



Half Yearly ESG Report

2022

Better together.

As an organisation
care is at the heart
of everything we do.



Welcome note from the CEO.

Welcome to our first ESG report at Nurseplus. Our fantastic ESG Focus Group has worked hard over the last 6 months to ensure that not only are we capturing all the good work being done, but also to provide a dedicated and committed platform to really challenge ourselves further to embed ESG into all aspects of our business.



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As an organisation care is at the heart of everything we do, therefore the principles of ESG are really a continuation of our philosophy and values of being caring, trustworthy and positive, and I am pleased with our progress thus far. This care is delivered through our great people whether it be our carers out working in the community and homes, or our committed branch staff ensuring we provide quality care to some of the most vulnerable people in society, and we all take huge pride in that we make a difference to people's lives. During the last 2 years the pandemic has helped us all to recognise what is important and I am sure most of us would put the care of our loved ones as a top priority. As a trusted provider of quality care we ensured all our staff remained in our offices where possible to keep this vital service going and whilst it was a difficult decision we also know what a difference this made for all those we supported and continue to support. Lastly our positive attitude and tenacity played a huge role in addressing the many day to day challenges we all faced during the height of COVID19 and it has been great to see the impact that made on all areas of ESG, both then and moving forward.

Joshua Collins MBA

Over the last 6 months we have achieved a silver award in recognition of our work so far which is a remarkable result in such a short time. We have implemented clearer policies and set ourselves on a journey to reduce carbon emissions and waste. The nature of our business and activities also means that social matters are at the heart of our operations and therefore we continue to make a real difference, not only to the people we care for but also to ensure all of our staff are rewarded well for the work that they do, have the ability to progress and work in an enjoyable, safe environment. Our contributions to society are clear to see in our report, from charitable support to upskilling the national workforce, and I know we are making a difference in many towns and cities across the UK.

I would like to thank Gareth Stewart, our CFO, for leading this project with the support of Ensphere, EcoVadis and Sovereign Capital Partners, and of course all of the Team here at Nurseplus. As a responsible business we are delighted with the first steps we have made on our ESG journey. I look forward to further updates on the difference we make as we all look towards a sustainable and exciting future at Nurseplus.

Our ESG journey so far.

We believe Environmental, Social and Governance (ESG) considerations are critical to what we do and who we want to be as a responsible business.

Nurseplus is a leading provider of nursing and care services to both the Health and Social care sectors. 2021 was an exciting year for Nurseplus in terms of our ESG progress. The development of our ESG Action Plan, our Carbon Footprint and our EcoVadis assessment have provided us a solid base to continue to progress and improve our ESG performance going forward.

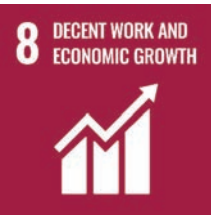
Nurseplus supports and has recognised the value of the UN Sustainable Development Goals. As part of the recent review of our CSR Policy, we have identified the following SDGs to be most relevant to our work and values and will work towards further alignment with them in the future:



The nature of our activities in the Health and Social care sector is intrinsically aligned with SDG 3. We are committed to providing our clients with the highest standards of care. We also recognise we have a duty to safeguard our employees' health and wellbeing while under our employment.



We acknowledge our operations have an impact on the environment and are consequently committed to reducing our footprint. We are beginning to understand our greenhouse gas emissions and it is our intention to implement actions that will place us on a pathway to net zero.



We believe our people are our most valuable asset. We are therefore determined to provide the right opportunities so our employees can reach their full potential and positively contribute to the achievement of our strategic goals. It is our priority that all the rights of our employees are respected, and they are fairly remunerated.



Nurseplus is committed to fostering a diverse and inclusive workplace. The roles that we offer contribute to the empowerment of individuals, in particular those with disabilities. We monitor and report our gender pay gap and will implement corrective action as required. We have zero tolerance to discrimination of any type.

Our ESG journey so far.

Within the first year, Nurseplus has already completed 13 initiatives (46%) from the 3 Year ESG Action Plan.

	Year 1	Year 2	Year 3
E	<ul style="list-style-type: none">Develop strategy to improve data gathering (carbon, other environmental metrics) ✓Consider replacing vehicle fleet ✓Review Environmental Policy ✓	<ul style="list-style-type: none">Develop a simple Environmental Management System (EMS) ✓Develop carbon emissions and climate change strategy based on improved data ✓	<ul style="list-style-type: none">Implement EMS with a view to ISO certification in coming yearsImplement carbon emissions reduction strategy and set appropriate targetsSet targets for other environmental metrics
S	<ul style="list-style-type: none">Review procurement documentation to include ESG matters ✓Establish mechanism to allow collection of HR metrics (e.g., staff turnover, etc.) ✓Review positive social impact initiatives (internal and externally) ✓	<ul style="list-style-type: none">Analyse HR metricsReview H&S system and re-apply to CHAS certification ✓Review accident and incident reporting mechanismsFormalise employee engagement and PR strategy reflecting positive social outcomes	<ul style="list-style-type: none">Review HR policies as necessary depending on findings of HR metricsConsider ISO45001 H&S CertificationEstablish mechanism to review suppliers' compliance to ESG requirements
G	<ul style="list-style-type: none">Incorporate ESG as an agenda item to board meetings ✓Develop Anti Bribery and Corruption Policy, AML and review whistleblowing mechanism ✓Review cybersecurity strategy ✓Start EcoVadis Sustainability Assessment ✓	<ul style="list-style-type: none">Review CSR PolicyFormalise business risk assessment approach, to identify and document the most pressing risks to the businessReview or implement internal procedures in relation to anti-bribery, corruption, anti-money	<ul style="list-style-type: none">Implement actions from business risk assessmentImprove EcoVadis Sustainability ScoreConsider IT System Certification

Our ESG journey so far.



Core values since our inception

As a business, we strive to make a positive difference in people’s lives and believe this only works through a holistic approach with our workers, clients, the many vulnerable people we care for and their families. This social focus is cemented through our core values:

- Caring**
“We are compassionate, dedicated, considerate and supportive.”
- Trustworthy**
“We are reliable, safe and diligent”
- Positive**
“We are pragmatic, tenacious, willing and conscientious”



Our CSR Policy

We have operated a CSR Policy since 2017, which has been recently reviewed to reflect the fast pace moving agenda that ESG has become in recent years. We have taken this opportunity to align our objectives to the UN Sustainable Development Goals.

Successfully benchmarked

Also in 2021 our efforts were reviewed by EcoVadis, who awarded us a 2021 Silver EcoVadis Medal, placing Nurse Plus and Carer (UK) LTD in the top 21% of companies rated by EcoVadis in the temporary employment agency activities industry.



Our journey has just begun

This first half yearly ESG report now constitutes a new exciting milestone in our journey, which has really just started... In the pages that follow you will find more information on our progress across the different elements of E, S and G that are included in our Action Plan, and where we see ourselves evolving from here.



Our ESG Action Plan

Through our established relationship with our debt providers, CVC, our investors, Sovereign Capital, and in collaboration with Ensphere, an ESG specialist firm, we embarked on a wider ESG journey in 2021 with the development of our ESG Action Plan, which will guide our ambition to become the sustainable provider of choice in our sector. We also produced our first Carbon Footprint report, which will form the basis of our efforts to become carbon neutral.

Environment.

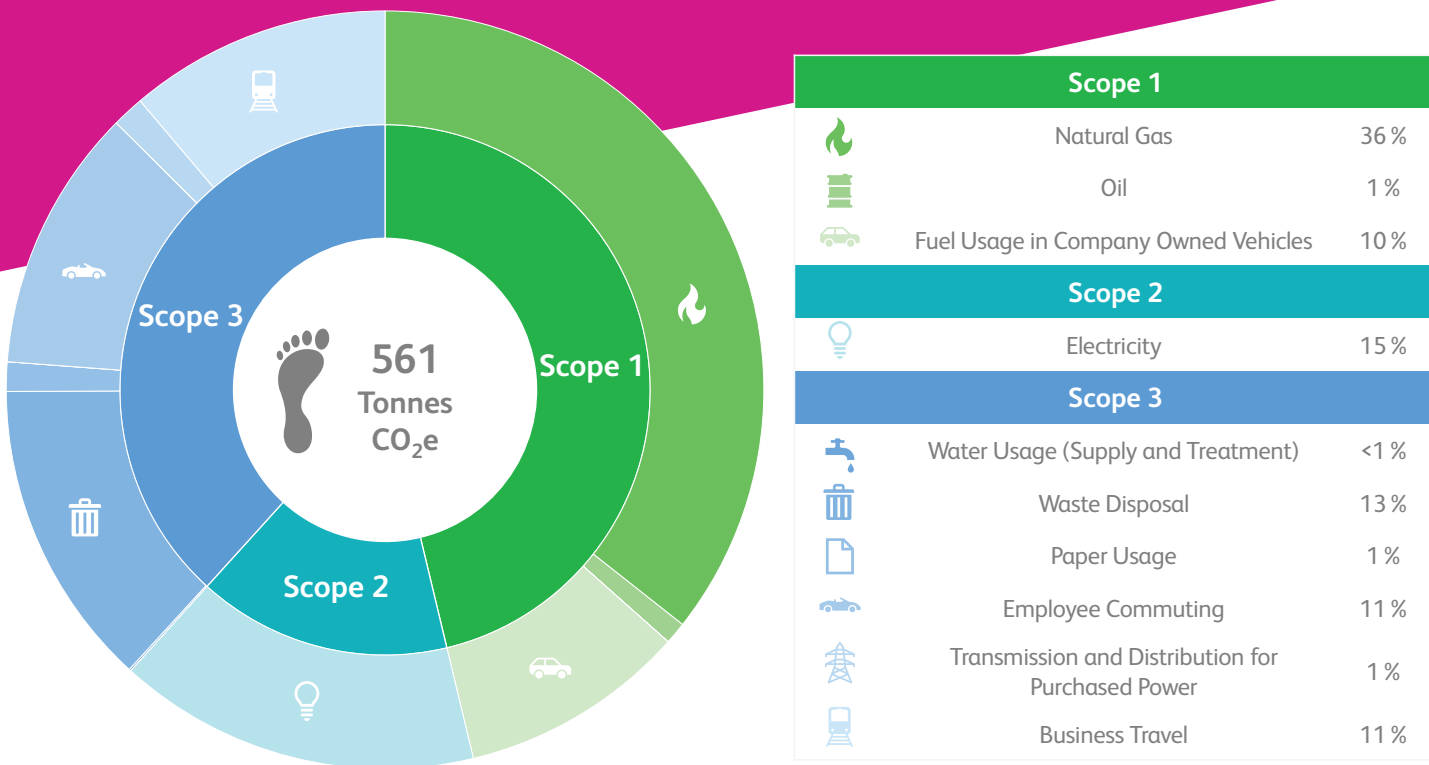


We appreciate our activities have a footprint on the environment and we are committed to minimising it.

Energy and Carbon

We understand that the biggest environmental impact from our activities is linked to our greenhouse gas emissions. We have calculated our carbon footprint (covering Scopes 1, 2 and 3) and we have identified that our greatest sources of emissions come from the real estate we occupy and the fleet we operate.

Our efforts in this field have been assessed by EcoVadis to be one of our environmental strengths and here are some of our ongoing initiatives, targets and goals:



2021 561 Tonnes CO₂e

2.22 Tonnes CO₂e Per Employee

2019 652 Tonnes CO₂e

2.56 Tonnes CO₂e Per Employee

Environment.

Energy and Carbon



Measures completed:

We have started to switch our energy suppliers to those with green credentials as and when the contracts are due for renewal.



We are responsible for the utilities contracts at 24 branches across the network, which comprises 37 individual gas and electricity meters, managed by Phoenix Energy Solutions, our chosen energy brokerage. In order to improve data collection for Scope 2 emissions, we are working with our energy suppliers to install smart meters in all branches. Currently, 25 % of our meters are smart meters.



We have enhanced the existing employee expenses form to allow us to efficiently capture the data required to meet the minimum reporting requirements under the GHG protocol for emissions from the transportation of employees for business-related activities in vehicles owned or operated by employees (Scope 3 emissions). We have selected to use a distance-based method in order to calculate emissions.



We are actively reducing the size of our vehicle fleet, which in the last 18 months has reduced by almost 50 %, to 20 vehicles.

Where next?

Our Pledge to Net Zero



The business has set a target to net zero in terms of its carbon emissions by 2050 or sooner and a carbon neutrality pledge by 2030.

In order to achieve this we will be setting out a Net Zero Strategy and Roadmap that fully sets out the pathway we will be following to fulfil this commitment. Our aim is to develop this strategy in 2022.

However, this has not stopped us from starting to evaluate our areas of work and we have started to adopt internal actions that have set our overall direction of travel in this respect.

Fleet



We have identified 14 small petrol vehicles in our existing fleet that will be replaced with pure electric vehicles over the course of the next 6 months in order to reduce Scope 1 emissions.

We have selected EO, a global leader in electric vehicle fleet charging, as our partner for the electrification of our fleet. Initial feasibility surveys are being conducted at 14 branches across the network and we aim to have the electric charging points installed in all locations by June 2022.

2022



- Publish our Net Zero Strategy
- Replace our vehicle fleet for fully electric
- Commence energy audit program
- Continue to install smart meters
- Set up new branch vetting system

Real Estate



- Through Ensphere, we will be implementing an energy audit program of all our branches, with a view to identify opportunities for emissions reductions.
- By the end of 2025, we aim to be exclusively using green energy suppliers.
- Our aim is to progressively replace our utility meters to 100 % smart meters.
- All new branch openings will undergo a thorough ESG vetting process. Examples of items that are to be considered include:



whether the site is located on a flood plain



accessibility to public transport (PTAL rating)



electric vehicle charging infrastructure



a consideration to the type of utilities used



whether sub-meters for utilities are installed

Other environmental initiatives

Notwithstanding energy and greenhouse gas emissions being our most pressing environmental concern, we are aware that we have a duty to continuously improve our performance in other aspects of the environment. Consequently, we have updated our Environmental Policy which will be incorporated in the next version of our Employee handbooks, currently under review. Here, we make commitments to consider and minimise all the impacts our day-to-day operations have on the environment.

Our updated policy has been assessed under the EcoVadis Review as one of our core environmental strengths.

Going forward, we are also looking to centralise and manage some of our wider environmental impacts from our core. In this respect, we are planning to collate a library of all suppliers (e.g. waste management and paper suppliers). We expect that this will not only reduce cost but will provide greater visibility to allow us to better control our environmental footprint.



Our environmental EcoVadis score is within the top third of our peer group.

2022



- Development and implementation of waste management policy
- Incorporate environmental considerations into procurement

We are also in the process of developing a Waste Management Policy to underpin our Environmental Policy. We are committed to taking all reasonable steps to apply the waste hierarchy to manage our waste responsibly.

Measures will include:



Printing initiatives and printer settings.



Encouraging going 'paperless' where IT infrastructure allows it, such as electronic timesheets, paperless notes, electronic signing of documents, electronic purchase invoices.



Removal of personal bins to encourage recycling.



Mains-fed water coolers in preference of bottled water coolers.



Electrical repair and recycling initiatives.



Incentives for sites to minimise waste production.



Donation of old office furniture.

The Waste Hierarchy



prevent

Stop waste from being created in the first place
Use less materials in design and manufacture
Use less hazardous material



re-use

Keep products for longer
Give products a second lease of life
Repair, clean, refurbish



recycle

Turn waste into a new product
Compost all green and food waste



recover

Produce energy from waste
Anaerobic digestion



dispose

Last resort landfill or incineration

Social..



The nature of our activities has inevitably led us to place social matters at the heart of our operations. We have a duty to our employees.

Looking after our people

Our staff are the face of Nurseplus and therefore our most valuable asset. We aim to attract and retain high calibre staff who help us deliver outstanding services and meet our business objectives. We therefore strive to be a responsible employer, and continuously improve our performance in this aspect of our operations.



Our labour and human rights efforts have been rated by EcoVadis as advanced and well above the average of our peer group.



Diversity & Inclusion

We believe that by having a diverse workforce, we strengthen our ability to care for and appropriately respond to the diverse range of people and clients we support, allowing them to feel respected and valued. We are committed to employing staff from different gender, ethnicity, sexual orientation, backgrounds, perspectives, skills, and experiences, and ensuring that everyone feels they have a place in Nurseplus.

We have an approved Diversity and Inclusion Policy, which we are in the process of implementing. Through this new initiative we hope to improve our already strong figures on diversity.

Diversity at Nurseplus	
Permanent workforce	67.6% female
Non-permanent workforce	77.7% female 39.6% ethnically diverse



Offering the best conditions

Over the past 24 months the business has focussed on its people, refining and improving the benefits on offer. For this, we have developed an Employee Benefit Journey that illustrates our work over this period. Our carers have received pay rises annually for the past 5 years and all our employees earn over the National Living Wage.

Upon consideration of the increasing cost of living, our Executive Team have identified a large number of permanent staff who will receive pay rises in March 2022. As part of these changes, we will increase the entry level salary at Nurseplus (post probation) by up to 7.2%. If we are to remain the employer of choice in our sector, we need to understand what is important to our employees and we will be looking to engage with Engagement Multiplier to help us with this task.

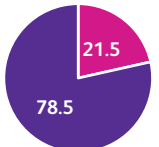
We hope to gain a good understanding of “what matters” through this third party exercise and use the findings to improve our “people” experience in work. This will be an ongoing and evolving project as we look to corporatize our People offering in the business. We monitor and disclose gender pay gap information.

Social. Looking after our people.

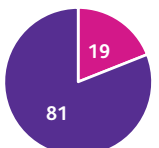
2022



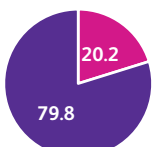
- Mandatory D&I training for all staff
- Review our policies to ensure consistency with our D&I approach
- Employee engagement roll out
- Pay and benefit review



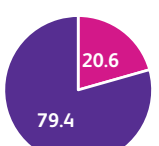
■ % Males in Upper Quartile
■ % Females in Upper Quartile



■ % Males in Upper Mid Quartile
■ % Females in Upper Mid Quartile



■ % Males in Lower Mid Quartile
■ % Females in Lower Mid Quartile



■ % Males in Lower Quartile
■ % Females in Lower Quartile

Social. Looking after our people.

Safeguarding the health and wellbeing of our staff

Nurseplus reapplied for and were granted a CHAS certification. During this process, Health and Safety systems and processes were reviewed and an action plan agreed of areas for further development over the next 18 months.

These areas include:

- Enhancement of our H&S training provision across the company.
- A large program to better support the mental health of all of our employees.
- Review the way we investigate and report accidents and incidents, including recording mechanisms.
- Implement regular Health and Safety audits to be carried out by the Health and Safety Quality Assurance Advisor

Learning and Development

We consider continuous learning to be one of our core organisational values and training is a key constituent of the staff supervision and appraisal processes. We have a dedicated in house training team which, together with the manager, is responsible for sourcing appropriate staff training. At the outset of 2022, we introduced a new approach to training, which will offer a new holistic program covering a wide range of topics.

Nurseplus train people with no experience or skills in care to a standard where they become Workers and are given a real career opportunity.

2022

- Implement H&S Action Plan
- Continue roll out of new training program



Apprenticeships

Adult care	Customer experience	Talent management	Leadership and Management
774 Workers enrolled onto schemes in 7 years	71.4% Industry leading success rates	20+ Years of experience	Grade 2 Ofsted rating - aspirations of Grade 1

Recognised by industry leaders

- AAC Care Services Apprenticeship Provider of the Year 2021
- Investors in People Gold and Investors in Young People Gold
- Endorsed by Skills for Care



Social. Looking after our communities.

Working with our suppliers...

We have recently developed our Sustainable Procurement Policy and a large exercise is underway to assess the procurement procedures at Nurseplus. Crucially, this will allow the business to work in partnership with its existing suppliers and understand their on going ESG commitments. We already take a similar approach with our Modern Slavery supply chain mapping, ensuring they have their own policies in place and raising awareness where appropriate. Supplier ESG mapping will be achieved by an annual questionnaire for suppliers over a certain size. In addition, all potential new suppliers will be required to populate an ESG questionnaire, and Nurseplus will look to only engage with suppliers who are ESG conscious and are working towards meaningful improvements.

Working with our clients and the people we support...

As quality Care providers, the type of services Nurseplus offers the public has a positive impact on society. With evidence strongly suggesting that outcomes for those requiring care are better when they are able to remain in a familiar environment and can receive 1:1 care and support, Nurseplus offers a practical and affordable alternative to a residential setting, delivering care and companionship to vulnerable people and peace of mind to their families that their loved ones are safe and well at home.

In acknowledgement of this, Nurseplus is a 2022 HealthInvestor Awards finalist under the Domiciliary Care Provider of the Year category.



Giving back to our communities....

We are acutely aware of the importance for our business to give back to the communities we serve. To this end, we have set up a Charitable Giving Committee and the company will be donating an element of profit to the committee on a monthly basis. Staff members will be encouraged to make representations as to which charity they would like to donate. In due course, staff will be given the opportunity to donate some of their salary to the committee via Give as You Earn (GAYE).

Here are some initiatives we have supported thus far..



2022

- Review procurement procedures to align to Sustainable Procurement Policy
- Continue Charitable Giving initiatives

Governance.

We have developed a stringent corporate governance structure that supports our core value of trustworthiness.

Behaving the way we should.



Our leadership team

We have a strong leadership team and board that bring a wide range of skillsets to the business and that have been the engine to our ESG implementation. However, we acknowledge that to fully integrate ESG into our business strategy, we require more focused resource and to support this we have created an ESG Focus Group. The Group is formed by ten members, selected to ensure representation across various disciplines of the business. It meets monthly to instigate new initiatives and review progress against ongoing ones.

The leadership team is ultimately responsible for ESG matters and monitors our progress on an ongoing basis. To this end, ESG is now an ongoing agenda item in all our board meetings, with deeper reviews on a half yearly basis that feed from the work conducted by the ESG Focus Group.



Laura Blunt
Quality Assurance
and Training



Vince Callow
HR



Liisa Cantan
Finance



Vicky Chapman
Finance



Mark Davis
Payroll & Benefits



Alex Eagles
Marketing



Vicki Gidalla
Compliance & Operations
(Registered Nurse)



Kat Illman
IT



Jen Pool
Business Support



Gareth Stewart
Finance

Behaving the way we should.

Putting our core value of trustworthiness into practice

We are committed to behaving with honesty, integrity and transparency, as well as acting fairly and ethically in our relationships and dealings with our suppliers, customers and other stakeholders. Nurseplus works to ensure standards are met, and where possible, exceeds all relevant legal requirements. For this reason, in the last six months, we embarked in a process to review all our business ethics policies, including:

1. Anti Bribery and Corruption Policy
2. Anti Money Laundering Policy
3. Conflict of Interest Policy
4. The Whistleblowing policy and mechanism were reviewed and updated. A company 'How Do I?' was created to support anybody wishing to raise a concern
5. Fraud Policy

How we manage risk

Nurseplus has a robust approach to risk control, which we are always seeking to continuously improve.



We recently commissioned an independent review on the Criminal Finance Act that will allow us to better understand the risk to the business and implement the appropriate procedures to demonstrate that we are operating with consideration to the Act.



We recognise that managing risk is fundamental to maintaining our high governance standards and, therefore, we are in the process of reviewing our Business Risk Register, which we are hoping will be completed in Q1 2022.



Our stringent protocols are monitored by an internal audit team (who manage and mitigate the clinical compliance business risk) and a high finance team, who are all ethically bound to their qualification to implement and maintain a robust control environment in the business.

Governance.



2022

- Review Business Risk Register
- Continue to integrate sustainability in business strategy



EcoVadis has praised the strength of our policies and rated us well above the average of our peer group.

Governance. Behaving the way we should.



Keeping our data safe

Given the continued threat of cyber attacks for all businesses across the globe, our Nurseplus Cyber Security Strategy has been given utmost priority. Over the past 6 months we have further protected our platform with upgraded anti-virus software, in addition to web and DNS level filtering, to protect against web based threats. Email scanning is in place to prevent risks from hyperlinks and attachments, whilst vulnerability managing software, which finds vulnerabilities in systems and implements the fix, is also active on our network.

During 2021, we welcomed a new Technology Director to the team who, amongst other exciting projects, is working on minimising cyber security risks associated with our tech stack landscape.



Ensuring the quality of our services remain outstanding

The Nurseplus Quality Assurance Team provides advice on a number of areas including health and safety, clinical and regulatory aspects of care delivery and safer recruitment practices. The team also conducts audits and coach their branch teams to drive best practice and ensure we meet our legislative, professional and regulatory requirements.



Keeping everyone updated

This constitutes our first half yearly ESG report. We are committed to transparently sharing our ESG performance with our stakeholders and therefore we will publish an annual ESG report from here on.



2022

- Continue to implement cyber security Strategy
- Roll out stakeholder engagement initiatives



“...the level of care I am receiving is exceptional, I am treated with professionalism, kindness, care, and dignity. The wonderful carers that come to my home allow me to participate in my care, with the things I am still able to do and in no way make me feel inadequate for those things in life that have become difficult or indeed I find I am unable to do”

Testimonial, Nurseplus Andover



95%

of the standards inspected for our regulated services under the Care Quality Commission received an ‘Outstanding’ or ‘Good’ rating.

Stakeholder engagement

We are aware of the importance to incorporate feedback from our stakeholders within our business strategy.

We intend to use the results of these surveys to drive ongoing improvement of our services. However, this is an area of ongoing focus for us and we, over the course of time, plan to expand this work with a full mapping of our stakeholders.

This will inform in due course our planned engagement strategy that will drive the way we communicate with our different stakeholders going forward. This process has already started with a new staff Newsletter which includes an ongoing section on ESG matters to keep our employees abreast with our initiatives and allow them to get involved.

Therefore, we have launched have three surveys being circulated to:

Branch Managers

Clients

Workers



Better together.