

Q1 Care Ltd

ORGANISATION SIZE / Small Business (up to 50 employees)

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BRIEF SYNOPSIS OF YOUR CSR APPLICATION

As a care company, Q1Care Ltd is committed to Social Responsibility practices in all areas of the business where possible. The company is making an enormous effort to strengthen existing policies, create new policies and support the general attitude toward social responsibility already seen within the company; from the Managing Director down to the care staff. We aim to be honest and transparent in all meaningful interactions to make a positive impact on clients, their loved ones, staff and the wider community. We are also committed to installing policies which will reduce any negative impact on the environment. Our Four Pillars of CSR: Environmental CSR: Our policies will focus on issues such as reducing our carbon footprint through efficient travel planning, recycling, waste management and energy saving. Workplace CSR: We will focus on providing the best possible support to our carers so they may provide the best possible care to our clients. Our goal is to focus on internal programs to improve our client relationships, employee engagement and overall standard of care. Outward CSR: The creation of the Care Hub is Q1Care's commitment to both Community and Philanthropic CSR. The Hub is a central place where people of the community can come to get assistance with anything related to caring for the elderly or vulnerable in the community. We support several charities through sponsorships and fundraising events. We also support carers, both professional and voluntary and not necessarily those professional carers employed by Q1Care.

OVERALL SUMMARY

Q1Care Ltd will be instituting a formal policy for environmental awareness and responsibility which will parallel the current efforts already in practice. The formal Q1Care Environmental Policy will be written and in place by 12 July 2018. It will then be communicated to staff and published on the website.

It is the company commitment to achieve the following:

A Work From Home policy: offered to office staff and management. According to the UK Government website – in 2015, the average car on the road emitted 215g of Carbon Dioxide per KM. We currently have 3 fulltime employees working from home up to 2 days a week.

Roosting Policy: This policy would take into consideration the employee geographical proximity to the clients they are being assigned to wherever possible. This helps to reduce carbon emissions and help to

improve air quality by reducing the number of miles driven by care staff. The company can measure the effect of this policy by calculating the number of KMs NOT driven to deduce the number of CO2 grams saved. The policy also shows responsibility to the well being of the staff. They would be required to do less driving, leaving more time to earn or spend with their family/friends or hobbies. We are also currently looking at the possibility of car sharing for routes or even the impact of using a MPV for routes to further reduce emissions

The Company is committed to delivering a policy to help reduce energy consumption by turning off office lights at night, powering down computers nightly and using the most energy efficient appliances for heating and cooling wherever possible.

Q1 is committed to delivering a policy of Waste Management and Recycling as much as possible. The Company is also committed

to purchasing Fair Trade and recyclable products wherever possible.

Article II: CSR in The Workplace

Customer Care & strong relationships is part of the job function for all Q1Care's employees. The Company constantly reviews processes and functions to improve customer care. Led by the Managing Director, all employees are actively encouraged to put the customer's needs and, maybe more importantly, their mental wellbeing at the top of their priority list.

Q1Care follows government guidelines regarding Inclusion and Diversity. They record diversity information to ensure equal employment opportunities. Q1Care actively seeks male carers to strengthen an underrepresented group in the care industry.

Q1Care has a strong harassment policy which applies both to the client relationship

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and the office environment. In the care industry, Care workers sometimes face highly emotional situations so having a strong, clearly defined harassment policy is essential for worker wellbeing and safety.

Q1Care pledges to choose investments which are in line with the company purpose, mission statement and ethos.

The Company is committed to employee initiatives and have several policies to accomplish this. We currently have policies covering Days Off in Lieu, Compassionate Leave, Voluntary Public Duties Leave, Stress Absence Policy, a very generous Adoption Leave policy, Maternity and Paternity Leave. We are looking at a few employee incentives such as Perkbox, which is a service that offers lots of discounts on restaurants, days out, products and services. The Company supports The Care Worker's Charity, a charity committed to helping professional carers in financial crisis.

The Company offers WPA Employee Health Benefits which cover a minimum amount of health coverage. The program also offers the ability to increase coverage as needed. The coverage also includes paramedical services to address emotional wellbeing issues as well.

Employee Training – the company offers paid training to all employees and keeps a detailed record of training completed. We encourage CPD and actively encourage staff

to suggest relevant courses they would like to pursue.

Our Occupational Health & Safety policy is included within the Employee Education policy where we ensure carers are fully trained in occupational health & safety best practices IE: providing Hoist training, Redcrier certification and Manual Handling of people training.

Promotion prospects: Q1 has a policy of first promoting within to fill any senior vacancies. The company believes that long serving employees are best placed to maintain consistency with the clients and staff. To demonstrate this commitment, the company just recently promoted a long-term employee to a Senior position.

The company will be instituting a policy to address the current issue of pay gaps between gender roles. Q1Care is committed to equal pay for equal work, regardless of gender.

Article III & IV: Community & Philanthropic CSR

The company's commitment to Community & Philanthropic CSR can be covered by the creation of The Care Hub in Goring. The Care Hub is a storefront on the High street whose sole mission is to become a 'One-Stop Shop' for all things related to the care and support of the community's elderly or vulnerable residents, their friends, family and wider community. The Care Hub provides a

Community Navigator programme which assists people in finding services, groups and programmes that will enhance their quality of life or the quality of life for their loved one.

We also offer training courses in things like Internet Safety, information sessions on Dementia and have starting the Streatley with Goring Dementia Action Forum. The mission is to create a more dementia friendly community in line with the 'Prime Minister's Challenge on Dementia 2020'.

We signpost to many different businesses and services in the local area, as well as fundraise and promote fundraising activities of local groups and national charities. Some charities we support are: Sue Ryder, Alzheimer's Society, The South Oxfordshire First Responders service, The Care Worker's Charity, local school groups and fundraisers, The Goring Gap Festival and we produce our own events/groups such as a book club for the over 65's and Dementia Action Week events.

The Care Hub actively seeks out like minded enterprises to learn best practice from and possibly to form partnerships with.