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We believe it is our responsibility to enhance local communities through the way we work.

Our social value commitments:

- We aim to have a net positive impact on local communities where we operate. We will build relationships with key stakeholders so we can understand their social and economic priorities.
- We will donate business resources including employee time and skills, materials and funds to help tackle social issues.
- We will demonstrate good corporate citizenship by the way we do business.
- We aim to make HARDWOOD SALES LTD a great place to work by listening to our employees and encouraging them to share their views on how we can have more of a positive impact.

Scope

We are committed to creating a sustainable inclusive society actively managing our operations in ways which optimise our value to the communities in which we work. Social Value is therefore intrinsic to everything we do, for this reason we manage Social Value through a suite of interdependent policies and procedures which collectively deliver our objectives. This policy applies to all company employees, associates, sub-contractors, agency staff and third parties who undertake activity for and on our behalf. It applies to the goods and services we procure, our direct operations and the services we provide to our customers.

Purpose

We are a Values based organisation whose purpose is to deliver growth with passion, creating a future where everyone has the chance of a better quality of life, through new skills, investment and opportunity. Our staff promote, influence, train, explore and advise to deliver maximum benefit for the communities in which we work.

This policy provides an effective framework for realising our commitment to maintaining and where possible enhancing the Social Value we create in the communities we work within, both as an employer and a provider of services.

In recognising this we are committed to contributing to a more sustainable society and to continually improve the positive impacts we make. As a responsible institution we recognise the contribution we can make to increasing social value through our own direct impact as a large employer. Our impact can be categorised in terms of several key areas:

Our supply chain and the goods and services we buy

We use our purchasing power to support, influence and secure social value from our suppliers, and we ask our suppliers how they can support our key Social Value objectives, namely: promote employments and economic sustainability; promote equity and fairness and raise the living standards of local residents; promote participation and citizen engagement; build capacity and sustainability of the voluntary and community sectors and promote environmental sustainability. This forms part of our evaluation process.

Our organisational development

We ensure roles are designed such that the broadest possible range of residents can apply and are advertised in ways to ensure they are aware of the opportunities. We use a web based recruitment portal to capture a broad spectrum of information from those who apply for roles including where they live and how far they progress in the process. This information

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feeds into the development and delivery of all related policies, systems and procedures. On joining the company staff are able to access a structured learning and development programme to increase their knowledge and skills and benefit from our comprehensive training programme.

These areas are covered by a range of separate interlinked HR policies.

Governance, measurement and assurance

We are committed to monitoring and reviewing our approach to creating social value. This will empower us to tackle social issues identified as a priority by our clients, employees and local communities.

We will achieve this by:

- Measuring the breadth and impact of our enhancing lives activities internally and externally.
- Using recognised national frameworks for measuring social value outcomes.
- Working with local and national government agencies to improve the industry's approach to social value.
- Creating Social Value

We create social value by collaboratively working with our employees, supply chain, clients and other key stakeholders. Our approach and commitment encompasses the array of activities that we believe will have a positive impact on communities.

We have grouped our activities into key focus areas that we believe are essential to creating social value. Future skills and employment; supporting and growing local economies; engaging with communities; positive environmental impact.

Future skills and employment

- To meet our goals around gender parity and cultural diversity and encourage our sub-contractors to do the same, we will encourage a diverse group of people to enter our industry by continuing to remove any and all barriers for disadvantaged people, providing skills, work placements, curriculum support and employment opportunities.
- Providing ongoing and varied training and development opportunities for our employees.
- Creating employment opportunities within the communities that we work.
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- Removing barriers to employment particularly for those from underrepresented groups, those who are in the most deprived areas or offering employment opportunities to those who serve or have served in our armed forces.
- Providing our employees with opportunities to develop their skills, experience, and careers.

Growing local economies

- Providing opportunities for micro, small and medium-sized businesses, and social enterprises that can demonstrate the positive social or environmental impact they have.
- Procuring goods and services locally where possible and measuring our 'local' spend.

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- Engaging with communities
- Providing resources for social and environmental improvement projects where we work.
- Partnering with national and local charities that share our values, through corporate giving and strategic fundraising.
- Encouraging and offering support for improved health and well-being, both physical and mental, for our employees and our supply chain.
- Positive environmental impact.
- Using natural resources efficiently, reducing waste and maximising value.
- Minimising ours and the industries impact on climate change towards a net zero carbon building environment.
- Contributing where we can to improving air quality, maximising local biodiversity and avoiding negative impacts from noise, nuisance and pollution.

Our support for our local communities

We can make a positive difference through the services we provide by:

- Ensuring we continue to develop services which meet the needs of those customers who are often less able to participate in mainstream support.
- Ensuring we continually review how we can make improvements to the Social Value we create in the communities we support.

This includes supporting:

- People to enter or return to the labour market after periods of exclusion.
- People to realise their potential in higher paid roles by increasing their skills.
- Businesses to grow and connect with their communities while reducing environmental impact.
- Businesses to grow and develop creating good jobs in good companies.
- Businesses to buy locally wherever possible.
- Employers to develop and retain their staff in fulfilling roles.
- Employers to recruit staff from local or excluded communities.

Our environmental impact

We have identified the key aspects where we have a negative impact on the environment, namely: heating and cooling, travel to clients, IT and paper; and we have a policy and systems in place to manage and reduce these impacts.

- Deliver additional environmental benefits including working towards net zero greenhouse gas emissions, reducing air pollution, noise, vibration, and nuisance within local communities
- Promoting sustainable and ethical procurement
- Promoting green and blue space and increasing biodiversity net gain.

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This policy will be communicated to our employees, supply chain partners and relevant stakeholders and will be reviewed on an annual basis and in line with our corporate commitments and policies.

Print:	Sign:
Position:	Date: