

Social Impact Report

HARRY SPECTERS

MONA SHAH



Mona Shah
Founder and
Managing Director

Welcome to Harry Specters' Social Impact report for 2016. It has been a very exciting year as we moved from the back of our house to a 1600 sq. ft. production facility in Ely, Cambridgeshire. This move is a result of raising £250,000 of investment to scale our operations and social mission. We could not have done this without help from UnLtd and ClearlySo, who over time, have become our close partners.

Looking back at the year 2016, I am pleased to say that we have created one full-time and three part-time job opportunities for young people with autism (2.5FTE). Nothing gives me more pleasure than creating these paid opportunities which we will continue to do in 2017.

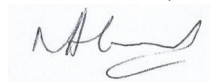
These employment opportunities could not have been created without the help of our Corporate partners who continue to place orders with us because we have a great product and and a great cause.

Corporate partners that have created the most impact are: Janssen, Hogan Lovells, EastDil Secured, BT Sport, Lloyds Banking Group, PwC, and ProspectUs. On behalf of the whole team, I would like to extend my thanks for helping us grow. Last but not least, a huge thank you to my team, as without their hard work in making and packaging chocolates, these orders would not have been fulfilled.

The report below aims to be clear, accessible and transparent, defining aims and activities that can demonstrate results. I hope that the report meets these criteria – if it does, or more importantly if it doesn't, please get in touch with me directly at:

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Best Wishes,



Harry Specters was set up in November 2012 with a purpose of crafting the most delicious chocolates that create employment for young people with autism.

Our vision:

- To create 100s of jobs for young people with autism in the UK by providing them with employment and free training to produce award-winning chocolates.

Social Mission:

- Our social mission is to offer confidence and hope to young people with autism by providing employment, free training and free work experience, enabling them to produce great products, such as our award-winning chocolates. In doing so, we aim to be a role model of "great product, great cause" for other enterprises, individuals and entrepreneurs.

Harry Specters exists to:

- Provide paid employment opportunities for young people with autism.
- Offer free training and free work experience placements for young people with autism.
- Work with parents and carers so that their loved ones have confidence and hope in leading independent lives.
- Craft award-winning delicious chocolates for consumers.

At the heart of our social mission are our beneficiaries. An active engagement with them is important to us as it helps us shape our positive social impact and keeps us focused.

Our top 3 beneficiaries include:

1 Employees and students (with autism) on work experience

Needs include:
Employment, learning, exploring, hope, confidence, meaningful life, social interaction and inclusion.

2 Parents/Carers

Needs include:
Peace of mind about future of loved ones

3 Businesses with CSR agenda

Needs include:
CSR commitment & delivery, employees and customers

Our next 3 beneficiaries include:

1 Special Needs Schools

Needs include:
Students with autism get free work experience in a supported environment.

2 Government

Needs include:
Reduce total cost to the UK because of autism.

3 Society in general

Needs include:
Reduced cost to the UK, transact with responsible and ethical businesses.

We did interviews with people who work at Harry Specters. Most of the questions were around how they felt about working here, their motivations, and their ambitions. Summary:

- 75% of people found Harry Specters through their mums, whereas 25% found us through their educational institutions.
- When it comes to suggesting new flavours for chocolates, our team is creative and forthcoming.
- 100% of the team confirmed Harry Specters to be a friendly place.
- Everyone enjoys having their favourite music playing in the background.
- Each individual feels the need for extra support in order to learn, flourish and be productive.
- 100% of the team members are aware of what they like doing at Harry Specters.
- 80% of the team members have future ambitions; with 60% of them looking forward for a permanent position at Harry Specters. Others would like to pursue a different career.

Beneficiaries' recommendation

- Need proper stock management.
- Clear tasks and their breakdown.
- Opportunities to socialise

Some beneficiaries' comments:

- You don't have to worry about making mistakes – you just learn and when you learn step by step, then you know – *Darius D*
- Excellent chocolates and business - *Rachel H*
- It is really good. It is not stressful. Everybody is nice. It is a nice place to be really - *Jon W*
- Work environment is very calm and everyone is very understanding, so don't feel any stress - *Paul A*
- It has helped with my confidence but I have also learnt how to put receipts and invoices onto the computer, which I had no idea how to do before - *Jon W*
- It is very hard for some people with autism to do difficult jobs, so try to give them jobs they can do. With a little bit of support, they are able to do the job very well – *Oliver W*
- Just give people with autism more regular meetings, so that they can talk about any issues that they have in a sort of no pressure zone. People should feel more part of the team. If a boss notices that the member of the team has autism and is not interacting with the team, maybe then think of ways they can make other team members see them as valuable team member or share interests that they may have, so that people can connect in order to make them more part of the team - *Paul A*
- Chocolate, fun, machines and music – *Oliver W*
- Helping out making chocolates and Easter eggs, writing messages, zesting and juicing like oranges and limes - *Rachel H*

Lessons Learned

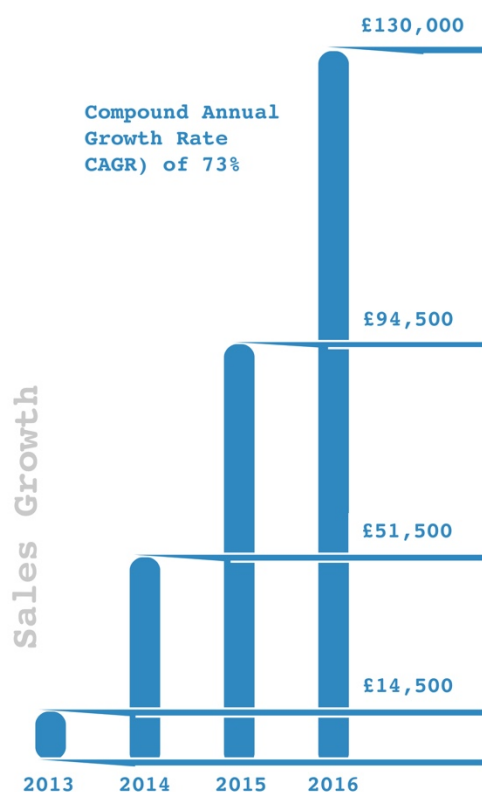
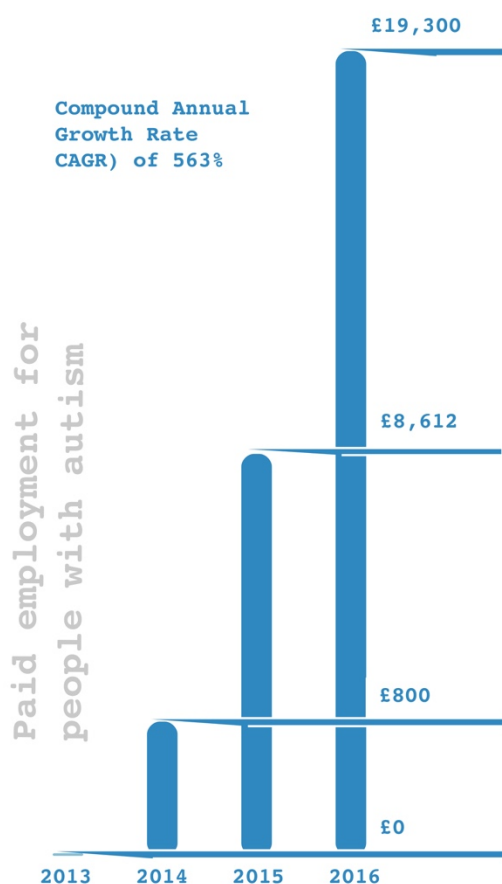
As a result of consultations and needs assessment, it was identified:

To develop processes in order to carry out various tasks in the production and packaging area. These processes must be clear, accessible, and visual.

Therefore, one of the objectives for the year 2017, is that these processes be developed before the Christmas seasonal rush.

(one of our staff members with autism has volunteered to develop these processes)

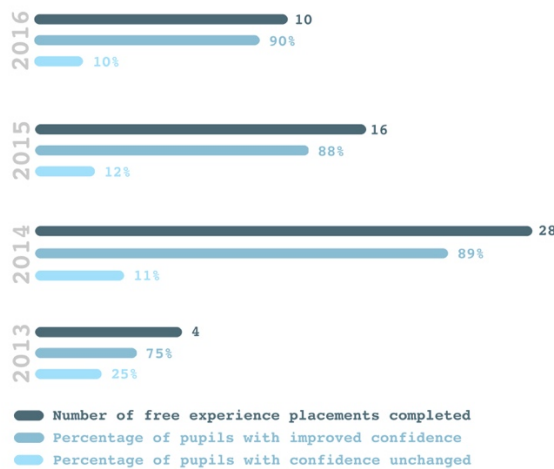
At Harry Specters, our focus is on products. This is because we believe a good product will achieve good sales, which in turn will achieve good social impact. It is not the other way around.

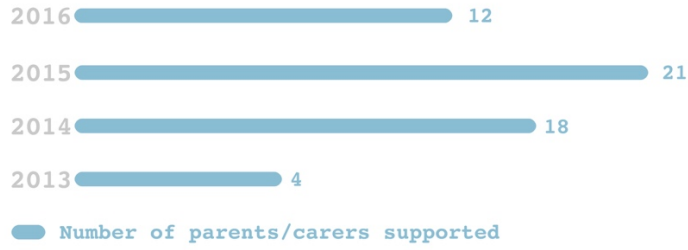


Number of paid employees with autism vs. Number of overall employees

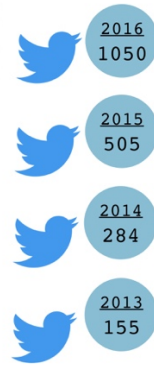


Number of free work experience placements with improvement in confidence and hope (%)





Twitter Followers



Janssen is a pharmaceutical company based in High Wycombe. It is part of the Johnson & Johnson Family of Companies.

During the Christmas of 2015, Harry Specters and Janssen got together to do something different. Janssen wanted to bring their Corporate Social Responsibility commitment to life by involving its employees and their families and friends. After placing a Christmas order in 2015, the company placed a repeat order for 560 chocolate hampers for of its employees in order to continue developing partnership in order to contribute to Harry Specter social mission. They were delighted to be partnering with us for a second year and proud to be contributing to having an impact on the lives of people with autism.



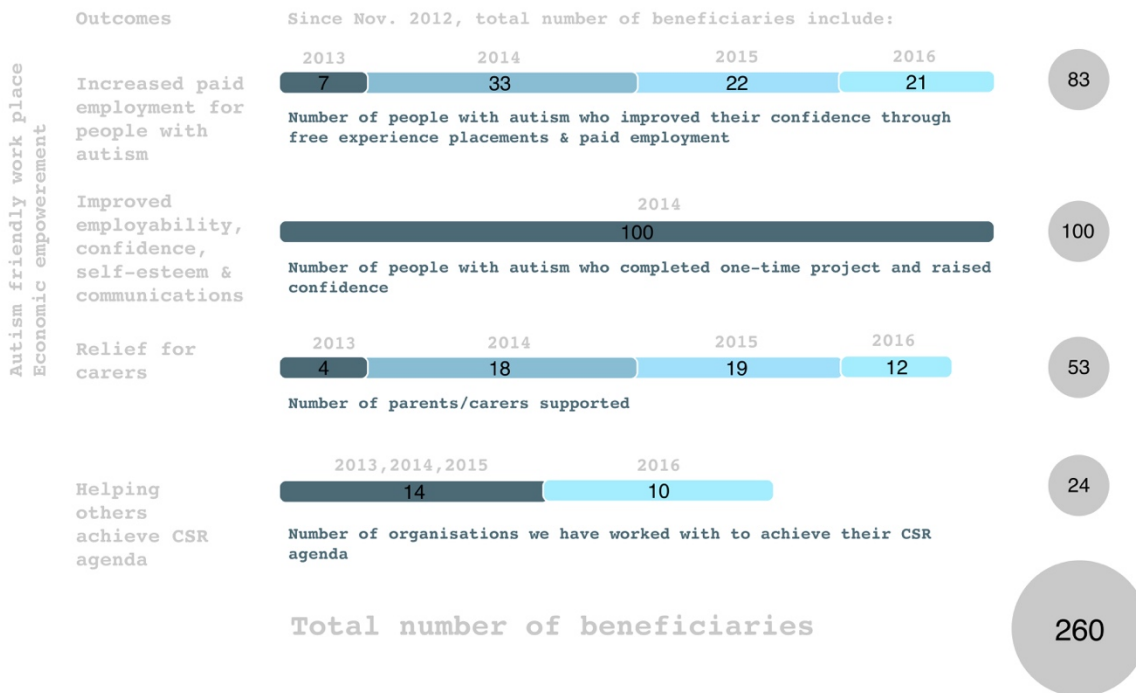
Hogan Lovells, a global law firm with offices in London, has significantly contributed to Harry Specters' Social Mission from the very start. This contribution has been both proactive and multi-dimensional and, over time, has resulted in a strong partnership. The contribution is beyond corporate philanthropy, propaganda and pet projects.

This partnership is the result of deep engagement at various levels providing direct benefit to Harry Specters' business and, as a consequence, benefit to society. Some of the important constituents of this partnership are:

- Supply chain integration for ordering chocolates for meetings and various events at their office.
- Ordering chocolates boxes as gifts during Christmas.
- Providing pro-bono legal advice when required.
- Providing networking opportunities.
- Sales, marketing, product development and business planning advice.
- Promotion of the social mission through fairs run by Hogan Lovells.

Through all the above activities, Harry Specters has grown in scale and will continue to benefit from this dedicated support to our social mission.

One of the key outcomes of the past three years is successfully creating an *autism friendly work place*. In such a workplace, people with autism can contribute to various tasks in order to create value for themselves and for Harry Specters. Such value creation also gives rise to improvement in confidence, hope, and future aspirations.



| Targets | Status | Lessons learned |
|--|---|--|
| Carry out consultation and needs assessment from the following beneficiaries: <ul style="list-style-type: none"> • Person with autism • Carer • Special Needs Schools • Businesses | Consultations carried out slightly better than the previous year. There is a significant gap carrying out assessment with businesses. | Quarterly review to flag problems early. Forward to next year's objective |
| Create additional two full-time & one part-time employment for people with autism (subject to sales growth) | Target achieved. One full-time and three part-time employment opportunities were created. (2.5 FTE) | Creating more part-time opportunities allows more people to experience employment, raise their hope and confidence and explore their skills and areas of interest. |
| Create 10 work experience opportunities for young people with autism, in partnership with local schools and colleges. | Achieved | |
| Professional review of structure of work experience/training in a way that confidence, hope and employability are better captured and measured. | Structure is in place. Needs professional review. | Forward to next year's objectives. |
| Further develop partnership with National Autistic Society and Autistica. | Conversations have taken place, but no satisfactory outcome achieved. | This will not be actively pursued in 2017. |
| Focus on quality (not quantity) of free work experience placements by improving measurement of confidence and aspects of training. | Some improvements have been made, but professional review required. | Forward to next year's objectives. |
| Increase awareness on social media | Achieved through FaceBook, Twitter and Instagram. | Ongoing activity. |
| Increase number of organisations that benefit from Harry Specters from 2015 | Achieved. | Ongoing activity. |

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- Carry out consultation and needs assessment from the following beneficiaries:
 - Person with autism
 - Carer
 - Special Needs Schools
 - Businesses
 - Create one additional full-time & one part-time employment for people with autism (subject to sales growth)
 - Create 10 free work experience opportunities in partnership with local special education needs schools.
 - Professional review of structure of work experience/training in a way that confidence, hope and employability are better captured and measured.
 - Increase awareness on social media (actively engage on Instagram and other platforms).
 - Increase number of organisations that benefit from Harry Specters by at least five.
 - To further develop processes in order to carry out various tasks in the production and packaging area. These processes must be clear, accessible, and visual.