

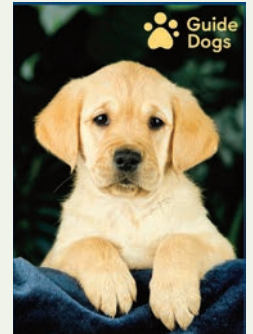
# Talking the CSR talk in 2022

We are delighted to announce that our CSR achievements have once again grown in strength throughout 2022. As our membership numbers increase, we're able to donate more to environmental and community causes and support our members and staff with additional health and wellbeing benefits.

Here are some of the highlights of our CSR 2022 achievements!

## Supporting our Community

The Guide Dog Association 'Name a Puppy' scheme received an overwhelming thumbs up from the staff and a charity we wanted to support in 2022. Our chosen name of 'Sandy' was picked when she joined the Guide Dog family on 17th September 2022! Sandy is now happily settled with her 'Puppy Raiser' and taking her first steps to becoming a fully trained guide dog!



- Our local St Albans Area Junior PHAB Club were back in full 'activity' action this year and were out and about over the summer months enjoying a host of fun activities and events. We cannot wait to see what else they have planned for 2023!
- As well as supporting our Annual Charity Awards scheme we once again donated to two local charities, the St Albans Foodbank Centre and Open Door St Albans, a homeless charity, who both work tirelessly throughout the year to support our local community.

## Supporting our Members

- In January 2022 we launched our confidential Member Wellbeing Counselling Service to sit alongside our GP24 app-service to assist members and their immediate dependants with personal or work-related problems which might affect their wellbeing.
- Members once again supported our Annual Charity Awards in March by voting for their top four preferred charities who each received £1000 from us to help support their great charity causes. Next year's charity list is well underway and we will once again be asking members to vote in early 2023 for their top four charities they wish us to support!
- Putting the health of our members is at the heart of everything we do, so we are delighted that even more members used the free Health Assessment service throughout 2022. To take advantage of this member benefit visit the Member Area to book your health assessment appointment.

## Supporting our Environment

- As part of our 'Plant a tree' scheme and to celebrate the Queen Elizabeth II Jubilee, we donated to The Queen's Green Canopy project which went towards purchasing trees in cities and schools.
- We also continued supporting the Woodland Trust plant-a-tree scheme ensuring we are doing as much as we can to keep minimising our carbon emissions. We will continue to support the Woodland Trust's tree-planting scheme to offset our carbon footprint in 2023.
- We have made significant member interactivity improvements in our Member Area this year resulting in fewer 'paper' communications and helping us reduce our environmental impact still further.

## Supporting our Staff

- A full review of staff benefits has been undertaken in 2022 and a more comprehensive package will shortly be implemented across the company. These will include increased health and wellbeing services to reflect current market practices and which supports our employees' work life balance.
- All our staff have undertaken Continuing Professional Development (CPD) training to further improve their skills and industry knowledge. We actively encourage all our staff to undertake upskilling training which brings fresh thinking and professionalism into their roles.
- As the wellbeing of our staff is paramount to how we meet the needs of our members, we regularly review our HR policies to provide consistency and transparency for our staff ensuring we create a positive organisational culture.

