

## SOCIAL VALUE AND CORPORATE SOCIAL RESPONSIBILITY POLICY

### PURPOSE AND INTRODUCTION

Ioma Service Group Limited (ISGL) is committed to implementing the duties and community engagement obligations detailed in the Public Services (Social Value) Act 2012. In addition, we have an Ethical Trading Policy to ensure that our social and corporate values are embedded in our supplier assessment systems as well as sourcing of work wear, uniforms, and PPE clothing in accordance with Human Rights legislation and the UN Global Compact for workforce rights.

We recognise that we must integrate our business values and overseas buying operations to meet the standards, expectations, and ethical values of all our stakeholders in both public and private sectors. These stakeholders include customers, employees, regulators, suppliers, the community, and the environment. Therefore, the company brings together its supply chain assessment and social value commitment to ensure we source merchandise from manufacturers and suppliers that are fully compliant with the EU Public Procurement Directives as well as the Public Contract Regulations Act 2015. Also, our workforce standards and ethical business standards ensure we comply with the 2010 Bribery Act as well as the Public Interest Disclosure Act 1998.

This corporate social responsibility is evidenced by our Good Standing accreditation at Companies House and our adherence to the payment of suppliers and membership of the UK Prompt Payment Code and standard. We aim to “add value” to our services by investing in social value and ethical trading assessment techniques that enhances our reputation for good standing and ethical trading within the workwear supply sector.

### Communicating the policy to the workforce

All new employees receive a Copy of All Company Policies as part of their Induction. The Policy is issued to the workforce as part of any annual revision of the Quality Manual and the quality audit undertaken as part of our ISO9001 assessment.

### Implementing the social value duty and acting in a socially responsible manner

The company recognises the business and community benefits of working jointly in a strategic partnership with our EU and NON-EU suppliers and ensuring our workforce complies with all UK laws and EU Directives. As such, our commitment is separated into

- External supplier and manufacturing aspects within the EU and Non-EU supply chain
- Internal workforce compliance to good standing and ethical business standards.

This partnership working underpins our ethical trading practices and our commitment to the stringent scrutiny of our business practices and ethical values with clear guidance and instruction to our workforce on these standards and duties.

As a consequence, we have assembled seven operating principles under of Corporate Social Responsibility (CSR) and Social Value commitment to ensure we meet public procurement standards and these core principles include: -

1. Ethical Business Conduct and supplier appraisal
2. Policies Specific to Employees
  - Whistle Blowing and the Public Interest Disclosure Act 1998.
  - Outside Interests and conflict of interest declaration.
  - Dealing with Customers, Stakeholder and External Parties.
  - Confidentiality and information sharing protocols.
  - Data Protection and IT security.
  - Use of Company Information.
  - Disciplinary Procedure and Employee Code of Conduct.
3. Policies Specific to the Company under Public Contract Regulations.
4. Equal Opportunity and Employment Practices.
5. Workplace Health and Safety standards and safe working.
6. Environmental Management and Sustainability Policy.
7. Social value and community engagement activities to leave a local legacy.

### **Ethical business conduct and supplier appraisal**

We value the principles of accountability, honesty and integrity in all aspects of our business and communicate these core values to our workforce. Our policy commitment is to conduct our business in a manner which ensures:

- Fair treatment of all employees and clients.
- Transparency of our business policies and practices.
- High standards in all matters relating to health, safety, and the environment
- Ethical business practices throughout our operations.

We recognise that the involvement of our employees is key to the future success of the business and we adopt a policy of keeping employees fully informed on all matters affecting them, including any vulnerability to TUPE related duties under public contract rules. We operate a remuneration strategy that recognises the Living Wage as well as incentivising and rewarding individual performance and their contribution to the sustainability of the company.

We are also committed to equal opportunity recruitment and selection, this approach recognises the considerable benefits of complying with HR Management good practice in attracting and retaining committed, high-quality staff. Therefore, employees are expected at all times to exercise the highest ethical judgement and comply with laws applicable to their duties, including the Bribery Act 2010. Also, the use of Sedex Supplier Appraisal inspections and verifications to ensure overseas suppliers are also compliant to EU, UK and global standards.

## Whistle blowing and the Public Interest Disclosure Act 1998

In the event that an employee discovers a breach of Company Policy there is an internal facility for the employee to report that breach in confidence via their Line Manager. In addition, the company has an Anti-Bribery Policy that complements this policy to ensure that we meet our ethical business and fair-trading obligations.

## Outside Interests and conflict of interest declaration

The Company requires that employees avoid at all times any situation which may involve a conflict of interest between the Employee and the Company. Employees are expressly prohibited from accepting other paid employment, including Directorships in other companies, without the consent of the Managing Director. This does not apply to charitable work which is encouraged as part of our social value commitment.

## Dealing with Customers, Stakeholder and External Parties

The Company is committed to the provision of accurate information and fairness in all its dealings with customers, stakeholders, officials, and any other external party having direct business with the Company. The company has a Hospitality Declaration Form to ensure that dealing with customers and external parties is fully declared and compliant to public sector procurement rules. In these circumstances, loma encourages a

## Confidentiality and information sharing protocols.

Every employee shall respect any information which is confidential to the Company including, but not limited to, trade secrets, confidential knowledge or any information concerning the process or invention used by the Company. Data protection procedures and confidentiality duties are standing items on the Induction of all new employee and the systems for communicating and sharing information in accordance with Guidance from Information Commissioners Office and under the Data Protection Act 1998.

## Data Protection and Information Security

We are committed to complying with the Data Protection Act 1998. Therefore, we have a designated Responsible Information Officer (RIO) to oversee our commitment to data protection and information security throughout the Company given our status as a Level 1-3 Non-Police Personnel Vetting (NPPV) employer for delivery of work wear and managed facilities services. All Employees and agents of the Company are responsible for ensuring compliance with the policy. Information collected may be accessible throughout the Company will not be disclosed to any third party in a form which identifies the individual concerned and strictly in accordance with the Data Protection Act.

Data will not be used for marketing purposes and will not be sold to third parties. Upon request, an individual will be informed of the existence, use and disclosure of his or her personal data and will be given access to that data to confirm its accuracy or amend it as appropriate. The Sales Director of loma is the assigned RIO and is supported by external IT consultants and HR consultants to ensure that the company is fully compliant to these standards for data storage, handling and sharing arrangements.

## Use of Company Information:

Employees use the Company's computer systems, internet and intranet, and email systems for business use only after their workforce induction and sign to state their understanding of this Code of Conduct duty within their Employment Terms. Any employee found to have disclosed confidential information, been abusive or malicious in using these facilities, or misusing the systems in any way will face disciplinary action which may result in dismissal in severe circumstances. The Company strictly prohibits the use of its intranet, internet or email systems for acquiring, producing or disseminating sexually inappropriate material, including the use of abusive language, acts of harassment or offensive images.

## Equal Opportunities, H&S and Environmental Management

Our commitment to equal opportunity recruitment and workforce duties is detailed in our Equality and Diversity Policy. The company commitment to implementing safe systems of work is stated in our Health and Safety Policy and the appointment of a Capable Health and Safety (H&S) Advisor. This appointment of a qualified H&S Advisor ensures our systems and workforce structures are fully compliant to the Health and Safety at Work Act 1974 and that detailed risk assessments are produced and communicated to the workforce. Our Health and Safety Policy as well as the Environmental Management Policy sets out all procedures.

## Social value and community engagement activities to leave a local legacy

Ioma has developed specific social value activities in association with our collaborative link with St Margaret's Church of England Academy to meet and exceed our social value duties. The social value related activities also include: -

- Investing in the skills and qualifications of our workforce Embedding environmental management and sustainability within our business culture;
- Developing a relationship with a local school to offer pre-vocational opportunities;
- Delivering work wear services to public sector bodies promoting partnership working.

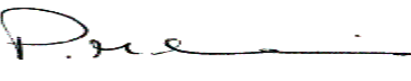
## IMPLEMENTATION, MONITORING AND REVIEW OF THIS POLICY:

The Managing Director has overall responsibility for implementing and monitoring the Social Value and Corporate Social Responsibility Policy for the company. It will be reviewed on an annual basis as part of our ISO14001 and ISO9001 annual audits. A social value impact assessment will be undertaken as part of our collaborative working arrangement with St Margaret's Church of England Academy, Liverpool.

## ROLES AND RESPONSIBILITIES WITHIN IOMA CLOTHING

The Managing Director of ISGL has the primary responsibility for the management and implementation of our social and corporate social responsibility management and all ethical trading practices and policy obligations. The Operations Manager is the responsible individual for sustainability management, including the day-to-day delivery and monitoring the effectiveness of our environmental policy to meet our low carbon ambitions. The Sales Director oversees the social value projects and reports to the Senior Management Team

The Operations Manager is supported by the H&S Manager and the expertise of external Consultant for environmental management and sustainability audits and accreditations. The Directors of Ioma Clothing monitor environmental, waste management returns and energy consumption on a monthly and quarterly basis to ensure that the annual targets are recorded and measured throughout the year.

Signed: 

Name: **Paul Levinson**

Title: MANAGING DIRECTOR

Date: January 2024

Next Review Date January 2025

