

1) Social Value.	15	100	70	2 sheets (4 sides) of A4 sheets inclusive of any graphs, figures and tables.
------------------	----	-----	----	--

In relation to Framework Schedule 1 – Specification, Clause 24 Social Value, please provide details as to what Social Value initiatives your organisation proposes for Community Benefits, and Fair and Better working practices.

Tender Response (Please input your tender response to this question)

Our core social values are fully aligned with The Public Services (Social Value) Act 2012. These values are a key aspect of our Corporate Social Responsibility strategy. We have a proactive approach to bettering the communities in which we work and are committed to supporting the Authority in achieving your own goals – our dedicated Social Value Manager, REDACTED Under FOIA Section 40 Personal Information, provides oversight, accountability and commitment in this regard. Our Social Value Manager will work with the Armed Forces and the Armed Forces Covenant (which we have signed) to identify a range of ways we can provide support and collaboration – for example by working with the Forces Families Jobs Forum. We propose hosting an annual planning meeting between our Social Value Manager and a representative from the Covenant to decide on areas of focus for the coming year. We will then report our progress of this plan quarterly.

Community Benefits

For every contract onboarded, we ask the linguists assigned to the contract to choose a charity which we then support for the life of the contract via fundraising events and donations. In December 2021 we donated £400-£700 each to 7 food banks chosen by our team. Under this contract expect to work with Armed Forces charities, as per our Armed Forces Covenant pledge, such as Armed Forces Day, Reserves Day, the Poppy Appeal and Remembrance activities. Every Language Empire employee receives 2 days of paid volunteering time each year. We will work with the Authority to understand their preferences in terms of how this time is spent, but usually try to ensure we dedicate some time to working with Homeless Prevention and Rough Sleeping Strategies. Language Empire has supported many causes in the past and is active in organising charity events.

We work to ensure that disadvantaged members of the community can access language services by engaging with BAME community groups and providing free regular presentations. We regularly host BAME community engagement events aimed at gaining language service user feedback, and listen thoroughly to feedback gathered.

We actively work with educational organisations and colleges to encourage students and young people to work in a language setting, and will continue to approach local higher and further education institutions to effect this. We have recently attended careers events at Whitworth High School just north of Rochdale (where we are based), and Rossendale Council - Rossendale Works, Employment & Skills fair. In addition to attending events we provide support sessions for students considering a career in a language setting. These sessions include mock interviews, CV advice and guidance.

We also offer 2-week work experience placements in interpreting and translation services to under 16s within Greater Manchester – these are generated through our engagement with local schools.

REDACTED Under FOIA Section 40 Personal Information

REDACTED Under FOIA Section 43 Commercial Interest

REDACTED Under FOIA Section 40 Personal Information

We are also focused on helping communities recover from the impacts of the pandemic, via employment, skills, and donations.

REDACTED Under FOIA Section 43 Commercial Interest

Fair and Better Working Practices

Language Empire has a dedicated recruitment and HR team, managing a robust recruitment process as defined by our ISO9001 accreditation. We are committed to **providing the best employment that we can and have processes in place to measure the impact of our Fair Working Policies**. We advertise using recognised platforms and our processes have equality at their heart. For this contract we will work with the Career Transition Partnership (CTP) to specifically recruit people who have served in the Armed Forces.

REDACTED Under FOIA Section 43 Commercial Interest

All employees have access to additional funded training and are encouraged to engage with CPD through quarterly appraisals, developing their careers. We promote from within whenever possible. REDACTED Under FOIA Section 43 Commercial Interest

We recruit and train Modern Apprenticeship apprentice workers and have an active and rewarding system of internal promotion.

REDACTED Under FOIA Section 43 Commercial Interest

We are committed to challenging inequality, discrimination and disadvantage and use our resources to provide equal opportunities for employees to achieve their full potential. We recognise and value diversity as an asset to our company. We endeavour to be fair, sensitive and respectful in every aspect of our work. We have a diverse workforce which includes people with protected characteristics. Equality & Diversity data is recorded on our HR system, and our Equality and Diversity Policy is fully compliant with the Equality Act 2010.

REDACTED Under FOIA Section 43 Commercial Interest

Environmental Benefits

We hold accreditation to ISO14001 as evidence of our commitment to delivering environmental benefits and promoting good sustainability practice, to reduce the environmental impacts of all our activities, to make our organisation greener, and to help our clients to do the same.

We have implemented a carbon reduction plan and encourage the use of public transport. For face-to-face assignments our bookings system automatically allocates the closest linguist, so they are a walkable distance away.

REDACTED Under FOIA Section 43 Commercial Interest

We use sustainable resources whenever possible, recycle at our offices, have a 'no print' policy to reduce paper usage, and within our offices

REDACTED Under FOIA Section 43 Commercial Interest

We encourage a continuous improvement approach, and invite our staff to contribute ideas to our operating practices.

Additional social value initiatives

REDACTED Under FOIA Section 43 Commercial Interest