

Social Impact and Sustainability Statement

IT IS THE RESPONSIBILITY OF ALL USERS OF THIS POLICY TO ENSURE THAT THE CORRECT VERSION IS BEING USED

This policy has been approved by the undersigned and will be reviewed on an annual basis. In case of any queries or questions in relation to this policy please contact the COO (Sophie McCracken) or CEO (Jane Lambert)

Policy reference & version:	V2		
Author:	Clara Travers		
Position:	Director of Services		
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Required review date:	November 2024		
Author signature:	<i>C.Travers</i>	Date:	28.11.23
Approved by:	Sophie McCracken		
Position:	Managing Director		
Signature:	<i>S.McCracken</i>	Date:	28.11.23

REVISION HISTORY

Date	Version No	Revised by	Reason for Update Sections Affected Description	Approved by	Date of next Review
November 2023	V2	Clara Travers	Annual review Job title updates	Sophie McCracken	November 2024

ECG Healthcare Group Social Impact and Sustainability Statement

ECG Healthcare Group is committed to being socially responsible. We are a passionate forward thinking organisation, striving to make a difference. Our position in the healthcare industry allows us to be a voice, leading by example demonstrating positive change and dedicating resources, to social impact initiatives.

It is important that we invest in a sustainable future to keep ECG and communities thriving! Working with clients, partners and suppliers to make conscious decisions, we want to create impactful change with purpose, committing to being net zero to support climate change.

ECGs core principles:

- Wellbeing
- Increasing the prosperity of communities
- Creating resilience
- Healthier communities
- Equality, diversity and inclusion
- Community and global responsibility
- Sustainability

ECG commits to adhere to these principles and the below actions we are taking all serve to increase the long-term sustainability across our entire operation and support the well-being of future generations. Some of these actions overlap throughout the different goals.

Wellbeing

It is important for us to fuel and actively encourage wellbeing. We recognise the responsibility that we share with our clients, partners and suppliers, to provide a service and goods that are aimed to improve wellbeing.

ECG has recognised that by addressing workplace mental health and wellbeing strengthens the positive, protective factors of employment, it can also help promote the employment of people who have experienced mental health problems and support them once they are at work.

ECG looks for ways to support healthier lives within the workplace, communities and for future generations.

Increasing the prosperity of communities

We currently hold a national database of resources for delivery of our services. Our Recruitment team actively support targeted recruitment campaigns, to recruit people who live in specific areas where we engage in work opportunities. Contributing further to the economy through employment and training.

We also provide ongoing training opportunities to our staff (both employees and freelancer resources) to improve their skill set by upskilling them, therefore improving their employability prospects. Our resources receive free continued professional development (CPD).

We work with local colleges and schools to provide work experience opportunities and provide work experience placements for young people looking for a career in healthcare.

We currently partner with local organisations to provide free online training to those who are long term unemployed and our aim is to expand that to other communities where we have working contracts. If you are aware of anybody who is long term unemployed, school leavers or community groups, who would benefit from this, please contact: clara@ecgtraining.co.uk or lorna@ecgtraining.co.uk

Creating resilience

As an organisation we have demonstrated the capacity to adapt to change for our employees, clients, partners and suppliers. During the pandemic we were flexible and versatile in the way we delivered our services.

We have a new model of training which is a blend of face to face and digital, which means we can train more groups of delegates in one day, this helps reduce trainer and attendee mileage reducing CO2 emissions and also increases the amount of delegates who can access the training. With this development we have transitioned our upskilling training model and now train our training resources digitally. This has been demonstrated to be more effective and also reduces travel while also improving the consistency and quality of the delivered training and the trainers understanding and competence.

We now use bespoke apps and software which supports the reduction of our overall carbon footprint in terms of reduction of use of paper and also improves our process review, retention and streamlining for greater efficiencies. By adapting to change resulting in great success, we have been able to employ new roles, introducing more resilience and continuity within the organisation.

We review our organisational structure regularly to allow for continued business growth and support across the business. We have both employees who work from ECGs headquarters and remote, maintaining a seamless way of working, utilising and developing operational software.

Healthier communities

All our staff participate in regular and extremely popular, company provided Wellbeing Programmes, team activities and have access to MakeWell clinic services. We have 4 active Mental Health First Aiders within the organisation who are available to be accessed for support by all our employees and resources.

We launched MakeWell our private healthcare clinic with a mission to support the local community of Milton Keynes and further afield. Recently introducing ADHD and Autism Assessment offerings, which has had a great response.

During the Covid-19 Pandemic we supported a local University by setting up an onsite vaccination clinic for students and staff. We play a crucial role in supporting NHS Northamptonshire with the delivery of the National Vaccination Programme. The programme remains in place, managed by our clinical services and pharmacy division. We have continued this clinical support and run a mobile bus, supporting vaccination and a blood pressure check services in remote hard to reach locations, in Northamptonshire.

Equality, diversity and inclusion

ECG promotes a supportive and inclusive work environment, human rights shared equally across cultures and by male and females.

We have an equal opportunities policy in place and take all reasonable steps to employ, train and promote employees on the basis of their experience, abilities and qualifications without regard to age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race (including colour, nationality and ethnic or national origins), religion or belief, sex or sexual orientation. We are a proud Disability Confident Employer.

Community and global responsibility

As an organisation we are committed to supporting communities in which we serve and also consider wider global impact.

Our organisation has wide national coverage and we consider the impact that our decisions, company policies and ethos has on everyone we come into contact with, either directly or indirectly. One of the ways we do this is through our supplier code of conduct and our ethical trading, human rights and labour standards policy. We map our supply chain and assess for modern slavery risk and audit our suppliers.

Sustainability

We are committed to becoming net zero by 2050 in line with UK government targets.

To start this journey we are using www.trackmycarbon.co.uk which is a platform that uses government approved formulas to calculate our scope 1, 2 and the selected areas of scope 3 emissions. We are collecting data to generate our carbon footprint baseline in 2022 and have also produced a carbon reduction plan. Once our baseline is calculated we will set further organisational targets to reduce our carbon footprint and commit to offset in a timed plan the remaining emissions.

Roadmap

- To collect data and record using 'Track my Carbon' Scope 1, 2 and 3 emissions
- To publish a carbon reduction plan



- Having calculated a carbon footprint following the previous year's data capture, targets to net zero will be set.
- Objectives will be set as part of our carbon reduction plan
- The monitoring will continue year on year
- Data will be collected from further elements in scope 3 of downstream transportation and distribution.
- Offsetting targets will also be set



ECGs actions in place and targets:

<p>Environment</p>	<ul style="list-style-type: none"> ✓ We will whenever possible use resources based in areas of work and as close to venues as possible reducing the use of car traffic. ✓ To keep travelling down whilst delivering our high standard services and being accessible for our clients requirements. ✓ Invest in additional training equipment, working with our long standing clients to explore the possibility of storing equipment on site securely, to reduce the use of courier travel miles ✓ Reduction of courier use ✓ Website development, digitalising our operation moving us closer towards a paperless office. ✓ Educate employees on impact of emails. (Delete permanently old emails, reduce subscription emails, reduce number of emails sent) ✓ Reduction of ink usage, our printer supplier supports our plans to change printing behaviour and to supply us with recycled printers. ✓ <i>'Think before you print, be green, keep it on the screen'</i> campaign to change printing behaviours in our headquarters and wider. (Discourage habit of printing off emails, encourage double sided printing. Email signature created to remind clients, partners, suppliers and resources to think twice before printing). ✓ Reduction of paper use ✓ Introduction of recycled paper ✓ To recycle and reuse uniforms ✓ To continue working with our current local uniform, office supplies, consumable medical supplies and catering suppliers, supporting local businesses. ✓ To promote and improve our recycling behaviour, introducing 5 new bin type in each building of our headquarters. ✓ Encourage the use of reusable water bottles and travel cups ✓ Sustainable corporate gifting ✓ Social Responsibility webinar series - for our staff during work hours to educate and actively talk about our social impact and progression. ✓ Regular review of our energy suppliers. Turning off electrics not leaving equipment on standby. Using heating and water efficiently and to reduce waste overall. ✓ On site at ECGs head office an, employee wellbeing room.
<p>People</p>	<ul style="list-style-type: none"> ✓ Continue supporting our local foodbank ✓ Continue supporting our local Milton Keynes Hospital Charity ✓ We currently partner with local organisations to provide free online training to those who are long term unemployed and our aim is to expand that, to other communities where we have working contracts. We are open to being introduced directly to organisations, charities and community groups with whom this offering can support. ✓ Continue to provide lifesaving training for charities, organisations and community groups. ✓ Continue engagement in the Disability Confident Employed Programme

	<ul style="list-style-type: none">✓ Digitalising our operation to support our staffs productivity✓ Support our staff with their own personal development plans✓ Support our resources with professional development✓ We have an active database of local volunteers, who we regularly engage with.✓ We provide free lifesaving training and more, for our volunteers✓ We regularly network to learn of new opportunities for where our services could support local initiatives for free. Recently supporting the YMCA.✓ Mental Health and Wellbeing Policy in place for employees, this includes time for medial appointment and increased annual leave allowance as well as other wellbeing initiatives for our staff.✓ Introduced Trust Pilot (a platform for people) within MakeWell, utilising the reviews to listen, supporting positive change.
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