

Acacium Group Responsible Business Report

January-June 2022 (Interim)

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A word from our CEO



Societal leadership is now a core function of business and we, along with our stakeholders, have a key role in addressing societal problems, including climate change and tackling economic and health inequalities.

At Acacium Group, we touch millions of people's lives through the services we deliver. As the UK's largest healthcare solutions provider, we've been a trusted partner of the NHS for more than 35 years. We value this trust – it has never been more important.

In recent years, our organisation 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 is to improve people's lives through expert healthcare, social care and life sciences, and as part of this, we are committed to embedding responsible and sustainable business practices throughout the Group. This started with producing and publishing

our Approach to Net Zero earlier this year, in addition to putting in place a dedicated Responsible Business team to drive this and other initiatives forward.

Acacium Group is built on values – and the following pages are a wonderful demonstration of how we live by them. Every one of our team have contributed to delivering **£5.8m** of social value through the services we have delivered in the first half of 2022, and I'd like to extend a thank you to them all.

I am heartened by the inspiring stories of our employees, donating their time, money, and skills to causes close to their hearts. There are numerous examples where our teams have scaled mountainous challenges – literally in some cases – to improve the lives of others.

This first interim report marks the start of an exciting journey, with our ambitious growth plans that will maximise

the positive impact we can deliver. Our first steps are to review our approach to corporate responsibility and launch a new responsible business strategy. This strategy will have key focus areas aligned to the United Nations Sustainable Development Goals across our global footprint. Robust governance mechanisms will ensure transparency and consistency in the way we do business. We will measure and report on our progress to all stakeholders, remaining accountable to ourselves and the communities we serve.

I am committed to shaping our business so that it has a positive influence on society as we grow; a business that our people are proud to work for and our clients, partners, and suppliers, proud to work with. I have no doubt responsible business practices will continue to be embraced by everyone within Acacium Group as we work to achieve our goals, live by our values and fulfil our purpose.

Mike Barnard

About Acacium Group

Acacium Group is the first global specialist healthcare solutions partner offering staffing, managed services and innovative delivery models to health and social care systems and the global life sciences industry.

Comprising of market leading specialist brands, we combine workforce, services, deep clinical expertise, technology and analytics to deliver better outcomes for clients and patients alike.

Health and social care workforce solutions



A&E Agency
Part of Acacium Group



Liquid Personnel
Part of Acacium Group



GP World
Part of Acacium Group



maxxima
Part of Acacium Group



Pathology Group
Part of Acacium Group



Pulse
Part of Acacium Group



espirita
Part of Acacium Group



Thornbury Nursing Services
Part of Acacium Group



Scottish Nursing Guild
Part of Acacium Group



Favorite Healthcare Staffing
Part of Acacium Group




Bank partners
Part of Acacium Group




General Medicine Group
Part of Acacium Group


Life sciences solutions




Proclinical
Part of Acacium Group



HOBSON PRIOR
Part of Acacium Group



DRA
DUNN REGULATORY ASSOCIATES
Part of Acacium Group



R&D PARTNERS
Part of Acacium Group

Health and social care managed services



xyla digital therapies
Part of Acacium Group



CHS Healthcare
Part of Acacium Group



xyla elective care
Part of Acacium Group



Pulse
Nursing at Home
Part of Acacium Group



xyla health & wellbeing
Part of Acacium Group



Thornbury Community Services
Part of Acacium Group



xyla health & social services
Part of Acacium Group

Our purpose and values

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.

Our three group-wide values 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.



Teen's Unite residential respite and activity weekend

Our purpose in action

We help clients worldwide to deal with the challenges of rising demand and constrained workforce supply.

As the UK's largest healthcare solutions provider, we've been a trusted partner of the NHS for more than 35 years. 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

Figures accurate as of 31st December 2021

Our COVID-19 response

The ramifications of COVID-19 reshaped our business and personal worlds overnight.

Guided by our 'putting people first' value, we sought to protect the physical and mental wellbeing of our workforce, candidates, patients, and service users through the challenges ahead – with no clear end in sight.

Vaccination services

Our 'Better Together' approach empowered our brands to deliver excellence in a time of crisis, mobilising the deployment of 1200 vaccination workers in 2021. These teams delivered 1.9 million vaccinations across the UK to tackle the impacts of COVID-19 against the nation's health and economic challenges.

Top tips for working remotely

Adopting a pragmatic approach, Acacium Group sought to support our teams with a remote working approach that would suit them. This included providing all employees with 'ready, set, go' working remotely tips to help navigate the transition. Our leaders encouraged flexibility and advocated spending more time with family and friends in a bid to balance life pressures. Open and honest conversations were also championed as a means to address remote work frustrations, with employees invited to discuss challenges and solutions within their teams. This included agreeing ways to improve communication and manage workflows, and how to remain productive and connected when working remotely.

Working with dependants

With a unique understanding of the priorities of care giving, Acacium Group has always gone to great efforts to support the needs of employees with dependants. The pandemic presented new challenges for those working whilst looking after children or family members and we sought to provide clear guidance across the business. By addressing the issue with both employees and managers, we were able to provide teams with the tools to navigate the challenges sensitively and practically.

Wellbeing as a priority

A series of resources were created to support the improved health and wellbeing of our workforce. Specialist content was made accessible to all employees through the launch of a dedicated wellbeing hub on the Group intranet. This included practical tips and exercises to spotlight wellbeing solutions. Our wellbeing framework covers a wide range of areas including the mental, physical, emotional and economic health of our employees.

Mindset and emotional resilience coaching

A move to remote working was a positive experience for some but not everyone had the same access to space, a quiet place to concentrate or even a desk to work at. In conjunction with restricted access to friends and family, limited time outside and the fear and uncertainty of the pandemic, this understandably had detrimental effects on the mental health of some of our people. Acacium Group provided free access to expertise from a certified coach and neuro-linguistic programming practitioner. They provided 1:1 coaching on mindset and emotional resilience to 40 team members. Employees said this allowed them to cope better with the challenges they faced, and the practical applications of these sessions continue to provide value in their working lives.

Addressing health inequalities

The pandemic starkly exposed many existing health inequalities, with COVID-19 disproportionately impacting those from certain communities.

Our market-leading specialist businesses are at the forefront of our efforts to tackle health inequalities in service provision.

National Diabetes Prevention Programme partners

Xyla Health & Wellbeing, part of Acacium Group, delivers quality care in diabetes prevention, helping more than 210,000 people change their lifestyle to lose weight and reverse or reduce the risk of type 2 diabetes in 2021.

Having proven to be a valuable online health management tool that can be accessed from anywhere at any time, there is a consistently higher attendance rate of individuals from ethnic minority backgrounds across Xyla Health & Wellbeing services at 62%. This is compared to 59% across the whole user base.

Mental health support

Xyla Digital Therapies, part of Acacium Group, supports the provision of healthy lifestyle education, and mental health services through the 'Improving Access to Psychological Therapies' (IAPT) programme. In 2021 alone, we provided mental health support to around 38,000 people, connecting them to an expert who treated them in the comfort of their own home.

More than half of our digital mental health therapies are provided outside core NHS hours, allowing more people to get the help they need by connecting with experts at a time that suits them. The recovery rate for those members of the Asian community using our Xyla services is 53% compared to national averages of 48%.

Reducing waiting lists in elective care

NHS waiting lists have increased by 55% in the most deprived areas since April 2020, compared to a 36% increase in less deprived areas. This trend continues in places where people are waiting more than a year for treatment. Variation within the spread of the care backlog has real effects on lives and livelihoods, with long waiting times impacting financial and economic security – which could entrench inequalities further.

Our teams have assessed more than 60,000 patients waiting for specialist scans, enabling quicker access to the next stage of support or treatment. More than 90,000 elective care patients were seen across 57 hospital trusts in 2021. We will continue to grow and develop these services to support underserved communities, delivering real support to those who need it most.



Our impact

Social value measures the positive impacts businesses create for the economy, communities, and society through the delivery of their products and services.

For our first interim report, we have collected social value data from the services we have delivered to our customers from our UK operations between January to June 2022. This is the largest proportion of our business so has provided a valuable baseline on which to build on for our end of year report where we intend to measure the social value of all of Acacium Group. We have addressed three key pillars of social value: People, Community and Planet.

For our next report, in addition to measuring the social value we deliver through our services, we will set out our responsible business strategy. This will include key metrics that will allow us and our stakeholders to measure our internal progress to becoming a truly responsible business. Further details of our methodology for calculating our social value can be found on page 22.



People’s Kitchen foodbank in Belfast



*delivered through UK operations between January and June 2022

People

£259,804

of social value created through investing in programmes supporting wellbeing and diversity and inclusion

1581 employees

accessed wellbeing programmes

212 hours

of diversity and inclusion training delivered to our colleagues

Everything we do, is powered by people.

From the expertise of our workforce to our long-standing client relationships, we're proud to be a company that's committed to the human side of business. We recognise that a happy, healthy, and fulfilled workforce is the best way to achieve our Group goals.



Acacium Group's Race and Ethnicity Network's event

Wellbeing

'Putting people first' is embedded in our culture – and employee wellbeing is a high priority for our business. Our annual employee feedback survey, 'Your Voice', secured an 82% engagement rate and highlighted wellbeing as an area of interest for our workforce. In response, and in partnership with the Group's wellbeing champions, the People Team implemented the Acacium Group Wellbeing Hub, a series of measures, initiatives and content to empower and inspire employees with the tools, strategies, and support networks to promote positive wellbeing.

Executive sponsorship and wellbeing champions

Ensuring wellbeing initiatives are championed by senior level support, our Chief Operating Officer was named executive sponsor. A collection of 25 wellbeing champions were appointed across the Group, with each champion helping us to shape Acacium Group's wellbeing strategy.

'Making room' for wellbeing

The launch of our internal intranet and Microsoft Yammer social channels created dedicated digital spaces to support employee wellbeing. This provides colleagues with an arsenal of resources to call upon when required. All content is built around the four pillars of wellbeing: mental, physical, financial, and social wellbeing.

Wellness calendar

Part of the Group's wellbeing strategy is to enable and empower our people with educational wellbeing content. A programme of wellness events was launched across the year, including sessions such as 'Movement Mondays' and 'Wellness Wednesdays' which explore different sessions around positive thinking and cognitive behaviours. There have been more than 470 people sign up to these sessions since it was launched.

People

Wellbeing

Mental health first aiders

Colleagues with an interest in mental health and wellbeing can sign up for a fully funded accredited course where they will receive a certification in mental first aid. We are proud to have over 40 qualified mental health first aiders who provide support across the Group. Whether a struggling colleague chooses to call, message, or meet face to face, our mental health champions are available to have safe, confidential conversations.

Mental health training for line managers

The 'Understanding mental health & building thriving teams' course was launched earlier this year as part of our essential learning and development offering. This training empowers managers with a better understanding of mental health challenges, enabling them to promote wellbeing at an individual, team and organisational level.

Employee Assistance Programmes

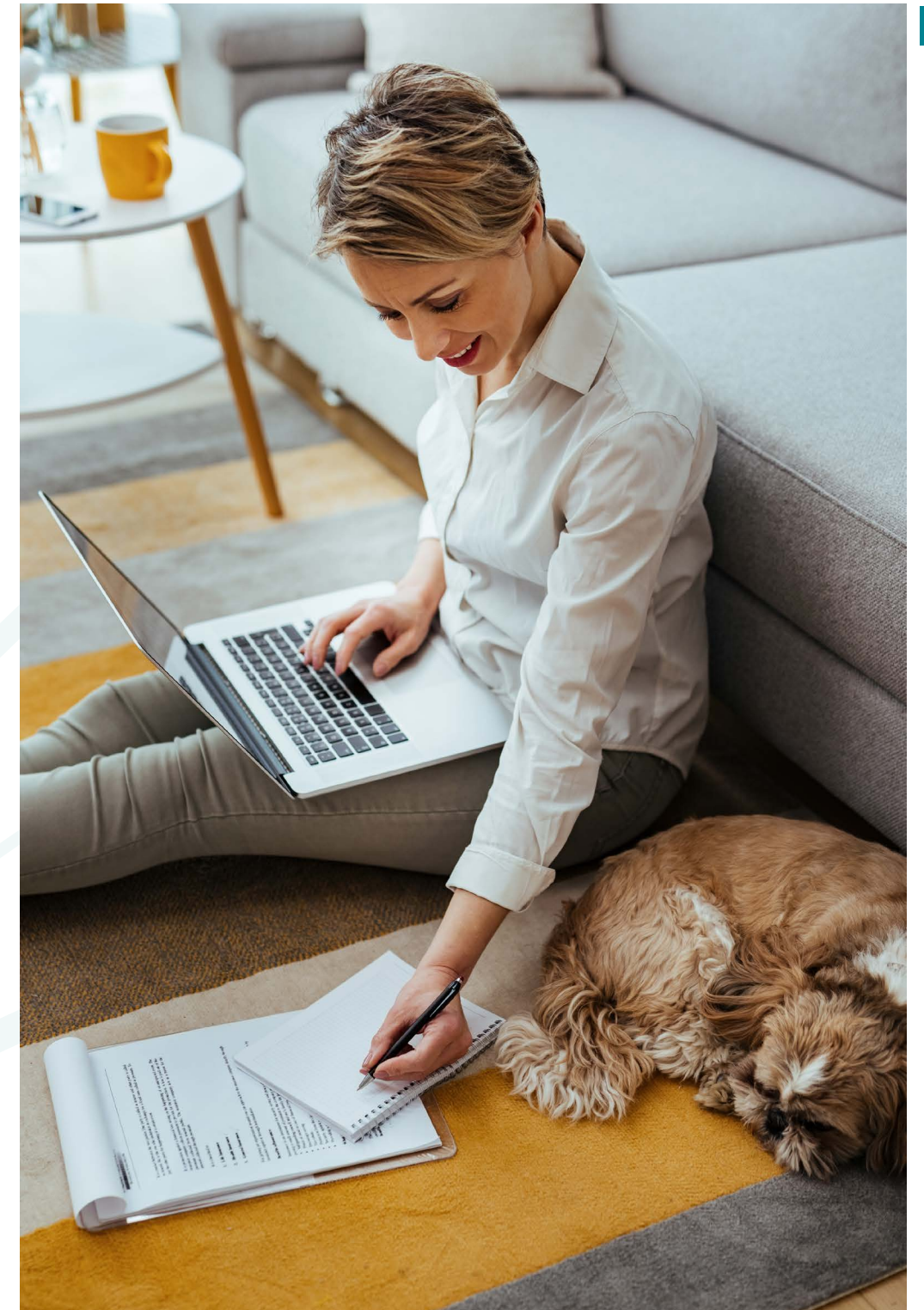
All employees have free access to Employee Assistance Programmes (EAPs), which support individuals with any challenges they may be having. Different EAPs serve different regions across the globe, providing 24/7 access to qualified counsellors and advice, support, and information services around life's challenges. From buying a home, bereavement, family challenges or debt, our team can access help when they need it most.

Thrive mental health app

Acacium Group provides all employees free access to Thrive; an NHS approved mental health app. This is valuable for improving mental health, resilience and stress management. The app includes relaxation techniques, such as meditation and deep muscle relaxation, to help people cope better with stressful situations. Users can monitor and improve their mood through 100+ hours of customisable content, progress journaling and the ability to seek further confidential support.

Remote working support

The transition to remote working was a challenge we sought to support employees through as we all made the necessary adjustments to tackle COVID-19. We now operate a hybrid work environment to serve people's work preferences, with some geographically spread teams continuing to work remotely. Support and training resources remain in place for remote workers and their managers to ensure all our teams can succeed, however they choose to work.



People

Diversity and inclusion

As a people-centric business, we've experienced how nurturing diversity and inclusion creates a workplace where everyone can achieve their full potential to collectively drive innovation.

Our brands deliver expert medical care and workplace solutions to people across the globe - our business is stronger with a diverse team who reflect the clients and communities we serve.

We started our diversity and inclusion (D&I) journey in 2020, as we sought to identify areas of improvement to strengthen our culture of inclusion. This began by creating safe spaces to have open and curious conversations, and we're proud to be making good progress on our journey. Our latest employee survey found that 91% of employees felt comfortable being themselves at work – and we won't stop working until it's 100%.

A purposeful strategy

Following a series of surveys, employee-led roundtables, workshops and network discussions, a five-year strategy was launched. Led by our Group Head of Culture and Inclusion, our D&I strategy aims to be intentional in promoting inclusion and diversifying teams.

Employee networks

Acacium Group has five employee networks; R.E.N, the race and ethnicity network, AGENDA, our gender advocacy group, UNITY, our LGBTQ+ network, UNIQUE which promotes accessibility and EmBody, the body image network.

These groups are at the heart of driving meaningful change on our diversity and inclusion journey. Open to all, they have been effective in raising awareness, encouraging learning and promoting allyship.

Not only have these networks proved to be great learning tools and social functions, but they have also successfully implemented changes across the business. For example, the UNITY Group were the driving force behind expanding the range of preferred pronouns to be included on internal employee self-service systems. These teams have helped to shape our training and create several resources with tips and guidance as part of our 'Everyday Inclusion' hub.



Acacium Group employees at Bristol Pride

Pride: A month of celebration

As part of our continued commitment to supporting the LGBTQ+ community, Acacium Group employees were invited to take part in July's month-long Pride celebrations. From taking part in the London and Bristol parades with friends, family and colleagues, special guest speakers on our Talk Lounge, cakes, quizzes, and learnings from our UNITY network, Acacium Group colleagues came together in love and friendship, to show how far LGBTQ+ rights have come, and how in some places there's still work to be done.

People

Diversity and inclusion

Learning and development workshops

We have four 2.5-hour interactive D&I training sessions as part of our learning and development offering. The syllabus includes 'D&I fundamentals', 'know your bias', 'inclusive leadership' and 'understanding race'. These courses have received high levels of engagement, with over 500 learner hours logged since launching earlier this year. These courses are proactively promoted across our internal communications channels, featured on our dedicated D&I intranet pages and throughout internal Yammer networks.

Keeping the conversation for change going

We launched the 'Talk Lounge' in 2020, a series of conversations in response to our global focus of Black Lives Matter.

The 'Talk Lounge' was launched to be a safe place to promote the idea that conversations lead to change. Participants volunteer to be on a panel, and anyone can put forward a question or topic for discussion. To date, there's over 15 hours of content with hundreds of views for each session.

Accessibility

From physical places to digital spaces, we want to afford everyone equal access to Acacium Group. Our internal accessibility network, UNIQUE, played a central role in the design of our new London office to positively enable disability inclusion. This includes accessible design such as wide aisles and clear routes, as well as neurodiverse workspaces created to be conscious of the effects of space, lighting and sound.

Accessibility also includes the way we design signage, marketing collateral and e-learning materials. Our Graphic Design and User Experience team underwent accessibility training to be aware of how colours, fonts and formatting can impact people with visual and cognitive impairments. We ensure that all digital texts are correctly labelled for use with adaptive technologies such as e-readers and intranet content can be accessed using the immersive reader function.

Gender balance

Workplace gender equality is not a nice to have, it's essential. Associated with improved national productivity and economic growth, securing a good gender balance throughout all levels of our business is a priority. We're proud that the makeup of our Senior Operations Board represents a 50% gender split.



Guide dog meet and greet with Acacium Group employees

People

Employment and skills

£5,570,476

of social value
invested in our workforce

330 people

based in their local community,
supported to work locally

770 weeks

of support provided to apprentices

The strength and growth of our business directly correlates to the skills and experience of our people.

Therefore, we support learning and development across all areas of our business – whether you're a school leaver making the first steps in your career, or an experienced manager looking for further professional development. Our employee's success is our success.

Apprenticeship Programme

Acacium Group's Apprenticeship Programme was launched in 2017 to develop the future leaders of tomorrow. Over the years, our apprenticeship graduates have gone on to develop exciting careers across the Group, positively impacting people's lives over five continents. The programme is designed to give apprentices a foothold in the world of work, gaining valuable skills and experience to support them on their chosen career pathway.

Three apprenticeship cohorts are being onboarded in 2022. Once graduated, these apprentices will have gained a certified qualification and be invited to continue their career journey within the Group.

"My apprenticeship with Acacium Group provides me with a hands-on experience while continuing to learn and develop. As a school leaver, it allowed me to have a taste of working life early on so that in the future, I can grasp any opportunity with confidence; this is something I lacked prior to starting my apprenticeship. All in all, I'm super excited for what the future holds at Acacium Group."

**- Apprentice Application Support Analyst
Patient Support Team**

Learning and development

As the world's first global healthcare solutions partner, we understand that investing in learning and development is essential to our continued growth and

success. Acacium Group's Learning and Development (L&D) team have worked hard to create a syllabus of engaging training, workshops and events to support the professional development of our workforce.

Learning pathways

Three core learning pathways have been developed to support our people throughout all stages of their Acacium Group career: leading self, leading others and leading growth. These pathways are comprised of a mix of resources, such as live workshops, online courses, videos, presentation resources and e-learning modules.

The variety in the type and delivery of resources are designed to cater to all learning styles. These pathways allow individuals to take accountability for their own learning, helping them understand the next available steps on their professional development journey.

People

Learning and development

Workshops and masterclasses

Hosted by our L&D team, online workshops and master classes retain all the convenience of digital learning with the benefits of in-person classroom sessions, supporting cross-functional working across the Group. Course topics include leadership, management training and human and emotions skills. These courses have shown to empower greater collaboration between individuals, teams and brands, driving growth and success across the Group.

Online learning

The launch of the dedicated L&D intranet pages in 2022 has empowered our colleagues to take charge of their own learning journeys. Colleagues undertaking self-directed learning can engage with valuable training materials through 'Learning Essentials', an online hub that can be accessed at any time, from anywhere.

There is also a wealth of training courses from external providers to aid our employees to deliver excellence in their roles. This can include the use of specialists e-learning platforms such as LinkedIn Learning and Social Talent, in addition to bitesize learning from Culture Amp.

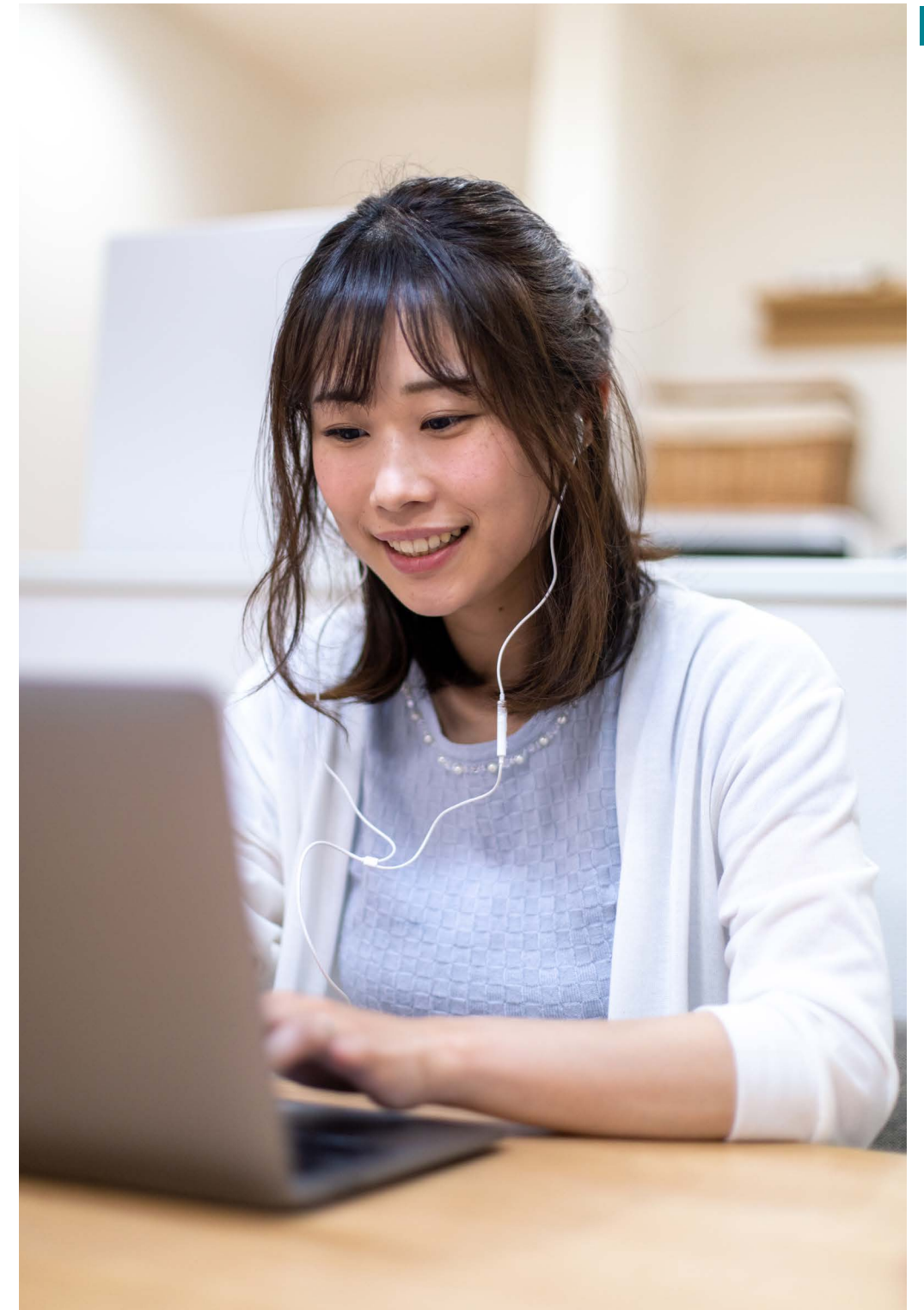
World Class Development programmes

Nurturing our leadership talent pipeline is key to the continued success of Acacium Group. Our World Class Development programme operates in partnership with companies such as Henley Business School to upskill our team through fully funded professional qualifications and accreditations.

These include the 'World class leaders' programme and the 'World class coaching programme' where employees study for a 12-month period followed by completing a series of assessments. Once qualified, our new coaches are welcomed to join the Group's internal coaching network to support the growth and development of other colleagues.

Leadership development

Acacium Group is committed to developing its leadership and recognising and nurturing the talent of the future. This includes having open conversations around the needs of the business and its people as part of Acacium Group's annual Leadership Conference. We also run Leadership Camp, which invites cohorts of senior leaders on away days, and a series of training sessions, workshops and focus groups, hosted throughout the year.



People

Learning and development

Knowledge sharing

We have a wealth of skills and experience across the Group, which is why we champion knowledge sharing wherever possible. This comes in the form of on-the-job learning supported by managers in addition to formalised training specific to each role. However, it can also include opportunities such as job swapping or shadowing, learning directly from senior leaders or experiencing a similar role in another area of the business.

“Taking part in a Job Swap allowed for me to fully understand the skills I have learnt through my time at Acacium Group, and that these are fully transferable to another role and position. I would advise anyone to take part in a Job Swap as it puts you out of your ‘comfort zone’ and forces you to take on new challenges, all of which I found thoroughly enjoyable! It highlighted the opportunities that Acacium Group have to offer and allowed for me to immerse into a part of another Companies’ culture and processes. It was an invaluable experience.”

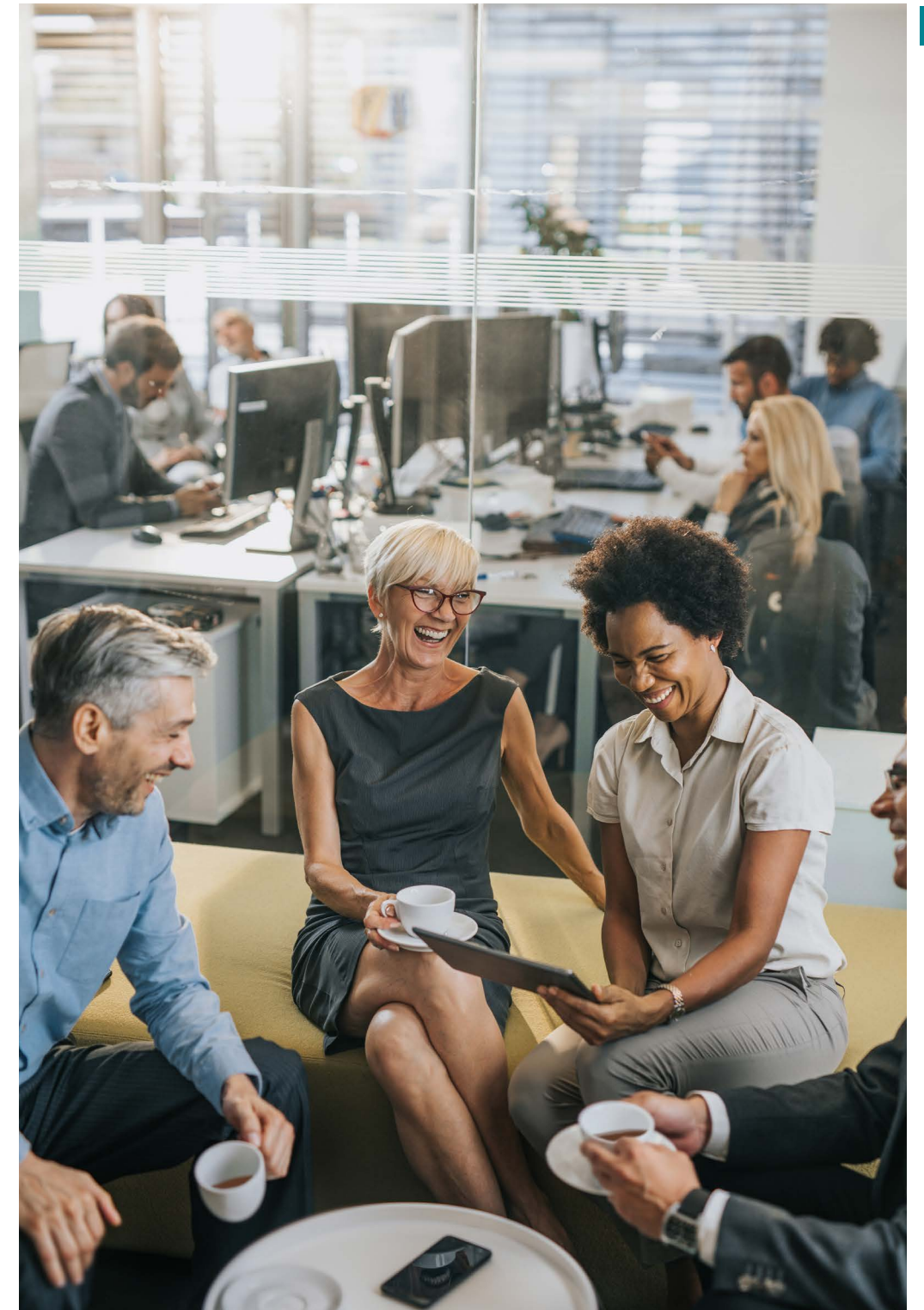
- Divisional Manager for Maxxima’s Pharmacy and Clinical Physiology team

Career conversations

With 24 brands operating under the Acacium Group umbrella, our workforce is provided with a wide range of professional development opportunities across the Group. The Learning and Development team can support an employee’s career goals by aligning their aspirations with business goals. These conversations have proved to be hugely successful, boosting engagement and reducing attrition by assisting with transitions around the Group.

Candidate training

Since January 2020, we’ve delivered more than 1,000 hours of specialist in-person training to 3,032 candidates to ensure the comfort and safety of our patients and service users. This includes moving and handling training, basic life support for infants, children and adults, conflict resolution and emergency first aid at work.



Community

£12,806

of social value generated through donations and volunteering

£25,000+

of charitable fundraising raised by our team

40+

charitable sponsorship and events from January to June 2022

We see the difference that our solutions make to patients and service users everyday.

We know we touch millions of people's lives through the services we deliver. Most of our solutions either provide or directly impact patient care which has real value to the communities we serve. High quality healthcare changes the lives of patients and is a key ingredient for the sustainable long-term development of our economies and wider society. 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. 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.

In addition, we work with community groups and charities to create changes in the lives of those communities through a range of Group and employee-led

initiatives, and fundraising efforts supporting a wide range of causes all year round.

Giving back

Corporate volunteer days

Our employees are invited to take two paid volunteering days per year, donating time and skills to a charity of their choice. This can be undertaken as an individual or as a team, with more than 548 hours donated in the first half of 2022. In the past, teams have helped build community gardens, supported food bank drives and helped coordinate large scale volunteer projects, such as the Operation Christmas Child initiative.

Nursing hospice care

Our nurses ensure patients are cared for with dignity and respect throughout their lives. In 2022, Acacium Group donated 12 free days of nursing for end-of-life care at a Cardiff hospice.

Complex health support

It's sometimes the small things that make the biggest difference. By providing four free hours of critical care, our nurses made it possible for a child with

complex health needs to attend their Grandad's 70th birthday to enjoy the celebrations with their family.

RNCI licences

Working in healthcare requires lifelong learning. We provided £17,000 worth of free Royal College of Nursing learning licences to support 1,000 nurses with their continued professional development.

Winter wellbeing

Recognising the impact COVID-19 has had on our healthcare workers is hugely important – not only to acknowledge their dedication but also protect them from burnout. We have compiled a guide of tips, discounts, resources and information to support the health and wellbeing of our nursing candidates.

NHS' 74th birthday

To mark the NHS' 74th birthday, we celebrated by providing a range of gifts, cakes and treats to workers across all our hospital and vaccination sites. These small gestures are an acknowledgement of the hard work and dedication of our in-hospital teams all year round.

Community

Charitable donations and support

Alzheimer's Society

As part of our responsible business activities, the Group sponsors several charities and events, including an Alzheimer's Society event.

Teens Unite

Teen's Unite is a charity that supports teenagers living with cancer, and their families. We provided a donation of £5385 to fund activities for 20+ teens to enjoy a two-day residential respite stay and activity weekend.

People's Kitchen Belfast

Requests for support and visits to one Belfast's busiest foodbanks and kitchens for the homeless has increased four-fold since the pandemic. The Group donated £2,500 to provide additional food donations to meet the extra demand.

Nurse travel costs

The cost-of-living crisis is impacting everyone but has been particularly detrimental to student nurses, many of whom incur additional travel costs for essential travel across hospital and campus sites. We donated £10,000 to Plymouth University to support student nurses with these additional costs.

The Matt Ratana Rugby Foundation

The Matt Ratana Rugby Foundation is an inclusive rugby club for all ages and sexes, in remembrance of policeman and rugby coach, Matt Ratana. We sponsored the Foundation's first official game, featuring on the team shirts.

Deal sheet donations

For every candidate placed in our life sciences division, a £15 donation is provided to a charity of the consultant's choice. More than £19,000 has been raised and donated to 28 charities including Blood Cancer UK, Make a Wish and Motor Neurone Disease.



Acacium Group's community collection

Community

Fundraising

Macmillan coffee mornings

Acacium Group offices around the UK have raised more than £400 by hosting coffee and cake mornings to raise money for Macmillan Cancer charity.

Fundraising for Yemen

Two of our team scaled Scafell Pike, England's highest mountain, to raise more than £9,500 to help the people of Yemen who are suffering from a humanitarian crisis.



Scafell Pike climb fundraiser for humanitarian crisis in Yemen

IT equipment

During the consolidation of UK offices, surplus IT equipment was sold to raise money for charity. More than £700 was donated between the Red Cross and Save the Children.

Ramadan food sale

Our team have been supporting their local Enfield Mosque with annual food and bake sales throughout Ramadan every year since 2016. This year, over £1,000 was raised to help the mosque expand and donate to its chosen charities.

Support for Islamic Help

Two of our employees raised £4000 to help build water pumps in Bangladesh, Pakistan and Tanzania on behalf Islamic Help, a charity that provides humanitarian assistance all over the world.

Climbing Pen Y Fan

43 employees from across the Group climbed Pen Y Fan, the highest peak in South Wales at 886 metres above sea-level.



Employees undertaking the Pen Y Fan climb fundraiser

Planet

Climate change is one of the biggest challenges we face as a society and addressing it will require businesses, governments, institutions and individuals to work together to adapt on a global scale.

We are mindful of our own responsibilities to the planet. As a business with approximately 3,000 global employees and a wide range of healthcare clients, we have an opportunity to support the transition to a low carbon economy.

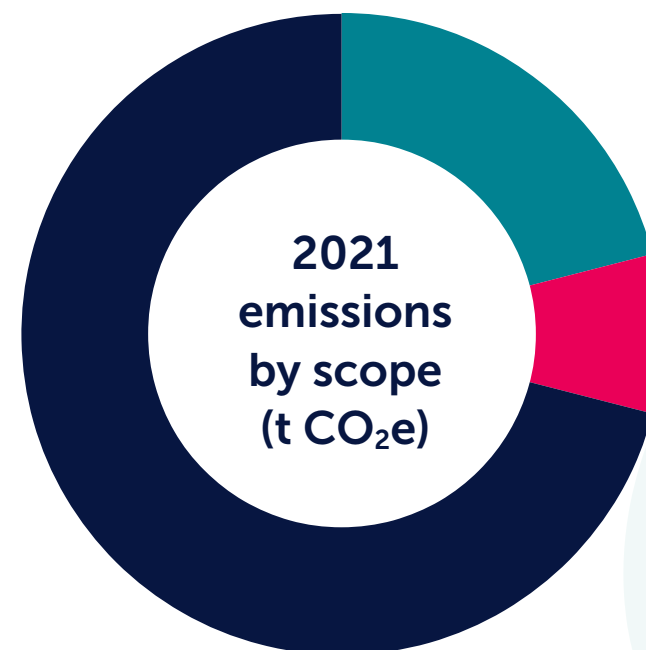
Our approach to net zero

We have committed to achieve net zero by 2040. We launched our [Approach to Net Zero plan](#) earlier this year which outlines our emissions challenges and the actions we're taking to reduce our environmental impact across the Group.

Measurement

For the first time, we set about gathering data to measure our emissions. This was calculated across our UK sites, with plans to incorporate international figures in phase two of our carbon reduction planning. This allowed us to assess the areas where we need to act, with more detailed commitments in our Approach to Net Zero Plan. We now have a baseline from which we can measure our progress. As part of our commitment, we will be improving the quality of our data and expanding it to cover our global operations.

2040
Net zero target



■ Scope 1 - 1527.4

Scope 1 emissions include all carbon emissions within our direct control, including estates, facilities and company vehicles.

■ Scope 2 - 580.3

Scope 2 emissions include indirect carbon emissions such as purchased electricity.

■ Scope 3 - 5078.6

Scope 3 emissions include all other indirect carbon emissions, such as those generated from business travel, employee commuting, home working and purchased goods and services.

Total emissions: 7,186.3 t CO₂e

Planet

Employee commuting

Scope 3 commuting emissions represented over a third of our total emissions output in 2021, with two-thirds of those arising from car journeys alone. While tackling this level of emissions will clearly be a challenge, it also presents the biggest opportunity for progress. We will support structural change by locating offices near good public transport links and working closely with landlords to support the provision of electric vehicle charging infrastructure across our UK offices.

Office heating

Analysis showed office heating was the second most emission intensive activity undertaken by Acacium Group. While we already use 100% renewable electricity in our self-managed offices and take environmental factors into account when taking on new buildings, there are further actions we can take to reduce the environmental burden to reach net zero by 2040 including working with our landlords to improve the accuracy of our data, embracing new technologies at appropriate sites and offsetting where necessary.

Purchased goods and services

Emissions generated from our purchased goods and services represent 13.2% of our total emissions output. These are primarily generated from the purchase of electronics and stationery items, as well as uniforms and cleaning services. We will seek to partner with suppliers who share our values and goals on the environment, initially focusing on our cleaning products and healthcare suppliers who made up the bulk of our emissions output. We will also improve our asset management around the deployment, recovery, and control of IT equipment to ensure efficiency and proper recycling and disposal.



Behaviour change

Structural change is important but individual behaviour change is key to reducing our carbon emissions. We will create and engage a network of champions to promote our environmental agenda. They will support our awareness campaigns, helping to engage employees in initiatives ranging from car sharing to perks programmes designed to incentivise environmentally responsible behaviour.

Reducing single use plastic

In an effort to reduce consumption of single use plastic, office-based employees are being provided with 1000 reusable metal water bottles and water filters at each location. Each bottle saves an average of 156 plastic bottles per year.

Office consolidation

To reflect the increase in hybrid working, four offices have been consolidated, with plans to consolidate two more. This has already proven effective in reducing the Group's emissions output from energy and employee commuting. These offices were strategically selected for their proximity to public transport services.

Methodology

Social value

Social value data has been collected and collated in accordance with the national TOMs framework which is a widely recognised standard for measuring and reporting on social value. Measures include supporting young people into work, opportunities for disadvantaged groups, improving staff health and wellbeing, supporting community projects, and reducing carbon emissions.

The founding principle of the framework is to provide the connection between a broad vision for social improvement (Themes) with strategic objectives (Outcomes), which in turn can then be expressed as measurable activities (Measures). Each section of the framework serves to measure different aspects of social value generation, with a 'proxy value' assigned to each. Proxy values are based on a reasonable approximation of value applied to each part of the framework; jobs, growth and community. The sum of these values is calculated to establish an organisations total social value in monetary terms.

[You can learn more about the TOMs framework here.](#)

We chose this framework to allow us to quantify the wider value Acacium Group has delivered to society through our services to customers. Going forwards, as part of a review of our approach to corporate responsibility and strategy, we will identify detailed key performance indicators and measure our progress over

time. This will enable us to effectively communicate our progress to stakeholders as our approach evolves.

Carbon emissions

Data and methodology

Data collection was supported by ClimatePartner, a market leading expert on carbon emissions. Both primary and secondary data have been used in the calculations for our Scope 1, 2 and 3 emissions.

The GHG Protocol defines primary and secondary data as follows:

- Primary data is provided by suppliers or other value chain partners related to specific activities in the reporting company's value chain.
- Secondary data includes industry-average data (e.g., from published databases, government statistics, literature studies, and industry associations), financial data, proxy data, and other generic data.

We used two types of data to measure our carbon emissions:

- Activity data is a quantitative measure of a level of activity that results in GHG emissions which include things like litres of fuel consumed.
- Spend data takes the financial value of a purchased good or service and multiplies it by an emission factor derived from an industry average.

Where activity data for Scope 3 categories was unavailable, spend data was used. Whilst measurements based on spend data are acknowledged to be the least accurate, they allow for a high-level estimate of the associated emissions. Emissions estimated using spend data were calculated using the industry standard, Quantis Scope 3 Evaluator tool.

Only a small proportion of our sites were able to provide primary activity data for Scope 1 and 2 emission measurement. We acknowledge this has impacted the accuracy of this Corporate Carbon Footprint assessment and are making adjustments to improve data collection.

System boundaries and exclusions

In order to define which sites and operations should be included in Acacium Group's carbon footprint measurement, ClimatePartner established organisational boundaries following the operational control approach as defined in the GHG Protocol. Under the operational control approach, a company accounts for 100 percent of the GHG emissions from operations over which it has control, such as sites and vehicles.

For 2022, this data only covers our UK operations.

- England (19 sites)
- Scotland (1 site)
- Northern Ireland (1 site)
- Wales (1 site)

*If you have any questions about the Responsible Business Report,
please contact info@acaciumgroup.com*