



Annual 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 Year 1 ESG report. We are all extremely proud of our progress to date and it is clear that ESG is now fully embedded into our business.



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As a company focused on the care of others, this is one of our key values and this philosophy permeates the way we act on an everyday basis. We saw during the COVID-19 Pandemic how this was not only illustrated in our delivery to clients and service users but how we treated each other as members of the Nurseplus team. Further, Care is also about how we value our environment both in our workplace and the world around us and we are committed to improving this for all.

Trustworthiness (another of our key values) is linked to this in we show integrity by doing what we commit to and the report within shows several examples where we have not only achieved our goals but surpassed them particularly in temporal terms, being ahead of plan.

Lastly our positivity is also what drives and motivates us to go above and beyond. We search for better outcomes whether that be in the care we deliver to some of the most vulnerable people in society or the way in which we on-board, train and treat our fantastic Carers, Nurses and Support Workers. We continue to make a positive difference to thousands of lives every day and with ESG at the heart of our business we will continue to ensure the sustainability of this quality care as well as making a difference to the communities and world around us.

I would personally like to thank Gareth Stewart, our CFO, for driving and leading this strategy with the support of Sovereign Capital Partners, Ensphere, EcoVadis and our Nurseplus Team. Our first steps on our ESG journey have been taken and there are many more to come.

Joshua Collins MBA

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. We have had an exciting year for Nurseplus in terms of our ESG progress. The update of our ESG Action Plan, our Carbon Footprint and our upcoming EcoVadis assessment will provide us a solid base to continue to progress and improve our ESG performance going forward.

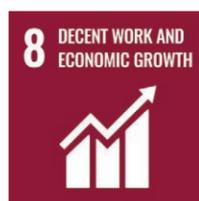
Nurseplus supports and has recognised the value of the UN Sustainable Development Goals. We have identified the following SDGs to be most relevant to our work and values and will work towards further alignment with them in the future:



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.

At Nurseplus, we have come to the end of the first year of our ESG Action Plan and, as we embark upon the second year, we reflect on the great progress made towards this Plan. So far, we have completed 19 of the 29 initiatives (66%) set for the first two years.

Our ESG Action Plan is designed to be a living document - it is dynamic and will grow alongside our ESG goals so as to remain relevant and at the forefront of our business. We have taken the time to think about what Year 4 might bring and our aspirations have now been formalised and approved.

Our efforts have resulted in a good head start on the second year of our ESG Plan and we are working in earnest to complete these goals, with a view to what is coming next at the forefront of our minds.

	Year 1	Year 2	Year 3	Year 4
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"> Publish our Net Zero Strategy Implement strategy to improve data gathering (carbon, other environmental metrics) Continue replacing vehicle fleet Implement energy audit program ✓ Continue to roll out smart meters ✓ Development and implementation of waste management policy 	<ul style="list-style-type: none"> Arrange environmental initiatives around a simple Environmental Management System (EMS) Set targets for other environmental metrics Develop carbon emissions and climate change strategy based on improved data, and set appropriate targets Implement new office vetting system 	<ul style="list-style-type: none"> Consider the accreditation to ISO 14001 Implement carbon emissions reduction strategy and measure performance against targets and Net Zero Strategy Measure performance against other environmental targets
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"> Review procurement procedures to align to Sustainable Procurement Policy Implement H&S Action Plan Roll out mandatory D&I training ✓ Review policies to ensure consistency with D&I approach ✓ Include ESG as part of induction ✓ Set up charitable committee and continue to review initiatives ✓ 	<ul style="list-style-type: none"> Analyse HR metrics (incl D&I) Review accident and incident reporting mechanisms Establish mechanism to review suppliers' compliance to ESG requirements Continue to implement employee engagement based on findings of surveys. Formalise PR strategy reflecting positive social outcomes 	<ul style="list-style-type: none"> Review HR policies as necessary depending on findings of HR metrics (including as part of any D&I findings) Consider ISO45001 H&S Certification Continue employee engagement Continue to roll out ESG supplier screening
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"> Continue to implement cybersecurity strategy ✓ Develop a Criminal Finance Act Policy and roll out online training Review or implement internal procedures in relation to anti-bribery, corruption, AML, etc ✓ Complete Business Risk Register ✓ Conduct stakeholder mapping Continue to integrate ESG in strategy Publish year 2 ESG report. 	<ul style="list-style-type: none"> Review CSR Policy to ensure continued relevance Implement actions from business risk assessment Improve EcoVadis sustainability certification. Consider IT System Certification Set out stakeholder engagement strategy building up on surveys conducted. Publish year 3 ESG report 	<ul style="list-style-type: none"> Continue to implement actions from business risk assessment Improve EcoVadis sustainability certification. Consider IT System Certification Continue to implement stakeholder engagement strategy. Publish year 4 ESG report

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.

We are looking forward to the 2022 EcoVadis assessment, which is due in November.



Continuing our journey

Our first half yearly ESG report, published in April 2022, constituted a new exciting milestone in our journey. In the pages that follow within this subsequent annual report, you will find updated 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.

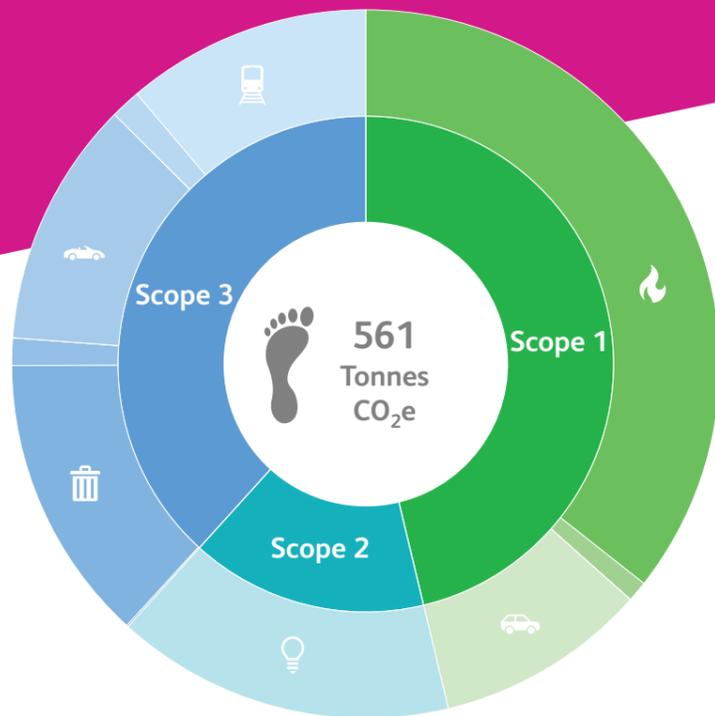


We appreciate our activities have a footprint on the environment and we are committed to minimising it.

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. Some of our ongoing initiatives, targets and goals are presented within the following pages.



Scope 1		
	Natural Gas	36 %
	Oil	1 %
	Fuel Usage in Company Owned Vehicles	10 %
Scope 2		
	Electricity	15 %
Scope 3		
	Water Usage (Supply and Treatment)	<1 %
	Waste Disposal	13 %
	Paper Usage	1 %
	Employee Commuting	11 %
	Transmission and Distribution for Purchased Power	1 %
	Business Travel	11 %

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 are continuing to look into switching our energy suppliers to those with green credentials as and when the contracts are due for renewal. As of now, 9 of our branches are using green energy tariffs.



In order to sustain our year on year emissions reductions, our energy audit programme for our branches has now commenced.

Ensphere has audited five branches (10 % of our estate network) which were selected for the first phase of this programme.

Opportunities for emissions reductions have been identified and are already feeding into our decision making.

The results of the audit will be used to help inform our Net Zero Strategy and future real estate decisions.



We have rolled out our enhanced 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 responsible for the utilities contracts at 24 branches across the network, which comprises 35 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 have registered interest and are working with our energy suppliers to install smart meters in all branches.

Currently, 60 % of our meters are smart meters (up from 25 % within our half-yearly report).



We are actively reducing the size of our vehicle fleet.

In the last couple of years, the fleet has reduced by approximately 50 %, to 19 vehicles.

We have been assessing the usage of our remaining vehicles to determine whether we can reduce its size any further.

Though we have recognised that reducing our vehicle fleet could have a positive effect on our environmental footprint, we believe that this decision is a balancing act.

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 assessed how far we can reduce our fleet and have decided we will continue to reduce it to 17 cars. The vehicles will be replaced with hybrid models.

The outcome of our assessment was so as to balance reducing our environmental footprint, at the same time as not simply transferring vehicle movements from company-owned/leased vehicles to employees' personal vehicles, which would be effectively transferring emissions from Scope 1 to Scope 3 without lowering our impact as an organisation. Furthermore, we are proud to be able to support employees in accessing vehicles when it may, in another situation, be challenging for them.

Nurseplus supports the use of electric vehicles over traditionally fuelled vehicles and, as such, when selecting any future office locations, access to electric vehicle charging infrastructure will be considered.



2022

- Publish our Net Zero Strategy
- Reduce our fleet and replace with hybrid vehicles
- Commence energy audit program ✓
- Continue to install smart meters ✓
- Set up new branch vetting system ✓

Real Estate



- We will continue to implement the energy audit program for all our branches, with a view to identifying 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 versions of our Employee Handbooks, which are currently under review and will be published in November. 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.

To champion this, we are looking to welcome a new employee into our team who will be tasked with developing and embedding a Sustainable Procurement Policy, with a clear objective to engage suppliers who prioritise ESG, in addition to centralising and reducing the wastage in paper supplies and waste management.

In support of this, we are also in the process of developing and implementing 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 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. Communal recycling and waste bins have already been successfully rolled out within our Head Office.



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.



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

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.



Social. Looking after our people.

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 intend to improve our already strong figures on diversity.

Branch Managers will receive structured training which will include Equality and Diversity. It is intended for them to pass this training on in cascade form to their respective teams. This will initially target all operational branches, with a view to broadening to Support/Head Office functions as part of the Year 2 Training Programme for internal staff.

Diversity at Nurseplus

Permanent workforce	78.2% female
Non-permanent workforce	74.3% female 46.9% ethnically diverse



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 ✓

Recruitment & Onboarding

To us, looking after our people starts at the very beginning during the recruitment and onboarding stages.

We have therefore developed our Onboarding programme to ensure we engage with all new permanent staff before they enter into the business. As part of this programme, we hold a meet and great between the recruiting manager and the incoming employee to discuss job expectations, paper work, and to identify and adopt any work place requirements should the need arise.

Additionally, all recruits are now taken through our new Induction programme which includes training on:

- Health and safety initiatives
- First aid
- Customer care
- GDPR
- Diversity and inclusion training

This training has also been rolled out to existing employees to ensure all our personnel remain up to date with the standards we uphold in these areas.

ESG has been included as a standalone agenda item for the Corporate Induction, which must be attended by all new employees. This provides the perfect platform to make staff aware of our commitments and the culture being embedded.

Social. Looking after our people.

Offering the best conditions



The business has retained its focus of people, continuing to refine and improve the benefits on offer. Our Employee Benefit Journey that illustrates our work in this area.

Our carers have received pay rises annually for the past 5 years, most recently in April 2022, and all our employees earn over the National Living Wage. Furthermore, we have increased the entry level salary at Nurseplus (post probation) by up to 7.2%.

We monitor and disclose gender pay gap information. 2021 analysis revealed no difference between males and females when comparing median hourly pay, and only a small difference in mean hourly pay (1.4%) between male and female workers. This compares favourably with the national average of 15.5% (during 2020).



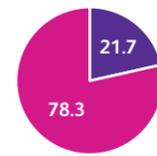
If we are to remain the employer of choice in our sector, we need to understand what is important to our employees and we have been working with Engagement Multiplier to help us with this task.

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.

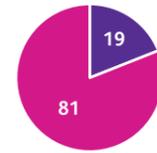
76.5%

Our first survey resulted in an engagement score of 76.5%

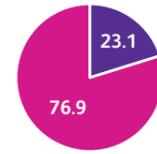
We view this as a real achievement – most companies score around 66% on their first survey. We hope to increase our engagement score in the next survey, which will be circulated during September 2022.



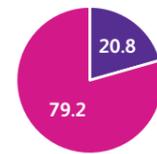
■ % Females in Upper Quartile
■ % Males in Upper Quartile



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



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



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

“Engagement Multiplier is a very useful tool moving forward and helps us to build stronger bonds between our team and the organisation in all areas. The psychological contract between employees and the company is so important and the feedback we receive both good and bad will help us to not only engage our existing workers but help to attract new staff through recommendation reputation. Most importantly this will help to ensure our teams enjoy coming into the business every day and have clarity of our visions and aspirations and share in this.”

Joshua Collins, CEO

Social. Looking after our people.

Safeguarding the health and wellbeing of our staff



Nurseplus holds a CHAS certification. As part of the application process, Health and Safety systems and processes were reviewed and an action plan agreed of areas for further development over the next 12 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. We have already begun to implement these initiatives (see below)



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.



Employee one-to-ones

To ensure we are keeping up with all employee needs, all our Operational one-to-ones have been extended to include a section on health and wellbeing.

This will allow our teams the opportunity to discuss their health and needs.

Following positive feedback, the decision has been made to roll this out to the support teams and Head Office functions also.

Our health insurance benefits



We have partnered with Medicash to provide health insurance as part of our benefits package for permanent employees.

We are encouraged to have seen an uptake in total policies and app registrations when comparing the periods March 2020 to February 2021 and March 2021 to February 2022.

Furthermore, the total number of claims increased by 43% when considering these time periods. Claims covered a wide range of services, including dental, optical, complementary therapies and alternate therapies.



2022



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



Our mental health initiatives

We recognise the value of nurturing mental health and have paid particular attention to this space during recent months.

In this respect, we are currently finalising our Mental Health Awareness Policy, which will be included in the Employee Handbooks for all permanent and non-permanent staff.

Our focus on mental health has resulted in the creation of Mental Health Champions which include our HR Team and a number of branch and support staff. Our Champions will have full training in order to support issues throughout the business and share expertise.

The Champions will set up a Mental Health Awareness Committee to arrange information and awareness throughout the business.

Social. Looking after our people.

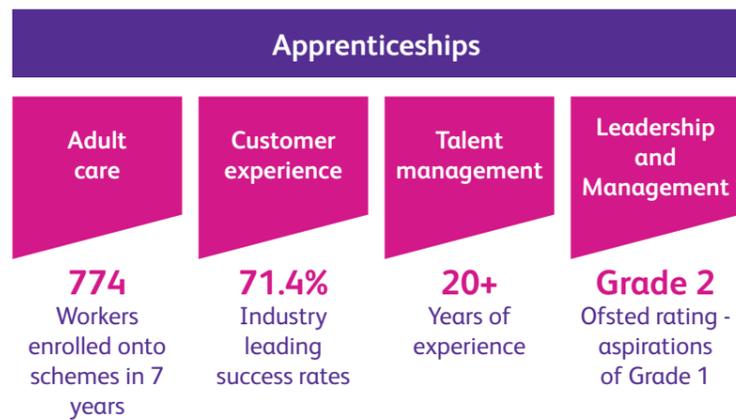


Learning and Development

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.

The New Development Programme will be launched in the New Year to incorporate formal learning, by apprenticeship schemes, flexible training and workshops. The focus will be on the development and retention of key people in the business.

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



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 one-to-one 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 was a 2022 HealthInvestor Awards finalist under the Domiciliary Care Provider of the Year category.



We continually work to improve the services we provide to users and, in our Private Home Care setting, we have rolled out a service which gives all users access to additional benefits. These include access to GP Services, Counselling and Physiotherapy for free.

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 addition to participate in our charity events. In due course, staff will be given the opportunity to donate some of their salary to the committee via Give as You Earn (GAYE).

So far this financial year, we have donated nearly £4,000. Here are some initiatives we have supported thus far..



2022



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



paragon skills

We are proud to be partnered with Paragon Skills, who support us in providing our apprenticeships.

Not only has Paragon been awarded Rate My Apprenticeship Top Training Provider 22/23 as voted on by learners. It is also shortlisted finalists for the below Care sector awards:

- Care Sector Supplier Awards
- Leaders in Care Awards
- Laing Buisson Awards
- Tomorrow's Care Awards

Paragon has a 4.8* on Trustpilot.

Governance. Behaving the way we should.

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



Gender diversity is a priority for Nurseplus. 38% of our Executive Team are female.

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)



Rachael Johanson
Technology



Jen Pool
Business Support



Gareth Stewart
Finance

Governance. Behaving the way we should.



2022

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

60/100



Ethics

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

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, we have 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 by Grant Thornton on the Criminal Finance Act which has allowed 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. Consequently, we have now provided an online training module, which is compulsory for all staff. Furthermore, we will be evolving our Finance Policy in order that the Criminal Finance Act section within becomes an enhanced, standalone policy.



We recognise that managing risk is fundamental to maintaining our high governance standards and, therefore, we have overhauled our Business Risk Register, which is now a live document and will be an agenda item for our ESG Focus Group to review on a quarterly basis.



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.



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. Since our Half Yearly ESG Report, we have made progress with several aspects of Cyber Security, including:

- We have engaged an external party who conducts a vulnerability scan on our system to highlight any weaknesses. The results in turn shapes our three month strategy to reduce and mitigate against risk.
- We have engaged with external cyber specialist audits to help understand weaknesses and to ensure we remain eligible for our Cyber Security Insurance Cover.
- We have rolled out a mandatory training session to raise awareness of this crucial subject.
- We have invested significant CAPEX for our IT infrastructure to strengthen and bolster our cyber security.
- We have created a Disaster Recovery Team and associated actions to be deployed in the event of an incident.



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.



“We are extremely happy with Nurseplus. Their carers are compassionate, caring and very helpful.

They not only care about their patients but also the relatives and always checking to make sure we are happy or if we have any concerns.”

Testimonial, Client, Bournemouth

100%

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



Keeping everyone updated

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

2022



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

Stakeholder engagement

We are aware of the importance to incorporate feedback from our stakeholders within our business strategy. Therefore, we launched three surveys that were circulated to:

Branch Managers

Clients

Workers

The results of these surveys will be used 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.

Our worker survey:

Average satisfaction rating: 8.1

CQC: 54%
rated their satisfaction with Nurseplus at a 9 or 10

“Thank you to all the Nurseplus team and colleagues I work with who make a very difficult and challenging job positive experience.”

Non-CQC: 61%
feel in their role they make a positive difference to people’s lives

“I felt valued, appreciated and supported by Nurse Plus. They are readily available if you have concerns.”

Our client survey:

Average satisfaction rating: 8.8

35%
of clients rate Nurseplus overall in terms of its services significantly better than other providers.

Positive scores received across all statements of satisfaction.

Top drivers of satisfaction:

Reliability & Level of training and skills



Better together.