

NHS Supply Chain Social & Community Policy June 2008

NHS Supply Chain

1. Introduction

NHS Supply Chain recognises the wider importance of Sustainable Development in creating a better quality of life now and for generations to come. As part of its overall Sustainable Development Strategy it recognises that a key area of involvement is that of Social & Community activity. This policy sets to outline our key aims and objectives within this area and how we will measure our success.

2. Aim

This policy aims to ensure that we

- Encourage pride in our business
- Contribute to our employees skills and core competencies
- Encourage and reward employee engagement at a national level
- Support local communities and raise our profile
- Work to support DHL community and social focus areas

3. Objectives

NHS Supply Chain's key objectives are to implement the following initiatives:

- Match It! Scheme
- UNICEF volunteer projects
- Outward Bound Trust Partnership
- Learning & Development Opportunities
- Communications champions
- Trucks & Child Safety (TACS) scheme
- Identify and work with a national health related charity, chosen by our employees

We will also undertake a commitment to assess the feasibility of implementing the following initiatives:

- Offender Training and Employment Programme
- The Princes Trust

As other initiatives are identified, NHS Supply Chain will endeavour to support those that are feasible.

4. The Exel Foundation

NHS SC currently support the charitable schemes operated by the Exel Foundation (soon to be renamed as DHL Foundation). The Exel Foundation supports DPWN's international charities such as Unicef, but also provides opportunities for employees to support national or local charities that are particularly close to their hearts, through its 'Match It' programme.

In addition, The Exel Foundation is also works with Outward Bound. This programme allows employees at all levels to apply to volunteer as a mentor on a 5 day residential course working with disadvantaged young people to improve their self-esteem, confidence and aid their personal development.

5. Implementation

This policy is managed through a Corporate Social Responsibility group representing business units within specified DHL divisions and is implemented through our HR and Communications teams. Progress is reported to the business on a monthly basis.

6. Programmes

6.1 Match It!

The Exel Foundation is an independent charity that provides opportunities for employees to support national or local charities that are particularly close to their hearts, through its 'Match It' programme. Match It provides employees and pensioners with an opportunity to have their fundraising and volunteering efforts for UK registered charities, such as schools and not for profit community organisations (e.g. youth clubs) matched.

'Match It!' works in two ways:

- Employee groups who raise funds for charity can receive matched funding up to £1,000 or £2,000 if fundraising for children or young people and up to £1,000 for volunteering.
- Individual employees can receive matched funding for up to £500 or £1,000 if fundraising for children or young people and up to £500 for volunteering.

6.2 UNICEF

In September 2006, DPWN entered into a global partnership with UNICEF. The goal is to provide UNICEF with long-term assistance in its worldwide fight to reduce child mortality.

The first group of employees from all DHL regions and business units visited Kenya in the autumn of 2006. In 2007, DHL sent 12 employees to Kenya and give them the opportunity to volunteer in supporting a local aid project. One member of the team was from NHS SC. A third trip is planned for 2008. Employees from all business units and regions who have been employed for at least two years will be eligible to apply. Expenses will be covered by DPWN. Volunteers will be granted special leave for their project deployment, but will have to contribute an amount of 20 percent of their annual leave.

6.3 Outward Bound Trust

The Outward Bound Trust (OBT) works to give disadvantaged young people access to an Outward Bound experience in order to fulfil their potential through challenging outdoor experiences, raising self-esteem and preparing them to face the future with confidence. The OBT is being supported by DHL and the Exel Foundation; a 2008 scheme will take place in October and a campaign to recruit 30 employees across DHL to train as OBT mentor/facilitators is underway.

6.4 Learning and Development

NHS Supply Chain is committed to ensuring that its employees fulfil their potential. It has its own internal training department who often use outside training companies and individuals to expand the range and depth of skills for the organisation's staff. NHS Supply Chain also makes use of the skills provided by its own members of staff to deliver specialised and tailored training sessions.

There are also a number of DHL initiatives that NHS Supply Chain employees can benefit from:

(a) 'Headstart' - this programme is designed to develop highly capable employees who have the potential to go on to achieve senior manager positions. In preparation for a first management position, this programme is a 12 month development programme consisting of 8 workshops. Successful candidates achieve an Institute in Leadership and Management level three qualification. For the 12 month duration of the programme, the candidate is seconded into two, six-month placements at other sites.

(b) 'Next Steps' - this scheme develops the skill set of current first line managers, to ensure a line of succession to support the growth agenda of the business. It is a 12 month programme that covers a series of management modules. Each candidate is assigned a mentor for the duration of the programme.

(c) My Learning World - is DHL's own online training resource and has more than 400 resources to help employees to develop their business and management skills. Interactive courses offer more in-depth learning about key business and management subjects. These take between one to four hours to complete.

(d) Graduate Programme - this programme allows graduates to develop management experience through placements in real roles across the business. Support is provided by assigned mentors and graduate buddies.

The graduate programme comprises five professional training modules, including a community project, all designed to increase fundamental management skills.

This programme is offered annually to people who:

- have a minimum 2.2 honours degree
- are eligible and willing to live and work anywhere in the UK / Ireland
- are flexible and able to relocate anywhere in the UK
- are willing to work shifts, and who possess a UK or international driving licence.

(e) Learning Resource Centre – videos, DVDs, CDroms, raining games & kit, activity packs & books can all be borrowed. These cover all management subjects plus personal development e.g. language courses.

(f) Business NVQ's - in Administration, Customer Services and Warehouse & Distribution. This is a scheme that offers funded NVQs to staff who have less than 5 GCSE's. We gain the funding from the Learning and Skills council via Train to Gain and last year secured £56K.

6.5 Communications Champions

Whilst NHS Supply Chain has a company-wide policy relating to how it communicates with all its stakeholders, the organisation encourages involvement at a local (site) level, through a network of 'communications champions'.

The communications champions initiative is intended to provide a site-based resource whose role will be to provide a two-way communication channel between the site and the Stakeholder Relations team, giving consistency to both the message and the brand of NHS Supply Chain. The informal network of communications champions is managed by the Head of Communications and Employee Engagement.

The role of the Communications Champion is not intended to be a paid but a core part of an employee's role, however, it does carry with it a number of learning opportunities for individuals involved as well as benefits to the local site.

6.6 Trucks & Child Safety (TACS)

Under the TACS scheme, employees, particularly drivers have the opportunity to train as demonstrators. Demonstrators teach school children from ages 7-11 on road safety and the dangers of large heavy goods vehicles. Trucks are taken to primary schools as key visual aids to a demonstration on safety around large vehicles.

Although transport for NHS SC is currently outsourced, we have linked into the scheme by providing 'buddies' from within NHS SC to take part in the training required and accompany other DHL business units on demonstrations.

6.7 National Charity

As part of our employee engagement programme we have asked employees through our internal communications magazine, Scan, to inform us of their choice of a national health related charity for NHS SC to support. The nomination and selection process will take place during 2008 and work will begin in 2009.

The feasibility of implementing both the Young Offender Training & Employment Programme and The Princes Trust initiatives will be completed. Please see details of both programmes below:

Young Offender Training and Employment Programme

DHL Logistics provides training, mentoring and employment to offenders in the UK, twinning prisons and young offender institutes with sites. The aim of the scheme is to provide offenders

with opportunities for employment and skills development pre and post release. This has been demonstrated to reduce offending rates on average from 70% to 7%.

The Princes Trust

The scheme helps disadvantaged young people between the ages of 18 and 25 get back into employment. The scheme has been successfully piloted within DHL and we will be working with them to learn from their experiences with a view to trialling the programme within an NHS SC distribution centre.

7. Monitoring and Reporting

Progress against the Community & Social Action Plan will be monitored on an ongoing basis and reports will be submitted quarterly to the Business Services Authority. An annual Sustainability report will also be produced and will incorporate progress made against the stated aims.

8. Review

The NHS Supply Chain Social & Community Policy, Strategy and Action Plan will be reviewed annually and in line with any relevant legislation or new initiative launched whether within NHS SC or within DHL.