradicating, wasteful practices within our own operation and those operations where we have influence.
- We will re-cycle goods at the end of their life, where this is possible and where it is not possible ensure disposal in the most environmentally sound manner.
- We will purchase products and services that meet minimum environmental standards.
- To promote and embed the adoption of sustainable services, we will develop and support through appropriate awareness programmes, new methodologies for identifying needs; appraising options; agreeing design and specification; supplier selection; tender evaluation; contract management and supplier development.
- We will continue to contribute to carbon reduction programmes and to charities and sponsorship events.

[See also Develop Global's Environmental and Ethical Supply Chain Policies](#)

## Supply chain and Procurement

- We will seek out organisations that share our commitment to sound environmental and social performance and improvement. Where applicable, we will offer assistance to our suppliers in raising their environmental and social value awareness. We will develop partnerships with our suppliers and contractors and work together to minimise the environmental and social impacts of our supply chain.
- Social value and sustainability requirements will be considered and where appropriate will be specified in initial tender documentation for both suppliers and contractors, to ensure suppliers and contractors are aware of our environmental and social criteria at an early stage in the tender process.

- Small firms, voluntary and community organisations, social enterprises and ethnic minority businesses are considered members of our supply chain as they play an important role in the local economy and contribute to social cohesion.
- We will use purchasing power, where practicable, to influence and encourage suppliers in order to create a more reliable market for environmentally and ethically produced products and services that add social value.
- Environmental and social factors shall be considered in the purchasing process. Specifically this includes considering what the product is made from, the product durability, where it is made and by whom, the efficiency of the product during use and the processes involved in its production and distribution, what the disposal requirements are and if it can be reused or recycled.
- We will add sustainability and adding social value into the procurement cycle: identifying needs; appraising options; design and specification; supplier selection; tender evaluation; contract management and supplier development.
- Sustainable development and adding social value actions will be embedded into purchasing functions through training programmes.
- We will seek to establish key performance indicators for social value where appropriate and monitor and measure the performance of our supply chain against them.
- Where applicable, environmental law is given effect through procurement decisions including international obligations on climate change and sustainable development. We will support national policy and legislation to reduce CO2 emissions, ban ozone-depleting substances and protect biodiversity.

### Ethics

Develop Global is committed to doing the right thing, conducting ourselves in a legal, ethical and trustworthy manner, adding social value and upholding our regulatory obligations and complying with both the letter and spirit of our business policies.

For further detail see our: [Develop Global Ethical Supply Chain Policy](#); [Develop Global Anti-bribery and Corruption Policy](#) and our [Modern Slavery Statement](#)


### Responsibility and Authority

This policy standard is issued under the authority of the Directors of Develop Global. Responsibility for implementation of this policy standard is set out below.

- Responsibility for the achievement of this policy standard rests with the Directors
- Directors are responsible for implementing the policy standard, monitoring and reporting implementation in the everyday activities of the Business at monthly meetings



- They are also responsible for making sure all employees, associates, partners, customers and suppliers are engaged in ensuring that, as an organisation, we add social value
- It is the responsibility of all staff, associates and suppliers to ensure they act in accordance with this policy at all times, in all their actions when working with Develop Global.

Signed  Shirley Dalziel, Director

Signed  Judith Strange, Director

Date: 23<sup>rd</sup> September 2022

Dates Reviewed: 22<sup>nd</sup> September 2022 (*Previously Corporate and Social Responsibility Policy*)

Date To Be Next Reviewed: By 22<sup>nd</sup> September 2023

Signed, as read and understood by all staff and associates

Signature 

Date 23/9/22