

# NRS Volunteering and Fundraising Policy

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## 1. INTRODUCTION

At NRS Healthcare we are award winning providers of products and services designed to support independent living. Our company vision “To improve people's quality of life and independence every day” signifies our commitment to delivering community benefits as a part of our core service. We work 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.

To this end, NRS Healthcare encourages its employees to participate in measures to support the communities in which we operate through corporate volunteering and other activities promoted by NRS Healthcare in addition to those carried out by employees individually.

For us, corporate volunteering is the combination of activities promoted and supported by NRS Healthcare to get employees involved and participating by taking time (part of which is work hours) and using their skills and talent to help causes, projects and not-for-profit organisations in order to benefit local communities.

Our ESG Manager and our Social Value Champions will ensure the consistency of all activities and make it possible for participants to be recognised as NRS Healthcare volunteers in the various communities where we operate.

## 2. OBJECTIVES

This policy establishes the corporate volunteering scheme.

Its objectives are as follows:

- To strengthen NRS Healthcare's commitment to communities through the direct involvement of its employees
- To increase employees' commitment and pride in working for NRS Healthcare
- To create bonds that enhance internal relationships
- To develop necessary abilities and skills within NRS Healthcare, such as the ability to co-operate, teamwork, leadership, and employees' creativity.

## 3. PRINCIPALS

The Carers Trust and The Alzheimer's Society are the key partners of the NRS Healthcare corporate volunteering scheme, which complements the work carried out to benefit unpaid carers, young carers and those living with dementia.

Within this area, there are three basic lines of action:

- Improving quality of life for those living with Dementia.
- Improving the employability of unpaid carers and young carers.
- Improving social interaction for unpaid carers and young carers.

Moreover, each local area may develop its own activities within their scope of action and based on the social and economic characteristics and needs of its local residents, in order to be closer to their stakeholders and the communities they serve. In all cases, these activities must be aligned with the aim, purpose, and values of NRS Healthcare and with this policy.

The corporate volunteering 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, inline with the Funding Regulator standards.

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

#### 4. PROCEDURE

Each employee who works for NRS Healthcare will be allocated a minimum of 5 hours of paid work time every year, that will be offered to ensure they can participate in corporate volunteering activities if they wish to do so. NRS Healthcare will also provide a process that makes it possible to recognise the corporate volunteer work that employees carry out in their free time.

With regard to employees who work directly with customers, plans must be established so as to ensure that these employees may participate in corporate volunteering activities without adversely affecting business continuity or the quality of the service offered.

With local communities at the heart of our strategy, NRS Healthcare will encourage proposals by local teams, whilst also carrying out national activities at specific moments or occasions.

Furthermore, under the strategy framework included in this policy, employees may propose ideas and volunteering initiatives, and inform about organisations with which they collaborate as volunteers. Social Value Champions will present these proposals to be considered by our ESG Manager.

#### 5. MONITORING INDICATORS

To ensure this policy is followed, and be able to measure the internal and external impact of corporate volunteering and its objectives, every local team must report on a series of basic annual indicators:

- Number of individual volunteers who participated in volunteering activities
- Number of volunteering hours in activities proposed or disseminated
- Number of projects carried out locally
- The impact of the volunteering activities, including individuals and groups which the activities benefited (people with disabilities, youth, children, senior citizens, immigrants, rural groups, etc.)
- Additional investment in volunteering (any contribution other than the volunteers' time).

It is responsibility of the Social Value Champion and the senior manager in each to ensure this data is shared with the ESG Manager.

#### 6. POLICY OWNERSHIP AND UPDATES

Any review or modification to this policy must be approved by the board of directors.

This policy will be subject to review in line with the NRS ESG Strategy.

The content of this policy constitutes a process of continuous improvement that will be reflected in the annual reviews of this document.

This policy was last revised in March 2022 and is published.

Volunteering and Fundraising Policy Version 1.

Last reviewed: March 2022