

StarTraq Limited

Social Value Statement



Version 2.0

Last updated 17/10/2023

Statement

This policy outlines StarTraq Limited's approach to social values.

The policy is in five separate themes, each specifically addressing one of the Government Commercial Function's Social Value Model Principals*, and outlines how they have or will be incorporated into the way we run our day-to-day business.

The contents of this policy will be reviewed annually by our Chief Executive Officer.

StarTraq is committed to following the Social Value Model and its five core themes and outcomes:

Themes		Policy Outcomes
Theme 1	COVID-19 recovery	Help local communities to manage and recover from the impact of COVID-19
Theme 2	Tackling economic inequality	Create new businesses, new jobs and new skills
		Increase supply chain resilience and capacity
Theme 3	Fighting climate change	Effective stewardship of the environment
Theme 4	Equal opportunity	Reduce the disability employment gap
		Tackle workforce inequality
Theme 5	Wellbeing	Improve health and wellbeing
		Improve community cohesion

I, Richard Gorringe, act in the role of Chief Executive Officer and am ultimately responsible for promoting and educating StarTraq's employees, suppliers and customers on the principles and goals of this policy.



Richard Gorringe
Chief Executive Officer
StarTraq Limited

*https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/940828/Social-Value-Model-Quick-Reference-Table-Edn-1.1-3-Dec-20.pdf

COVID-19 Recovery

Since the emergence of COVID-19, StarTraq has supported its staff, customers and the local communities they serve by:

- Increasing our workforce numbers and offering remote working roles across the UK for new job vacancies
- Staying fully operational during the pandemic and subsequent recovery period
- Delivering uninterrupted support to our customers remotely using video conferencing technology such as Microsoft Teams and Zoom
- Introducing wider use of remote working for all staff and making additional allowances for those caring for young children
- Enhancing safety in the workplace with more regular office cleaning and the provision of PPE equipment
- Hosting multiple online webinars and open days for both our clients and non-clients
- Increasing the frequency of team catch-ups (both work and non-work related) reducing the risks of isolation and loneliness

Tackling Economic Inequality

StarTraq strives for a diverse and inclusive workplace and is committed to nurturing new and existing talent, creating a sustainable learning and development culture, and equipping our staff with the appropriate skills, knowledge and processes so the company continues to deliver innovative, industry-leading solutions.

Some processes and practices we have adopted to tackle economic inequality include:

- Anti-bribery and corruption training
- Promoting equality and diversity throughout the organisation
- Paying at least 95% of all invoices within agreed terms
- Extensive cyber security policies, controls and training for staff
- Creating opportunities for career progression
- Supporting staff to obtain recognised professional qualifications

Fighting Climate Change

StarTraq aims to have reduced our total baseline emissions by 25% by 2030. To achieve this we will continue to promote to our employees best practices to reduce their environmental impact. StarTraq will also carefully seek out new suppliers that share similar environmental goals and encourage our existing suppliers to improve upon their current environmental practices.

StarTraq is contributing to the Public sector's goal of improving the sustainability of ICT purchases and their operation.

We engage with customers at industry events and through our continued account management activities to understand how their environmental priorities are developing and changing.

We regularly review our environmental policies and the policies of key suppliers such as Microsoft Azure to ensure that they remain aligned with our customer's objectives.

StarTraq believes it has an important duty to ensure good environmental performance in all its business operations and to provide the necessary organisation, commitment and training to fulfil its obligation. Senior management is committed to monitoring and improving environmental performance and protection by :

- Encouraging our staff and customers to utilise low-carbon solutions and environmentally sensitive ways to work. Our employees have access to mobile, remote and video conferencing technology as standard, which they are encouraged to use instead of travelling where appropriate.
- Reducing business travel where possible through the use of collaborative tools. Video conferencing is popular among our staff and is an efficient alternative to travelling for internal meetings.
- Ensuring we minimise carbon emissions in our supply chain particularly where we procure hosting/datacentre services. We procure hosting services for our solutions with Microsoft Azure which is committed to achieving “net zero” emissions.
- Ensuring we recycle the maximum amount of material possible.
- Preventing pollution and fully complying with applicable legal and other requirements.
- Instructing and encouraging StarTraq staff and subcontractors to effectively use the resources available and minimize the use of raw materials, electricity and water.
- Designing and implementing training and induction programmes for StarTraq staff to increase and maintain awareness of environmental procedures.
- Ensuring that the company is prepared to deal with environmental incidents and emergencies onsite and that suitable and effective training has taken place.

StarTraq ensures that all staff are aware of our environmental policies during our induction process and we ensure that any updates are communicated to the team. We encourage staff and customers to make use of cloud-based technology for hosting their systems and we communicate the environmental benefits of utilising such services compared to traditional on-premise approaches.

The most significant ways StarTraq can continue to reduce its carbon footprint in the future include:

1. Ensuring the data centre suppliers we utilise have net zero emissions and strong environmental policies and objectives
2. Continuing to minimise business travel where possible by encouraging more internal and external meetings to take place using video conferencing technologies

Equal Opportunity

StarTraq aims to be the employer of choice for people of all backgrounds, regardless of sexuality, disability, nationality, race, gender or religion. We are committed to ensuring our employees and job applicants are treated fairly, humanely, and equitably. For over 20 years our employees have been guaranteed an inclusive work environment, which has enabled increased creativity and reduced employee turnover and has grown StarTraq’s industry-leading reputation.

To encourage a diverse and varied workforce our approach to equal opportunity includes:

- Inclusive and accessible recruitment practices, supporting candidates with disabilities through the provision of supportive technology and/or changes to working practices
- Making appointments on the grounds of selecting the most suitable candidate for the post

- Gender-neutral role definitions
- Ensuring policies and employee communications promote respect and equality for all
- Compliance with the Modern Slavery Act 2015
- Ensuring policies and communications promote respect and equality for all
- No use of zero-hour contracts or fire and rehire practices

Wellbeing

StarTraq takes the health and wellbeing of our employees both in the workplace and outside very seriously, we are keen to ensure a positive working environment that facilitates and nurtures creativity, resilience, engagement and organisational performance.

StarTraq has implemented a range of initiatives and practices in our workplace and across our workforce to improve health and wellbeing, these include:

- Remote working policy to provide greater flexibility to staff
- Weekly staff catch-up meetings
- Quarterly company-wide update meetings
- Annual staff reviews
- Cycle-to-work scheme
- Employee events/days out
- Employee birthday celebrations
- Safe working environment
- Free water, tea and coffee
- Outdoor space
- Comfortable working environment
- Accommodating reasonable workplace adjustments where required