

Supplier Engagement HE Tool

Action Plan for NETpositive Futures Ltd

We have used the issues you have selected to suggest some actions to help improve your sustainability performance. You can remove actions if they are not relevant to your business, or add your own actions to this list. The action plan is likely to form part of discussions between the purchasing consortia and clients during contract review meetings. We encourage you to update your progress on these actions and to add evidence that demonstrates how you are demonstrating progress and improvement. Please feel free to share this action plan with colleagues within your business and your clients.

Social Impacts

Actions you select here will help increase your NETpositive impact on society. Select actions from this list that you have in progress, are ready to start or have already completed.

Your issues

1 We should know more about where the things we buy come from and how they are made

All of the products we buy have a story attached to them; how they are made, what they are made from, who has made them and even how far they have come. These stories all have both positive and negative impacts. An efficient and responsible business seeks to understand these stories so it can make responsible purchasing decisions.

1 Customer feedback is important to us

All businesses are subject to customer scrutiny. An efficient and responsible business will understand the importance of responding positively to feedback from its customers. Negative feedback will be viewed as an opportunity to improve processes or practices and positive feedback as a success story to share.

Your action plan

→ **Make a public commitment to purchasing sustainably** *In progress*

A simple sustainable procurement commitment (buying 'greener' or more ethical products or services) can be used to communicate what is important to your business. You may use certified products or services or choose to have your own certified. A public commitment demonstrates to your customers how you consider and address the impacts within your supply chain.

Evidence

Making this action plan public is our commitment to sustainable procurement. We update this plan to share our progress in this respect as this is an ongoing activity for us. Our starting point is to buy as little as possible, to source locally if we can and to use products with the smallest environmental footprint. We consider energy efficiency and sustainable sourcing when purchasing new office equipment which is our largest area of business expenditure. Our website is hosted locally and is low carbon and we have recently switched to a 100% renewable energy tariff for the office. We try to buy from companies who share our values.

→ **Have a meaningful process for dealing with customer feedback.** *In progress*

A meaningful process for dealing with customer feedback will be clear and transparent for your customers as well as your staff. It will be clear what actions and responses have been provided and there will be a culture of learning from negative feedback as well as sharing positive feedback broadly.

Evidence

We use feedback forms at the end of training sessions and as part of exit conversations with clients when projects are concluded. Our website contains a variety of testimonials and any negative feedback will be responded to pro-actively and our response communicated across the team.

Be transparent about your customer feedback *In progress*

Customers respect businesses who are willing to admit their mistakes; it demonstrates honesty and an eagerness to improve customer experience. They are also encouraged by positive feedback provided by others. Having a transparent approach to managing your feedback as part of your communications can therefore be a great way to enhance your reputation.

Evidence

We consider ourselves a learning organisation and all feedback is learning. We develop new tools and services only by listening to new and existing clients. We share briefing notes with the sector that enable us to be honest about our activity and share what we have learned in ways that can be beneficial to others. Again this is an ongoing activity.

2 We want to make a positive contribution to communities we are part of

We believe it is important to help create the kinds of communities we wish to be part of. We try to use some of our capacity in the service of our local community and also communities of practice within our professional communities.



Support communities of practice and collaboration *In progress*

Evidence

We facilitate collaboration to deepen opportunities to demonstrate true sustainability often. We do this by sharing what we know, making links and supporting collaborative approaches to delivering projects and activity.

Play an active role in our local communities *In progress*

Evidence

Volunteering is part of our culture. From coaching local sports teams for youngsters to community gardening we are committed to using our skills and energy to support community activity.

Economic Impacts

Actions you select here will help increase your financial resilience, reduce your business risk and generate a positive impact on the wider economy. Select actions from this list that you have in progress, are ready to start or have already completed.

Your issues

1 We keep up to date with new technology or approaches to working so we can identify innovation or gains in efficiencies

New technologies or innovative approaches are often crucial to positioning and competitiveness. An efficient and responsible business understands the benefits that come from being efficient with resources.



Keep up-to-date with new developments within your sector *Completed*

Businesses should make an effort to seek out new innovations within their sector, especially in relation to resource efficiency. Are there new options that can future-proof your company from rising costs? Are your customers keen that you offer new and improved products and services. Keeping up-to-date can be crucial

Evidence

New thinking around staff engagement and sustainability is crucial to our business. We regularly explore new approaches to doing what we do and are committed to trying new approaches. We undertake peer reviews to see what other leading practice is taking place in our field and hope to find we are well ahead of it!

2 We are keen to communicate with our customers

An effective and responsible business understands that customers can be your biggest supporters and so it is important to communicate openly and honestly with them.



Understand that communication is a two-way process *Completed*

Find ways to ensure your customers can communicate with you and respond to the stories you are sharing with them. Social media can be a great way to establish dialogue with your clients but an old-fashioned feedback form can be just as effective. Think about what will work for you and your customers.

Evidence

We utilise feedback forms at the training sessions we run, and often undertake a customer review at the end of meetings. We are also committed to sharing our own learning with the broader world to forward the sustainability agenda more widely. An example of this is the free Action Plan we provided for institutions looking to procure more sustainably.

Environmental Impacts

Actions selected in this sector will help increase your environmental sustainability. Select actions from this list that you have in progress, are ready to start or have already completed.

Your issues

Your action plan

1 Our goods (or our people) travel

Travel might involve moving goods or people and impacts on health and wellbeing, the environment and of course the bottom line! An efficient and responsible business will understand how it can make a sustainable travel plan that works in its own context.



Understand the travel impacts of your business **Completed**

Determine not only what moves from A to B as part of your business operations but how it gets there. This will help you to better understand where your impacts lie and how they can be mitigated or maximised. An effective and responsible business will explore and implement for low carbon travel options and/or local sourcing of goods and services where possible.

Evidence

Our business 'product' is software and thus does not require transport. Our approach to sustainable travel by our people has been previously considered.

Offer sustainable travel options **Completed**

Whether updating your fleet, encouraging lift sharing or remote working for your staff or incentivising certain kinds of travel there are ways to make travelling sustainably part of your culture. Highlighting public transport options for your visitors, having somewhere for staff to store bikes securely or offering changing facilities might all be ways you can support sustainable travel. Try to extend the range of sustainable travel options you promote. A Sustainable Travel Plan might help you to co-ordinate activity.

Evidence

We use public transport to travel to our clients unless it is completely impractical due to time constraints/location. This is one of our most significant environmental impacts and will always be a challenge for us due to the nature of our work. Recent progress in this area has been our more regular use of webinars to hold meetings that would otherwise have involved us and others travelling significant distances.

2 Our business activities use natural resources (energy, water, mined materials, plant or animal products)

Prudent use of natural resources is a key issue for any business striving to be efficient and responsible. Limiting the use of finite supplies and opting for renewable alternatives where possible can also reduce exposure to future business risks.



Understand your resource use **In progress**

Understanding where your business processes utilise natural resources is a vital first step to being able to manage your impacts. An audit of your processes or practices will help you identify where you are dependent on natural resources. It might also highlight timings of resource use, especially in relation to energy use that may help you monitor trends.

Evidence

We need to consider the impacts associated with the development of our software to determine if any efficiencies are possible. This will be raised at our next steering group meeting for action.

Report on your successes (or failures!) **In progress**

An effective and responsible business will report its environmental performance regularly as part of a commitment to transparency.

Evidence

As a small business a formal reporting mechanism is not considered appropriate. We will continue to share stories relating to our own sustainability on our blog and social media and consider how to introduce this as part of project reporting for clients.

Train for resource efficiency **Completed**

Using fewer resources is something that relies on everyone adapting their approach. Ensure you communicate the importance of resource efficiency by making sure members of staff have access to training. Your staff are usually best placed to help you identify efficiencies - and save you money!

Evidence

We are a small team but regularly consider how we can be more efficient with all of our processes and practices.

1 We are keen to communicate our environmental commitments

Measuring and reporting of environmental performance allows a business to understand its exposure to the risks of climate change and other external environmental disturbances, as well as demonstrate leadership with regard to corporate sustainability, which enhances your credentials in the marketplace.



Demonstrate progress against your plan **Completed**

A business can inform its stakeholders of progress it has made with regard to its environmental policy goals. This can be done by disseminating your action plan to stakeholders via the 'EXPORT PDF' button at the bottom of the page. This plan can then be updated to indicate progress made with respect to a business's environmental goals.

Evidence

We make our Action Plan publicly available on our website and communicate it widely.