

Social Value Strategy 2022

Creating sustainable impact through living our Mission



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Our story so far...

Reward Gateway's Mission is “**to make the world a better place to work**”. Our best-in-class employee engagement products and service are used by over 2,500 clients globally to help them better connect with, motivate and reward millions of employees around the world.

As a people-centred, values-based business we take our involvement in the community and wider society seriously. Our dedication to creating sustainable impact is important to our People across the business and we want to encourage and foster that spirit as we continue to grow.

In our financial year 2019/20 we launched our very first ‘Social Value Strategy’ in an attempt to demonstrate the link between the sustainable impact created through our activities, and the business strategy as outlined by our Leadership Team.

The strategy identified 5 ‘pillars’ that will guide our work in becoming a more responsible and sustainable business. Each element is framed by a goal, objectives and targets and is related to one or more of the United Nations Sustainable Development Goals.

1. **Empower our People** to be their true selves.
2. Nurture and develop our **Community Partnerships**.
3. Build sustainable value for our **Clients and Suppliers**.
4. Measure and reduce our **Environmental Impact**.
5. Extend our Mission through the **RG Foundation**.

WE ARE HUMAN is a core value of our business. Expressing kindness and empathy for other people and our external environment is part of the DNA of Reward Gateway. Through the publication of this strategy and the 5 core elements, we want to inspire creative and dynamic partnerships that help shift the paradigm on what it means for a business to be truly sustainable and contribute to a better world for everyone.

Some of the major achievements for the financial year 2020/21 are below.

Empower our People to be their true selves

Goal: To foster and maintain an organisational culture that is inclusive and fair so all people feel supported to be their whole selves at work.

Employee Wellbeing

Wellbeing takes many forms at Reward Gateway, whether that be through supporting physical, mental and financial wellbeing with our Level-Up programme, the different [Benefits](#) provided to our People, or the open and honest communication from our [Leadership Team](#). We also adapted our approach to wellbeing and support throughout the COVID-19 pandemic, ensuring that employee safety and health was at the heart of our decision making. Our approach even earnt us an award for '[Brilliance in Internal Comms Campaign \(COVID-19\)](#)'. We can't achieve our Mission if we aren't looking after ourselves.

Diversity, Equity and Inclusion at RG

We feel that diversity, equity and inclusion in the workplace is both right, and a fundamental strategic value driver for the business. We're committed to building a diverse workforce and creating an inclusive environment. Through our award-winning [DE&I Strategy](#) and [Employee Networks](#) we hope to continue to make Reward Gateway a more equal place to work.

You can find out more about diversity, equity and inclusion at RG at [rgdiversity.com](#).

Volunteering

Enabling our People to donate some of their time and skills to causes they care about makes Reward Gateway a better place to work. Every RG'er is given 3 days a year to support the work of incredible, Mission aligned charities through a combination of unskilled, skilled, and remote volunteering.

Globally, in 2019/20 our people spent over **1,000 hours** volunteering.

This [short video](#) should give you an idea of how important volunteering is to our culture.

Nurture and develop our Community Partnerships

Goal: To make genuine contributions to societal issues related to our Mission by developing collaborative partnerships between our employees, customers, suppliers and community groups.

During FY2021/22 we continued to build and maintain our partnerships with a number of Mission aligned charities and community groups, including:

Breaking Barriers - A London based charity that supports refugees into long-term work. Our People Team have been mentoring their management team and helping them to understand how they can develop, expand and engage their people.

GLAS Foundation - A charity who are striving for equality for the LGBT+ community in Bulgaria. What began as a grant donation from RG Foundation has evolved into a partnership with GLAS delivering a number of workshops for our people and supporting the development of our own LGBT+ employee network.

Stonewall - A leading LGBT+ charity based in the UK. In 2021, Reward Gateway became proud members of Stonewall's Diversity Champion programme.

Donations

In our FY 2020/21 year we contributed more than **£28,000** to global causes that we care about through a mixture of fundraising events, match donations and straight-up contributions from the business.

RG for Small Business

In October 2019 we launched RG for Small business as an engagement and wellbeing solution for businesses with less than 100 employees. At the same time we also began offering the platform out to small charities in the UK free of charge. At the end of FY2020/21 we were supporting more than **100 charities** in this way.

Build sustainable value for our Clients and Suppliers

Goal: To foster meaningful partnerships with clients and suppliers so that together we can create sustainable organisations that are better equipped to deliver on our Mission.

COVID-19 Hubs

Soon after the COVID-19 pandemic reached the countries where many of our clients operate, we developed 'COVID-19' resource hubs and templates. Clients using our SmartHub technology were able to adopt the resources free of charge to help keep their employees informed of the rapidly changing environment.

Driving Engagement in responsible, sustainable business

Many of our clients use their SmartHub platforms to communicate their own CSR initiatives internally. Whether that be employee volunteering, charity contributions or fundraisers, our tools and platforms are used to bring employees on the impact journey.

Modern Slavery Statement

Reward Gateway has zero tolerance of modern slavery and human trafficking. We expect all those in our supply chain and contractors to adopt the same approach and at the very minimum to be compliant with the UK's Modern Slavery Act 2015 and the Commonwealth Modern Slavery Act 2018 in Australia.

To ensure our stance and build on the work outlined in our [Modern Slavery and Human Trafficking Statement](#), in FY 2020/21 we continued our partnership with the [Slave Free Alliance](#), who help organisations work towards a completely slave-free supply chain. We also developed and published our first [Supplier Code of Conduct](#) outlining our approach to supplier relationships.

Accessibility of our own products

Making sure that our products are inclusive and accessible to as many people as possible is a big focus for our Product and Design teams. You can find out more about Reward Gateway's approach to accessibility [here](#).

Measure and reduce our Environmental Impact

Goal: To reduce our impact on the environment by collaborating with our customers, suppliers and employees.

Measuring our CO2 emissions

In 2020/21 we continued the process of measuring the Scope 1 and 2 emissions for our UK business operations to help us on our road to becoming a net-zero business.

Our Scope 1 emissions for the UK is 0 tonnes CO2e. Our Scope 2 location-based emissions for 2019 in the UK is an estimated **15.61 tonnes CO2e**, whereas market-based emissions for 2020 in the UK is 0 tonnes CO2e as we use 100% renewable electricity in our UK office.

Recycling and waste management

Each of our global offices has its own reduction, recycling and waste management system. We are beginning the process of tracking the amount of waste we recycle in each of our global offices, beginning with the UK. In 2020 we recycled an estimated **1,744 kg** of waste, and our total carbon saving against landfilling waste in 2021 was an estimated **4,627 kg CO2e**.

Cycle 2 Work

Our Cycle 2 Work product enables UK employees to make savings on the purchase of bikes and equipment, thus giving our clients a way to encourage a healthier and more eco-friendly way to commute. In 2020/21 we approved thousands of new member applications for bikes and equipment resulting in millions of pounds of savings for our clients' employees, and plenty of leaner, greener travel.

Extend our Mission through RG Foundation

Goal: Support RG Foundation in being a World Class grant-giving charity that acts as a vehicle for delivering our Mission beyond our products and services.

In September 2018 we registered an independent, grant-giving charity - [**RG Foundation**](#) - which supports organisations that are making the world a better, fairer, safer and more equal place to work for some of the most vulnerable people in society.

The Foundation enables us to support and work with organisations who are closely aligned with our Mission and tackling some of the world's most challenging issues.

All grants that are issued by the Foundation are nominated by our own people, and in the short time it has existed the charity has awarded over **£600,000** in grants to organisations aligned with our Mission.

In 2020/21 RG Foundation awarded just over **£110,000 to 4 incredible organisations**, including:

- **HUMEN** - a UK based organisation creating a movement to improve and maintain men's mental health.
- **Voyage** - a social justice charity that works to enable young people to enhance their skills, interests and abilities.
- **WeRise** - an award winning community impact business on a mission to empower young people to create successful futures.
- **Wirrpanda Foundation** - an Australian charity leading the provision of education, employment and business opportunities for First Nations People.

You can view a full list of RG Foundation Grantees [here](#) and for a copy of the RG Foundation 2018/19 Annual Report please send an email to: rg-foundation@rewardgateway.com.

Although we've made a good start, it is very much just the beginning.

2022 Objectives and Targets...

Empower our People to be their true selves



Goal: To foster and maintain a diverse culture that is inclusive, fair and compassionate so all people feel able to succeed as their whole selves at work.

Our People are at the heart of everything we do. We know that a lot of businesses say that, but for us it really is the truth. Our people aren't just numbers, they Delight Our Customers, Love Their Jobs and Own their responsibilities when it comes to delivering our Mission.

Investing in our people has always been a big part of our culture and 2022 will be no different. We'll be looking to unite much of the work that has already taken place within the fields of Diversity & Inclusion, Wellbeing, L&D and Employee Volunteering so that we can better understand their value to our people and their communities.

Our people are the true stars of our Social Value Strategy. Without them, our Mission fails. So it is vital that we bring them on this journey with us and ensure they understand the true meaning and impact of their work.

Objectives and targets to Empower our People

Objective	Targets for 2022	Date
Continue to embed diversity, equity and inclusion as a key strategic objective within our business.	<ul style="list-style-type: none">See EPIC Strategy and Continuous Improvement Plan for more detail	Ongoing
1,000 hours of community outreach for all RG hiring managers as part of our wider inclusive recruitment strategy.	<ul style="list-style-type: none">Each Manager commits to 20 hours per year, which works out at roughly 250 hours per quarter in total.Establish network of global community outreach partners	Per Q July 2022
A range of volunteering opportunities for employees at all levels	<ul style="list-style-type: none">50 days unskilled volunteering days globally50 skilled volunteering days globally.	12.5 per Q 12.5 per Q
Launch and deliver global internship programme with a focus on Social Mobility	<ul style="list-style-type: none">Identify and collaborate with at least 1 recruitment partner in each operating geoSuccessfully deliver 6 internships globally throughout the calendar year	July 2022 End of year

Nurture and develop our **Community Partnerships**



Goal: To make genuine contributions to societal issues related to our Mission by developing collaborative partnerships between our employees, customers, suppliers and community groups.

We've already begun developing community partnerships across our business with people who are making the world a better place to work for some of the most vulnerable and disadvantaged in our society.

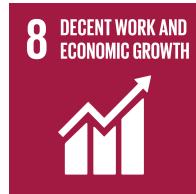
Whether it be through a grant from the RG Foundation, use of one of our engagement tools at zero cost, or a fundraising initiative from our People, we have been fortunate enough to connect with a range of like minded organisations who are dedicated to solving some of the worlds biggest challenges.

We recognise that as a growing business, often with more resources at our disposal than our community partners, we can play an important part in their growth and supporting their work. By listening to their needs and working with them in a collaborative way, we can build long lasting partnerships that deliver tangible social value and help us in furthering our shared Mission.

Objectives and targets to develop Community Partnerships

Objective	Targets for 2022	Date
Grow usage in RG platforms whilst contributing to the success of Mission related charities and organisations.	<ul style="list-style-type: none">• 50+ small charities set up on our self service platform at zero cost.	12.5 per Q
Support Mission related charities through financial contributions	<ul style="list-style-type: none">• £10k in fundraising globally• £20k in donations from the business to Mission aligned causes	End of year End of year
Maintain and develop relationships with partners who are supporting aspects of our Social Value Strategy	<ul style="list-style-type: none">• Business in the Community for support with RG's equality, inclusion and diversity strategy, and wider sustainability work.• Slave Free Alliance for approach to Modern Slavery• A range of partners covering RG's approach to DE&I	Ongoing Ongoing Ongoing

Build sustainable value for our **Clients and Suppliers**



Goal: To foster meaningful partnerships with clients and suppliers so that together we can create sustainable organisations that are better equipped to deliver on our Mission.

We can't do this alone. As we continue to grow as an organisation so too will the amount of clients and suppliers we partner with.

We Delight our Customers is one of our eight core values. Everything that our People do, is to make our customers love them and love us. We know that many of our clients care about delivering social value too because like us, their people care about the impact they have on the world. This creates many opportunities for us to strengthen our partnerships with our clients and support their efforts in delivering social value.

Often supplier relationships can be one way, with a focus only on financial costs. But we see an opportunity to deliver more social value through creating Mission aligned, sustainable partnerships with our suppliers. If our purchases on everything from toilet paper, to coffee, to energy are more considered and in line with who we are, then our People will perform better and our clients will be happier.

Objectives and targets to build value for our Clients and Suppliers

Objective	Targets for 2022	Date
Continue to develop our approach to Modern Slavery as set out in our annual statement.	<ul style="list-style-type: none"> ● Publish our 2021/22 Modern Slavery Statement ● Clarify whistleblowing process for reporting incidences of Modern Slavery for all stakeholders. ● Create 'Modern Slavery awareness training' in online training platform ● Conduct supplier 'Risk Mapping' exercise with the support of Slave-Free Alliance ● Provide a platform for Modern Slavery organisations to raise awareness of their work with our client base. ● Continue to support charities and community groups that are on the front line of eradicating Modern Slavery. 	Dec 2021 April 2022 June 2022 June 2022 Ongoing Ongoing
Collaborate with suppliers to demonstrate Reward Gateway's stance towards responsible business and our Mission.	<ul style="list-style-type: none"> ● Update Reward Gateway's Supplier Code of Conduct to reflect what is important to us from supplier relationships. ● Update social and environmental compliance in supplier questionnaires 	May 2022 March 2022
Support our clients in engaging their employees in their own CSR strategies.	<ul style="list-style-type: none"> ● Network with clients/prospects to understand the needs of engaging employees in sustainability. ● Help clients to use our existing tech to promote their Sustainability / CSR work internally 	Ongoing Ongoing

Measure and reduce our Environmental Impact



Goal: To reduce our impact on the environment by collaborating with our customers, suppliers, and employees.

We are in a climate emergency. CO2 levels are continuing to rise globally and if we don't act now and act together then there could be disastrous repercussions.

As a technology business, our environmental impact is relatively low, but that doesn't mean we can be complacent. We know that taking responsibility for our own environmental footprint is the right thing to do. It's also important to our People and it's increasingly important to our customers which means that reducing our environmental impact will help us in achieving our Mission.

This is a complex issue and we may need some help along the way, but in order to understand where we can make the right changes, we must first get to grips with what our collective impact is and where the biggest opportunities are. Only then can we start our journey towards net zero.

Objectives and targets to reduce our Environmental Impact

Objective	Targets for 2022	Date
Demonstrate our stance and approach to Environmental Management	<ul style="list-style-type: none"> • Create and publish a full EMS policy reflecting Reward Gateway's commitment to the environment and sustainability. 	April 2022
Measure our current, global CO2 emissions	<ul style="list-style-type: none"> • Calculate our global Scope 1, 2, and 3 emissions for the financial year 2020/21. 	June 2022
Benchmark against other businesses similar to us.	<ul style="list-style-type: none"> • Use global benchmarking tools such as EcoVadis and CDP to assess where we stand in relation to similar-sized businesses in our industry. • Measure against benchmark after conducting our environmental assessment. 	June 2022 July 2022
Develop a strategy to enable Reward Gateway to commit to becoming a Net Zero business.	<ul style="list-style-type: none"> • Roadmap for reducing global CO2 emissions (including scope 3) • Roadmap for reducing water consumption • Roadmap for increasing recycling and reducing waste 	August 2022 Sept 2022 Oct 2022
Offset our carbon impact globally.	<ul style="list-style-type: none"> • Offset any flights taken during the financial year 2020/21 	January 2022

Extend our Mission through the RG Foundation



Goal: Develop the RG Foundation into a World Class grant-giving charity that acts as a vehicle for delivering our Mission beyond our products and services.

In its first year, RG Foundation issued 11 grants worth a total of £326,000 to organisations operating in each Reward Gateway locality. We created a structure that enabled our People to nominate organisations for funding, and a process which ensured that all grant applications were considered by the Foundation's 6 Trustees were closely aligned with the charities objectives.

As grants were issued, we have maintained close relationships and dialogue with the Grantee recipients and developed support strategies which outlined other ways in which Reward Gateway and our People could support their work. These 'extra curricula' types of support have included; volunteering days, content collaborations, training for management, workshops for beneficiaries and elements of our Product/Service at zero cost.

For 2022 we want to continue to build on this positive start and establish the Foundation as a world-class grant giving charity and vehicle for our Mission.

Objectives and targets for RG Foundation

Objective	Targets for 2022	Date
Develop a world-class, impactful, grant-giving structure.	<ul style="list-style-type: none">Manage and administer any new grant applications within the calendar year.Explore other opportunities for collaborating with and supporting all RG Foundation Grantees.	Ongoing
Measure and communicate the impact with our People and externally.	<ul style="list-style-type: none">Write and publish the Foundation's 2021/22 Annual Report.Update fellow RG'ers with the impact of new grants and the relationships being developed through RG Foundation	March 2022 Ongoing
Build a community of people engaged in the Foundation Mission	<ul style="list-style-type: none">2,500 followers/connections across social media platforms4 articles released through the Foundation website2 videos made in collaboration with Foundation grantees	End of year 1 per Q 1 per H

Social Value Calculator

Measuring the impact of all of this work will be important for communicating the reasons for pursuing this strategy to our People and Clients, and for helping us to continue to build on the strategy each year. To help us with this challenge we have developed our own [Social Value Calculator](#).

The calculator is a relatively simple tool which takes data realised through achieving an objective and converts into a monetary value. Some of the data sets for objectives are already measured in monetary value and others are much harder to convert.

Examples of objectives that have a straight forward monetary value:

- Grants issued by RG Foundation
- Donations to charity from Reward Gateway.
- Money fundraised from Reward Gateway staff

Examples of objectives that can convert into a monetary value:

- Hours spent volunteering
- Office space for meetings from community partners
- Workshops/training for management teams of community partners

Examples of objectives that are harder to convert into a monetary value:

- Updating and publishing our Modern Slavery Statement
- Conduct an environmental Assessment
- Make improvements to the RG Foundation grant application process

We won't include the objectives that are harder to convert into a monetary value, which means the final number should always be a conservative but accurate estimate.