

# Social Value Policy

**Policy Owner:** Jody Walker

**Approved by:** Managing Director

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## Introduction and Purpose

At OSI, we are committed to conducting our business in a socially responsible and sustainable manner. This Social Value Policy outlines how we contribute to economic, social, and environmental well-being in the communities we serve, in alignment with the UK Government's Social Value Model introduced by Procurement Policy Note 06/20 (). In public sector contracts, social value is a key evaluation factor, encompassing five priority themes: COVID-19 recovery, economic inequality, fighting climate change, equal opportunity, and well-being (). OSI embraces these principles and integrates social value into our operations and decision-making. As a small-to-medium enterprise (SME) supplier, we take proactive steps to deliver positive outcomes for our employees, customers, and the wider community beyond our basic contract requirements.

## Equality, Diversity & Inclusion

We value and promote equality, diversity, and inclusion in all aspects of our business. OSI fosters an inclusive workplace where everyone is treated with respect and dignity regardless of characteristics such as race, ethnicity, gender, age, disability, sexual orientation, religion or any other protected trait. We are an equal opportunity employer and do not tolerate discrimination, harassment, or bias. Our commitment includes promoting inclusive recruitment and career development (as detailed in our Equality, Diversity & Inclusion Policy), ensuring fair treatment of customers and suppliers, and making reasonable adjustments to accommodate diverse needs. By embracing diversity, we drive equal opportunity in our workforce and supply chain, helping to reduce barriers and inequality in line with the Social Value Model.

## Health, Safety & Well-Being

The health, safety, and well-being of our employees, customers, and the communities in which we operate are of paramount importance. OSI provides a safe and healthy work environment, complying with all applicable health and safety laws and regulations. We actively promote a culture of safety and continuous improvement to prevent workplace accidents or injuries. Beyond physical safety, we support the overall well-being of our staff through initiatives such as mental health awareness, flexible work arrangements where feasible, and encouraging work-life balance. We recognize that supporting employee well-being leads to better service for our customers and a more resilient community. Additionally, our contract delivery considers the well-being of end users – for example, ensuring our furniture installations in schools and offices are safe, ergonomically sound, and cause minimal disruption.

## Environmental Sustainability

OSI recognizes our responsibility to protect the environment and fight climate change. We are committed to reducing our environmental footprint in our operations and through the services we provide. Our Environmental Policy (see separate document) outlines specific goals and measures, including reducing carbon emissions, minimizing waste, and promoting recycling and efficient use of resources. For example, we optimize delivery routes to reduce fuel consumption, use energy-efficient vehicles and equipment where possible, and minimize packaging waste by recycling materials. We support the UK's 2050 net zero target and have developed a Carbon Reduction Plan detailing our pathway to net zero greenhouse gas emissions. By integrating environmental sustainability into our business, we contribute to the Social Value priority of fighting climate change and deliver additional environmental benefits alongside our core services.

## Ethical Business Practices

We conduct our business with integrity, honesty, and transparency. OSI strictly complies with all laws and regulations relevant to our industry, including competition law, anti-bribery and anti-corruption laws, modern slavery legislation, and data protection laws. We have a zero-tolerance approach to bribery and corruption (as detailed in our Anti-Bribery & Corruption Policy) and expect all employees and partners to uphold high ethical standards. We protect personal data and privacy in line with GDPR requirements (see our GDPR Policy). When engaging in business, we avoid any practices that could be exploitative or unethical. This extends to how we treat our employees (e.g. fair wages, no discrimination) and how we conduct ourselves with customers and in the community. By operating ethically, OSI builds trust with stakeholders and ensures that the social value we create is rooted in honesty and accountability.

## Community & Economic Engagement

**OSI actively engages with and contributes to the communities in which we operate. We understand that supporting local communities and economies is a vital part of social value. Our commitments include:**

**Local Employment and Skills:** Wherever possible, we recruit locally and invest in the development of our staff's skills. We offer apprenticeship and training opportunities (see our Apprenticeships & Skills Development Policy) to help people gain valuable qualifications and work experience. By creating jobs and upskilling workers in our community, we help tackle economic inequality and support sustainable economic growth.

**Supporting SMEs and VCSEs:** As an SME ourselves, we collaborate with other small businesses and voluntary/community enterprises in our supply chain. We seek local subcontractors or suppliers for services like logistics, installation, or materials when feasible, thus strengthening the local supply chain and economy.

**Volunteering and Charity:** We encourage employees to participate in volunteer activities and support local charitable initiatives. OSI may sponsor or donate to community projects, schools, or environmental conservation efforts relevant to our business. For example, team members have

volunteered time to help schools set up furniture for community events. We believe these contributions foster community well-being and cohesion.

**Community Recovery and Resilience:** In the wake of challenges such as the COVID-19 pandemic, OSI has supported recovery by maintaining uninterrupted service to essential sectors (like education), prioritizing health and safety, and being flexible to client needs. We continue to offer support to those impacted (for instance, hiring individuals who lost jobs in hard-hit sectors or providing extra assistance to vulnerable customers). By being a reliable partner in difficult times, we help communities recover and build resilience.

Through these community and economic engagement efforts, OSI strives to make a meaningful and lasting impact beyond our immediate commercial activities, aligning with the social value themes of COVID-19 recovery, tackling economic inequality, and improving community well-being.

### **Supplier and Partner Expectations**

We expect our suppliers, contractors, and business partners to share our commitment to social values and high ethical standards. When selecting suppliers or subcontractors, we consider not only quality and cost but also their record on social value factors such as fair labor practices, diversity and inclusion, environmental performance, and community benefit. OSI prefers to work with organisations that align with our values of equality, sustainability, and integrity. We communicate our standards to partners (for example, through our Supplier Code of Conduct or standard terms) and encourage them to improve in areas of social value. Where appropriate, we will collaborate with key suppliers on initiatives like reducing packaging waste or jointly supporting community projects. This ensures that social value is promoted throughout our supply chain and that the impact of our policy extends to all who help deliver our services. We also remain vigilant against any risks of modern slavery or human rights abuses in our supply chain and will take immediate action if any issues are identified, consistent with our ethical business stance.

### **Compliance and Reporting**

All OSI employees are expected to understand and uphold this Social Value Policy. Management is responsible for embedding these principles into operational decisions and company culture. We will include social value objectives in our business planning and project delivery. When delivering public sector contracts, we commit to reporting on our social value contributions as required by the contract (for instance, providing evidence of jobs created, CO<sub>2</sub> reductions achieved, or community initiatives undertaken). Any concerns or violations of this policy should be reported to a director or through our Whistleblowing channels so that appropriate action can be taken. Compliance with this policy is monitored by the management team, and the policy itself will be reviewed annually to ensure it remains aligned with current social value priorities and public sector expectations (including any updates or successor guidance to PPN 06/20).

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