



SOCIAL VALUE STRATEGY

2022 - 2027

BACKGROUND

As an award-winning facilities management company – technology led, people driven – Arcus aims to fully embed Sustainability into the management and operation of the business, adopt Environmental, Social and Governance (ESG) considerations and activities, and take actions that result in improved, and where possible positive, social, economic, and environmental impacts.

E & G commitments are addressed separately in the Arcus Net Zero Pathway report. Supply Chain management considerations fall outside the scope of this document. This strategy focuses on Arcus' social value (SV) commitments and aspirations only, for the period April 2022 to March 2027.

Social Value is one of Arcus' five strategic pillars. It is therefore a core driver in helping Arcus achieve its vision:

**To provide outstanding FM services –
technology led, people driven.**





Our **definition** of Social Value (SV) at Arcus and in this strategy document is:

“ The act of giving back to our communities and to our society, leaving it better off because of our interventions. ”

Our SV **commitment statement** is:

“ We at Arcus FM recognise that we the reflect the wider community in which our business exists, and we will play our part in contributing to the health of our communities. ”

We will prioritise interventions which aim to improve the life chances of individuals in the following under-represented groups:

1

Young people generally in particular care leavers.

2

Those serving or soon to be released from prison.

3

Ex-services personnel.

4

Individuals with long term health conditions.

SOCIAL VALUE AT ARCUS - WHERE TO FROM HERE?

Social Value has been a growing trend in the workplace and facilities management profession for several years, and our industry is now expected to lead the way in delivering Social Value interventions in the communities in which our clients operate. Social Value is no longer a 'nice to have', it is now a must have for a growing FM business such as Arcus. The Arcus Social Value Strategy 2022-2027 is therefore key to supporting our growth ambitions.

In developing this strategy, consideration has been made of:

- Our external environment including government policy, legislative changes, social sector developments and national societal and economic influences.
- SFMI Index (Employment; Sustainable Communities; Wellbeing and Employee Development sections) and National TOMs Facilities Management Plug In framework. The TOMs have been designed specifically for our FM profession, they enable us to focus our social value work on key outcomes or aims, and then calculate and report on the economic value that work creates. Each TOM outcome / aim and corresponding social value reporting metric forms part of our social value strategy, and any interested parties can compare Arcus with our competitor's performance against these.
- SWOT analysis- consideration of our strengths and weaknesses as an FM provider in relation to social value; our customers and their challenges.
- Our experiences to date, which have taught us that as a growing business, the most significant way in which Arcus can positively impact our priority groups as well as support our recruitment challenges, is through the offer of employment.
- Supporting Arcus' Employee Value Proposition by enabling current and potential colleagues to feel proud to work for Arcus thereby improving our retention and recruitment levels.



ARCUS SOCIAL VALUE STRATEGY

2022 - 2027 ACTION AREAS

Our strategy is comprised of **two** action areas:

ACTION AREA 1:

EMPLOYABILITY



ACTION AREA 2:

COMMUNITY WORK



ACTION AREA 1: EMPLOYABILITY

As an inclusive employer we recognise that the offer of employment to individuals in our four marginalised groups is quite simply a life changing intervention Arcus has the power to make. Where employment is not possible, we can enhance employability prospects through the offer of meaningful work experience (WEX) opportunities as well as offering specialist career information and advice.

To encourage engagement from individuals in our under-represented groups we will continue to host employer's fairs, and conduct employer talks and visits in schools, colleges, prisons etc., and maintain proactive relationships with our social value partners and customers collaborating with them on SV interventions that support employability for individuals in our four priority groups.

OUTCOMES / AIMS

To increase year on year number of job offers made to social value partner applicants.

Note:

This supports EDI Strategy Action Area = Increase the diversity of our colleague population Outcome / Aim = Increase the number of job offers made to candidates from diverse backgrounds.

To increase year on year number of WEX opportunities, 10% of which are for social value participants.

REPORTING METRIC(S)

- Minimum number of job offers made to social value partner applicants yearly as follows:
 - 2022-23 = x40
 - 2023-24 = x43
 - 2024-25 = x46
 - 2025-26 = x49
 - 2026-27 = x52
- Minimum number of WEX opportunities yearly, of which 10% are SV candidates as follows:
 - 2022-23 = x12
 - 2023-24 = x13
 - 2024-25 = x14
 - 2025-26 = x15
 - 2026-27 = x16

ACTION AREA 1: EMPLOYABILITY

OUTCOMES / AIMS

Arcus colleagues to offer a minimum number of career coaching / advice sessions which support individuals from our marginalised groups into employment.

Participate in employer fairs, talks and visits to schools, colleges, prisons and armed forces personnel, helping prepare people for work, to promote Arcus as an inclusive employer and to encourage applications.

Engage and collaborate with external stakeholders on SV interventions

REPORTING METRIC(S)

- Minimum x2 career coaching / advice sessions in years 2022-23 and 2023-24; minimum x3 per year in 2024-25, 2025-26 and 2026-27
- Minimum x10 yearly 2022-27
- Support a minimum x3 initiatives, schemes, or projects through our social value partners every year e.g. prison visits.
- Work with minimum x1 customer or supplier per year on a mutually beneficial SV initiative or intervention.

ACTION AREA 2: COMMUNITY WORK

As a national FM provider, we will continue to play our part in creating healthy and resilient communities across the UK. Through our Arcus in the Community (AitC) scheme, donations will be made to worthwhile causes nominated by our colleagues and/or customers. We prioritise nominations that support our four priority groups, as well as nominations from colleagues who have a strong association with their nominated organisation i.e. if they volunteer for or work with the organisation, or if they or a family member have benefited from their support.

As well as our annual Christmas Raffle fundraiser which supports a different charity every year- Arcus' match funds the amount raised which finances AitC – we will support one more community-based initiative each year that aligns with our national provision and footprint e.g. a Foodbank collection, Macmillan cancer relief etc. As bronze award holders of the Defence Employer Recognition Scheme (ERS) and as care leaver covenant signatories, Arcus will support national events including Remembrance Day and National Care Leavers week, as a demonstration of our ongoing commitment and support. Colleagues will be supported to volunteer in support of our social value priorities including offering their time and skills to support specific requests from our social value partners.

OUTCOMES / AIMS

Arcus contributes a minimum amount yearly to worthwhile causes that are linked to our four priority groups.

Volunteering in support of community-based causes or initiatives.

REPORTING METRIC(S)

- Minimum £4K annual donations through AitC
- Arcus Christmas Raffle held yearly in aid of a nominated charity
- With consideration of national / environmental factors, make x1 additional fundraising initiative available to all Arcus colleagues per year e.g. a Foodbank collection, a clothing collection etc.

- Minimum two charitable DIY projects delivered per year



MONITORING, REPORTING, & CELEBRATING

BY DEBBIE GREGORY, CHIEF PEOPLE OFFICER

I am delighted to release our Social Value Strategy. Arcus is fully committed to delivering a positive impact in our communities and Social Value is woven throughout the business with colleagues at all levels engaged and ready to contribute.

This strategy is a live plan and as we continue to deliver, learn, and engage with those around us, updates will likely be required alongside a review that will take place every two years.

Progress against this strategy will be considered by our Sustainability Committee, chaired by the CEO. We will report on our performance against each reporting metric through our annual Social Value report.

At Arcus, we are proud of the work we do to support our communities. We aim to raise our profile as an inclusive employer by celebrating our work with our colleagues and the public.

This strategy will support our goals in talent acquisition and retention by fostering a sense of pride throughout our workforce.

Our Social Value strategy will play a key part in supporting our rapid growth trajectory as we attract similarly-minded businesses to our customer base.

We are passionate about making a positive contributions to the communities in which we work, and we aim to inspire and enable other employers to add to these contributions.



TECHNOLOGY LED, PEOPLE DRIVEN



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