

Corporate Social Responsibility (CSR) Policy

Healthcare Project and Change Association CIC Ltd.

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Next Review: 31 August 2026

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Approved By: Jo Stanford, CEO

1. Introduction

At Healthcare Project and Change Association CIC Ltd., our mission extends beyond delivering high-quality healthcare project and change management association services. As a Community Interest Company, we are committed to making a positive social, economic, and environmental impact. This Corporate Social Responsibility (CSR) Policy outlines our commitment to acting responsibly and sustainably across all areas of our work.

2. Our CSR Commitment

- Upholding the principles of social value, inclusivity, and sustainability.
- Operating transparently and ethically in line with our community interest statement.
- Actively contributing to the wellbeing of the communities we serve.
- Complying with all relevant UK legislation and regulatory standards (e.g. Companies Act 2006, Public Services (Social Value) Act 2012).

3. Key Areas of Responsibility

3.1 Environmental Responsibility

- Reducing energy usage and promoting digital-first working.
- Virtual company with home working to reduce commuting emissions.
- Using environmentally responsible suppliers and products.
- Minimising printing waste and promoting recycling and re-use of materials.

3.2 Community Engagement

- Delivering impactful healthcare project and change management standards, resources, training and information sharing that improve service delivery for increased health and population wellbeing.
- Supporting community-led initiatives, collaborations and partnerships for value for money for public funded healthcare providers.
- Appointing an organisational EDI lead and facilitating a community led EDI network, events and professional and career coaching offering services for underrepresented or marginalised groups.
- Promoting opportunities for volunteers, students, or individuals seeking work experience in healthcare innovation.

3.3 Workforce and Workplace Responsibility

- Providing a safe, supportive, and inclusive workplace for all employees, volunteers, and associates.
- Promoting equality, diversity, and inclusion in all employment and service delivery practices.
- Ensuring fair pay, flexible working arrangements, and professional development opportunities.
- Adopting policies that support mental health and wellbeing.

3.4 Ethical Business Practices

- Being transparent in our governance and decision-making.
- Maintaining robust safeguarding, data protection, and confidentiality policies.
- Conducting all operations in compliance with the CIC Regulator's guidelines and UK charity/voluntary sector best practice.
- Ensuring our suppliers and partners uphold similar ethical standards.

4. Governance and Implementation

The Directors and Steering Group is responsible for overseeing the implementation and review of this policy. CSR objectives will be embedded in our strategic planning, project delivery, and daily operations. Progress will be reviewed annually, with actions taken to continually improve our social and environmental performance.

5. Stakeholder Engagement

We recognise the importance of stakeholder collaboration and will:

- Listen to the needs of our clients, community members, partners, and sponsors.
- Encourage feedback and co-design approaches wherever possible.
- Share our impact openly through reports, newsletters, and community updates.

6. Monitoring and Reporting

- Setting clear and measurable social value outcomes in line with our CIC objectives.
- Recording and reporting community benefit activities and their impact.
- Monitoring environmental performance (e.g. carbon savings from remote working).
- Maintaining transparent records for review by the CIC Regulator and stakeholders.

7. Policy Review

This CSR Policy will be reviewed annually or in response to any significant changes in legislation, operations, or strategic priorities.

Signed:

Name: Jo Stanford

Position: CEO

Date: 31 August 2025