



Social Value Policy

Redcentric Solutions Ltd

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Social Value Policy

Applies to	All Redcentric employees
Date of approval	9 Sep 2025

Document Control

Title	Social Value Policy
Author	Social Value Committee
Approver	Environment Social and Governance (ESG) Committee
Owner	Katie Collins
Review Period	Annual

Document History

Version	Date	Key amendments	Document Status
1.0	9 Sep 25	New policy	Live

1. Policy Statement

At Redcentric, we are committed to delivering measurable social value through our technology services and solutions. We recognise our responsibility to contribute positively to society, the economy, and the environment, especially in the communities where we operate. We embed social value into our service delivery, supply chain, recruitment, and internal operations ensuring that our work supports national and local priorities, in line with the Public Services (Social Value) Act 2012 and [PPN 06/20](#)

This policy will be overseen by the Redcentric Social Value Committee and applies to all Redcentric operations, employees, suppliers, and subcontractors engaged in contract delivery. It outlines our commitment to delivering positive outcomes aligned to the UK public sector procurement expectations, and supports our wider Environmental, Social and Governance (ESG) strategy. This policy is owned by Katie Collins, HR Director, and member of the Redcentric Solutions Ltd Operational Board.

2. Scope

This policy applies across all UK operations and business units, including service delivery teams, procurement, HR, and Sales. It also guides our engagement with subcontractors and strategic partners.

3. Objectives

- Deliver inclusive employment and skills opportunities through digital careers.
- Support digital inclusion and education in local communities.
- Minimise our environmental impact through sustainable IT practices.
- Promote equality, diversity, and wellbeing in our workforce.
- Prioritise ethical sourcing and local supplier engagement.
- Align our social value commitments to our public sector customers' priorities.

4. Alignment with Frameworks and Standards

Our approach is shaped by:

- UK Government's Social Value Model (PPN 06/20)
- Public Services (Social Value) Act 2012
- UN Sustainable Development Goals
- Net Zero and Carbon Reduction Plan targets
- Framework-specific requirements (e.g., G-Cloud 14 RM1557.14, Technology Services 3 RM6100, HSCN Access Services RM3825)

5. Social Value Themes & Focus Areas

Redcentric aligns its social value commitments with the five key themes of the UK Government's Social Value Model. Our delivery focuses on creating a measurable, sustainable impact across the following areas:

Tackling Economic Inequality

We are committed to improving access to employment and skills, while supporting inclusive economic growth through ethical procurement and local investment. We do this by:

- Offering apprenticeships, work placements and graduate roles across digital disciplines
- Facilitating school engagement, STEM mentoring, and work placements.
- Spending with local SMEs and VCSEs (Voluntary, Community, and Social Enterprise organisations) promoting inclusive procurement practices within our supply chain.
- Requiring our supply chain partners to adopt fair and ethical working standards

Fighting Climate Change

Redcentric is actively reducing its environmental footprint and supporting clients in delivering sustainable IT solutions, contributing to the UK's net-zero goals. We do this by:

- Promoting Sustainability
- Operating to ISO 14001 and reduce emissions through our Carbon Reduction Plan
- Transitioning to renewable energy, electric fleet, and energy-efficient data centres
- Promoting IT reuse and WEEE-compliant recycling
- Tracking carbon impact across installed base
- Procurement maintain and issue a Sustainable supply chain policy through our supplier onboarding process

Equal Opportunity

We promote equal access to opportunity through inclusive hiring, targeted support for underrepresented groups, and by ensuring accessibility in all our services. We do this by:

- Running Diversity, Equality & Inclusion Forums with focus areas on gender, LGBTQ+, disability, and remote working
- Supporting underrepresented groups through targeted hiring and mentoring
- Addressing gender pay gaps and tracking diversity metrics across business units
- Ensuring digital accessibility in all services and platforms

Wellbeing

We foster a positive working culture that prioritises employee wellbeing, supports flexible working, and contributes to stronger communities through civic engagement. We do this by:

- Promoting wellbeing and Stronger Communities
- Providing flexible, hybrid, remote and family-friendly working arrangements from day one
- Offering paid volunteering leave and encouraging employee-led initiatives
- Promoting mental health through dedicated internal wellbeing campaigns.
- Co-deliver community-focused projects in partnership with public sector partners. This will be overseen by our Social Value Forum.
- Operate a Social Value Forum to drive, promote and monitor social value initiatives across the business.
- Creating/Building Social Value ethos via Social Value training course

COVID-19

Redcentric actively supports the UK's ongoing recovery from the COVID-19 pandemic by building digital resilience across public sector services and local communities.

- Building Digital Resilience
- Deliver robust IT infrastructure to enable hybrid and remote working for NHS, Councils, education and other public services.
- Support digital continuity, secure access, and cyber security services to maintain service reliability.
- Offer free or subsidised consultations to VCSEs (Voluntary, Community, and Social Enterprise organisations)
- Run digital inclusion and online safety awareness and campaigns in partnership with community stakeholders.

6. Governance & Responsibilities

- Social Value Committee: Oversees strategy, tracking and reporting.
- Bid Management: Embed social value in procurement responses.
- People & Culture Team: Deliver internal EDI and well-being programmes.

7. Implementation & Integration

Social value is embedded in:

- Bids: We tailor commitments aligned to customer and framework-specific objectives.
- Recruitment: Local hiring, apprenticeships, and graduate roles.

- Procurement: Weighting will be applied to benefit local, SME, and VCSE suppliers through the procurement process.
- Volunteering: inspiration projects and partners to deliver positive lasting impact on young people and students

8. Measurement & Reporting

We monitor delivery and outcomes via:

- CRM & MI Systems (e.g., Dynamics 365)
- Social Value Portal (e.g., Loop and National TOMs)

Routinely reporting on:

- Number of apprenticeships
- Volunteering hours
- Spend with SMEs/local suppliers
- Carbon savings and digital inclusion impacts

9. Continuous Improvement

This policy is reviewed annually or in response to regulatory changes. We consult customers, employees, and supply chain partners to evolve our approach and stay aligned with emerging best practice.

10. Communication

The policy is:

- Available via our internet and intranet,
- Shared during induction and reviewed during employee training
- Included in relevant bid submissions and public sector engagements



Proactive

We think and
act quickly



Inspired

We create
excitement through
innovation

Trusted

We do what
we say we will

Collaborative

We work together
to deliver
a common goal

Transparent

We are open,
honest and fair





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