

## Corporate Social Responsibility and Sustainability Policy

### 1. Scope

1.1 This policy sets out NCT's approach in respect of Corporate Social Responsibility (CSR) and sustainability.

### 2. Principles

2.1 NCT is mainly funded by public money and takes its corporate and social responsibility very seriously in accordance with the wider agenda of the Government.

2.2 NCT values the principles of accountability, honesty and integrity in all aspects of its business. Our policy is to conduct our business in a manner which ensures:

- Fair treatment of all employees and stakeholders
- Commitment to full legal compliance in all that we do.
- Transparency of our business policies and practices
- High standards in all matters relating to health, safety and the environment
- Ethical business practices throughout our operations
- Managing our business with complete integrity.
- A safe, fulfilling and rewarding career for all our employees.
- We will develop community programmes which support our mission and values and further promote our recognition as an active contributor to local community development.
- We actively assess and manage the environmental impacts of our operations.
- We will continually benchmark and evaluate what we do in order to improve our CSR performance.

2.3 We recognise that the involvement of our employees is key to the future success of the business and we have adopted a policy of keeping employees fully informed on all matters affecting them.

2.4 We are also committed to best practice in employment matters, recognising the role this plays in attracting and retaining staff.

2.5 To succeed in delivering the best possible service all employees, suppliers, visitors, contractors and other stakeholders working at or on behalf of NCT share the responsibility at all time whilst carrying out their duties paying due regard to NCT's policies, procedures and practices.

### 3. Our Vision, Mission and Values

- Our Vision for NCT Ltd is that our strategy will deliver:
  - Outstanding, high quality provision;
  - A truly employer responsive organisation, recognised by achievement of the Training Quality Standard;
  - To be recognised as the main supplier of care provision to employers in the North East;
  - A more diverse portfolio of provision and delivery models;
  - Expert staff qualified and experienced to deliver outstanding provision;

- First class facilities for delivery of learning;
- Diverse partnership working;
- An organisational structure that supports our strategy for working with employers;
- A profitable business.

### 3.2 Our Mission

#### **“SUPPORTING INDIVIDUALS AND DEVELOPING BUSINESSES”**

3.2.1 NCT Ltd aspires to be the preferred provider of NVQ and other appropriate training programmes in order to raise standards, develop individuals and support business improvement. NCT will deliver quality services in response to the needs of employers & their learners

The Company aims to maintain a stable and contented workforce, and to retain and develop its staff by equipping them with support, and the knowledge and skills to perform their duties to a high standard.

### 3.3 Our Values

3.3.1 Our stated values are as follows:

- |                                |                                   |
|--------------------------------|-----------------------------------|
| ❖ Quality                      | ❖ Accountability & Responsibility |
| ❖ Friendly                     | ❖ Honesty & Integrity             |
| ❖ Flexible                     | ❖ Supportive                      |
| ❖ Professional                 | ❖ Diversity                       |
| ❖ Positive Learning Experience |                                   |

3.3.2 We shall endeavour to adhere to our values in all of our activities, and we shall strive to be an exemplar of good practice. We shall encourage our stakeholders to adopt appropriate socially responsible policies and practices.

## 4. Equality and Diversity

4.1 NCT is committed to the promotion of Equality and Diversity and takes its responsibility to promote equality of opportunity and eliminate unlawful discrimination very seriously. The aim is to create and maintain a healthy and positive working and learning environment which creates mutual respect and dignity and enables everyone to realise their full potential.

4.2 We will not tolerate bullying, discrimination, harassment or victimisation by or towards any of our employees, contractors, customers, suppliers and visitors. Any such cases are taken seriously and may result in disciplinary action or other appropriate in serious cases this could result in termination of contract.

4.3 We have the following Equality of Opportunity policies and procedures in place:

- ✓ Equality and Diversity Policy 1-01
- ✓ Personal Harassment Policy & Procedure 1-35
- ✓ Dignity & Safeguarding procedure 1-08

## 5. Responsibilities whilst working at, with or on behalf of NCT

5.1 All employees, suppliers, visitors, contractors and other stakeholders working at or on behalf of NCT share this responsibility at all time whilst carrying out their duties paying due regard to NCT's equality and diversity policies, procedures and practices. They are also expected to maintain the highest standards of conduct whilst working on our behalf or representing NCT. This includes involvement in professional and social activities undertaken during the course of NCT business.

## 6. Fair Employment Practices

In formulating employment policies NCT has been guided by the relevant legislation in the United Kingdom. These policies are regularly reviewed and new policies are introduced following consultation with employees and their representatives.

Examples of employment policies include:

Equality and Diversity policy 1-01, Disciplinary procedure 1-36, Grievance procedure 1-34, Maternity Policy 1-24, Paternity Policy 1-28, Flexible Working Policy 1-32, Holiday entitlement, Cessation of Employment, etc.

## 7. Environment

7.1 We take our responsibility very seriously to identify and manage any impacts our activities have on the environment and the communities in which we operate. We are committed to continually improving our environmental performance and moving towards best practices in corporate sustainability.

7.2 NCT has developed an internal environmental management system where continual monitoring will assist the organisation to deliver the overall aim to improve the environmental performance of the organisation and to comply with environmental legislation. The environmental aims of the organisation are

- To comply with all environmental legislation requirements at all NCT sites
- To continually improve the environmental performance of the organisation
- To prevent or where this is not possible minimise pollution at the source wherever and whenever possible
- To investigate methods to increase re-cycling and divert waste from landfill
- To increase environmental awareness amongst employees to assist with meeting the above aims.

This policy is reviewed annually and we encourage environmental responsibility amongst our stakeholders, including clients, contractors, suppliers, and staff.

### 7.3 Environmental Initiatives

#### 7.3.1 *Transport and travel*

- ✓ We offer an allowance to our employees who use public transport.
- ✓ We encourage the use of public transport in preference to personally owned cars where appropriate.
- ✓ We have a system of car sharing for employees wherever possible

#### 7.3.2 *Raw materials and supplies*

- ✓ We shall ask key suppliers to provide copies of their environmental policies.
- ✓ Where possible, we shall use recycled or environmentally friendly paper in our printers.
- ✓ We shall invite staff to reduce unnecessary paper usage – where appropriate including double-sided printing and re-using paper

- ✓ We will shred and recycle all of the waste paper we create and all of that which we receive.
- ✓ We will recycle household type waste.
- ✓ Portable batteries will be disposed of
- ✓ Ink cartridges will be disposed of at a local cartridge shop as appropriate
- ✓ Any hazardous materials or substances will be disposed of in accordance with the Environmental Protection Act.
- ✓ Any electrical equipment will be recycled or disposed of in accordance with the Waste Electrical and Electronic Equipment Regulations.
- ✓ We will only use reputable recycling and waste management services

### 7.3.3 *Energy usage*

- ✓ We shall minimise our use of gas and electricity, by ensuring appliances are turned off when not in use.

## **8. Workplace Health & Safety**

### **8.1 Health & Safety Policy Statement**

8.1.1 We aim to ensure that all activities carried out on our premises or undertaken by our staff are managed in such a manner so as to avoid, reduce or control, all foreseeable risks to health and safety of any person(s) who may be affected by such activities to a tolerable level"

8.1.2 We will comply with the terms of the Health and Safety at Work etc. Act 1974 and subsequent legislation and to provide and maintain a healthy and safe working environment. Our health and safety objective is to minimise the number of instances of occupational accidents and illnesses and ultimately to achieve an accident-free workplace.

8.1.3 We will provide all employees with such equipment, information, training and supervision as is necessary to implement the policy and achieve the stated objective.

8.1.4 We recognise and accept our duty to protect the health and safety of all visitors to the company, including contractors and temporary workers, as well as any members of the public who might be affected by our operations.

8.1.5 We will do all that is within its powers to ensure the health and safety of its employees. It is recognised that health and safety at work is the responsibility of each and every individual associated with the company. It is the duty of each employee to take reasonable care of their own and other people's welfare and to report any situation which may pose a threat to the well being of any other person.

8.1.6 We will provide every employee with the training necessary to carry out their tasks safely. An effective health and safety programme requires continuous communication between workers at all levels. It is therefore every worker's responsibility to report immediately any situation which could jeopardise the well being of themselves or any other person.

8.1.7 All injuries, however small, sustained by a person at work will be reported to their line manager or a delegated representative. Accident records are crucial to the effective monitoring and revision of the policy and must therefore be accurate and comprehensive.

8.1.8 We will ensure that there are adequate and sufficient financial and other relevant resources available where reasonably practicable to ensure compliance with our legal and moral health and safety responsibilities. All resources used will be fit for purpose.

8.1.9 We will monitor and update our policy whenever there is any significant change or on at least an annual basis. The specific arrangements for the implementation of the policy and the personnel responsible are detailed below.

## **9. Community Involvement**

9.1 We recognise that a diverse workforce coming from all sections of the community, offering differing skills, experiences, backgrounds and cultures will result in an organisation that is better able to respond to the needs of our customers. We also recognise that many people face different barriers to learning and employment and we will take appropriate action to address these barriers.

## **10. Citizenship**

10.1 NCT Ltd allows its staff to undertake all normal civic duties, including jury service, membership of public authorities, etc.

## **11. Whistle Blowing**

11.1 NCT Ltd is committed to the provision of high quality services. Because NCT is accountable to the public, it is important that the highest standards of service are provided and that public confidence is maintained. Whilst there are rules, regulations and procedures in place to ensure good practice takes place, the potential for malpractice exists. Staff will often be the first to see or suspect activities, which may be innocent or may turn out to be fraudulent, dangerous or some other malpractice. It is important therefore that there exists a procedure which is available to equally to all staff should they have such concerns.

11.2 In the event that an employee has any concern relating to a disclosure they should report this either to their direct line manager or to a director. All disclosures will be treated in confidence.

11.3 The line manager or director has a duty to investigate fully any disclosures made.

11.4 If the employee who raised the complaint is not satisfied that it has been properly investigated or that their concerns have been adequately addressed, the employee does have the right to report this to the appropriate organisation or body e.g. the Police, the Environment Agency, Health and Safety Executive or Social Services Department

11.5 We aim to promote fairness and consistency in dealing with concerns made in good faith, however, if the procedure has not been invoked in good faith (e.g. for malicious reasons or in pursuit of a personal grudge), then disciplinary action will be taken against the individual concerned when it can be demonstrated that a complaint is made on such a basis.

## **12. Data Protection**

12.1 NCT Ltd needs to collect certain types of personal information about the people with whom it deals, such as current, past and prospective students, employees, and those with whom it communicates. This information has to be collected for administrative purposes (such as staff recruitment and the administration of programmes of study), and to fulfill legal obligations to funding bodies and the government. The Data Protection Act 1998 requires that this information should be processed fairly, stored safely and not disclosed to any other person unlawfully. NCT is committed to protecting the rights and privacy of individuals in accordance with the requirements of the Data Protection Act.

12.2 All employees and those carrying out activities on behalf of NCT are responsible for ensuring compliance with the policy.

### **13. Use of Company Information Assets**

13.1 Employees shall use the company's computer systems, internet and email systems for business use. Any employee found to have disclosed confidential information, been abusive or malicious in using these facilities, or misusing the systems in any way may face disciplinary action. NCT strictly prohibits the use of its internet or email systems for acquiring, producing or disseminating pornography or similar material, including the use of abusive language or offensive images.

### **14. Compliance, monitoring and reporting**

14.1 Compliance with this policy will be continuously monitored and subject to review by the managing director.

14.2 Each line manager is responsible for ensuring that the principles set out in this policy are communicated to, understood and observed by all employees and for ensuring compliance in their area of responsibility.

### **15. Communicating the Policy**

15.1 All employees are informed of the policy and are encouraged to contribute to the achievement of its objectives. The Policy is published on the company web site.

### **16. Summary**

16.1 We understand that CSR is simply about doing the right thing. We recognise that CSR is fundamental in the way we do business. Through our day to day activities we continue to remain aware of the needs of our employees, marketplace, community and the environment.

16.2 We believe that in order to be successful, we must work to the highest standards of professionalism and adopt values and beliefs which allow us to reach high levels of performance whilst maintaining honesty, integrity and professionalism in all of our business activities.

16.3 Our business is driven by shared beliefs and values which ensure the commitment of all those involved to everything we do. Professionalism, high ethical standards, accountability to our stakeholders, respecting the law, being people driven, encouraging community involvement and striving for excellence in everything we do are the key principles on which our day-to-day business practice is based.

16.4 We strive to achieve excellence in everything we do, providing a range of products and services that both meet customer needs and are readily understandable and accessible. Through professionalism, high moral standards, teamwork and best possible internal and external relationships, we aim at providing excellent service levels.

16.5 We believe that absolute customer satisfaction with our products and services and the way in which we conduct our business, is the key to long term and sustainable relationships and, as a result, the long-lasting success of NCT.

Amanda Dickinson  
Managing Director