



Environmental & Social Impact Report Financial Year 2022/23

Doing business in a nice way

What we stand for

Our Mission Statement

Nice Group (SW) Ltd. is dedicated to the triple bottom line of people, purpose, profit. We foster positive change by providing innovative solutions and exceptional services that enrich the lives of our clients and communities.

Committed to customer excellence, we aim to exceed expectations by placing our clients at the forefront of everything we do, ensuring their satisfaction and success.

Furthermore, we embrace sustainability as a fundamental principle, integrating environmental conscious practices into our operations. We are dedicated to minimising our environmental impact, promoting eco-friendly initiatives and contributing to a healthier planet.

We also stand firm in our commitment to honesty. We believe in creating a level playing field for all stakeholders, ensuring transparent and equitable processes and upholding ethical standards in all our interactions. We strive to make a positive impact, build long-lasting relationships and work in partnership with our clients.

Executive Summary

In 2022 we set our intention to make a material difference in the following key areas:

Reducing the Carbon Footprint of
our business

Improving the satisfaction and
wellbeing of our staff

To start charitable giving and
finding other ways to give back to
our wider community

During the last financial year, ending 31st July 2023, we have made enormous strides forward in achieving these goals and have set ourselves even higher standards for the years to come by really embedding the ethos of doing business in a nice way with consideration to people and planet, at the heart of what we do.

We are adamant that we wish to do this without greenwashing and aim to make real tangible differences. This report documents our achievements across the year.

Matthew Hill - Group Managing Director

Wellbeing of our staff

This year we have made the following changes to improve the wellbeing of our people.

9 Day Fortnight

In consultation with our staff we ran a trial period of 4 day weeks. It was felt this was unbalanced and put too much stress on staff the remainder of the week. So we agreed a 9 day fortnight and have written that into everyone's contracts so that it's part of their rights as an employee.

Unlimited Holiday

We have a policy of unlimited holiday across the entire group. People are encouraged to take the time off that they need with consideration to colleagues and customer commitments.

New wellbeing resource

We implemented a new initiative to provide staff with access to mental health resources and counselling through <https://www.paranimo.co.uk/>.

Governance Changes

During this year we have made the following positive changes to how we govern ourselves

1. We introduced a more formal process for our Board Meetings. Holding these monthly with documented actions and accountabilities.
2. We have implemented weekly management team meetings to plan strategy and to make operational decisions.
3. We amended our articles of association across the group to state that we will consider people and planet in our decision-making.
4. We welcomed Sarah to the board (as Webselect Operations Director) to give us a more balanced board structure.
5. We have implemented company meetings where we are transparent about our financial performance.

Diversity & inclusion

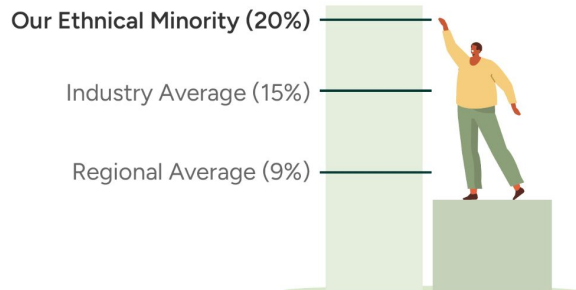
Nice Group (SW) continues to be majority owned and managed by women

We are signed up to the Tech Talent Charter and contribute diversity data to support their annual Diversity in Tech report:

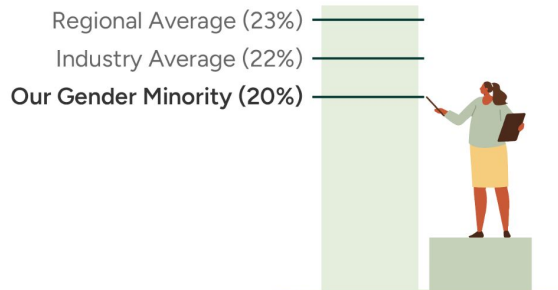
<https://www.techtalentcharter.co.uk/home>

We have benchmarked ourselves against the Tech Talent Charter database with the following results.

Ethnic Minority



Gender Minority



Customer and community initiatives



October 2022

We launched a new initiative to foster community and knowledge sharing between our customers and our suppliers. The event was held in our offices in Totnes with great attendance by the team and our customers.



March 2023

We ran a round table event at our offices to get the perspective on the South West's Food and Drink sector by industry leaders. The output was a white paper report that was used in debate at the Houses of Parliament.

Charitable Giving

This year we supported a number of charitable initiatives through direct giving or through work at substantially reduced costs.



Encouraging and organising more tree growing in and around Totnes for the benefit of present and future generations.



Our vision is a world where animals live free of suffering. With your help we can move the world for animals.

Environment

We set up an Environmental Management System so that we can effectively record and manage our environmental impacts across Nice Group.

We set out this year with a general commitment to reduce our greenhouse emissions from 2021/22 to this financial year

Results

Scope 1 Emissions (GAS)

We reduced our emissions by 49%!

Scope 2 Emissions (100% renewable electric)

We reduced our Scope 2 emissions by 16%

We reduced these measures by

Reducing the requirement for staff to be present in the office.

Utilising a NEST system to more efficiently manage the heating of the building.

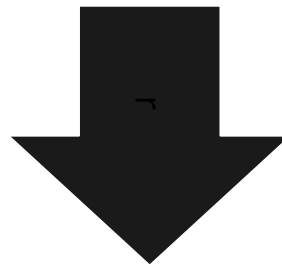
Waste

We are actively trying to reduce our waste production. All our waste is collected and processed by Devon Contract Waste.

This year we have reduced our waste productions, so it only needs collecting once per fortnight rather than once a week.



50% down



Devon Contract Waste has a Zero to Landfill solution which ensures that no waste goes to landfill. They remain the only Zero to Landfill operator in the region to process waste for recycling, rather than sending it all to Energy from Waste plants for incineration.



NICE GROUP

Our goals for 2023/24

Material Differences 2023/4

For our next financial year we are looking to make the following material changes...



Governance goals

- We will embed our social and environmental goals into our Job descriptions and our annual performance review processes.
- Staff compensation will be linked specifically to hitting social and environmental goals.
- We will develop a new staff handbook and training that incorporates our social and environmental commitments.
- We plan to create a stakeholder engagement plan to ensure we are considering all our stakeholders in our decision making processes.



Matthew Hill
(Group Managing Director)



Tina Fairminer
(Group Director)



Sarah Harris
(Operations Director)

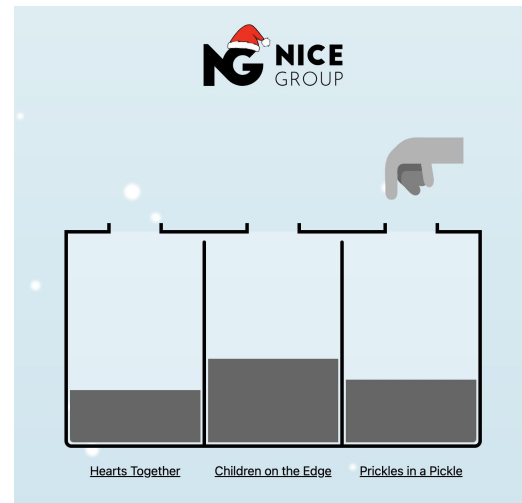
Worker goals

- We will formerly allocate budget to each staff member for training and development
- We will implement a 360 review process for staff, managers and directors
- We plan to run anonymous staff satisfaction surveys to ensure we are understanding staff engagement and measure happiness



Community goals

- We will develop and implement a local supplier and hiring policy
- We will implement a volunteering scheme for our staff to have paid time off for volunteering commitments
- We will set a formal commitment to give a % of profits to charity this year. Starting at 0.5% with a commitment to increase to 1% the following year.
- Include our staff by asking them to nominate charities that are important to them, and develop an interactive tool which can be used by clients and staff to vote.



Our online voting tool

Environment goals

- We will commit to a 5% reduction in emissions (scope 1, 2 and 3)
- We will commit to a 5% reduction in water usage
- We will commit to a 5% further reduction in waste production
- We will commit to offsetting our carbon emissions generated in 2022/23 period





Thank you.