



**Unitas
Corporate Social
Responsibility Strategy
2019 - 2022**

Summary

Welcome to our Corporate Social Responsibility (CSR) Strategy. Unitas is committed to being responsible in respect of its social, environmental and economic responsibilities. Unitas is a value-led organisation that is clear about its role within wider society. We are dedicated to improving the quality of life for people and the communities in which they live. We aim to achieve this by providing decent housing and related services, improving existing homes and working with a range of partners to benefit the community.

Our mission is:

To maintain and improve our homes and properties through planned investment and efficient maintenance. Our Vision is: to create a positive local impact and provide opportunities within the communities that we operate.

Unitas has a set of organisational values and behaviours that direct and define how everyone at Unitas performs, see below:



Our commitment

Unitas is committed to improving our local communities and maintaining the city council's housing stock to that ensure we provide decent homes to those in need.

Year on year we will invest millions of pounds through planned projects to improve the housing assets across the city. Our commitment to CSR will become evident through the engagement we will have with our workforce and in our local communities. It will also be reflected in the investment we will make in our environmental approach with an emphasis on protecting and enriching our environment.

Our belief in these principles is reflected in both our vision and our approach to business planning and continuous improvement.



How we will make an impact

Our CSR Strategy aims to integrate responsible practises into everything we do; it has four core commitments which have been developed to reflect our mission, values and objectives, namely:



Within these four areas there are also a number of action areas we have identified that will have the most impact, please see the action plan in Appendix 1 which highlights these focus areas.

Workplace

We are committed to the support and develop of our employees in the workplace, from exciting, individual development opportunities, applying our business values and innovative thinking to inspire excellence in people. We also understand the importance of having happy and healthy staff to achieve our objectives.

To ensure that all staff are competent and able to carry out their duties, Unitas will invest in their training and professional development.



Workplace

- Valuing and investing in our staff
- Developing employees by offering suitable training
- Invest in the wellbeing of our workforce

Community

We aim to enhance and engage with the local communities within which we work. We want to invest and empower our residents, service users and the local community through the provision of high quality training and employment opportunities. Unitas will continue to offer work experience, apprentices and volunteering opportunities to those living within our local communities.



Community

- Building thriving communities
- Raising money for local charities
- Provide career opportunities to those living within the local area

Marketplace

We want to demonstrate an innovative, professional approach within our market. Deliver high quality maintenance and refurbishment services that are sustainable and customer focused.



Marketplace

- Responsibly managing our supply chain
- Support and encourage suppliers, treating them fairly and with respect
- Combine ethical procurement with value for money

Environment

We want to be more environmentally sustainable. Minimise any potential negative impact of our business activities and help to create a positive and sustainable environment.



Environment

- Encourage protection of the environment
- Develop an approach to improving recycling / waste infrastructure
- Respecting our responsibilities

Delivering the Strategy

CSR is an extension of Unitas's traditional role and links closely with our vision and values. It lies at the heart of our business and is closely associated with our priority of making a local impact and providing various opportunities to our communities.

As a business, CSR reinforces the need to act with honesty and principles. It is about embracing our wider responsibilities, looking at how we can make a positive impact on the local area, environment and marketplace. This all can be achieved by creating a satisfied workplace where our employees feel valued and involved.

As a business we aim to gain an impressive track record of investing in added-value activities to gain more positive outcomes. We will strive to work beyond the objectives outlined in this strategy to achieve this.



We are committed to embedding CSR throughout the business; to enable us to do this we will take the following important steps.

Ownership

The Senior Management Team is responsible for monitoring the Strategy and providing updates to the Board on the progress of the actions. Every staff member within Unitas is able to contribute to the organisation's CSR objectives. Some service areas and key staff will make a greater contribution through the ownership of certain actions,

We will ensure that our employees have the tools and resources required to deliver this Strategy. Financial resources will be allocated centrally to support the development of the CSR Strategy and the associated projects.

Champions

Our Heads of Service (HoS) will be the CSR champions for each of the four core areas. The role of a champion is essential with regards to increasing the understanding of our CSR responsibilities within the workplace. The HoS will demonstrate their commitment to CSR and help to embed the objectives throughout the business

CSR Steering Group

A steering group will be set up with a focus on overseeing the development and completion of the action plan that delivers on priority objectives. Where ever possible the CSR objectives will be incorporated into existing working groups to ensure they are mainstreamed within our businesses.

Performance measures

It is important to measure our performance to make sure that our CSR plan is delivering its aims and objectives and to make sure that it translates our vision, aims and objectives into measurable targets. A range of measures will be developed by the steering group ensuring they are 'SMART' targets.

Our Commitment to Equality

Each priority area in this strategy will take into account any equality implications, and will ensure that a wide variety of groups are represented. An Equality Impact Assessment will be undertaken; the assessment will consider the implications of the plan to ensure it is compliant with the Equality Act 2010.

Customer updates

We will ensure that we report to our customers on the progress of the Strategy through:

- Annual Reports
- Regular articles in customer publications
- Through our website
- Attendance at residents meetings as required

