



# Acacium Group's commitment to social value

2022

## Introducing the Group

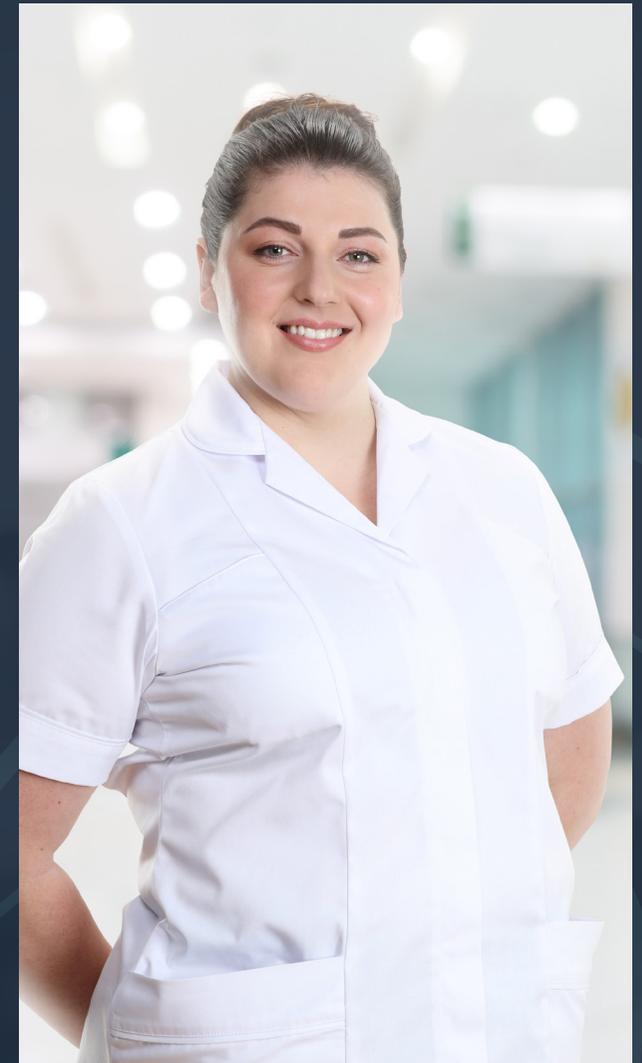
In recent years Acacium Group has grown considerably, as have the requirements of the markets in which we work. We remain committed to providing the very best solutions to our clients and have repeatedly evidenced our ability to do this, adding value and innovation, particularly during the global pandemic.

Our purpose to **'improve people's lives through expert healthcare, social care and life sciences'** has never been more important. Through 2022 and beyond, we are dedicated to achieving our purpose whilst evidencing our commitment to Environmental, Social and Governance (ESG) standards.

In Summer 2022 we will be publishing Acacium Group's first **Social Value Report**. This will set out our Social Value Framework and report on our approach and progress in ensuring that Acacium Group leaves a positive

and lasting impact on the communities in which it operates. It will underline our commitment to supporting local communities, colleague wellbeing initiatives, the birth of Acacium Group Academy, and much more.

In addition to our Social Value Report, 2022 will see the publication of our **first Carbon Reduction Plan**. We are excited to evidence our commitment to **achieving net zero** and are proud of the response that green initiatives are evoking from our colleagues. It is evident that ESG is something which will continue to be embraced by all the businesses under the Acacium Group umbrella as we work to achieve our goals.



# Our purpose and values

Our purpose and values shape the way we work at Acacium Group.

Our purpose is to improve people’s lives through expert healthcare, social care and life sciences. We harness our ability to embrace technology and draw upon our 35+ years of expertise to deliver high quality care and treatment for patients and service users.

Every day we see the difference that our solutions make and that is why we constantly strive to **achieve our vision of being the leading global healthcare solutions partner.**

Health and social care workforce solutions	Life sciences solutions	Health and social care managed services
           	  	      

## Our values

We have three group-wide values, which are at the core of everything that makes us who we are, and impacts the decisions we make:

*Driven by excellence*

Passionate and ambitious, delivering with integrity.

*Putting people first*

People’s wellbeing is our priority. For the people we care for, the people we work for and the people who work with us.

*Always by your side*

Action when you need it, constant and reliable.

## Our purpose in action

In 2021 Acacium Group was incredibly proud to support the NHS in its pandemic response:

Our vaccination service recruited

**1,200 workers,** delivering **1.9 million** vaccinations

### Bank Partners

and **Pulse**, part of Acacium Group, ran the

**entire temporary workforce** supply-chain for the **NHS Nightingale at London Excel**

Filled

**856,000**

agency shifts and **1.12 million** bank shifts, providing care to over

**3.3 million patients**

Helped

**210,000**

people change their lifestyle to lose weight, reverse or reduce the risk of Type 2 diabetes

**Provided mental health** support to almost **38,000 people**, connecting them with an expert who provided treatment in the comfort of their own home

Assessed

**60,000 patients**

waiting for specialist scans, enabling quicker access to the next stage of support or treatment

Helped

**12,300 patients** to return to their homes, reducing waiting times and bed blocking, by avoiding **123,000 unnecessary hospital stays**

Operated the staff banks for Trusts such as Barts, Portsmouth, UCLH, Moorfields, Great Ormond St, Kings College, Epsom and Kingston (via Bank Partners), sourcing staff

**for over 1.12m shifts,** providing care for around **1.8m patients**

We brought in **specialist teams**

to ensure ongoing care for those needing non-essential surgery and reduce the **'elective backlog'** wait lists at

**46 NHS trusts**

## Our culture

### Act ethically and transparently, with a focus on sustainable delivery

We are a large group but our culture and training encourages each individual to act with the highest degree of integrity and transparency.

Our solutions often provide or directly impact patient care and we are **passionate** about **patient safety**. Whether we are placing clinical experts in a laboratory to create vaccines, working with the NHS to deliver vaccinations or supporting an initiative to reduce waiting lists for elective care, we work hard to place the right people in the right place, meeting challenges of geography, time constraints and specific clinical expertise. The staff we deploy keep wards open, **ensuring patients receive the right care, at the right time**. Patients receive care because we support services to keep their doors open; this has never been more important than throughout the pandemic.

Our heritage is in staffing, but as we've grown, we've found ourselves able to provide an ever-increasing range of solutions. We are able to combine our workforce services, clinical expertise, technology and analytics to open up new capacity and deliver better care for patients and service users, in partnership with our customers.

Our services are designed to help our customers solve their challenges; we want to be front and centre in providing a solution whilst working in partnership. We are committed to working closely with our customers and clients to ensure that what we offer meets the needs of patients and service users, improving their lives.

### Better together

As a group of over 20 different businesses, we know that we achieve more when we work together. We create innovative, bespoke solutions for our clients, knitting together solutions across our specialist businesses. We are keen to help the markets we support learn and innovate, sharing knowledge along the way to successfully optimise best practice.

We champion an inclusive culture of openness, fairness, trust and respect, where **all people feel a sense of belonging**. We innovate and deliver the best solutions by leveraging the diversity within our own teams, together with that of our customers, partners and the local community.

### Investing in our people – our commitment to our colleagues

We know that our people are the key to our ability to support the health systems in which we operate. In 2022 we are **launching Acacium Group Academy**, building on our existing progress with apprenticeships, work experience and learning and development. The Social Value Report will expand on our approach and highlight some of the excellent initiatives in place across the group, as well as those we are looking to in the future.



## Our approach

### Diversity and Inclusion

As a global organisation leading in the healthcare sector, we value the importance that diversity and an inclusive culture brings for our people, customers and the communities that we serve. D&I sits firmly at the heart of our culture, we are committed to this movement which is about elevating our peoples' voices and experience. Our D&I strategic priorities focus on raising awareness and education, developing great networks and creating the best experience for talent from all backgrounds.

In 2021, we set out a blended learning approach to D&I, running workshops covering D&I Fundamentals such as **'Know your bias'**, **'Inclusive Leadership'** and **'Understanding Race'**.

Our six employee networks are sponsored by senior directors from the group (Race, Ethnicity, LGBTQ+, Gender, Body Image, Disability, Menopause) and are fully embedded. Our Social Value Report will explore how we will achieve the strategic delivery of our D&I action plan, working across our three pillars of celebrate, educate and community.

### Wellbeing

We take the wellbeing of our people seriously as we want them to **lead healthy, fulfilling lives**. Our wellbeing strategy and initiatives are centred on four pillars; emotional, physical, financial and social.

In 2021 we held a number of wellbeing workshops which were attended by over 1000 colleagues. These workshops ranged from meditation and fitness classes to how to manage stress.

We are committed to **expanding these initiatives** in 2022. We have over 30 Mental Health First Aiders with a structured mental health care-pathways programme to support employees at all stages of their wellbeing needs.

### Our commitment to innovate

Our services are designed to help our customers solve their challenges, we want to be front and centre in providing a solution, through partnership working. We are committed to innovating with our customers and clients to ensure that what we offer meets the needs of patients and service users, improving their lives. Whether it is addressing capacity challenges by improving patient flow, providing new ways of delivering community care or looking at digital solutions to provide diagnostics or treatment, Acacium Group is constantly striving for success through innovation. We are able to augment our access to workforce, technology, analytics and clinical

governance with our wealth of experience in process management to create new delivery models. We can evidence the success of this approach through the outcomes of our **digital mental health therapy service**, our **cardiology diagnostics offering** and our **elective care solutions**.

The pandemic highlighted the critical role Acacium Group plays in delivering solutions and evidenced the value we can add through our approach of co-creation, investment and innovation. **We are here to provide services and solutions to support the global recovery from the pandemic.**

