



Annual ESG Report

2023

Better together.

ESG is part of the culture and strategic thinking of Nurseplus

Welcome note.

Welcome to our Annual ESG report.

We continue to be proud of our efforts as the ESG journey gathers momentum at Nurseplus.



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Welcome to our Annual ESG report. We continue to be proud of our efforts as the ESG journey gathers momentum at Nurseplus.

Nurseplus’ ESG progress goes beyond the social impact it continues to provide society, either through providing a career opportunity to over 4 thousand Nurses and Carers, or delivering over 3.3 million hours quality care to the most vulnerable in our society. As a responsible employer, we are working hard to improve our environmental obligations, improve the working conditions for our people and we take a lot of pride in improving the control and process environment the business functions within.

This report sets out the detailed steps we have taken over the past 12months which builds upon the pervious year’s foundation, and demonstrates that ESG is part of the culture and strategic thinking of Nurseplus. The progress continues to evolve positively and we hope you enjoy reading the latest instalment of our journey!

A big thank goes to the Nurseplus ESG Focus Group who continue to create and implement the Nurseplus ESG vision. The strategic vision and delivery would not be possible without the support of Sovereign Capital Partners, Ensphere, and EcoVadis who have all been a huge support in all things ESG.

Gareth Stewart
Chief Financial Officer

ESG at Nurseplus.

Environmental, Social and Governance (ESG) considerations define our commitment to responsible business practices

Nurseplus is a leading provider of nursing and care services to both the Health and Social care sectors. As a business, we strive to make a positive difference in society and we are committed to the fundamentals of environmental, social and governance responsibility.

The present report captures the progress that Nurseplus has been making towards the ambitious sustainability goals we set ourselves as part of our ESG action plan. To maximise our impact beyond our business, we have focused on the sustainability challenges that are of the utmost importance to our company, stakeholders, and communities. We are constantly working to build a solid strategic foundation that will enable us to continue to make progress and improve our ESG performance year on year.

Ultimately, our annual ESG report is intended to transparently communicate our efforts and achievements, allowing our stakeholders to witness our commitment to ESG and our contributions to building a more sustainable and inclusive society.

Our ESG policy

We have developed an ESG policy to ensure the alignment of our activities with the expectations of our stakeholders in relation to our ESG impacts. To achieve this, we have integrated the principles of sustainability into our business strategy and day-to-day operations.

Our ESG policy provides an outline of our vision and commitments to the three facets of ESG and covers operations throughout our company and at all our sites.

This will be subject to continual monitoring and review by the Board of Directors of Nurseplus.

Our 2023 Key achievements

We are proud to see how our ESG efforts result in achievements and recognitions and ultimately create value

Over the course of this exciting year, our sustainability performance has led us to several ESG accomplishments and recognitions.

Our increasing progress has been once more reviewed by EcoVadis. In the assessed year, our continuous efforts have been rewarded with a Silver EcoVadis Medal and an improved scoring of 60/100, which has placed Nurse Plus and Carer (UK) LTD in the top 21% of companies rated by EcoVadis in the temporary employment agency activities industry. Find out more about our Ecovadis achievements in this report!



Recognitions



Environmental



100% hybrid vehicles



Waste management plan implemented



Energy audit program



Environmental Action Plan in place

Social



H&S action plan



Equality, diversity and inclusion action plan



Maternity and Paternity Pay Policies



Mental health training ongoing

Governance



0% court cases



Criminal Finance Act Policy



Improvements in cybersecurity

ESG at Nurseplus. SDGs.

The Sustainable Development Goals (SDGs) are a set of 17 global objectives endorsed by the United Nations, which collectively address a wide range of socioeconomic and environmental challenges to promote equality, prosperity, justice, and sustainability on a global scale.

At Nurseplus, we take our commitment to sustainability seriously, and one of the cornerstones of our ESG strategy is our alignment with the United Nations' SDGs. As a company specialising in the healthcare sector, we recognise the profound impact our services can have on the well-being of individuals and the broader community. While we strive to contribute to all 17 goals, we have identified four key SDGs, which directly relate to our core business activities:

- **SDG 3:** Good health and Well-being
- **SDG 8:** Decent work and Economic growth
- **SDG 10:** Reduced inequalities
- **SDG 13:** Climate action

We believe that by aligning our actions and business strategy with these SDGs, Nurseplus will contribute to creating a more equitable and sustainable future.

UN Sustainable Development Goals



ESG at Nurseplus. SDGs.

Our Commitments

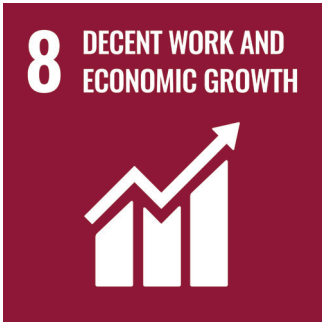
Our Actions



The intrinsic nature of our activities in Health and Social care contribute to healthy lives and good well-being.

We aim for accessible healthcare solutions, actively participating in the collective pursuit of a healthier and more sustainable society.

- Delivered 3.7 million hours of care
- Mental Health Awareness training for staff members and our Mental Health Champions
- Implemented service users risk assessments to address care giving to people with challenging behaviours and special needs
- Provided our staff with a discount for our private homecare service line for family



Our people are at the core of our business.

Nurseplus is firmly committed to ensuring fair and dignified employment conditions, actively investing in the professional development of our employees to help them realise their full potential.

- Enhanced our Maternity and Paternity Pay Policies
- Rolled out new development programme for staff training, and put in provisions for annual refresher training
- Our H&S action plan is now in place
- Our new auditing structure focuses on H&S and fire risk assessments



We aim to build diverse and inclusive environments.

We are determined to promote diversity and inclusion, ensuring equal opportunities for all employees. Our supplier relationships also prioritise fairness and ethical standards.

- Our Diversity and Inclusion Policy and Action Plan are in place
- We operate with a zero-tolerance policy against harassment, discrimination, bullying or abuse.
- We are a disability confident employer
- Our "Deaf Awareness Month" raised funding and awareness



We acknowledge our operations have an impact on the environment and are committed to minimising this.

We continue to take steps to understand our greenhouse gas emissions, as we work towards being a lower-emitting company.

- We calculate our carbon footprint to understand our climate impacts
- We have now transitioned to a hybrid/ electric car fleet
- Secured green tariffs at several locations
- Our Waste Management Policy is in place

ESG at Nurseplus. Our Action Plan.

At Nurseplus, we have made significant progress in integrating ESG across all our processes, but we acknowledge our journey continues.

For the last three years we have been setting ambitious targets which have shaped our challenging ESG Action plan. We see our Action Plan as a roadmap which structures our present and future initiatives in the area of sustainability.

We are doing our utmost to achieve as many of the targets year on year and we are proud to already have ticked off some of the actions under Year 3. Awe have qualified some of the targets as “living targets” that will be developed over several years. We are happy to say that our progress is on track and meets our initial expectations, as reflected in our progress timeline below.



Year 1 - 100% achieved

Over the past two years, our execution against each of our ESG commitments has been guided by a series of goals, in accordance with our action plan. After our best efforts so far, we are proud to report that we have manage to accomplish all of our Year 1 targets with a great outcome thereof.

Year 2 - Almost complete

Year 2 has also been a success in terms of results, as we have completed all but one of our actions, related to Environmental. This is an ongoing goal that we are keeping track of. We are looking forward to closing it in the near future.



Year 3 - Making progress

At Nurseplus, we are now working on our Year 3 goals and making good progress towards their achievement. We are confident that we are on the right path on our ESG journey, and we will keep striving to stay on track with our roadmap.



ESG at Nurseplus. Our Action Plan.

The Nurseplus ESG Action plan continues to reflect the great progress that we are making on our ESG journey and has set the basis of our pathway towards ESG excellence for the upcoming years.

Our holistic plan is a living document intended to evolve in tandem with our ESG objectives and serves as a testament to our commitment to sustainability and responsible business practices.

Our updated ESG Action Plan now reflects our strategic vision for the next three years. This will guide us on the continuous improvement necessary for sustainable business practice and underpin our other Action Plans, which we have begun developing for specific areas.

	Year 2	Year 3	Year 4	Year 5
E	<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">• Publish our Net Zero Strategy, including near term and long-term emissions reduction targets and action plan• Continue to implement energy audit program ✓• Set targets for other environmental metrics• Implement new office vetting system ✓• Develop waste management strategy	<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	<ul style="list-style-type: none">• Consider the accreditation to ISO 14001• Consider Science Based Target verification of the Net Zero Strategy• Implement measures for continual improvement based on results of environmental monitoring
S	<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">• Review accident and incident reporting mechanisms• Complete social audit, around 4 pillars and implement associated action plan• Review policies to ensure consistency with D&I approach• Continue to implement charitable giving initiatives and monitor effectiveness	<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	<ul style="list-style-type: none">• Review social policies (HR, H&S etc) and procedures based on the evolution of the social audit• Consider ISO45001 H&S Certification• Continue employee engagement• Continue to roll out ESG supplier screening
G	<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">• Consider review CSR Policy to ensure continued relevance• Consider IT System Certification• Roll out Criminal Finance Act training ✓• Continue to implement internal procedures on business ethics• Conduct stakeholder mapping ✓• Continue to integrate ESG in strategy ✓• 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	<ul style="list-style-type: none">• Continue to implement actions from business risk assessment• Improve EcoVadis sustainability certification.• Implement stakeholder engagement strategy.• Publish year 5 ESG report, fully aligned with ISSB, CSRD and UK equivalent

Environment.



Environment.

We are working to minimise the impact that our activities have on the environment.



At Nurseplus, we appreciate that our activities leave a footprint on the environment, and it is our ambition to take continuous action towards reducing such impact. In our duty to comply with such commitment, we have reviewed and updated our Environmental Policy, which is now communicated to employees through the employee handbook. At the same time, we have started to provide environmental training to our staff in some of the areas that are comprised in our Environmental Policy.

During 2023, to support and underpin our Environmental Policy, we have developed a dedicated Environmental Action Plan that is already implemented and will help to guide our next steps.

Along with the foregoing initiatives, our environmental efforts this year have focused on five main areas:

- Installation of smart meters;
- Transition to green energy;
- Waste segregation and recycling;
- Improved data gathering; and
- Greening our car fleet.

Beyond Nurseplus

It is our philosophy that it is in our hands to have a positive impact on society, beyond our own operations and carbon footprint. This is why we are committed to working within our communities to improve their performance and minimise their environmental impact as much as possible.

In this respect, we are developing promotional materials to help our service users manage their own carbon footprint.

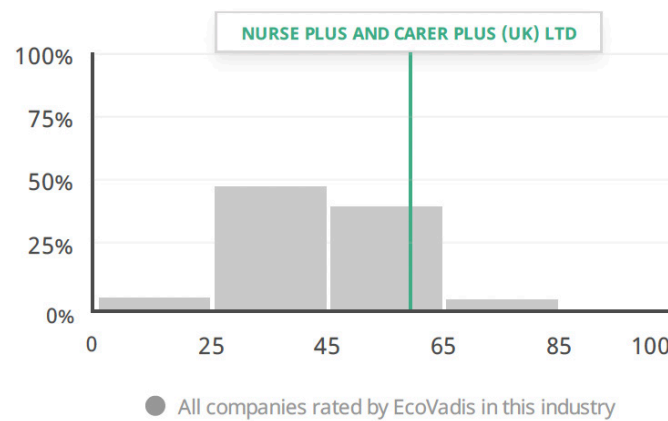
Environment. Our performance.



Through our continuous efforts to improve environmental performance this year, we have achieved 100 % of the targets that we presented in our previous report in relation to the environment. Our successes have been presented throughout the following pages of this report.

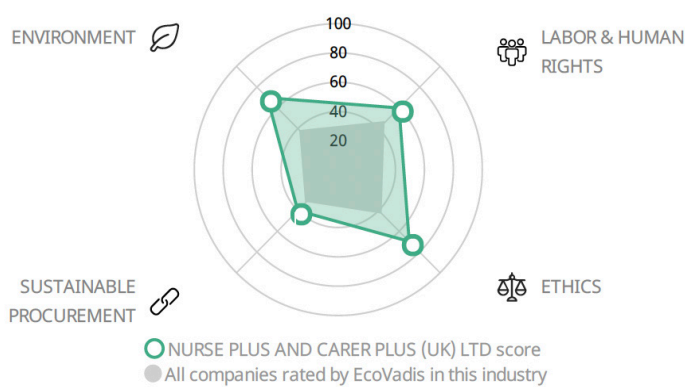
EcoVadis has also recognised our improved environmental performance and awarded us as score 70/100, well above last year's score, which now places us within the top 10 % of our peer group. We are now looking forward to the 2023 EcoVadis assessment, which is due in December 2023.

Overall score distribution



EcoVadis has listed our key strengths as part of its assessment and we are pleased to say Nurseplus has improved from 4 to 10 strong points in our latest review, setting our Environmental performance as well above the average for our peer group. Our current strengths include:

Theme score comparison



- Quantitative objectives set on energy consumption and greenhouse gases (previously assessed as an improvement area).
- Environmental policy on materials, chemicals & waste.
- Exceptional policy on major environmental issues. We are proud that this item has been upgraded from standard to exceptional.
- Other actions to reduce energy consumption or greenhouse gas emissions thanks to the roll out of smart meters at our premises.
- Reduction of material consumption through process optimization.
- Communication of progress towards the SDGs.
- Reporting on Scope 1 and Scope 2 greenhouse gas emissions.

Environment. Our carbon footprint.

In 2023 we calculated our carbon footprint for the year 2022 in alignment with the Greenhouse Gas Protocol and we are working towards better understanding our emissions, particularly when it comes to Scope 3, Indirect Emissions, associated with our value chain. This year, we have been able to include emissions associated with the material use in our purchased IT equipment and an estimation of the food we supply during events.

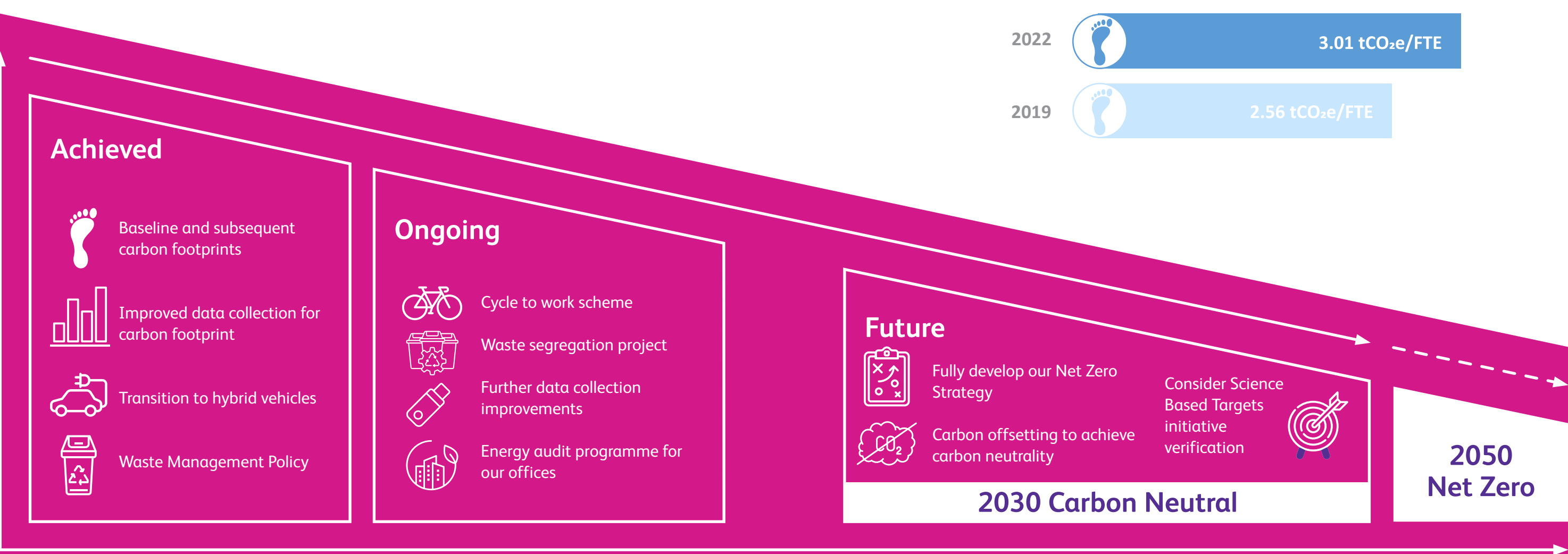
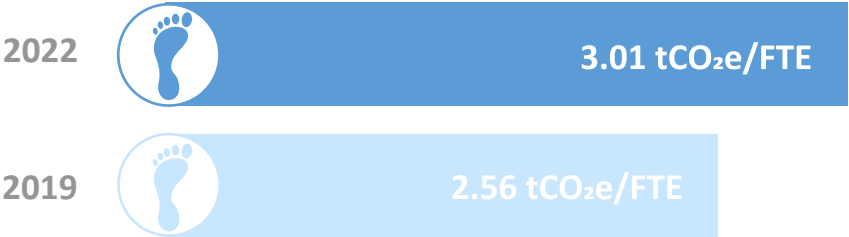
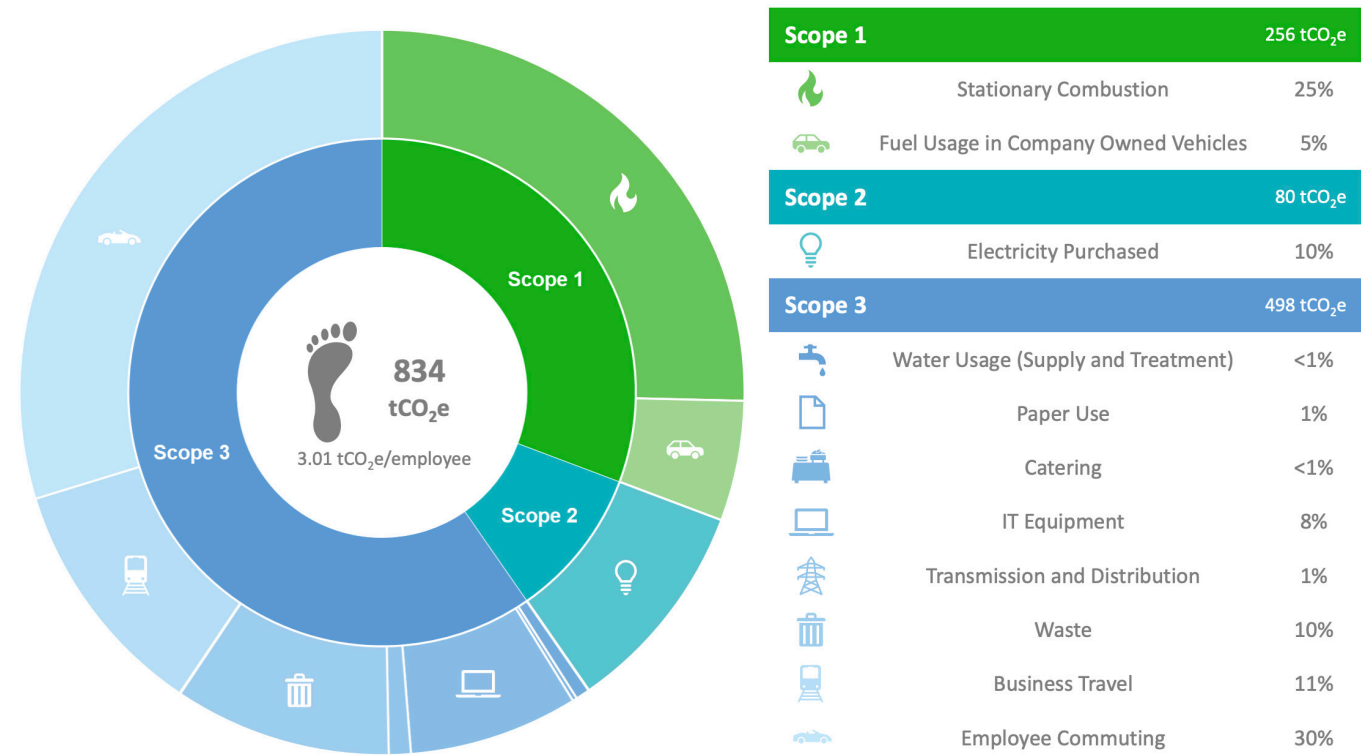
Building on work from previous years, we have continued to take steps to improve the data collection and we feel we are capturing a fairer representation of emissions associated with our business travel.

- This year, we have seen an increase in our footprint. This is mainly due to:
- a) increased business travel, which has been a symptom of travel resuming in full force after Covid-19 impacts;
 - b) Our new emissions sources; and
 - c) An update to the benchmark applied for our commuting emissions.

Our employees’ commutes currently account for nearly a third of our emissions and, therefore, we intend to move away from an average benchmark to represent Nurseplus’ true emissions. We will look to survey our employees to understand the true trips our employees are making to our offices. This will, in turn, be a step towards a more representative footprint next year.

Understanding our carbon footprint is an important first step to achieving our decarbonisation goals. However, at Nurseplus, we fundamentally believe that we be taking steps now towards being a lower emitting company, even whilst we build our understanding of our Scope 3 emissions. Some of our past, present and future actions have been outlined below:

Environment. Our carbon footprint.



Environment. Looking after our planet.

Energy and Carbon

EcoVadis has recognised our objectives and actions towards improving energy consumption and greenhouse gas emissions as one of our key strengths

Our energy audit programme for our branches is currently in full swing and is one way we are taking steps to improve energy and operational efficiency, and to reduce our carbon footprint. The core of this programme lies in an examination of our estate network.

In the current year, our audit efforts have included:

Liverpool Central Office	Liverpool Branch	Warrington	Bolton	Halifax
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Through these audits, we have identified areas of good practice and areas for improvement. We are currently reviewing the results with a view to them informing our office strategy.

At the same time, we are engaged in preparing our submission to comply with The Energy Efficiency Directive and the Energy Savings Opportunity Scheme (ESOS) Regulations, which require businesses classified as “Large Undertakings” to report their energy use and identify energy savings opportunities. This project will also provide us with an overview of our energy usage throughout our estate network and our use of vehicles, offering an understanding of the bigger picture when it comes to our energy consumption.

The dual approach of internal branch audits and external regulatory requirements, facilitates compliance with regulatory obligations, whilst also provides an opportunity to make informed decisions that align with both environmental responsibility and operational considerations.

As part of our efforts to generate better data, we have continued to install smart meters across our properties, which has been commended in our EcoVadis results. We have transitioned all meters to smart-meters where possible, with the remaining meters tied into contracts. We look to continue our transition once we can.



We have secured green tariffs for 1/3 of our meters

Smart-meters



92% electricity 22% gas





Nurseplus is taking action to achieve green energy consumption.

Where we have a direct relationship with the utility provider, we are transitioning to a single supplier approach to our gas and electricity supplies. We have already secured green tariffs at several locations. The remaining meters will transition to the new green energy supplier as and when the contracts require renewal.


Environment. Our branches.

Last year, we developed an office ESG vetting process for our new locations, which is already underway and being implemented.


As a result, all new branch openings during the reporting period have undergone the ESG vetting, under which potential new locations have been subject to an ESG assessment that included energy related elements such as:

-  Accessibility to public transport (PTAL rating);
-  Electric vehicle charging infrastructure;
-  Consideration to the type of utilities used;
-  Whether sub-meters for utilities are/can be installed.

Year 3



- Continue to improve data collection to feed into our next carbon footprint
- Develop and publish our Net Zero Strategy
- Roll out energy audits for another sample of our branches
- Continue to implement vetting system for any potential new branches



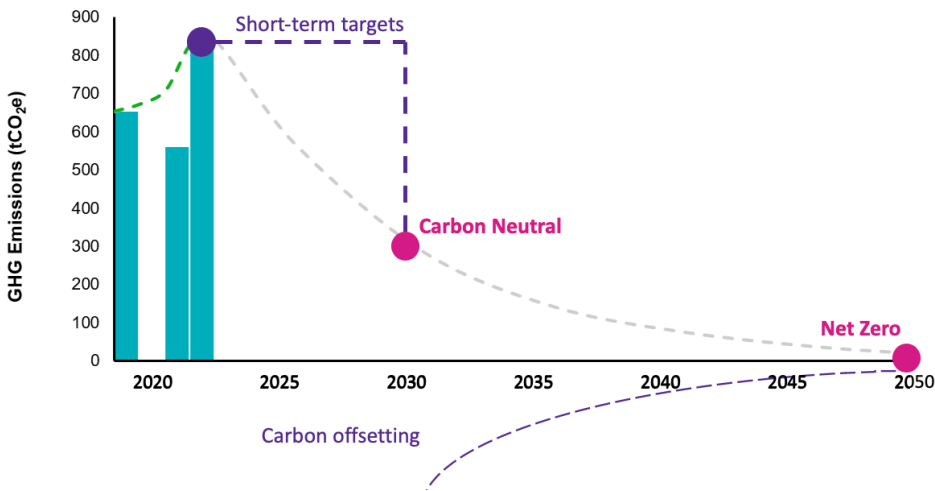
Our pledge to net zero

To us, achieving Net Zero means that our operations have no negative contribution on climate. In practice, we know this means reducing our Scope 1, 2, and 3 emissions, approaching as close to zero as possible, and then neutralising any remaining emissions, by funding mitigation projects.

We aim to reach a state of net zero by 2050

While Net Zero stands as our ultimate objective, we acknowledge that our journey toward this goal will unavoidably result in some level of climate impact. Minimising this impact is important to us. Therefore, we shall strive to reach a state of carbon neutrality by 2030. This will involve investing in credible offsetting schemes beyond our value chain, with the intent of balancing our unabated greenhouse gas emissions.

We will look to set short-term targets to ensure we achieve our target. We envision our journey will look something like this:






Environment. Looking after our planet.

Sustainable Transport

We are transitioning towards
a cleaner and energy efficient transport

As a committed business, we encourage low carbon forms of transport and have set targets against such commitment. Our performance during 2023 has been actively directed towards taking actions that could have a positive effect on our environmental footprint and we have managed to reach some key achievements in this field.

Measures completed:

Hybrid fleet: In the last couple of years, we have been actively striving to reduce our vehicle fleet and conducting a switch to hybrid models. In 2023 we are proud to say that we have replaced all traditionally fuelled branch lease cars with hybrid cars.	 100% Hybrid vehicles
Green commuting: as part of our efforts to minimise emissions from our employees' commutes, this year we have launched a Cycle to work scheme which we hope will have a visible impact on our future carbon footprints.	 Cycling to work scheme
Vehicle optimisation: Where possible, care rounds are set out as economically as possible with walking rounds and car sharing, this is promoted through Careline Live which features a mapping tool for use when constructing rotas.	 Carefully planned care rounds

Ongoing measures:

Nurseplus supports the use of electric and hybrid vehicles over traditionally fuelled vehicles. To enable this transition, when selecting any future office locations, access to electric vehicle charging infrastructure, as well as accessibility to public transport (PTAL rating), is an important part of our ESG vetting process.

Furthermore, as part of our commitment to better understand our staff commuting patterns, we hope to use this information to encourage our staff to opt for more sustainable means of transport.

Environment. Looking after our planet.

Waste Management

Our greenhouse gas inventory indicates that a sizeable portion of our emissions were related to our waste disposal and management during 2022. Consequently, this year waste has been one area where we have focussed our environmental efforts.

We are firmly committed to taking all reasonable steps to apply the waste hierarchy to ensure we are managing our waste responsibly, reducing the volume of waste sent to landfill and maximising reuse and recycling where possible.

We have developed and implemented our Waste Management Policy that we expect it will help us to reduce our waste impact, at the same time that it reduces our footprint. This policy objectives include:

- Ensure that waste management is performed in accordance with our Duty of Care
- Minimise waste generation at source
- Maximise opportunities for repair, reuse and recycling, where it is cost effective
- Promote environmental awareness to reduce waste and encourage reuse and recycling

We are also pleased to announced that we are progressing with a large-scale project to improve our waste segregation across all of our company branches. This will be an ongoing project to be implemented in the coming years.

Additionally, as part of our waste management performance, we have conducted a process optimisation which has allowed us to reduce our material consumption. This included initiatives to encourage going 'paperless' where IT infrastructure allows it:

Digital training	Nurseplus is transitioning towards digital copies of training literature where possible, which will be a continued focus next financial year too.
Digital materials	We have made reductions in printed materials across the business, most notably within Training and Care at home.
Pay/bill digital system	New pay/bill system implemented which will allow us to move away from paper timesheets and invoices.
Data Waste	Approximately 1,000 boxes of archival materials have been disposed of. Furthermore, our personnel has been assigned the responsibility of conducting research into digital archiving solutions

Year 3



- Conduct employee survey to find low commuting opportunities
- Continue to develop our project for waste segregation
- Continue to transition to digital resources

Social.



Social.

Benefiting society is central to our business

The nature of our activities has inevitably led us to place social matters at the heart of our operations. It is our aspiration to ensure we attract the best staff and become the employer of choice in our sector. We firmly believe in promoting employee development and top-notch performance, which in turn allows us to deliver the highest quality of service.

We aim to cultivate a diverse and inclusive work environment, offer competitive and flexible conditions and address employee feedback as a priority.



Our performance.

Social responsibility holds the utmost significance and is accorded the highest weighting among all ESG aspects within our company, aligning with the intrinsic nature of our operations. In light of this, many of our resources and endeavours throughout the current year have concentrated on enhancing our social performance.

We are proud to report that, as per our achievements in environmental stewardship, we have successfully met 100 % of the social targets outlined in our prior annual report.

Looking ahead, we remain firmly committed to the pursuit of our objectives for the upcoming year. The momentum generated by our recent progress serves as a springboard for our continued efforts to elevate our social performance. We are dedicated to exploring and implementing strategies that will further enhance our social impact, ensuring that our company continues to play a responsible and constructive role within the communities and stakeholders we serve.

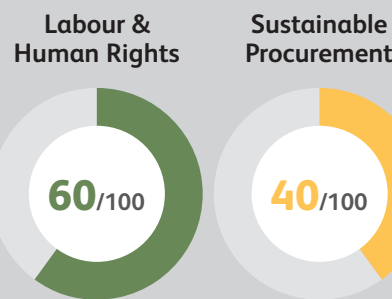
In this context, even though the EcoVadis score for Labour and Human Rights appraisal remains the same as in the previous year, our progress in social performance has been reflected in the increase of the strengths, which have upgraded from 17 strengths to 29.

Meanwhile, although we have improved our sustainable procurement scoring, we acknowledge we have some room to improve. In this respect, we have focused attention to supplier engagement and procurement in the past year and we remain excited to progress further in this coming year.

2022 targets



Benchmarked



We have been recognised for upgrading our social strengths

Social. Our social approach.

Social matters are an integral piece of our corporate operations and tie directly to business success and enhanced reputational value. Nurseplus has therefore developed a culture and social strategy underpinned by four key pillars:



Social audit

In order to drive our continuous efforts in the social sphere, we were looking to carry out a social audit framed in a way to integrate all of our four social core pillars. We hope that this will provide us with a fresh read on social matters that need to be addressed, helping us on our ESG journey.

Within the first phase of our social audit, we identified that, over the previous years, our significant efforts have been mainly in the Labour and H&S pillars, as presented in the following pages. We have identified 'Communities' the pillar in which we would like to preliminarily pay special attention to in the next year; and, consequently, we are looking to continue our audit with a specific focus in this area for now.

Our pillars overview



Labour

This pillar is dedicated to the fair treatment of our diverse workforce and offering them the best possible working conditions, recognising that a satisfied and engaged workforce is not only an asset but also a key driver of organisational success.



Suppliers

We view ethical and sustainable business practices as imperative, and, as such, we are dedicated to fostering partnerships with suppliers who share our values.



H&S

Nurseplus places the highest premium on creating and maintaining a safe and secure working environment for our employees, ensuring their well-being and fostering a culture of health-conscious practices.



Communities

Nurseplus understands the interconnectedness of our operations with the communities we serve. Through targeted initiatives and collaborations, we strive to make a positive impact on the communities in which we operate.

Social. Looking after our people.

Equality, diversity and inclusion

We are committed to fostering a workplace culture that celebrates diversity, promotes inclusion, and upholds principles of equality. We believe that diverse and inclusive teams drive innovation, enhance decision-making, and ultimately contribute to the long-term success. To reinforce our commitment, we have implemented actions to prevent discrimination during recruitment phases and we are also carrying out awareness training on these matters.

“Moving forward”

We have developed a series of initiatives that underpin our diverse and inclusive system:

Diversity and Inclusion Policy

We have implemented our Diversity and Inclusion Policy, through which we actively promote equality, diversity and inclusion among our workforce. Within this, we address actions to prevent, avoid and tackle unlawful discrimination, with the aim of creating a working environment free from bullying, harassment, victimisation and discrimination, where all our employees feel respected and able to give their best.

This is embedded in our business starting from employee recruitment and reaching all aspects of the company. Our policy envisages training as a tool to promote and ensure its implementation and compliance with its principles. It is intended for Branch managers to trickle down this training to their respective teams.

We will continue to uphold our EDI commitments and try to improve our performance in this matter.

Equality, Diversity and Inclusion Action Plan

To support our Policy, we have developed an Equality, Diversity and Inclusion Action Plan, which outlines initiatives that are progressed and reviewed on a 6 monthly basis. Some of the actions completed so far include:

- ‘Giving people a voice’. Dedicated agenda items for Branch and Care Worker team meetings for people to raise complaints, whistleblowing, health and safety issues and safeguarding concerns.
- Registered Managers best practice forum which will include themed months dedicated to EDI.

Disability confident employer

We are proud to remain a disability confident employer.



Other ongoing initiatives

We are now in the process of developing the following suite of initiatives that will complement and enhance our EDI system:

- EDI and LGBTQ+ Champions to be identified and appointed
- EDI and ESG questions will be included in future surveys
- Easy read versions of complaints and whistleblowing procedures in progress
- Signpost Stonewall (LGBTQ+ support resources) on our website

“We are committed to advancing equality and inclusion”

It is our commitment to combat all forms of discrimination, thus we have implemented a zero-tolerance policy against harassment, discrimination, bullying or abuse.

Year 3



- Mandatory EDI training for all staff
- Review our EDI action plan progress
- Integrate EDI in engagement surveys
- Appoint EDI and LGBTQ+ Champions
- Improve diversity figures

Social. Looking after our people.

Our diversity figures

Nurseplus is a place for everyone

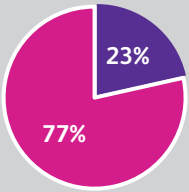
Our diversity data reveals a higher representation of women in both permanent and non-permanent positions. Furthermore, our non-permanent workforce includes a greater percentage of ethnically diverse individuals, underscoring our dedication to achieving equality.

Our efforts in these areas are integral to our ESG objectives, and we will continue to refine our strategies to ensure that EDI is not just an aspiration but concrete aspects of our corporate culture.

Gender

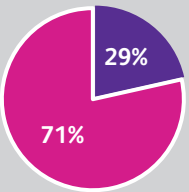


Permanent Staff



Female Male

Non-Permanent Staff

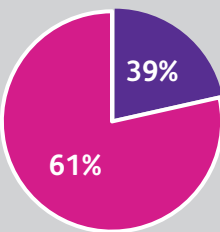


Female Male

Ethnicity



Non-Permanent Staff



Ethnicity diverse Non-ethnicity diverse



Social. Looking after our people.

Offering the best conditions

The business has kept its focus on offering the best possible employment conditions for our workforce, to ensure we remain in good position when being selected as the top-rated employer in our sector. We are picking up the pace in enhancing our benefit system, and have now rolled out the following benefits for our permanent staff:

- We have implemented an enhanced Maternity Pay Policy, consisting of up to 5 months full pay compared to the Statutory Maternity Pay that we previously followed.
- We have implemented an enhanced Paternity Pay Policy, which compliments the Maternity Policy as part of our Family Friendly programs (FFPs) implemented

We have also rolled out a brand-new HR System (Natural HR) to better understand social KPIs which had historically been logged manually. This has promoted good engagement within the business.



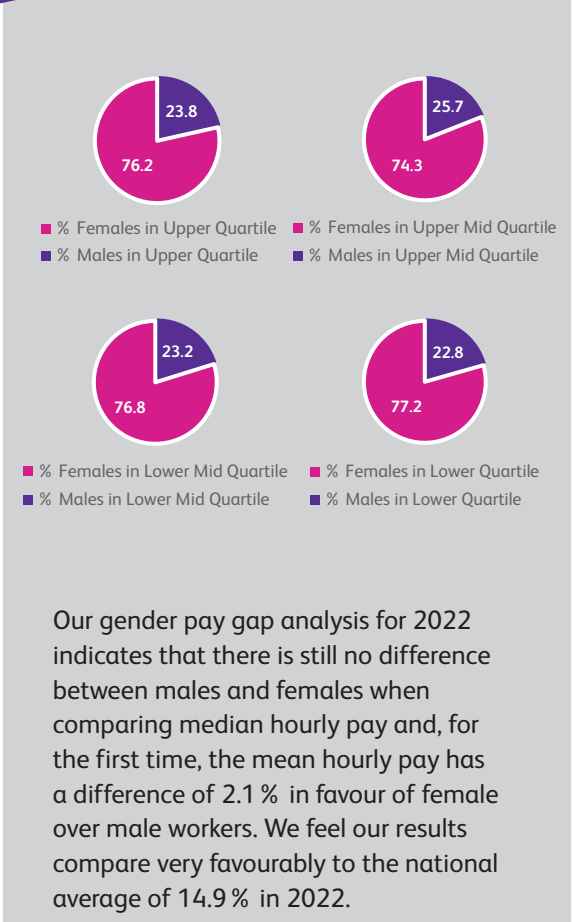
Listening to our staff feedback is crucial to understand their needs and priorities

Keeping track and gaining good understanding of employees' feedback is necessary to adapt to their needs which is crucial to creating a healthy, well-functioning structure at Nurseplus. Our most recent survey has resulted in an engagement score of 78.6 %, a 2.1 % improvement. We hope to see further improvements in this respect in our upcoming surveys.

“Looking to the future”

As we strengthen existing measures to consolidate our social strategy and system, we are actively looking to the future. Some of our key ongoing initiatives are highlighted below:

- Enhancing annual leave entitlements
- Improving the DIS benefit from x2 to x4 salary
- Role out of benefits to weekly workforce.
- Switching the Pension provider to SMART Pension (an ESG focused fund)
- Ensure that EERs pension contribution is on the total salary, not just the qualifying earnings portion



Our latest survey resulted in an engagement score of 78.6%.

Year 3



- Continue to develop our Social Audit structure
- Report social KPIs
- Conduct next engagement survey
- Continue to review our pay and benefit structure

Social. Looking after our people.

Taking the utmost care of our staff

Caring for our people is one of our primary and most valuable commitments. At Nurseplus, we recognise that our staff are the heart of our business and therefore supporting their wellbeing and health care is vital to the best running of the company. As such, our actions have focused on three main areas.





We have achieved our CHAS Social Value certification

Our focus areas



Health & Safety

We are pleased to report that we have concluded and implemented our 2022-2023 H&S action plan, which was reported as a target in our 2022 annual report. The following progress have been made under the H&S action plan this year:

Permanent Staff Training:

All staff members have undergone standard training in the following topics:



H&S



Fire safety



First aid

This training will be refreshed annually for existing staff. For new staff, this training is now mandatory within the induction process.

Branch Health, Safety, and Fire Risk Assessments: Our Branch Managers have received supplementary training and guidance, to assist them in conducting suitable and sufficient risk assessments within their work environments. This included the promotion of Display Screen Equipment assessments and staff benefits such as reimbursement for eye tests, free flu jabs, and Covid-19 boosters.

Service User Risk Assessments: Specialised risk assessments have been introduced into our care package creation process, covering issues like hoarding disorders, challenging behaviours, and live-in carers' required environments and routines. A specialized workshop on care planning for service users with challenging behaviours is also underway. Additionally, our referrals process for complex care packages has been reinforced, requiring branches to complete a form which is reviewed by a qualified team to identify and mitigate potential risks for service users with complex needs.

H&S action plan 23-24: Commencing in September 2023, our 23-24 action plan include staff training on defibrillator use, a review of the Train the Trainer program for practical courses, and the promotion of accident and incident reporting systems.

H&S Audits: We have now implemented a new auditing structure, including comprehensive general branch auditing focusing on H&S and fire risk assessments, and infection prevention; monthly central audits for safeguarding matters with feedback provided directly to the Branches, followed by quarterly and annual reviews across the business with recommendations for risk mitigation; and annual reviews by the Health and Safety Quality Assurance, informing the company's annual CHAS recertification.

Social. Looking after our people.

Wellbeing



Our commitment to the well-being of our staff continues to be a top priority. This dedication to fostering a holistic sense of well-being among our workforce is reflected by the following initiatives:

- Ongoing support to our temporary healthcare staff including maintaining regular communication, addressing essential topics such as self-care and relaxation techniques, and opportunities for additional training.
- Our permanent staff members and their family members now have access to a 25 % discounted charge rate for our private homecare service line.

Mental Health



We understand the intrinsic value of supporting our employees’ mental health:

- We have implemented a Mental Health Awareness training module on our Flexabee portal. Accessible to all staff, this resource equips employees to understand and manage mental health challenges.
- Our Mental Health Champions are intended to undergo specific training to better assist colleagues in potential scenarios

Our most valuable ongoing

Looking ahead to the coming years we are working on the following ongoing measures:

- Implementing Annual Health screening checks for certain staff members
- Improving the medical insurance terms for those entitled to it
- Consider Investors in People certification

Review the way we investigate and report accidents and incidents, remains as a priority area for the upcoming year. Progress in this area is already underway as we are currently integrating Accident and Incident reporting for incidents involving permanent staff into Natural HR as a streamlined workflow. Processes and guidelines will be communicated to the entire organisation.

For incidents involving Care Workers, clients, or service users, reporting continues to be managed through local systems (Eclipse and Careline Live) and regular audits by the Branch Quality Assurance Advisor are conducted. To enhance oversight, annual collation of information is undertaken and published in the annual quality report.

Social. Looking after our people.

Learning and Development

For us, sustainable growth begins with the continuous development of our greatest asset. In this sense, training has continued to hold a pivotal role, with a dedicated in-house training team collaborating closely with managers to identify and source suitable training opportunities for our staff.

Throughout the past year, we have steadfastly advanced our training methodologies and we have finally achieved the completion of our “Development pathway for Branch Network”, a new development program which is now ready to be launched at the outset of 2024. This programme introduces an innovative approach designed to deliver a comprehensive training spanning diverse topics, by apprenticeship schemes, flexible training and workshops.

As reported in our previous report, we are committed to train individuals with no prior experience, helping them to become competent professionals.

Our Development Pathway

We believe that our development programme will benefit not only our staff members, but also the business as whole. Particularly by:

- Enhancing our attractiveness as an employer and improving retention
- Offering a clear and consistent career journey for all employees
- Upskilling our current workforce
- Affirming our employees value to us as individuals
- Supporting ESG through improved employee benefits and working conditions

Our Learning and Development strategy is based on three key pillars:

Relevance: meet opportunities and challenges for the business.

Alignment: align to other strategies in the business, for example HR and finance.

Measurement: effective and consistent evaluations.

Development stages

Our development programme is designed to provide our business with both immediate impact and sustained success.

Short term. We have identified and implemented new onboarding process as the first step of our process, which now includes our mandatory training programme for all departments. This is understood as a consistent induction tool which constitutes the initial foundation for developing our staff for future growth.

Medium term. We have identified a tool specifically tailored for branches, incorporating online learning and cost neutral training provided by Paragon Skills, along with business-focused workshops led by departmental heads. This is a three-year plan with a fast track for highly motivated candidates.

Long term. Our programme is set to extend across support departments, aiming to enhance long-term business objectives and corporate strategy. This involves the identification of subject Champions.

Year 3



- Implementation of our Development Pathway and associated programmes
- Begin to monitor the effectiveness of the programmes

Year 3



- Implement annual health screening checks
- Review medical insurance terms
- Develop mechanisms to report accident and incidents
- Publish our next Annual Quality Report

Social. Looking after our communities.

Our Stakeholder Engagement Strategy

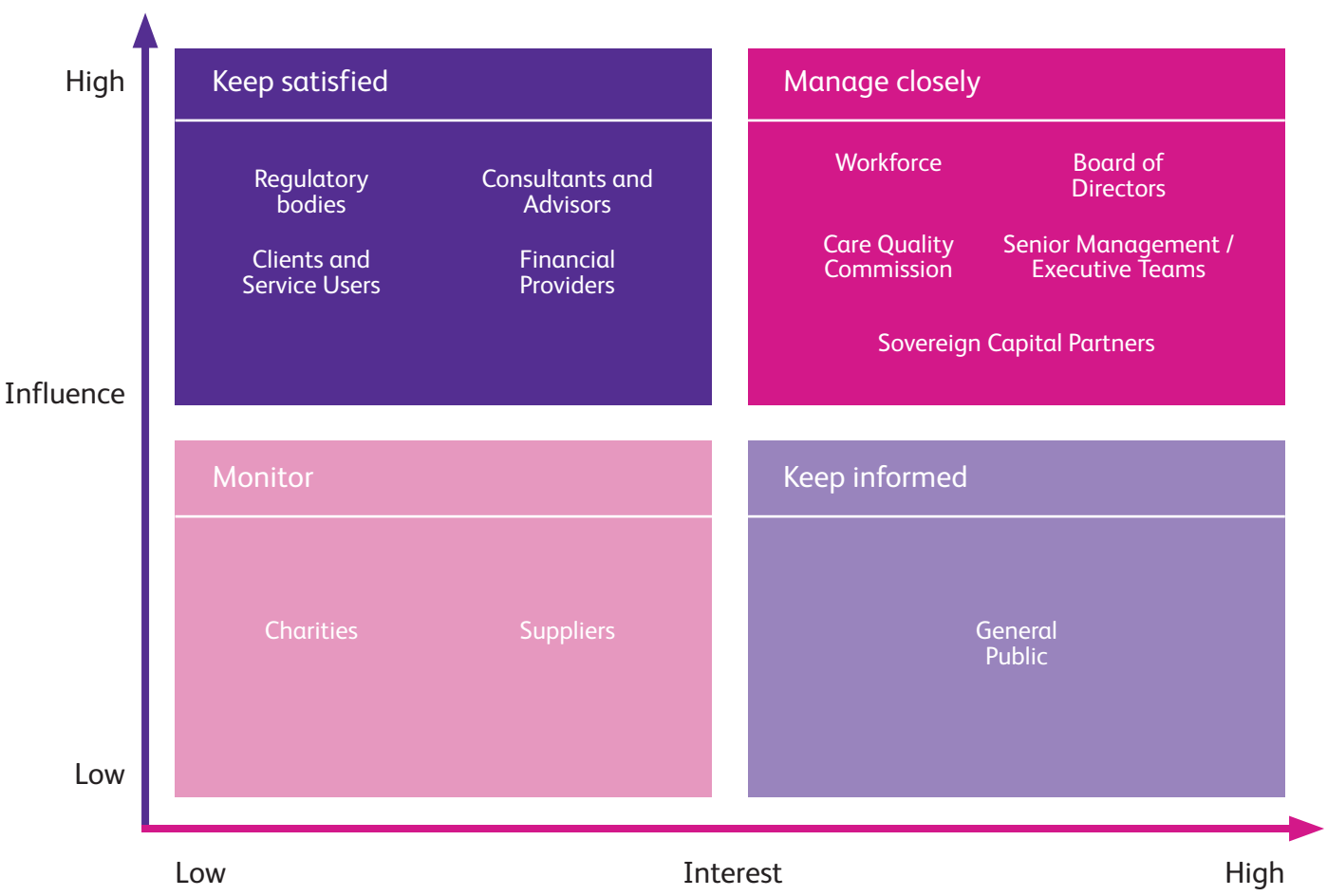
We acknowledge that our stakeholders are essential contributors to our journey and vital partners in our pursuit of sustainability. Therefore, actively engaging with our key stakeholders and incorporating their feedback is crucial for a successful and resilient business strategy.

As part of this process, we conduct a set of three surveys which are circulated to branch managers, clients and workers. The results of these surveys are then used to drive ongoing improvement of our services. For the current year, this is intended to be carried out by the end of 2023.

Ultimately, our ESG report lies more than a mere recollection of our initiatives—it is a living dialogue with our stakeholders. This document serves as a conduit to reach out to our stakeholders, facilitating an open discourse on our ESG endeavors.

Key Stakeholder Mapping.

We have successfully conducted a full stakeholder mapping, laying the groundwork for our forthcoming engagement strategy. This strategy will shape our future communication approach with diverse stakeholders and will help us gain better understanding of stakeholder expectations, ensuring that our strategies align precisely with their diverse perspectives.



Social. Looking after our communities.

Working with suppliers.

Nurseplus is continuously looking to engage with suppliers who are ESG conscious and are working towards meaningful improvements, this being applied to both existing and new suppliers. Our Sustainable Procurement Policy underpins our actions in this respect.

We have an ongoing exercise to understand our existing suppliers' approach and commitments to ESG. This year we have developed our first ESG attestation for our critical suppliers, by conducting an ESG questionnaire sent to our top 10 suppliers. This is intended to be a living initiative that will be carried out on an ongoing basis.

Concerning potential new suppliers, an ESG questionnaire will be circulated for suppliers to populate ,to evaluate future engagement.

Year 3

- Continue to develop and implement our Stakeholder Engagement Strategy
- Continue to develop and implement ESG engagement with suppliers
- Publish our Year 3 ESG Report

"We are immensely proud of the ESG journey that Nurseplus has been on and its progress to date. We continue to support the outstanding positive contributions that Nurseplus makes now and for the future".



Sovereign Capital Partners.

We would like to highlight that Sovereign Capital Partners, our key sponsor, stands as one of our key stakeholders. Their commitment to ESG principles aligns with our shared values and objectives, as reflected in the statements incorporated into this section.

At the same time, Sovereign has expressly acknowledged and appreciated our relentless efforts and unwavering dedication to upholding ESG standards.

This mutual recognition reinforces our shared commitment to fostering sustainable practices and ethical conduct within our respective spheres of influence.

We have reached out to Sovereign...

"Sovereign is committed to integrating strong Environmental, Social & Governance (ESG) practices into both our own business and the companies we support.

We recognise that responsible ESG practices are not only necessary to mitigate risks, but also crucial for business sustainability in the context of an increasingly challenging environmental and global backdrop. Most importantly, they are the right thing to do".

Social. Looking after our communities.

We are proud of the positive impact we create beyond our organization

Charting our business path in the care sector requires a steady dedication to our clients and the communities that we serve. To this end, we continue to employ care givers commensurate with our clients' and community's needs, as we come together in pursuit of enlarging our positive impact on society.

At Nurseplus, we are also focused on evolving our contributions to support communities, with ongoing charitable giving initiatives to which our staff members are encouraged to take part.

Year 3

- Continue to develop the well-being of the people we support
- Continue Charitable Giving initiatives and monitor the impact

Making a positive impact on the people we support

We take great pride in our role as a leading player in the Health Care sector, not only for the services we provide but also for the profound positive impact we have on society as a whole. In essence, our dedication to excellence in healthcare not only serves the well-being of our clients and stakeholders but transcends our organisation to impact the broader community.

Community carer

- We ensure the holistic well-being of our clients. In the past year we have:
- Delivered 3.7 million hours of care to the community across four key service areas – Care Homes, Learning Disabilities, Local Authority Homecare and Private Pay Homecare (which includes 24 hour Live In Care packages).
 - Launched our Latus App which provides our service users with convenient access to 24-hour GP appointments, prescription services, and therapy sessions, thereby prioritizing their health and well-being.
 - Initiation of regular client well-being check-ins via email to all our homecare clients. These check-ins serve as a mechanism for our local Care at Home teams to offer timely support whenever it is needed.

Role as an employer of people

By empowering individuals with opportunities and fostering a supportive work environment that serves as a launching pad for individuals seeking meaningful careers, we contribute to the overall well-being of society. Our employees, in turn, become ambassadors of positive change, disseminating the principles of compassion, dedication, and excellence in care.

We are dedicated to offering career and development opportunities and competitive pay rises to an active pool of over 4,000 trained nurses and carers.

Partnerships

We are an embedded a local provider playing a pivotal role in the regional care landscape through the national branch network, underpinned by centralised governance, systems and processes (Local Provider with National scale)



Widespread positive impact on society

Social. Looking after our communities.

Core values embedded into our community's approach

As a business, Nurseplus strives to make a positive difference in people's lives and believes this only works through a holistic approach with its workers, clients, the many vulnerable people cared for and their families. This social focus is cemented through Nurseplus' core values.



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 efforts ripple far beyond the bottom line

As we reflect on the social successes we have achieved, it's clear that our efforts ripple far beyond the bottom line. Our actions reverberate positively through the community, creating prosperity, growth, and well-being for all.

While our care services undeniably have a positive impact on society, our role as an employer magnifies this impact manifold.

Social. Looking after our communities.

Giving back to our communities...

We recognise the importance of not only providing exceptional services but also contributing to the betterment of the communities we feel privileged to be a part of. To this end, we are in the course of implementing a charity/community days initiative, which will allow our dedicated staff to take up to two days per year to give back to social causes. Through these endeavours, we strive to weave a corporate culture of support to the communities we serve.

In addition, as part of our dedicated efforts, a remarkable accomplishment was our collaboration with one of our key clients, Sense, together with whom we developed our programme for the “Deaf Awareness Month”, with the aim of raising funds and awareness. The result was our largest charity success of the year.



Deaf awareness month

We are thrilled to celebrate the success of our “Deaf Awareness Month” initiative. Throughout this month, we have focused on raising awareness and funds to support the deaf community, and we are excited to share the incredible actions we have taken.

Training awareness

Three enriching workshops were held for our staff to learn basic sign language, which included caregiving signs. We believe that this initiative not only promotes inclusivity and awareness but also strengthens the bond among us as a team.



Charitable raise

We launched a successful fundraising campaign that spanned across our entire company and Branches. The support of our employees have exceeded our expectations, and we are grateful for the substantial contribution we have been able to gather. The funds raised will be allocated to projects and organizations working to enhance the quality of life for the deaf community.



Upcoming years

We are delighted with the outcomes achieved during Deaf Awareness Month. Looking ahead, we are determined to continue promoting initiatives that foster awareness, inclusion, and solidarity within our company.



Great Success

Governance.

Governance.

High standards of corporate governance drives our work on ESG.

We have developed a strong corporate governance structure on the principles of business integrity, ethics and compliance with all applicable laws and regulations governing our business.



Once again
rated above our
peer group.

Our performance.

2022 targets



Benchmarked



We are making excellent strides toward establishing a robust and well-rounded governance framework in our company. In this regard, we have succeeded in meeting all the governance-related goals we put forth in our prior annual report.

In addition, our EcoVadis rating for governance has improved compared to last year, both for Ethics and Sustainable procurement. Once again, EcoVadis has praised the strength of our policies and the actions we have taken throughout the year and has rated us well above the average of our peer group.

In particular, Ethics is our top scoring area, alongside Environment. We are proud that our Ethics strengths have increased significantly, from 9 to 17, as we have upgraded our set of policies and procedures, and have taken security preventive and control measures, including awareness training.

Governance. Acting with integrity.

Our ESG Governance Structure

We have embedded ESG at all levels of our business. At the highest level, we ensure there is oversight of these matters at a Board level, and ESG is set as a key agenda item during Board Meetings.

Our ESG Focus Group ensures that our ESG initiatives are implemented and tracks our progress against our ESG Action Plan. We maintain regular meetings to ensure ongoing progress and momentum.

We strive for cultural and tangible diffusion of our ESG agenda to both employees and service users. Exploring options to broaden our ESG drive, we are excited about upcoming initiatives to further integrate ESG throughout Nurseplus...

Our focus group.



Laura Blunt
Quality Assurance
and Training



Vince Callow
HR



Liisa Cantan
Finance



Vicky Chapman
Finance



Vicki Gidalla
Compliance &
Operations
(Registered Nurse)



Mark Davis
Payroll & Benefits



Alex Eagles
Marketing



Rachael Johanson
Technology

“Our focus on ESG gives us the opportunity within our busy working lives to consider the actions we take as a business, and as individuals, to assess how we can approach things differently in order to create positive, impactful outcomes for everyone. Being part of something where the objective is to drive improvements to ensure sustainability and well-being for our whole community is something I feel truly passionate about and I’m incredibly proud of our achievements here to date”. - Vicki

“Being part of the ESG forum affords me the opportunity to help shape and deliver against our ESG goals, directly impacting not only my Nurseplus colleagues but also our external workforce who deliver the highest levels of care to our clients, all underpinned by our Technology enabled platform”. - Rachael

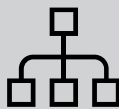


Jen Pool
Business Support



Gareth Stewart
Finance

Board of Directors



Our ESG focus group is directly linked to the Board of Directors to ensure effective ESG informs our decision making

Governance. Acting with integrity.

Quality



To us, quality is not just a commitment but a cornerstone of our operations. We believe in delivering services that go beyond expectations, reflecting our dedication to excellence, customer satisfaction, and community well-being.

Quality Assurance Team:

Our Quality Assurance Team, composed of skilled professionals, plays a pivotal role in upholding and advancing our rigorous quality standards. The team has continued to provide expert advice on health and safety, clinical practices, regulatory compliance, and enhanced recruitment processes. Notably, the team remains instrumental in conducting thorough audits and actively coaching branch teams, driving the adoption of best practices.

Annual Quality Report :

For a transparent overview of our quality performance, we now publish an annual Quality Report. We invite you to explore our latest Quality Report on our corporate website.



100%
Good and
Outstanding Care
Quality Commission
ratings



Tribunal
application free
year to date in
2023



Our Policies and Procedures

Nurseplus upholds the principles of honesty, integrity, and transparency in all our interactions with suppliers, customers, and stakeholders. We do not only meet but endeavour to surpass all applicable legal standards. During 2023, we are proud to report that we have been tribunal application free.

In our pursuit of being as responsible as we can be, reinforced our suite of policies, which underpin and work alongside our ESG Policy. We now have a standalone Criminal Financial Act policy, along with robust Anti-bribery, Corruption, and AML procedures.

Our efforts to ensure that our governance principles and standards are upheld are disseminated by training:

- Implementation of a mandatory Criminal Finance Act Training module on our online portal.
- A fully compliant Branch & Support Network Mandatory training during probation period, which included GDPR, EDI and the Criminal Finance Act

1. ESG Policy and underpinning Policies such as our Environmental Policy
2. Anti Bribery and Corruption Policy
3. Anti-bribery, Corruption, and AML procedures.
4. Anti Money Laundering Policy
5. Criminal Financial Act Policy
6. Conflict of Interest Policy
7. Whistleblowing policy and mechanism
8. Fraud Policy

Governance. Acting with integrity.

Risk Management



We also have a proactive stance on risk management with a robust approach that we have been working to improve. We remain steadfast in our commitment to maintaining the highest governance standards, understanding that effective risk management is integral to this endeavour.



To enhance our risk management framework, we have sustained our efforts by actively maintaining and updating our Business Risk Register on a quarterly basis. This serves as a comprehensive repository, allowing us to methodically confront potential challenges, by identifying, assessing, and managing any risks, including key ESG risks.



Our rigorous protocols continue to be closely monitored by our internal audit team, designed to manage and mitigate compliance business risk. This dedicated team ensures the ongoing effectiveness of our protocols, contributing significantly to the maintenance of our high governance standards. Additionally, our finance team, remains integral to this effort, leveraging their expertise to implement and sustain a robust control environment within the business.

Cybersecurity

In an era of heightened digital connectivity, the increasing frequency and sophistication of cyber-attacks emphasize the need for a robust cybersecurity strategy. We have responded by identifying, mitigating, and preventing cyber threats to safeguard sensitive data, protect stakeholder privacy, and ensure the resilience of our digital infrastructure. Our investments in cybersecurity technologies, employee training, and risk management underscore our dedication to upholding the highest standards of digital integrity.

Over the past year we have continued our focus on initiatives aiming at reducing the threat of cyber-attacks on our business, including:

- Our legacy software has now been removed improving our security across the network.
- All servers are now patched weekly, and we are in the process of updating our antivirus software which includes patch and vulnerability management adding an additional layer of security to our PCs.
- Regular simulated email phishing attacks are conducted to ensure staff are vigilant and highlight any security risks.
- New firewalls have been installed at business-critical sites securing our networks and information by preventing unauthorised and malicious traffic.

By addressing cyber risks, we not only fortify our organization against potential breaches but also contribute to a more secure and trustworthy digital ecosystem.

Year 3



- Keep Business Risk Register up to date
- Remain dynamic in our approach to reviewing and updating our suite of policies
- Look at Cybersecurity accreditation
- Publish our annual Quality Report



Our quarterly
vulnerability scans
show a significant
drop in weaknesses
across our systems
over the last 12
months and we
continue to take
steps to reduce
these further.



Better
together.