



**Golden Jubilee
Conference Hotel**

People at the heart of progress

Our corporate social responsibility



**The Golden Jubilee Conference Hotel is
part of the NHS Golden Jubilee Foundation**



About corporate social responsibility

For organisations in general, there is increasing attention on corporate social responsibility (CSR) – the integration of social and environmental concerns into business operations.

The Department of Trade and Industry define CSR as “essentially about behaviours that go beyond basic legal compliance”. To convert CSR principles into practice there needs to be a clear concept of what defines a responsible organisation.

The most helpful approach is to describe behaviour. A responsible organisation does three things:

1. it recognises that its activities have a wider impact on the society in which it operates;
2. in response, it takes account of the economic, social, environmental and human rights impact of its activities across the world; and
3. it seeks to achieve benefits by working in partnership with other groups and organisations.” [Business and Society, CSR Report, 2002].

For business, CSR is about recognising the interests of all stakeholders, not just shareholders. The European Commission defines CSR as the “voluntary social and environmental practices of business, linked to their core activities, which go beyond companies’ existing legal obligations”.

About our CSR

For the Golden Jubilee Foundation, it is about linking all of our activities with the goal of achieving a better quality of life for our staff and their families, as well as our local community and society at large.

We define our social responsibility into four key areas.

- Marketplace: responsibility to our patients, visitors, guests, suppliers and partners.
- Workplace: commitment to what we regard as our most valuable resource – our employees.
- Environment: doing all we can to reduce our impact on the environment.
- Community: ensuring that we are an active partner in the community where we operate.

Supporting CSR

There are a number of groups, policies and strategies that underpin our vision of corporate responsibility. These are included in Appendix one.



Marketplace

As an NHS Special Board, there is no doubt that we have a corporate social responsibility for health, but we are also committed to the highest standards of business and clinical practices towards our patients, visitors, guests, suppliers and partners.

- Our services are accessible to all, including those with disabilities or special needs.
- All areas of the Golden Jubilee National Hospital and Golden Jubilee Conference Hotel will operate a healthy and safe environment for patients, guests, staff, visitors, and contractors.
- We are committed to the personal safety of all patients, guests and visitors.
- We are committed to appropriate investment in our properties.
- Our purchasing department consider ethical and environmental obligations as part of the procurement process.
- We will make every reasonable effort not to purchase from any organisation whose products are produced with the exploitation of child labour, paying an unfair wage in poor working conditions or any other violation of workers' rights.
- We are committed to honesty and transparency in our communication with patients, guests, the public and media and we adhere to industry best practice in advertising and other marketing activity.



Workplace

We recognise the value and importance of our employees and managing talent within our organisation is a priority. Our employment policies comply with NHS Partnership Information Network (PIN) policies to ensure that the working environment within all areas of our business embraces diversity and offers fairness and equality of opportunity in every respect. The key employment policies that we refer to include the following:

Recruitment

Applicants for employment within our business will be assessed fairly, regardless of race, gender, age, disability, marital status, sexual orientation or religious belief. They will be treated with honesty and respect at every stage of the recruitment process.

Training and development

Appropriate training will be offered to all employees in order to assist and empower them within their daily work.

Remuneration

Employees of our NHS Board will receive NHS pay and condition rates.

Diversity and equal opportunities

All staff will be treated with dignity and respect regardless of their origin or background. We embrace diversity and it is viewed as a strength within our organisation.

Employee friendly working policies

We recognise the importance of all our employees, including those who are working parents or carers.

Talent management

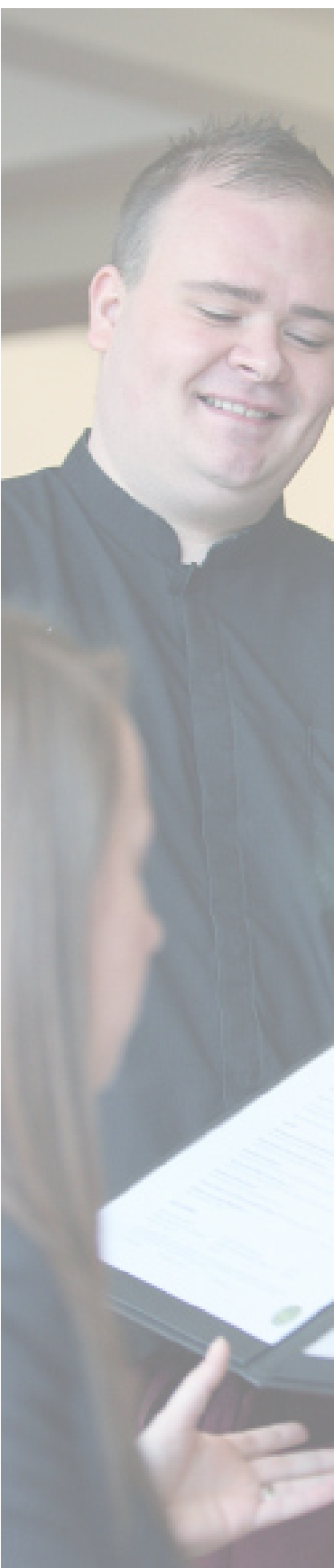
We are keen to harness the potential of all of our employees and we actively encourage and support all those who demonstrate talent and wish to progress within our organisation.

Employee consultation and internal communications

We are committed to effective partnership working with our staff and their representatives. Communication with our employees is a priority and we actively seek opportunities to engage with our staff. We welcome feedback from our employees and listen carefully to suggestions.

Health and safety in the workplace

The health and safety of our employees is vital and we will make the appropriate investment in equipment and training to ensure that accidents and injuries are avoided. We will provide a safe and healthy working environment.





Environment

The Golden Jubilee Foundation actively seeks ways to reduce our impact on the environment and we will work with suppliers, partners and our team members to ensure that we all understand the environmental impact of our operations.

Energy conservation

Energy consumption is the largest environmental impact of our business and we actively explore, and implement as appropriate, any initiative that could reduce our energy consumption. For example, low energy lighting, regular boiler efficiency audits, PowerPerfector systems, variable speed motor drives, maximum water temperatures and movement sensor controlled lighting are just some of our current initiatives.

Water

Society often overlooks that water is a scarce resource, but we actively strive and encourage our team members to conserve water usage throughout our business. By detailed measurement and innovation to reduce consumption, we have implemented a proactive water monitoring process to quickly identify leaks and potential problems, in addition to providing water saving devices in toilets and restrictors for taps and showers.

Waste management

We have a commitment to increase recycling levels, as well as dispose of equipment and fabrics responsibly.

Responsible purchasing

We ensure that our suppliers are aware of our environmental goals and have their own environmental policies in place.

Green award

The Golden Jubilee Conference Hotel has been awarded the Gold award for Green Tourism. Initiatives put into place include:

- recycling waste, paper, bottles, cans and cooking oil;
- monitoring heat, light and power consumption;
- providing video conferencing;
- providing public transport information to all of our guests;
- providing bird boxes in our grounds; and
- supplying bicycles and cycle/walking routes for guests.



Community

Although we are a national NHS Board, we recognise and value the community that we operate within. As a successful and progressive organisation, we will interact with and support our community wherever possible.

Our commitment to our community includes:

- liaison and involvement with local authorities and volunteer groups in scoping and redesigning our services;
- actively engaging with local people about our services;
- proactively targeting our local community for volunteers;
- supporting local charities; and
- forming and maintaining links with local schools and colleges for work experience placements.





Appendix one

Our Corporate Social Responsibility

Groups within the Golden Jubilee Foundation

- Waste and Energy Management Group
- Golden Jubilee Conference Hotel Green Group
- Staff Governance Committee
- Staff Governance Policy Sub Group
- Health and Safety Committee
- Involving People Steering Group
- Partnership Forum
- Golden Jubilee Conference Hotel Employee Relations Group
- Best Procurement Initiative Steering Group

Strategies and Policies

- Dignity at Work Policy
- Carers leave policy
- Maternity and Paternity leave policies
- Parental leave policy
- Disability Equality Scheme
- Race Equality Scheme
- Gender Equality Scheme
- Involving People Strategy
- Communications Strategy
- Corporate Travel Plan
- Equal opportunities policy
- Recruitment and selection policy
- Flexible working policies
- Sustainable Development Strategy (draft)
- Environmental Policy (draft)



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