

**This policy applies to:** all colleagues whether full or part time working for NRS Healthcare including directors, managers, colleagues, trainees, and casual workers. If you are not directly employed by NRS Healthcare (i.e. agency worker/contractor), this policy will still apply but may require some modification.

**Equality & Diversity:** we have made all efforts to ensure this policy does not have the effect of discriminating, directly or indirectly, against colleagues, service users, contractors, or visitors on grounds of age, disability, sex, gender reassignment, pregnancy and maternity, race, sexual orientation, religion or belief, and marriage and civil partnership.

**Review period:** this policy does not form part of your contract of employment, and we may change it from time to time. This policy is reviewed on an annual basis or in accordance with any change in legislation or company policy.

**Core values:** it is not just what you do at NRS Healthcare that's important, it's HOW you do things that really matter. Our mission and core values form the foundation of your employment with NRS, they give you guidance and purpose at work and keep you motivated to perform well. Values are central to how we operate our people management policies and procedures, therefore please act and behave in ways that positively support the principles of our core values.



## Our Mission:

*To improve people's health and independence every day*



### **Taking Pride**

We're proud of what we do because it makes a real difference to people's lives.

We always aspire to deliver an outstanding experience to our service users and their families.



### **Trust**

Trust is earned.

We work every day with people who feel vulnerable and look to us to help.

We work to gain the trust of our service users, colleagues and partners in all we do by delivering on commitments, speaking up, speaking honestly and acting with compassion.



### **Delivery**

People should recognise us as operationally great, which means we find ways to get things done for our service users and prescribers, even when it is difficult.



### **Partnership**

We want our partners in health and social care to recognise us as leaders in our field by providing the right service at the right time and improving service users' outcomes.

Both internally and externally people will love that we work together to out-perform expectations.



### **Citizenship**

We have a role to play beyond our business: we live in communities.

We'll be recognised for creating and maintaining high standards so our colleagues feel valued and our environment is maintained.

## 1. Introduction

As a business, our purpose underpins the choices we make as an organisation. We are responsible for the communities we recruit from and sell our products in, our employees, our suppliers, and the environment. We are committed to building a financially stronger company, that can deploy its resources internally and externally as a force for good in the world.

Business wide support of our ESG strategy is essential to embedding sustainability deeper within our operations and creating positive change that extends across the organisation and beyond. By learning from others and sharing our stories, we can help drive accountability for ourselves and the wider industry, solving the global challenges we face as one planet.

Our ESG Strategy is led by our Head of ESG and Engagement and implemented throughout the business.

## 2. Responsibilities

### You should ensure that:

- you understand what ESG means for NRS Healthcare (you can read our latest ESG Review [here](#))
- you are mindful of your own and NRS Healthcare's impact on the environment
- you are mindful of how you could be supporting your local community
- you support the continuous improvement of service levels for customers
- you support clear and consistent communication
- you support equality and diversity and colleague health and wellbeing

### Your manager will ensure that:

- you have access to all of the relevant information and policies to support your own ESG responsibilities.

## 3. ESG Focus and Alignment

Our ESG journey is focussed on five key areas for continuous improvement:

- **Our Product** – what we buy, where we buy it from, how we assemble and how we sell it
- **Our Planet** – energy, waste, transportation, and our carbon footprint
- **Our Communities** – giving back to society, helping the communities in which we operate
- **Our Workforce** – attracting and retaining the best talent, providing training and development, promoting physical and mental wellbeing as well as embracing diversity and upholding equality and inclusion
- **Our Governance** – Leading from the top and by example, living our values, providing a strong policy framework, implemented by committees of knowledgeable, passionate people to ensure adherence and consistency of approach

Consistent with the broader national and international Sustainable Development Agenda, our Corporate Governance Policies underpin our ESG approach and are fully aligned with the Climate Change Act (2008); the Government's Nationally Determined Contribution (2020) under the Paris Agreement (2015); and the 2030 Agenda for Sustainable Development adopted by all United Nations Member States in 2015 underpinned by the Sustainable Development Goals (SDGs). All our Greenhouse gas (GHG) emissions data has been prepared according to the statutory Streamlined Energy and Carbon Reporting (SECR) standards.

### 3.1. Our Product

NRS is working hard to create a sustainable value chain that enhances circularity and reduces climate impact:

- **Product Innovation** - We design our products to be hard-wearing and long lasting
- **Sourcing** - We incorporate ESG factors into our decision-making process when selecting suppliers. We evaluate them and conduct regular audits to mitigate against ethical risk
- **Sales** - We carefully weave Social Value metrics into each of our contracts with Local Authority and NHS partners to ensure that we are contributing back to society
- **Transportation** We plan efficient routes for our drivers using our route optimisation system to reduce mileage and fuel consumption. We also improve fleet vehicle management and fuel efficiency through the use of vehicle telematics
- **Use** - We work in partnership with our customers to ensure that our products meet their needs and enhance their life outcomes. On average, each of our products is used, repaired and redistributed 10 times

### 3.2. Our Planet

Carbon emissions are the leading cause of global warming and hence climate change. Every individual, business, and organisation has a role in supporting the urgent need to transition to a Net Zero carbon future and avert the climate crisis we face. Calculating our annual carbon emissions is a critical step in understanding our contribution to global warming.

Our Carbon Footprint is broken down into scopes:

- **Scope 1** – Carbon emitted from company vehicles and gas usage
- **Scope 2** – Carbon emitted from building electricity usage
- **Scope 3** – Carbon emitted from waste disposed and NRS-designed products purchased

### 3.3. Our Communities

NRS are committed to having a positive impact on our local communities. We have several charities we are currently supporting:

- The Carers Trust, Carers UK
- Blesma
- Dementia Friends and
- the NHS Charities Together

We are also committed to the creation and delivery of localised social value plans for every single local authority that we work within. These will be delivered by our Community Engagement Leads, led by our Customer Insights Manager and our Head of ESG and Engagement.

### 3.4. Our Workforce

Our people sit at the very heart of NRS. Thanks to them, we can help make a real difference in improving the lives of elderly, frail or vulnerable people every day.

Our employees are encouraged to strive for improvements in all aspects of the business and put forward their ideas for ways our products, services, and operations can be improved. By taking a holistic approach to ensure our teams are engaged and feel part of our NRS family, we know that they will do their best to deliver on behalf of the company.

We want our colleagues at NRS to progress in their careers and access high-quality training that will help them unleash their potential.

NRS operates the 70-20-10 learning framework model, recognising that 70% of training is experiential workplace learning. Learning from others accounts for 20%, which includes feedback, mentoring, coaching and sharing best practice through networks. The remaining 10% of the training offer comprises e-learning, digital playlists, masterclass webinars, and accredited learning, including apprenticeships.

### **3.5. Our Governance**

We are committed to achieving our business objectives in an honest, transparent, and accountable way and sustaining a culture of integrity in everything we do. We understand the importance of robust leadership and know that strong governance is pivotal to our success. Our CEO, Board of Directors and Executive Team work together to set the strategic direction at NRS, ensuring our long-term success and viability and ensuring we pursue our sustainability targets. In addition, the leadership team are responsible for ensuring that our policies which convey clear guidance and our approach in many areas are implemented, monitored, and improved.

Our ESG Committee is tasked with driving forward our sustainability objectives. Comprising members of the board, heads of department, individuals from across the business and working groups that sit beneath, the ESG committee meets every month to review progress which is reported formally to the board.

### **4. General data protection regulations (GDPR)**

When dealing with matters relating to ESG, we will process your personal data collected in accordance with our Data Protection Policy. Data collected is held securely and accessed by, and disclosed to, individuals only for the purposes of managing the matter. Inappropriate access or disclosure of your data constitutes a data breach and should be reported in accordance with our Data Protection Policy.