

**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 race, colour, age, nationality, ethnic (or national) origin, sex, sexual orientation, marital status, religious belief or disability.

**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

Our company vision is “To improve people's health and independence every day” which signifies our commitment to delivering community benefits as a part of our core service. NRS works in partnership with our customers, service users and community groups to ensure that we are delivering additional social, economic, and environmental value to our local communities.

As a colleague of NRS we encourage you to participate in volunteering activities that support our Environmental Social and Governance (ESG) Strategy within the communities that we operate. This could be through corporate volunteering, fundraising and activities promoted by NRS or activities carried out by you individually.

Corporate volunteering is the combination of activities promoted and supported by NRS to get you involved and participating by allocating your time (some of which can be work hours) and utilising your skills to help causes, projects and not-for-profit organisations to benefit our local communities.

Volunteer work can give you opportunity to put into practice the skills you have developed working at NRS to use within your local community. You can also learn new skills such as leadership qualities, improving your morale, physical health and work-life balance.

## 2. Aims

The aims of the NRS corporate volunteering scheme are to:

- strengthen our commitment to communities through the direct involvement of our colleagues.
- increase colleague commitment and pride in working for NRS.
- create bonds that enhance internal relationships.
- help you to develop core skills, such as the ability to collaborate, being creative, work as a team, be a good leader.
- improve personal morale by being a respected contributor to social value projects.

## 3. Responsibilities

Managers	are responsible for the management of the volunteering application and approval and documenting volunteering hours on our payroll system.
Head of ESG	will ensure the consistency of volunteering activities, that activity aligns with our ESG strategy and that activities are reported on at senior level.
Community Engagement Leads / Social Value Champions	support and lead on social value initiatives across the business, with specific focus for championing social value in your own local workplace. to gather feedback regarding local volunteering activity and report this on a quarterly basis to the Head of ESG. There is a job description available which provides further information about this role
Human Resources	will review and update this policy on an annual basis.

#### **4. Types of volunteering and fundraising supported**

The Carers Trust and Blesma are the key partners of the NRS corporate volunteering and fundraising scheme, which complements the work carried out to benefit unpaid carers, young carers, those living with physical disability and people living with dementia.

Within this area, there are three basic lines of action which focus on improving the:

- quality of life for those living with Dementia
- employability of unpaid carers and young carers
- social interaction for unpaid carers and young carers
- improving independence for those living with physical disability

Your place of work may develop volunteering and fundraising activities based on the social and economic characteristics and needs of its residents, in order for NRS to be closer to its stakeholders and the communities they serve. In all cases, volunteering activities must be aligned with the aim, purpose, and values of NRS and with this policy.

The corporate volunteering and fundraising scheme includes the following ways to collaborate:

- taking time and/or performing activities: either on-site, on-line or in the community
- fundraising and donating money, in line with the Funding Regulator standards

In order to encourage activities that have a greater impact on the social environment NRS will give preference to volunteering and fundraising that directly benefits our charity partners, without ruling out other types of volunteering and fundraising. The types of volunteering and fundraising that are supported are entirely at the discretion of NRS.

#### **5. Volunteering Time**

If you are a permanently employed colleague of NRS you are allocated a maximum of 2 days paid volunteer work time per year, you may use this to participate in corporate volunteering activities if you wish. This is available from completion of your probationary period,

If you wish to apply to take part in a volunteering and fundraising scheme, please first obtain the permission from your line manager. If you work directly with customers, plans must be established to ensure that you may participate in corporate volunteering and fundraising activities without adversely affecting business continuity or the quality of the service offered.

If you would like to volunteer but feel that the current opportunities are not suitable for you, you may register your interest with your local Social Value Champion or Community Engagement Lead about future volunteering and fundraising opportunities.

The arrangements that are made to allow you to carry out the volunteering and fundraising work will depend on the scale and nature of the project. Some general rules are:

- you may take 2 days paid leave per year (Jan-Dec) to carry out work on an agreed volunteering project, you cannot carry over untaken volunteering days into the following year
- volunteering and fundraising will take place within your normal working hours, there will be no time off in lieu
- you may be able to work flexible hours to enable you to work on the project

- you may be seconded to a project for a set period of time
- any additional volunteering that takes place outside of this policy cannot be taken as part of your volunteering time

## **6. Suggestions for new volunteering and fundraising schemes**

With local communities at the heart of our strategy, we encourage you to make suggestions for developing new partnerships or specific projects that could be initiated on a national or local level. These may range from long-term partnerships to short-term projects. We also encourage you to tell us about any organisations you already support as a volunteer.

If you have a volunteering or fundraising proposal, please provide this in writing to your local Social Value Champion or Community Engagement Lead who will then present this to be considered by our Head of ESG.

In your volunteering or fundraising proposal please set out details of the project, why it is being proposed, how it fits with our ESG strategy and a rough estimate of the time and cost that it is likely to involve.

Consideration will be given to the overall cost of the proposed project, the burden on the individuals who will be volunteering, and the benefits to NRS and the wider community. A final decision on the viability of the proposal will be made by the Head of ESG.

## **7. Application to work on volunteering and fundraising schemes operated by NRS**

If you who wish to undertake volunteering or fundraising work under a scheme operated by NRS should apply in writing to your line manager.

A meeting will be arranged with you to consider whether your request to do work under the scheme should be permitted and what leave from your normal job or changes to your working hours will be required.

You will be required to demonstrate that you have skills and experience before undertaking certain volunteering work. NRS may be able to provide training to help you meet these requirements.

You may also have to undergo a medical check for some activities, due to the risks involved. Some roles, for example those involving contact with children or vulnerable adults, will require an enhanced DBS check.

## **8. Monitoring our social value impact**

It is important that we measure the internal and external impact of NRS corporate volunteering and fundraising activities and objectives. We will do this in 2 ways:

### **Your manager**

Your local Community Engagement or Social Value Lead will report on a series of basic annual indicators, the report will include:

- the number of colleagues who participated in volunteering and fundraising activities
- the number of volunteering hours in activities proposed or disseminated
- the number of projects carried out locally

- the impact of the volunteering and fundraising activities, including individuals and groups which the activities benefited (people with disabilities, youth, children, senior citizens, immigrants, rural groups, etc.)
- any additional investment in volunteering and fundraising (any contribution other than the volunteers' time).

## **You and Your Colleagues**

If you participate in corporate volunteering and fundraising you will be required to provide feedback to your local Community Engagement Lead or Social Value Champion. This is important as it enables NRS to measure the usefulness of the volunteering work, both for the community and for NRS. It will also help identify what went well and identify any issues that may have arisen. Feedback enables us to make any improvements where required.

For all monitoring and feedback it is the responsibility of local Community Engagement Leads or Social Value Champions and line managers at each location to ensure this data is shared with the Head of ESG on a quarterly basis.

### **9. Your safety**

Your safety when undertaking volunteer work is important. Therefore, if you intend to do volunteer work under one of our approved volunteering schemes, an appropriate risk assessment will be done by your line manager before you commence volunteering work. If any risk is identified, this may mean you cannot partake in the work or adjustments may need to be made. The risk assessment template can be found on i-Auditor.

### **10. Standards and conduct and behaviour**

Whilst undertaking volunteering or fundraising activity it is important that you demonstrate your usual high standards of conduct and behavior in line with our NRS core values and behaviors and represent NRS in a positive and engaging manner.

If your conduct or behavior is considered questionable, this will be investigated and could result in action being taken in line with our disciplinary policy.

### **11. Additional support and expenses**

We will endeavour to provide you with any further support you may need with your approved volunteering or fundraising activities. Where practical, this may include making NRS facilities - including office space, telephones, computers and stationery - available to you to assist with the project.

Any travel or subsistence expenses related to volunteering and fundraising must be agreed in advance with your line manager and the Head of ESG. Please refer to the NRS Expenses policy for advice on how you may claim back any costs.

### **12. Complaints procedure**

We trust that any NRS volunteer or fundraising schemes you take part in will be a positive experience and will run as smoothly as possible. However, should any problems arise it is important you raise this with your line manager as soon as possible. By reporting issues or concerns you are helping NRS

to continuously improve our volunteering and fundraising agreements, policies, training and stakeholder relationships.

## **12. Data protection**

We will process your personal data collected during the volunteer scheme in accordance with our Data Protection Policy. Data collected as part of the volunteer or fundraising scheme is held securely and accessed by, and disclosed to, individuals only for the purposes of managing the employment relationship. Inappropriate access or disclosure of employee data constitutes a data breach and should be reported in accordance with the NRS data protection policy immediately. It may also constitute a disciplinary offence, which will be dealt with under the NRS disciplinary procedure.

## **12. Breach of Policy**

We expect all NRS colleagues to participate in volunteer work positively and honestly. Should it be found that time off has been used for purposes other than volunteering, this will be investigated and could lead to disciplinary action, up to and including dismissal.