

Sustainability and Social Value Strategy

2024/25 Update



A CORNWALL
COUNCIL COMPANY

Contents

Foreword.....	3
What is Sustainability?.....	3
What is Social Value?.....	3
Purposeful Business.....	4
United Nations Global Goals.....	5
Sustainability Action.....	6
People:	
Safety and Wellbeing.....	8
Equality, Diversity and Inclusion.....	9
Community Engagement.....	10
Planet:	
Carbon Reduction.....	12
Nature Recovery.....	13
Circular Solutions.....	14
Prosperity:	
Local Employment.....	16
Learning and Development.....	17
Responsible Sourcing.....	18
Added Value Baseline.....	19
Value Enablers.....	20
Governance.....	21
Definitions.....	22

About Corserv Solutions

Corserv Solutions Limited is a diverse commercial services business owned by Cornwall Council and established to: *“improve the lives of people in our communities”*.

Sectors include:

- Highway and environmental maintenance
- Infrastructure and engineering
- Facilities management
- Vehicle maintenance
- Adult social care



Divisions

**CORSERV
FACILITIES**

**CORSERV
CARE**

CORMAC

**CORSERV
SUPPORT**



Our 2030 Vision:

Social, environmental and economic considerations will be embedded into every aspect of our business, ensuring we can meet the needs of the present without compromising the ability of future generations to meet theirs.

All our staff and stakeholders will understand the key principles of sustainability. It will become an integral part of our operations, enabling us to add value wherever we work.

Foreword

Corserv Solutions contributes significantly to local communities, environments and economies through its diverse range of services. We therefore have a responsibility and opportunity to achieve highly positive societal outcomes.

We want to become business with a reputation for exemplary performance on sustainability. That is why we have made it one of our four key strategic business priorities.

We will constantly challenge ourselves to be bold, ambitious and action oriented. By applying our core values to everything we do (positive, trusted, collaborative and innovative), we can achieve valuable outcomes and lead by example to others.

Sustainability will remain a central consideration in our decision making as we strive to be the best we can be. This updated strategy is the beginning of the next chapter of our journey, and we look forward to updating you on our progress along the way.



Neil Edmond - Chief Executive Officer (CEO)

What is Sustainability?

“Meeting the needs of the present without compromising the ability of future generations to meet their own needs”.

Environmental protection is no longer enough, our natural environment is in serious decline and is facing ever increasing pressure from the impacts of growing populations and climate change. We are a part of the environment and need its natural systems to continue providing for us. We rely on it to supply essentials such as food, air, and water which underpin the quality of our lives by supporting health and wellbeing. It also acts as our economic base by providing resources and opportunities which support communities and drive business growth.

The practice of sustainability recognises how social, environmental and economic issues are completely interconnected, requiring a combined approach that balances each element.



What is Social Value?

Social value is the positive impact we make in the world around us. Using social value frameworks, organisations can measure and track their social, environmental and economic sustainability performance.

Organisations that make a conscious effort to ensure their activities have a positive impact are 'adding value' by contributing to the long-term wellbeing and resilience of people, places and society. We use the National TOM System™ (Themes, Outcomes, and Measures), which is one of the most widely adopted methods for monitoring and reporting Social Value.

When planning our business activities, we will always ask ourselves:
"How can we ensure every pound benefits the local community, environment and economy?"



Purposeful Business

At the core of our business is a commitment that goes beyond profit.

We are driven by a strong purpose that defines how we operate and the positive impact we aim to create for society. Our purpose is essential to addressing global challenges, guiding us as we work towards long-term social, environmental and economic sustainability goals.

By embedding sustainability into everything we do, we ensure that our growth is not only responsible but also regenerative. Our purpose shapes our efforts in performance improvement, targeted expansion, and delivering value to all stakeholders. Through innovation and ethical practices, we are building a future where business success and sustainability thrive hand in hand.

Corserv's Purpose:

“Working together to improve the lives of people in our communities”



Purpose

Guiding vision, values and mission



Strategy

Plan for achieving goals and ambitions



Execution

Actions which implement plans

Did you know?

Studies have found that businesses with a meaningful purpose beyond making money outperform the market by a factor of 14 on average. They also have higher levels of employee engagement and are more desirable to work for, attracting and retaining the best talent.

What we require:

- Local talent and expertise
- Renewable natural resources
- Collaborative stakeholders
- Engaged and responsible customers
- Strong community partnerships

How we operate:

- Prioritising safety and well-being
- Promoting equality, diversity and inclusivity
- Acting with responsibility and transparency to build trust
- Fostering a culture of collaboration, innovation and continuous improvement

Value we generate:

- Delivering essential services that support society
- Building resilient and sustainable infrastructure
- Advancing environmental stewardship and reducing footprints
- Driving economic prosperity for all stakeholders and the wider region

Why this is important:

- Ensuring long-term financial growth and resilience
- Securing our social licence to operate through responsible practices
- Providing strong returns to our shareholder through sustainable investments
- Creating meaningful jobs and upskilling local workforces to support sustainable economies

United Nations Global Goals

To ensure that all our sustainability efforts contribute to larger frameworks for action, we have made sure that our previous initiatives align with and support the United Nations' 17 internationally agreed goals for a better world by 2030.

Due to the scale and diversity of our business, we have been able to make positive contributions to all seventeen of these global goals in recent years:



THE GLOBAL GOALS For Sustainable Development

<p>1 NO POVERTY</p>	<p>2,049 employees paid the 'Real Living Wage' during 2023/24 based on an independent cost of living assessment.</p>	<p>7 AFFORDABLE AND CLEAN ENERGY</p>	<p>13 biomethane vehicles purchased as part of our innovative local clean energy 'farm to fuel' partnership.</p>	<p>13 CLIMATE ACTION</p>	<p>1,659 tonnes of CO₂e reduced annually so far across our operations from our 2019/20 baseline.</p>
<p>2 ZERO HUNGER</p>	<p>80kg of products collected and donated by staff to local charity foodbanks during 2022/23.</p>	<p>8 DECENT WORK AND ECONOMIC GROWTH</p>	<p>70% of our suppliers are based within Cornwall, providing local work and business growth opportunities.</p>	<p>14 LIFE BELOW WATER</p>	<p>7 beaches awarded with 'Blue Flag' status during 2023/24 meeting the highest European bathing water standards.</p>
<p>3 GOOD HEALTH AND WELL-BEING</p>	<p>116 employees certified as 'Mental Health First Aiders' throughout all areas of our business.</p>	<p>9 INDUSTRY, INNOVATION AND INFRASTRUCTURE</p>	<p>4 industry awards won at a national level during 2023/24 for excellence or innovation.</p>	<p>15 LIFE ON LAND</p>	<p>68 hectares of public open spaces improved for wildlife as part of our recent urban green infrastructure projects.</p>
<p>4 QUALITY EDUCATION</p>	<p>66 employees studying through various company apprenticeship programmes during 2023/24.</p>	<p>10 REDUCED INEQUALITIES</p>	<p>25 employees have tested our new Equality, Diversity and Inclusion training, ready for wider roll-out.</p>	<p>16 PEACE, JUSTICE AND STRONG INSTITUTIONS</p>	<p>74 employees trained as 'safeguarding advocates' to recognise and protect vulnerable people from harm.</p>
<p>5 GENDER EQUALITY</p>	<p>16.5% improvement in closing the median gender pay gap within Cormac between 2021/22 and 2022/23.</p>	<p>11 SUSTAINABLE CITIES AND COMMUNITIES</p>	<p>£15,500 donated to supporting various positive local community projects and initiatives during 2023/24.</p>	<p>17 PARTNERSHIPS FOR THE GOALS</p>	<p>34,899 hours volunteer hours facilitated during 2023/24 and now 170+ community groups supported in total.</p>
<p>6 CLEAN WATER AND SANITATION</p>	<p>5 water smart meters installed during 2023/24 across key sites to support sustainable consumption practices.</p>	<p>12 RESPONSIBLE CONSUMPTION AND PRODUCTION</p>	<p>62,903 tonnes of construction waste recycled at our own internal processing facilities during 2023/24.</p>		

[Overcoming the World's Challenges - The Global Goals](#)

Sustainability Action

While we will continue contributing to all 17 of the United Nations Global Goals, we believe that by concentrating our efforts on the most significant societal issues for our business and stakeholders, we can maximise the value we bring to the world.

Sustainability Themes:

Sustainability Topics:

2030 Ambitions:



People
Social Sustainability



Planet
Environmental Sustainability



Prosperity
Economic Sustainability



Safety and Wellbeing

Ensuring everyone gets home safe and well



Equality, Diversity and Inclusion

Being an employer of choice where everyone can thrive



Community Engagement

Collaborating with local people to achieve positive outcomes



Carbon Reduction

Taking urgent action to combat the climate emergency



Nature Recovery

Taking urgent action to combat the ecological emergency



Circular Solutions

Reducing, reusing, and recycling resources



Local Employment

Providing great work opportunities for local people



Learning and Development

Investing in people and their skills to meet future needs



Responsible Sourcing

Supporting local and small businesses to thrive

Zero serious injuries and 10% of our employees are mental health first aiders

Gender balanced boardroom and 60% of our employees are EDI trained

250,000 volunteer hours facilitated, and 250 community groups supported

Carbon neutral operations (scope 1, scope 2 and partial scope 3 emissions)

1,000 hectares of land are well-managed for nature

Zero avoidable waste and zero non-hazardous waste to landfill

100 people supported who face significant barriers to employment

6% of workforce are apprentices, trainees or graduates

80% of our suppliers are based locally or small/medium-sized enterprises

By 2030, we aim to have generated at least £500 million of independently verified Social Value.



People

Social Sustainability

While ensuring the safety and wellbeing of our people will continue to be a top priority, we recognise that our long-term success will also depend on building a diverse and inclusive workforce, which attracts and retains the best talent. Equally important is our commitment to building meaningful lasting relationships with the local communities in which we operate, as we strive to have a positive societal impact.



Safety and Wellbeing

Ensuring everyone gets home safe and well



Equality, Diversity and Inclusion

Being an employer of choice where everyone can thrive



Community Engagement

Collaborating with local people to achieve positive outcomes



Safety and Wellbeing

Ensuring everyone gets home safe and well

Protecting the health, safety and wellbeing of our employees, contractors and those around us is a top priority across all areas of our business.

What? By 2030, we aim to have zero serious workplace injuries and 10% of our employees will be mental health first aiders, ensuring everyone goes home safe and well.

Why? Our people are our most important asset, and their health and wellbeing are vital to our success. Physical, mental and social wellbeing are interconnected, and supporting each aspect is key to helping everyone thrive and perform their best.

How? We will continually refine and improve our internal safety and wellbeing systems, encouraging open communication and active engagement from employees and stakeholders. We will also continue to invest in improving workplaces, additional health and safety training and new approaches that eliminate or minimise risks.

Social Value Measurement:

- NT26 - Initiatives to engage the community in health or wellbeing activities
- NT52 - Innovative measures to enable healthier, safer and more resilient communities

United Nations Global Goals:



Mental Health First Aid

The Mental Health First Aid qualification is a nationally recognised course that enables our employees to increase awareness of mental health, maintain their own wellbeing and support others who may be experiencing mental health issues. During 2023/24, 42 additional employees obtained this qualification, bringing the total number of certified individuals across the entire Corserv Solutions business to 116.



Corserv Soltuion's mental health first aid training cohort of November 2023.



Equality, Diversity and Inclusion

Being an employer of choice where everyone can thrive

It is vital that we continue to build an inclusive workplace that attracts and retains talented, motivated and diverse people, equipped to serve, support and represent the communities in which we operate.

- What?** By 2030, we aim to have a gender balanced boardroom and 60% of our employees will have received EDI training, as we continue to build a diverse and inclusive business.
- Why?** Diverse teams make better decisions and being an employer of choice requires developing a culture of equal opportunities, where everyone can be their authentic selves and thrive. We are committed to providing a fair environment where everyone can learn, grow, and achieve their goals, regardless of gender, age, race, sexuality or background.
- How?** We will provide training on equality, diversity and inclusion, ensuring that every employee's behaviour supports a respectful and inclusive environment. Through active engagement and accountability, we can create a workplace where diversity is valued, and discrimination is actively addressed.

Social Value Measurement:

NT21 - Equality, diversity and inclusion training for staff and supply chain

United Nations Global Goals:



Gender Pay Progress

Everyone should have opportunities to learn, progress, and follow their chosen path. Equal opportunities for everyone are very important to us, and reducing Gender Pay Gaps is just one small part of that. We have made positive progress in recent years through our dedicated internal gender pay action plan and will continue to prioritise this complex topic which goes far beyond the issue of 'equal pay for equal work' in the years ahead.



Celebrating Diversity

Cormac proudly attends Cornwall Pride, the largest celebration of diversity in Cornwall. This annual event provides vital support and a strong voice for LGBTQI+ individuals. Cormac's participation demonstrates our commitment to equality, diversity and the wellbeing of LGBTQ+ people in our communities and workplaces.





Community Engagement

Collaborating with local people to achieve positive outcomes

We seek to be an integral member of our local communities, building strong relationships and supporting positive local initiatives.

What? By 2030, we aim to have facilitated 250,000 volunteer hours and to have supported 250 different community groups, connecting people with nature and building lasting partnerships that advance sustainability.

Why? Tackling global sustainability challenges requires local collaboration and teamwork. It helps us to align business practices with local needs and values, enhancing our long-term impact. It also builds trust and transparency, encouraging support and shared responsibility for our local places.

How? We will enhance community relationships through employee volunteering, donations, and active engagement, focusing on initiatives that support education, employment and wellbeing. By partnering with local organisations, we can create tangible, positive impacts within the communities where we operate.

Social Value Measurement:

NT27 - Initiatives to support vulnerable people to build stronger community networks

NT28 - Donations or in-kind contributions to local community projects

NT29 - No. of hours volunteering time provided to support local community projects

NT30 - Support for local community groups to draw up their own community plans

United Nations Global Goals:



Volunteer Programme

We are committed to supporting local people and local groups with enhancing green spaces. While Cormac provides a level of environmental maintenance in line with Council service agreements, residents often want to take their open spaces to another level. From individuals wanting to plant flowers on the verge outside their house, to groups managing local woodland, and from re-wilding local parks, to removing weeds from open spaces, we are committed to helping coordinate and support these activities. To make volunteering as easy as possible for all, we have two free of charge toolkit trailers which contain basic tools, equipment and PPE, with advice, guidance and insurance also provided.



1,000+ active volunteers on average every month



170+ community groups supported annually



34,899 volunteer hours facilitated during 2023/24

[Cormac Volunteering \(cormactd.co.uk\)](http://cormactd.co.uk)



Planet

Environmental Sustainability

We recognise that many of our business activities have environmental risks associated with them and that we have an obligation to manage these in a responsible manner, minimising adverse impacts and maximising positive opportunities. Addressing the climate and ecological emergencies are top priorities and by embedding circular economy principles, we can safeguard vulnerable natural resources.



Carbon Reduction

Taking urgent action to combat the climate emergency



Nature Recovery

Taking urgent action to combat the ecological emergency



Circular Solutions

Reducing, reusing, and recycling resources



Carbon Reduction

Taking urgent action to combat the climate emergency

Following Cornwall Council’s Climate Emergency declaration, we have been actively identifying, exploring and pursuing key opportunities to significantly reduce emissions across our operations.

What? By 2030, we aim to have achieved ‘carbon neutral operations’ in accordance with Cornwall Council and the U.K Government’s climate commitments.

Why? We recognise that we have a leading role to play in addressing the local climate emergency and want to play our part in keeping global warming below critical tipping point thresholds for ecosystems, human-health and wellbeing.

How? We will maintain a comprehensive ‘Carbon Reduction Plan’ aligned to IEMA’s ‘Greenhouse Gas Management Hierarchy’, which considers our challenges, identifies our greatest opportunities and tracks our progress towards carbon neutrality.

Social Value Measurement:

NT31 - Savings in CO2e emissions achieved through de-carbonisation

NT82 - Carbon emission reductions through reduced energy use and energy efficiency

United Nations Global Goals:



Biomethane Fuel Partnership

We have partnered with a local company Bennamann to test a renewable zero carbon fuel that is captured and refined from dairy farm slurry waste.

Methane is typically a very harmful greenhouse gas that contributes towards climate change. However, by capturing it before it reaches the atmosphere, it can be used as a powerful clean fuel instead. Our unique and innovative pilot helped demonstrate that there are viable sustainable energy options for large highway maintenance vehicles traditionally powered by fossil fuels. Following the success of our initial trials, we have recently purchased a further 12 gas powered vehicles and are about to start installing one of the UK’s first biomethane vehicle fuelling stations.



Bennamann | Delivering a Local Clean Energy Revolution



View our published [Carbon Reduction Plan](#) for further information.

Nature Recovery

Taking urgent action to combat the ecological emergency

Cornwall is facing both an ecological and climate emergency. Local biodiversity is following exactly the same worrying trends as those seen globally in recent decades, impacting everywhere and everyone.

What? By 2030, at least 1,000 hectares of the land that we maintain will be well managed for nature. We will protect, enhance, create and restore biodiverse spaces, while providing more opportunities for people to connect with and benefit from nature.

Why? We are losing wildlife faster than ever before despite healthy ecosystems being absolutely essential for supporting and balancing life on our planet. While we don't own any land, our stewardship of green spaces along with the type of operational activities we undertake places us in a key position to deliver positive outcomes.

How? We will strengthen our 'Pledge for Nature' with Cornwall and Isles of Scilly Local Nature Partnership (LNP) by maintaining a dynamic 'Nature Recovery Plan' which evolves with our challenges, performance and opportunities to drive exceptional performance.

Social Value Measurement:

NT47 - Donations or investments towards sustainable reforestation / afforestation

NT67 - Donations towards environmental and biodiversity conservation efforts

NT86 - Volunteering time for environmental conservation and ecosystem management initiatives

United Nations Global Goals:



Green Infrastructure

In recent years we have delivered national award-winning green infrastructure projects, providing a strong foundation from which to continue our nature recovery journey.

Green Infrastructure for Growth

This pioneering collaboration between Cornwall Council, Cormac and the University of Exeter transformed 40 hectares of urban green spaces in seven Cornish towns for people and wildlife, winning 'Project of the year' and 'Overall winner' at CIRIA's national 'Big Biodiversity Awards'.

Making Space for Nature

Continuing enhancements across a further seven towns, an additional 28 hectares of improved nature friendly space was created within parks, public spaces, road verges, churchyards and cemeteries.

Urban Green Shoots

Work recently started on delivering Cornwall Council's new Shared Prosperity Fund (SPF) flagship nature project, building upon previous successes to increase biodiversity in even more local community spaces.



'Making Space for Nature' at Permarin Park, Penryn.



14 towns currently benefiting



55 sites transformed so far



68 hectares of land enhanced



3 national awards won



View our published [Nature Recovery Plan](#) for further information.



Circular Solutions

Reducing, reusing, and recycling resources

We are committed to embedding circular economy principles across all of our business activities, expanding the lifespan of existing resources.

What? By 2030, we aim to have improved upon our already high waste reuse and recycling ratios by reaching ‘zero avoidable waste’ and ‘zero non-hazardous waste to landfill’.

Why? Circular economy solutions reduce waste, conserve vulnerable natural resources, and create more efficient, closed-loop systems that minimise the adverse environmental impacts associated with extraction, manufacturing, transportation and disposal.

How? We will continue applying the waste hierarchy (reduce > reuse > recycle > recover > disposal) to everything we do, designing out waste, extending material lifespans, increasing specialist recycling partnerships and closing historic landfill sites.

Social Value Measurement:

NT71 - Value of local partnership to implement circular economy solutions

NT72 - Hard to recycle waste diverted for landfill/incineration

NT88 - Reduce waste (tonnes) through reuse of products and materials

United Nations Global Goals:



Aggregate Recycling Scheme

We operate four internal recycling facilities, where waste from our highway maintenance activities is processed into high quality, affordable and sustainable secondary aggregates. By transforming waste back into a valuable resource and keeping existing material in use for longer, we have been able to reduce demand for the extraction, processing and transportation of new construction materials.

During 2023/24, we internally recycled 62,903 tonnes of construction waste (equivalent to 6 Eiffel Towers in weight).



Mobile aggregate crushing and screening unit processing waste from highway maintenance activities.

PPE Recycling Partnership

Personal Protective Equipment (PPE) can have a very high environmental impact due to the way it is manufactured. Our unique partnership with a local textile business has enabled us to recycle our end-of-life PPE, expanding the lifespan of these materials by diverting them from incineration or landfill.

18% has been cleaned, repaired and resold.
37% has been recycled into new products.
45% has been shredded for use in insulation.



Reflective wristbands for school crossing patrol awareness events made from our own recycled PPE.



Prosperity

Economic Sustainability

We are committed to providing meaningful job opportunities and investing in the development of local people to meet future needs, while also addressing the significant barriers that some people face to employment and career development. Equally important is supporting small and local businesses within our extensive supply chain, helping them grow responsibly and thrive alongside us.



Local Employment

Providing great work opportunities for local people



Learning and Development

Investing in people and their skills to meet future needs



Responsible Sourcing

Supporting small and local businesses to thrive



Local Employment

Providing great work opportunities for local people

We are committed to ensuring everyone continues to be paid fairly for the work they do, and we want to give an extra helping hand to those who face significant barriers to employment and career development.

What? By 2030, we aim to have supported at least 100 people from disadvantaged groups facing significant barriers to employment, enhancing social inclusion.

Why? Prioritising fair compensation and growth opportunities strengthens employee motivation, retention, and customer service, which directly supports our business goals.

How? We will actively seek partnerships with organisations that support disadvantaged communities, ensuring inclusive hiring practices. Additionally, we will maintain our commitment to paying fair wages that reflect the actual value of our employee’s work.

Social Value Measurement:

NT1 - No. of direct local employees (FTE) hired or retained

NT6 - No. of full time equivalent disabled employees (FTE) hired

NT11 - No. of hours supporting unemployed people into work

NT50 - Innovative measures to promote local skills and employment

United Nations Global Goals:



Real Living Wages

We are proud that the Real Living Wage was paid to all of our 2,049 employees during 2023/24. The Real Living Wage is the only UK wage rate based on the cost of living. It is voluntarily paid by businesses who believe their staff deserve a wage which meets every day needs. We want to ensure all of our employees are paid fairly for the work they do and will actively influence others to make the same commitment.



Recruitment Expertise

Our commitment to local employment is additionally supported by the continued development of our two in-house recruitment businesses, with Jobline providing temporary and permanent resourcing solutions and Talent-Tide providing specialist recruitment related consultancy services.





Learning and Development

Investing in people and their skills to meet future needs

We want to provide development opportunities to our employees through structured workplace, graduate, and apprenticeship opportunities.

What? By 2030, we are aiming for apprentices, trainees, and graduates to represent 6% of our entire workforce, as we continue to expand development programmes offered.

Why? Our workforce is our greatest asset, and by investing in their growth, we can strengthen our business and the local community. Developing a highly skilled, engaged workforce creates local employment opportunities, mitigates skills shortages and builds resilience.

How? We will offer targeted training, apprenticeships and continuous learning programmes that enhance employee skills and prepare them for long-term career growth. Our developmental efforts will equip staff with valuable capabilities that align with both business objectives and employees' personal aspirations.

Social Value Measurement:

NT8 - No. of staff hours spent on local school and college visits

NT9 - No. of weeks of training opportunities (Level 2, 3 or 4+)

NT10 - No. of weeks of apprenticeships (Level 2, 3 or 4+)

NT12 - No. of weeks spent on meaningful work placements or pre-employment courses

United Nations Global Goals:



Apprenticeship Programme

We are committed to building and retaining a diverse workforce, as evidenced by our apprenticeship offerings. Our various industry-accredited programmes are designed to support individuals at every stage of their career journey, whether taking their first steps into the working world, seeking to advance their careers, or exploring new opportunities. Our apprentices have the opportunity to immediately put skills and knowledge gained into practice while working alongside our experienced staff members.



Cormac's second cohort of Level 2 Highway Maintenance Apprentices.



Corserv Care's recent cohort of Level 2, 3, 4 and 5 Adult Care Apprentices.



Responsible Sourcing

Supporting local and small businesses to thrive

We procure significant amounts of goods and services each year, so it is important that they are all carefully sourced with consideration for their social, environmental and economic impacts.

What? By 2030, we are aiming for 80% of our supply chain to be either based locally or a Small Medium-sized Enterprise (SME), providing opportunities for others to grow alongside us.

Why? Our supply chain's performance directly impacts on our own, meaning it is critical for us to support each other and work together. Small and medium-size enterprises outnumber large firms considerably, employing vast numbers of local people and are generally entrepreneurial in nature, helping to shape sustainable innovation.

How? We will communicate our sustainability strategy to all key supply chain partners and integrate our objectives into procurement criteria. By setting specific sustainability targets in our key contracts and ensuring our procurement processes are fair and accessible, we will strengthen our collaboration with local and smaller businesses.

Social Value Measurement:

NT15 - Provision of expert business advice to VCSEs and MSMEs

NT18 - Total amount (£) spent in local supply chain

United Nations Global Goals:



Buying Local

70% of our suppliers are currently based within Cornwall, providing local work and business growth opportunities. While we place to increase this percentage even further in the years ahead, we are already extremely proud to be a significant revenue generator for the local economy, helping smaller and locally based businesses grow responsibly alongside us.



Local Supplier: Acland Plant Hire Limited.

Industry Collaboration

We are part of numerous working groups that are attempting to collectively improve performance and deliver better services and infrastructure. By openly sharing experiences and innovative solutions, we can tackle global sustainability issues together, promoting continuous improvement at an industry or value-chain level, ensuring we meet the needs of both people and the planet.



Constructing Excellence South West Workshop.

Added Value Baseline

Our independently verified social value baseline is a record of past performance, acting as a reference point against which future improvements can be monitored.

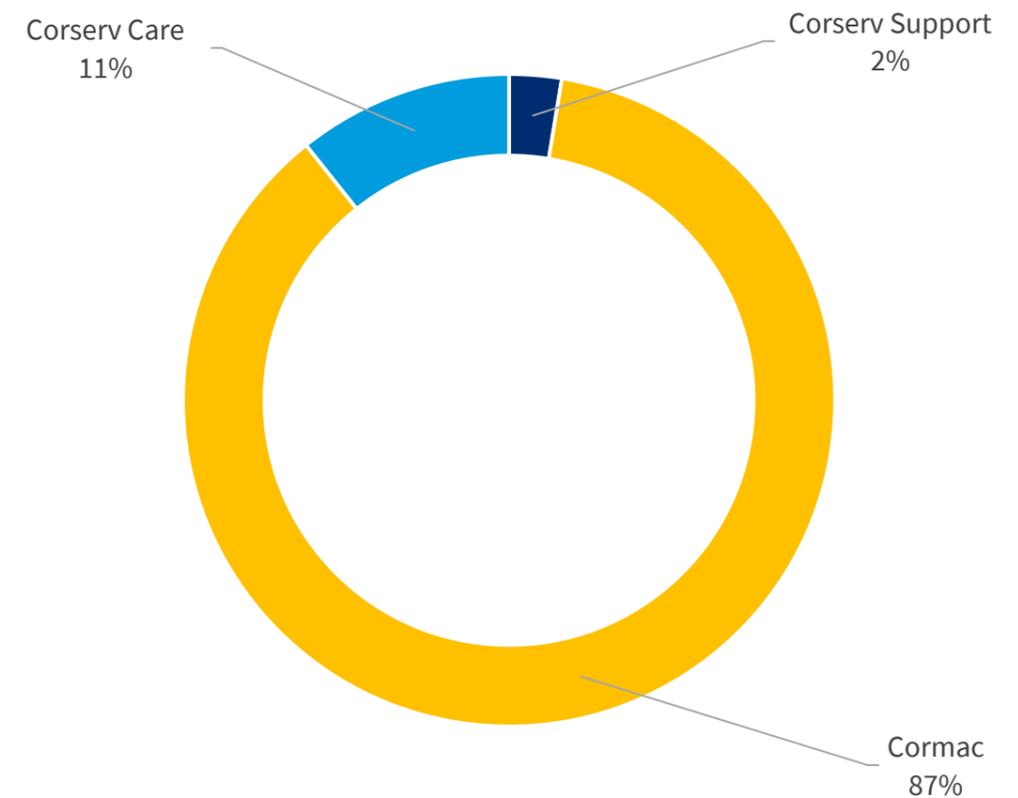
2023/24 FY Added Value by Source:

People:		
	Safety and Wellbeing	£74,028
	Equality, Diversity and Inclusion	£491
	Community Engagement	£13,664
Planet		
	Carbon Reduction	£345,662
	Nature Recovery	£2,023
	Circular Solutions	£6,566,815
Prosperity		
	Local Employment	£29,552,917
	Learning and Development	£710,903
	Responsible Sourcing	£31,327,773



2023/24 Added Value: £68,594,276

2023/24 FY Added Value by Business Area:





50p in every £1 spent is having a positive impact

All figures were calculated using the [National TOM System™](#) and independently verified by the [Social Value Portal](#).

Value Enablers

Encouraging Collaborative approaches, pursuing Innovative solutions, and being Trusted by our key stakeholders, will enable us to make Positive progress on sustainability and social value.



Collaborative

Working together to overcome complex challenges

- We will utilise our internal Carbon Reduction, Environment and Sustainability Taskforce (CREST) to drive impactful action.
- We will partner with companies, industry bodies and government agencies to share knowledge and address shared challenges.
- We will engage employees, clients and communities to co-create solutions and promote ownership of sustainability efforts.



Trusted

Upholding transparency and integrity at all times

- We will ensure transparency and accountability, building trust by consistently demonstrating ethical decision-making.
- We will share regular updates on our progress, highlighting key actions and outcomes of our sustainability efforts.
- We will ensure our supply chain partners meet strong ethical and environmental standards, continually raising the bar.



Innovative

Pursuing new approaches and technologies

- We will actively identify and implement new ways of working that increase the efficiency and effectiveness of our organisation.
- We will continuously evolve our services to not only meet but exceed regulatory environmental standards.
- We will ensure our workforce has the knowledge, tools and support needed to implement positive change.



Positive

Maintaining optimism and encouraging progress

- We will promote a culture of continuous improvement, transforming complex challenges into impactful opportunities.
- We will pursue initiatives that contribute to the social and environmental wellbeing of the communities in which we operate.
- We will reinforce proactive action and conscious behaviours by reviewing incentives that reward and encourage positive action.

Governance

This Sustainability and Social Value Strategy has been approved by our board of directors and will be regularly reviewed, considering our challenges, performance and new emerging opportunities.

To ensure this plan remains relevant and ambitious, we have a system of governance and accountability, ensuring sustainability and social value is discussed at a wide range of meetings and embedded into all of our key business decision-making.

High Impact Leadership

Our expectations for change need to be clearly communicated from the top. All our directors and managers are expected to visibly lead by example and are responsible for ensuring all teams and business areas make meaningful contributions to the delivery of this strategic plan.

All Employees

Sustainability will not just be for specialist groups or roles. We will ensure there is always fair consultation and representation when developing strategic plans. All our employees are key to our success and will be encouraged and empowered to do what they can in their own personal role, identifying opportunities, pursuing action and supporting others with making changes.

Independent Verification

In addition to the extensive auditing undertaken of our internal management systems, all of our social value reporting is also thoroughly checked and validated annually by the Social Value Portal. This helps to us to further refine the business data that we are collecting and provides external assurance to our key stakeholders.



Our supporting structure for sustainability and social value:



Definitions

Descriptions of key terminology used within this document:

Social Value

The positive impact that actions, policies or organisations create for individuals, communities and society, beyond traditional financial gains.

Sustainability

Meeting the needs of the present without compromising the ability of future generations to meet their own needs, ensuring a balance between social, environmental and economic priorities.

Social Sustainability

The capacity of a society to support and enhance its social structures, ensuring fair access to resources and opportunities for all, while fostering resilience and social cohesion.

Environmental Sustainability

The responsible management of natural resources and ecosystems to meet current needs while preserving the planet for future generations, preventing resource depletion and ecological harm.

Economic Sustainability

Creating long-term economic growth that is inclusive and responsible, ensuring that economic activities do not deplete resources or harm social well-being.

CORSERV

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