

Supplier Engagement HE Tool

Action Plan for Server Factory Limited

This is your sustainability action plan based on the issues and impacts you have selected as being relevant to your business.

Social Issues and Impacts

Actions you select here will help increase your NETpositive impact on society. Indicate against actions from this list whether they are in progress, are ready to start or have already completed.

Your issues

Your action plan

1 We should know more about where the things we buy come from and how they are made

Every product we buy has a story attached to it; how it is made, what it is made from, who has made it and where it has travelled from. These stories all have both positive and negative impacts. Select this issue to explore how to embed responsible purchasing in your business or to share your own approach.



Understand the impacts of the products your business buys *In progress*

There is a business risk attached to not having any understanding of your supply chain. There may also be opportunities to source more ethical or environmentally sound alternatives (those which produce less waste, have a lower carbon footprint, use less raw materials or are produced with less damage to the environment, and where good labour practices are followed). The starting point is understanding where the products your business depends upon come from and how they are made and transported. Don't be afraid to ask questions of your own suppliers.

Develop your suppliers don't just assess them! *In progress*

Develop ways to train, support and engage your suppliers on sustainability that go beyond simply assessing them via your tender or contract management processes. Find out about their needs and support them to develop for mutual benefit.

Make a public commitment relating to ethical or responsible purchasing *Completed*

A simple sustainable procurement commitment (buying 'greener' or more ethical products or services) can be used to communicate what is important to your business. You may use certified products or services or choose to have your own certified. A public commitment demonstrates to your customers how you consider and address the impacts within your supply chain. Include them as part of your sustainability approach and report on progress accordingly.

Evidence

As part of our ISO 9001 we perform audits for all suppliers annually to respond on greener, more ethical product and supply chains.

2 We could do more to engage and develop our staff

Engaged staff are assets to your business; when they understand what you are trying to achieve they can help make it happen. Sustainability is linked to staff development as it forms part of organisational process and practice.



Talk about the values and aspirations of your business *In progress*

However small your team, make sure everyone knows how they contribute to the values and aspirations of the business. If you are a team of one think about how you communicate your own values or behaviours with your customers and clients. Sharing this plan could be a simple starting point and an annual meeting to brainstorm ideas together could help kick things off.

Support staff to shape sustainability strategy and drive implementation *In progress*

Help your staff understand what sustainability means and how their professional practice contributes to broader strategic ambitions. Systems and processes can be developed to include sustainability formally across the business or a network of 'champions' might be supported to drive progress less formally. Reporting on progress and impact should be part of either approach, as should ensuring your approach is inclusive, which will bring the benefits of diversity to your sustainability activity.

1 We are interested in (or are currently) employing apprentices or providing work placements

Employing apprentices equips young people with vital skills and supports social cohesion within the local community. Your business may be able to get funding to pay for the training of an apprentice.



Provide short-term work placements *Completed*

Your business may be unable to support a full time apprenticeship programme but it could still offer work experience on shorter placements. Schemes are usually run locally so try your nearest College or University as a starting point.

Evidence

We advertise work placements

Join an apprentice scheme *Completed*

Offering apprenticeships can be a great way for a business to grow talent and expand their staff base at low cost and risk.

Evidence

We currently have apprentices employed and have advertisement for new roles

2 We make work accessible to people from all backgrounds

Discriminating against potential job candidates, or employees based on the protected characteristics detailed in the Equality Act 2010 including: age, sexual orientation, gender, disability, race and socio-economic background leads to an unequal workplace environment and is breaking the law. An equitable workplace will generally have a high level of morale, which leads to better customer satisfaction



Train staff on equality, diversity and social inclusion *Completed*

Employers can host workshops within their workplace, which educate staff on issues of equality, diversity and inclusion. This can improve the overall workplace culture and reduce an organisation's exposure to disciplinary actions - stemming from discrimination - as well as increasing staff retention. Guidance on [[equality and diversity for employers]] <https://www.acas.org.uk/improving-...> is available.

Evidence

trained as part of all staff induction and HR annual training.

Employ an Equality, Diversity and Inclusion Co-ordinator *In progress*

Larger businesses should consider developing an equality, diversity and inclusion strategy. Developing such a strategy will demonstrate that the company takes social inclusion seriously and is working to embed such principles in its daily activities.

Employ more people from disadvantaged groups *In progress*

Consider if your recruitment process and practice could be improved to help you employ more people from disadvantaged groups. You may be able to provide support that improves the chances of care-leavers, ex-offenders or long-term unemployed to access opportunities.

3 We have an opportunity to make a positive contribution in our local community

Organisations are likely to have a range of positive or negative impacts on their immediate locality; a responsible business will strive to understand what these impacts are. They will then seek to reduce any negative impacts and make the most of opportunities to enhance the positive impacts they could have.



Support the vulnerable in your community *In progress*

The vulnerable in your community might be the elderly, at-risk youth, migrants or others living in isolation. Supporting or developing schemes to support these groups might be an activity you can link to staff volunteering or community outreach initiatives.

Develop a volunteering or community engagement plan *In progress*

Many organisations already have a strong reputation for supporting community activities. From wildlife conservation or growing projects such as Britain in Bloom to volunteering at food banks or youth clubs. Consider how you can maximise your community contribution through your staff engagement programme.

Support homelessness and rough sleeping initiatives in your area *Not started*

The national [Rough Sleeping Strategy](#) outlines ambitions to eradicate homelessness by 2027 and there are likely to be local initiatives in your area. Consider how your organisation could contribute to these local efforts.

4 Keen to encourage more Women into the I.T workforce



Economic Issues and Impacts

Actions you select here will help increase your financial resilience, reduce your business risk and generate a positive impact on the wider economy. Indicate against actions in this list whether they are in progress, are ready to start or have already completed.

Your issues

1 We want to be part of a robust, resilient and ethical supply chain

Ensuring strong business relationships are formed with suppliers is key to maintaining and developing trust along your supply chains. An effective and responsible business will be keen to share its values with its suppliers for mutual benefit.

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Your action plan

Guarantee suppliers a payment date Completed

Businesses can ensure payments are met by a specified date, and offer compensation or another gesture if this deadline is not met. Guaranteeing suppliers a date of payment builds trust across your supply chain as suppliers feel they will suffer less financial risk when carrying out business with you.

Evidence

Dates on payments are always provided ahead of time

Ask suppliers for feedback Completed

There are a range of ways you can ask your suppliers for feedback. As well as using this to inform your business development it can also be something you publish to attract new business.

Embed a commitment to social value within your supply chain Not started

Part of demonstrating social value for your customers is delivering it with your suppliers. Consider how you can support your suppliers to consider their social value as part of your own procurement processes. This could be as simple as encouraging them to develop a Social Value Action Plan (like this one) for their organisation too.

2 We could do more to improve the formal relationships with our staff

Getting the balance right between getting good value from staff and paying them fairly can be tricky. An efficient and responsible business understands people are an asset and that a little effort spent on sensible employment practices can maximise both efficiencies and profits.

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Offer wider benefits to employees In progress

Businesses can attract and retain skilled individuals by offering a package of employee benefits. Benefit schemes can motivate and reward workers, or attract new talent without adding to salary costs. Can you offer flexible working or access to training as part of a package of employee benefits?

Evidence

Already offering free Gym memberships to help staff with their health. Hope to soon offer more benefits

Become a Living or Fair Wage employer In progress

Providing fair pay and conditions to employees is a strong indicator of your social value commitment. Consider becoming a fair or [living wage employer](#) to formally and publicly make this commitment.

Evidence

Will be looking to make a public commitment to paying living wage for all staff

Make links between sustainability and any trade union activity Not started

It might be possible to make connections between trade union representatives and sustainability for mutual benefit. Some unions support 'green rep' networks. The TUC has produced guidance on [Greening the workplace](#)

1 We keep up to date with new technology or approaches to working so we can identify innovation or gains in efficiencies

New technologies or innovative approaches are often crucial to positioning and competitiveness. An efficient and responsible business understands the benefits that come from being efficient with resources.

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Partner up with research bodies and universities to lead on innovation for your sector In progress

Future-proofing the business by investing in innovation and new technology can set your business apart. Constant innovation could be considered business as usual!

Keep up-to-date with new developments within your sector Completed

Businesses should make an effort to seek out new innovations within their sector, especially in relation to resource or process efficiency. Are there new options that can future-proof your company from rising costs? Are your customers keen that you offer new and improved products and services. Keeping up-to-date can be crucial.

2 We are keen to communicate with our customers

An effective and responsible business understands that customers can be your biggest supporters and so it is important to communicate openly and honestly with them.



Understand that communication is a two-way process Completed

Find ways to ensure your customers can communicate with you and respond to the stories you are sharing with them. Social media can be a great way to establish dialogue with your clients but an old-fashioned feedback form can be just as effective. Think about what will work for you and your customers.

Evidence

Developed customer feedback form for better reporting and analysis on communication with all customers. This is part of our ISO 9001

Communicate sustainability to your customers In progress

Including the benefits of sustainability and how you integrate it into your business practice can help build a stronger customer base. Considering sustainability in your business and communicating it is now becoming normal business practice, ensure you are part of this growing trend!

Ensure your staff can be responsive Not started

Your staff are often at the front-line when it comes to communicating with your customers. Make sure that communications messages are disseminated clearly and effectively so that messages are consistent no matter which messenger is used. Training for front-line staff is likely to be essential to ensure this happens consistently.

3 We are keen to deliver social innovation for our customers

Innovation is required to respond to an uncertain future. Whether this is the re-shaping of a post-pandemic world or responding to challenges presented by the Climate Emergency. Exploring innovation and sharing learning is an essential part of responsible business.



Develop socially innovative approaches to benefit people, communities, and the environment. Not started

Social innovation that benefits people, communities and the wider society are highly sought by customers and especially those in the public sector. Develop plans and embed practice that supports innovation in your business model.

Develop case studies on existing examples of social innovation In progress

Share **examples of social innovation** in practice to both raise the profile of your activity and provide inspiration to others. Leaders continue to push the boundaries of excellent practice and share their approaches for community benefit.

Evidence

Case studies already performed and looking to develop more case studies for more customer success stories to showcase our social innovation

Environmental Issues and Impacts

Actions selected in this sector will help increase your environmental sustainability. Indicate against actions from this list whether they are in progress, are ready to start or have already completed.

Your issues

1 Our business activities use natural resources (energy, water, mined materials, plant or animal products)

All businesses use natural resources. From the energy we use for power to the materials we rely on every day, we are using finite resources that are often damaging to produce or extract. It is important to use resources responsibly opting for renewable or sustainable options where possible. Select this issue to explore actions to help you think about understanding and managing resources or to provide information about how you already do this effectively.



Your action plan

Train for resource efficiency Not started

Using fewer resources is often something that relies on everyone adapting their approach. Ensure you communicate the importance of resource efficiency by providing staff with access to training. Remember that your staff are usually best placed to help you identify efficiencies - and save you money! If you are a team of one then tell your customers about how you work to reduce your environmental impacts.

Measure your progress In progress

If you are committing to reducing your energy, water or other natural resources you will need to measure changes in usage over time to engage your staff and also communicate with your customers. Ensure your plans include details of how you measure and monitor your progress over time.

Evidence

New reports in progress to communicate better with all staff and customers on our reduction plan.

Report on your environmental performance Completed

Excellent businesses demonstrate appropriate governance and transparent reporting with a focus on impacts. Ensure your approach to resource efficiency maximises opportunities to inspire confidence in your process and practice and demonstrates clear progress over time. You may also demonstrate participation in appropriate accreditation programmes offering external validation.

Evidence

<https://serverfactory.com/carbon-r...>

Spend to save In progress

Reducing the natural resources your business uses may require investment. Developing plans to use fewer or renewable resources will save money, reduce reliance on unsustainable materials and demonstrate responsible business practice. Payback periods for investments are shortening and it is worth reviewing the feasibility of investment regularly. You may also be able to access an [interest-free loan](#)

1 We are keen to communicate our environmental or sustainability commitments and performance

Having sustainability policies and plans embedded within your business provides an opportunity for you to communicate your ambition and progress. This might help you demonstrate leadership in your sector, align with your customers' values or simply enhance your position in the marketplace. Select this issue to explore ways to communicate your sustainability journey or to share your existing good practice.



Report your commitments and performance against robust methodologies Not started

There are a range of tools you may want to consider to provide a robust, externally verified framework for your sustainability reporting. Examples include the [GRI](#) or [BITC](#). Whatever approach you opt for ensure you use it to communicate clearly and consistently.

Obtain certification for your products Completed

Obtaining a certification relating to the sustainability credentials of your products can differentiate products and services and provide with a powerful statement that consumers are familiar with. There are many existing schemes which can validate a firm's commitment to environmental sustainability, some of the most recognised include: [The Carbon Trust Standard](#) and the [EU Eco Label](#) for products and [ISO 14001](#) for operations. [ISO 50001](#)

2 We are keen to reduce use of single use Plastics and non-recyclables

