



CORPORATE RESPONSIBILITY

ANNUAL REPORT 2017



The Ceuta Group seeks to be a good corporate citizen by behaving responsibly and ensuring that our business activities have a positive impact.

Commitment to Corporate Responsibility (CR) remains at the heart of our business culture - part of being a great company is being a responsible corporate citizen.





OUR PEOPLE

We believe that investing in our people is critical to our future successes and long term sustainability.

We aim to recruit, develop and retain employees by inspiring and motivating them to reach their full potential.

We will provide a safe and secure working environment which is conducive to the health and welfare of our employees; aiming to build a culture of excellence in health, safety and wellbeing.

OUR ENVIRONMENT

We seek excellence in every aspect of our business and are committed to minimising the environmental impacts of our operations.

We recognise that day-to-day operations can impact the environment both directly and indirectly.

We aim to protect and improve the environment through good management and by adopting best practice, integrating environmental considerations into our business decisions and adopting greener alternatives.

OUR COMMUNITY

We are committed to working with our local community on collaborative projects, improving the society in which we operate.

We will partner national and local charities that share our vision of working in a sustainable and ethical way.

We support local community projects to improve the lives of people local to each business, financially or through volunteering programmes.

OUR PEOPLE

OUR PEOPLE

YOU, our people, have always been our greatest asset. Our Talent Management & Development Team (TMD) is here to invest, develop and support you in your career with Ceuta Healthcare. To us, you are our clients, and our team will ensure you have a fulfilling and rewarding time working with us. That's what makes us **Client Driven. People Focused.**



Harder working health cover



Best Doctors®



Westfield Rewards



DoctorLine™



Counselling Services



MRI, CT and PET Scanning Facilities



Health Club Concession



Personal Accident



Personal Health Risk Assessment

If you are enrolled in the Westfield Mosaic scheme, please refer to your policy documents and register online at:

www.westfieldhealth.com/my-westfield.

You will find a wealth of information on the website regarding your benefits and a full list of treatments.

All claims must be submitted on a Westfield Mosaic Health Cash Plan claim form, directly to the address on the form.

If you have paid for treatment you must send Westfield a full receipt including your name and the practitioners name. The claim must be signed and dated by the policyholder.

If you require a claim form, please download one from SharePoint.

If you have questions regarding any treatments, please contact the Westfield Helpline on: 0114 250 2000.

If you are enrolled on the Vitality scheme, please refer to your policy documents and register on the Memberzone online at www.vitality.co.uk. If you have any queries regarding your policy, please call the Vitality Personal Healthcare line on 0345 602 3523 for more information.

VitalityHealth

OUR PEOPLE

SELF CARE WEEK



Embracing Self Care for Life



13-19 November 2017

www.nhs.uk/selfcare

EMBRACING SELF CARE FOR LIFE

Self-Care Week is an annual national awareness week that focuses on embedding support for self-care across communities, families and generations. The theme for 2017 is engaging and empowering people and the strapline is 'Embracing Self Care for Life'. The key messages for the year are:

- Understand how to be healthy for all your life and make self-care a lifelong habit
- Be mindful of yourself, health and happiness. Take control of your health
- Stay healthy in body and soul by eating well and being active
- Don't work through your lunch break – look after your health and get outside
- Understand which health service is suitable for your health needs

In support of Self Care Week, Ceuta Healthcare will run a series of events for the staff. Last year this included DIY Health Checks, Mindful Eating seminars, Meditation classes, a Westfield Mosaic Health Plan presentation and Tips for Wellbeing. We will continue to arrange events to coincide with this initiative for 2017's Self-Care Week and will be requesting feedback from staff about activities they would want to be involved in for this years' self-care week.

OUR PEOPLE

BIKE LOAN SCHEME

Although Ceuta Healthcare does not follow the government's Cycle to Work Scheme, we are still providing staff who want to cycle to work with a workplace loan to purchase a bike and safety/security equipment up to the cost of £750.

The details and criteria are:

- Used for business purposes or commuting
- The company will pay for the bike and then it is repaid out of salary over 2 years as an interest free loan (it is not salary sacrifice)
- If the employee leaves, the loan will be deducted from final pay
- Must show proof of insurance, security devices and safety items
- If the bike is lost or stolen the loan must continue to be paid
- The employee must be on a permanent contract and be out of probation



FUNCTIONAL TRAINING

through Bournemouth University

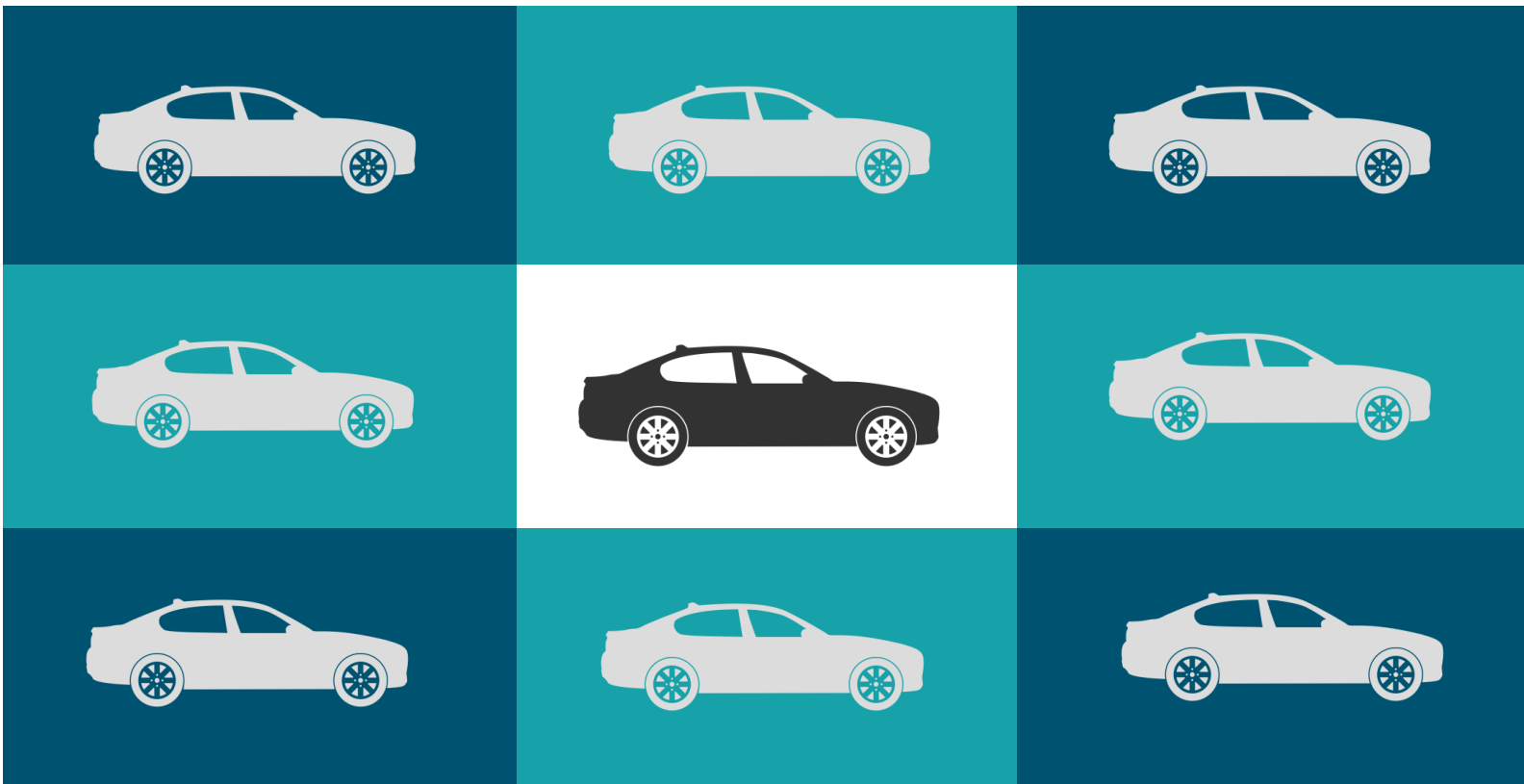
Bournemouth University are holding an event at Sport BU for people working in business. The aim of the event is to provide a practical session on functional training designed for people who work in an office and to educate clients about the benefits of functional training. This will be delivered by Sport BU Personal Trainers who will explain and demonstrate how functional training can improve overall quality of life and reduce the risk of injuries which may be common within office based work (such as postural).

OUR PEOPLE

FLEET

In 2016 Ceuta implemented a number of initiatives to improve health, safety and wellbeing when you are on the road:

- ✓ First batch of 'All-new' Renault Meganas due for delivery soon with enhanced safety features, keeping our drivers as safe as possible:
 - Lane departure warning
 - Emergency brake assist
- ✓ Annual tyre safety check carried out at cycle meeting
- ✓ Continuing our minimum safety standards for all company car fleet:
 - 5* NCAP
 - ABS – Anti-lock Braking System
 - ESP – Electronic Stability Control
 - Parking sensors or camera
- ✓ Implementing a new accident procedure system, streamlining and improving the process for a company car driver who may experience an accident
- ✓ Updating the Driver Handbook — keeping our people informed and laying out expected driving standards to maintain safety for our drivers and other road users



OUR PEOPLE

TMD

Talent
Management
& Development

Client Driven. People Focused.



It's a time of continuous growth and expansion for Ceuta Group and it's due to the fantastic efforts and successes of all the talented people in our dynamic organisation. To ensure that our people continue to thrive at work, there are a few key projects that the TMD team are currently working on which are detailed below:

Satisfaction survey

A staff satisfaction survey was carried out at the start of 2017 and the results are currently being analysed. Carrying out staff satisfaction surveys allow us to have a better insight into what makes our people happy, and where we could make improvements as a company. Topics included My Manager, Reward and Recognition and Development . Results will be communicated to all employees in due course.

Reviewing staff benefit schemes

TMD are currently reviewing staff benefits schemes to make sure that we are providing the best for our people.

TMD Academy

The new TMD Academy will be the place to explore all your learning and development opportunities. Personal and professional development is important to us all and through the Academy we will deliver exciting and engaging face-to-face learning, as well as plenty of guided learning and digital content.

MIND

This year TMD will be exploring possible opportunities to work in partnership with the organisation MIND.

Well-being at work

TMD will be creating guidance on how to manage our own well-being whilst at work. Information on Wellness Action Plans will be included in the Academy and will provide managers with advice on how to support their staff through potentially difficult well-being issues.

OUR ENVIRONMENT

OUR ENVIRONMENT

SUSTAINABLE BUSINESS LEADERSHIP GROUP



We are delighted to announce that Ceuta have been invited to be part of The Sustainable Business Leadership Group (SBLG). The SBLG aims to bring together local businesses and organisations demonstrating excellence in operational sustainability to collaborate and share best practice, leading to continuous improvement of economic, environmental and social performance.

Through excellence in business sustainability, the SBLG will help the Bournemouth city-region become recognised as Green Economy Leader — an area which positions itself at the cutting edge of environmental protection and uses its environmental credentials to attract business talent and inward investment.

Members include Kiteleys Solicitors, Bournemouth Water, Organix, RNLI, Bournemouth University and others.

We look forward to updating you further as our involvement progresses.



REUSE
REDUCE
RECYCLE

RECYCLING

- Our general waste bin has reduced from 2 x collections per week to 1 x 1100 litre collection per week
- Recycling redundant furniture
- 100% recycling of printer toners and cartridges
- Recycling batteries
- Confidential paper shredding continues fortnightly, keeping our printed information secure and helping the environment

CHARITABLE RECYCLING

- Plastic milk bottle tops donated to New Forest Mencap
- Donated furniture to local charities
- Products/toiletries donated to local charities YMCA, BCHA
- Mobile phones donated to Life Education Wessex
- Christmas cards donated via Marks and Spencer to The Woodland Trust

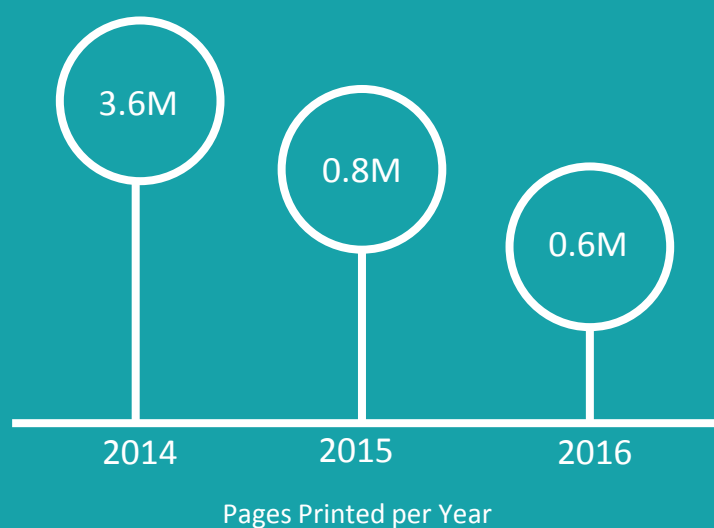
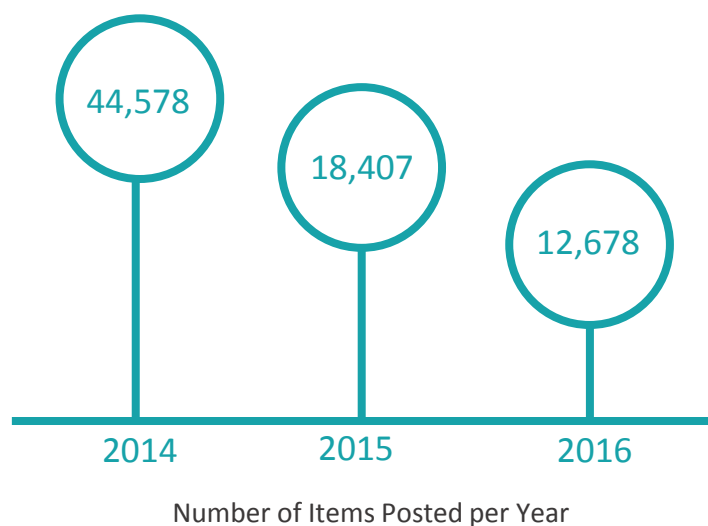
OUR ENVIRONMENT

PRINTING, POSTAGE AND STATIONERY

POSTAGE

Using more and more electronic communication has not been so good for Royal Mail's revenue, but has been healthy for Ceuta and for the environment.

We have continued to reduce the number of items posted per year in 2016.



PRINTING

Printing has continued to reduce: saving paper, helping the environment and saving money.

STATIONERY

Considering the reduction in usage of headed paper and minimum printing quantities required for an order, Reception came up with the brilliant idea of printing our own as and when is needed. We now just keep a small buffer stock, saving a considerable amount on printing costs and paper and making flexible for changes.

We review our suppliers **every quarter** to ensure we are sourcing recycled stationery of the highest quality. Currently **7%** of our stationery is recycled.

OUR ENVIRONMENT

UTILITIES

| Utility | 2013/14 | 2014/15 | 2015/16 |
|----------------|-------------|---------|---------|
| Water (kWh) | 204,021 | 119,948 | 122,925 |
| Electric (kWh) | 200,380 | 176,404 | 174,404 |
| Water (L) | Unavailable | 1,516 | 1,054 |



HINTS AND TIPS TO HELP OUR ENVIROMENT

We measure our use of utilities and stationery every year and our CR Team work hard to reduce our impact on the environment. We have made significant progress in the last few years, however there are few small things you can do which will help reduce our impact on the environment:

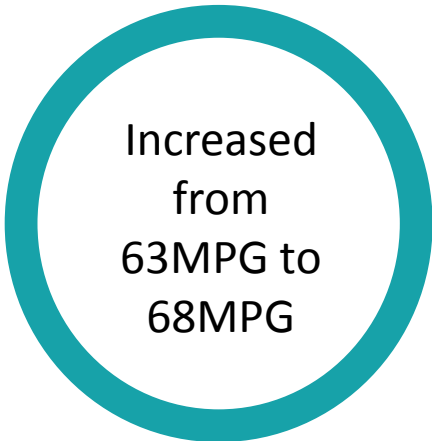
- Think before you print – do you really need a paper copy of your document or could you work from a PC?
- Use both sides of the paper when making copies or printing
- Print in black and white when you can
- Reduce your margins to use more space on the page
- Don't use a screensaver – set your screen saver to 'none' to save energy when not at your machine
- Ensure ALL recyclable waste is put in the correct bins

OUR ENVIRONMENT

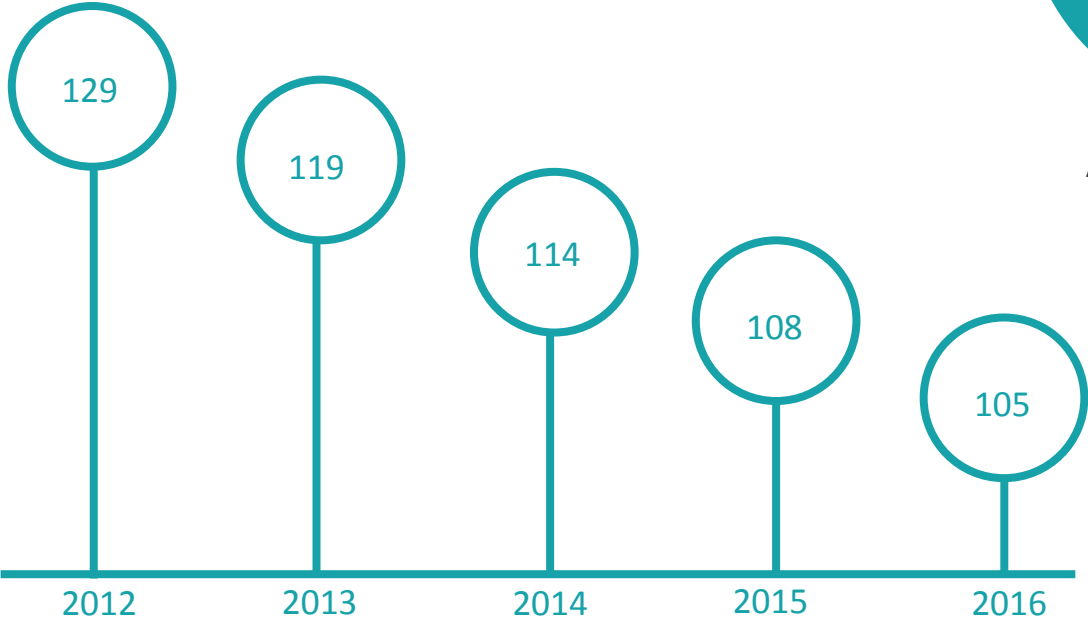
FLEET EMISSIONS

Reducing our fleet emissions is an important part of our CR Strategy.

We have been able to achieve a reduction in our CO² emissions year after year since 2012 (illustrated below) and this year have increased our MPG (miles per gallon) by five.



Average Miles per Gallon



Average Fleet CO² Levels

PLAN FOR 2017/18

Continue to reduce waste in all areas:

- Fleet
- Utilities
- Stationery
- Recycling



Spread our message
throughout the
Ceuta Group!

OUR COMMUNITY

OUR COMMUNITY



The Grove is a respite holiday retreat for those with terminal or life-threatening illnesses. The charity aims to help families and carers create great memories during challenging and difficult times.

The Grove asked Ceuta Healthcare to support them in two key development areas:

- Development of a sensory garden
- Marketing support

Ceuta have donated over two-hundred volunteering hours to The Grove and have held a number of fundraising initiatives throughout 2016/17.

VOLUNTEERING RESULTS 2016/17

SENSORY GARDEN

157

Volunteering
hours donated

| | |
|---------------|--|
| Herb Garden | Designed and planted sensory herb garden |
| Waste Removal | Collected and removed 4 tonnes of Garden Waste and donated two composters. |
| Maintenance | Bi-monthly volunteers maintained garden over winter period |
| Decoration | Planted spring flowers and painted decorative pots and containers |

SKILLS SHARING

45

Volunteering
hours donated

| | |
|-----------------------|--|
| Customer Insights | Implementation of satisfaction survey and donated a tablet |
| Advertising Locations | Research on where The Grove's resources are best spent |
| Occupancy Rates | Review of internal system and creation of new report |
| Branding | Recommendations and referral to Gain Momentum |

OUR COMMUNITY

FUNDRAISING RESULTS 2016/17

FUNDRAISING TOTAL 16/17

£1590.15

£617.01 invested into Wedding Vow's project, a memory creating service for those who want to reaffirm their vows before passing.

£717.00 invested in Branding Project to redo The Grove's website, brochure and other assets, supported by Gain Momentum Marketing.

£265.00 invested in maintenance of hotel rooms and grounds

"Thank you so much for your continued support of The Grove, we are really excited about the wedding vows project, so it's great when ideas and plans can be put into action sooner rather than later."

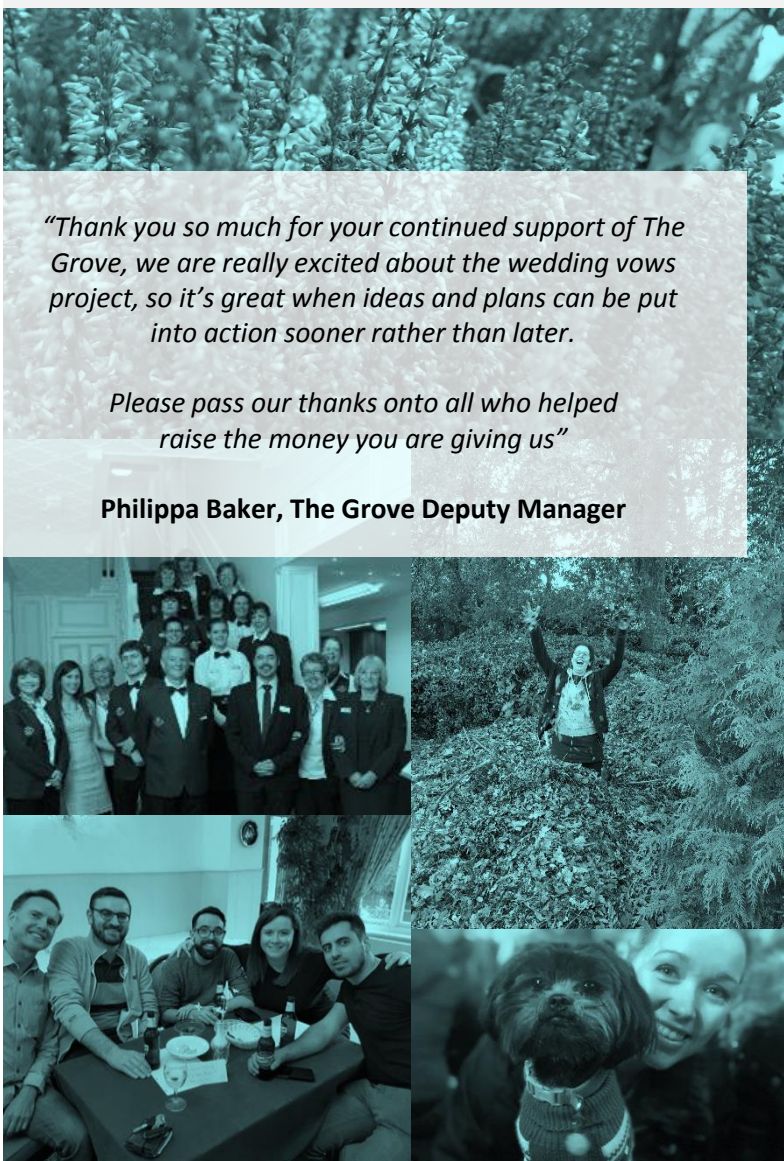
Please pass our thanks onto all who helped raise the money you are giving us"

Philippa Baker, The Grove Deputy Manager



"We all feel the same. That this is going to be the catalyst. You have given us an award winning garden and now watch this space!... I will keep you informed of progress because you have been so instrumental in 'saving us'."

Anita Rigler, Macmillan Caring Locally Volunteer Manager



OUR COMMUNITY

GO2GROCERY AND GROCERYAID

GroceryAid makes life better for grocery people in need.

In 2016/17 Go2Grocery received a **Bronze Award** from GroceryAid in recognition of their continued support.

In 2017/18 we are taking it up a notch — Go2Grocery have partnered with GroceryAid to help raise awareness.

We are excited to strengthen our relationship with this fantastic charity over the coming months and will be posting updates on their campaign via Twitter.

You can also keep an eye out for updates in the TMD newsletter regarding GroceryAid events.



£71.56



KidzCan is the only charity in **Zimbabwe** dedicated to increasing the survival rate of children with Cancer. Ceuta raised £71.56 on 'Orange Day' which has been donated to the cause

£73.49



Ceuta sponsors Life Education Wessex's charity events by printing their brochures, flyers and leaflets

£105.81

**WE ARE
MACMILLAN.
CANCER SUPPORT**

Our Customer Services team raised a fantastic amount for their MacMillan Cancer Support Bake Sale

OUR COMMUNITY

VOLUNTEERING AND FUNDRAISING IN 2017/18



Starlight Children's Foundation is a national children's charity that is dedicated to brightening the lives of children and teenagers suffering from a serious or terminal illness.

In 2017/18, Ceuta will be fundraising to help the wishes of three Dorset based children come true!



AMY

Fifteen-year-old Amy, from Wareham, is currently undergoing neurorehabilitation for a brain tumour which she was diagnosed with in April 2015. Amy's diagnosis came as a horrible shock to the family as she had been in perfect health until she collapsed at home after a cranial bleed. Amy was given a slim chance of recovery but has been making exceptional progress every single day and is now able to breathe unaided.

Amy's Starlight Wish is to go to Disneyland Florida!

We are currently waiting for the family to confirm which dates they would like to travel.

The wish will cost around £4000 for the whole trip.

HARRIET

Eighteen-year-old Harriet, from Southampton, suffers from a central nervous system inflammatory disorder, a severe disability which, at the age of nine, left her unable to walk. Before her diagnosis, Harriet was a keen sports woman and she has used her love of sport to deal with her condition. She enjoys playing wheelchair basketball, swimming and her favourite sport is archery. She has shot for Great Britain and recently won a bronze and a gold medal! She is currently studying sports coaching at Oxford Brookes University and her dream is to teach disability sport to young children.

Harriet's wish is to go on an African Safari! We are hoping to grant her wish in mid-August

The cost is likely to cost around £7,000.

MYLO

Seven-year-old Mylo, from Blandford St. Mary, was diagnosed with osteochondromas just before his third birthday. These are the most common benign tumours of the bones. It is characterised as a type of overgrowth that can occur in any bone where cartilage forms bone. Mylo has had to endure surgery to remove painful lumps. Despite this, Mum says that Mylo is "the most loving and caring boy I know." Despite everything he has gone through, he always puts other before himself. Mylo is Harry Potter-mad and loves boats.

Mylo's Starlight Wish is to stay and sleep on a Disney cruise ship. Mum says that this wish would mean the world to Mylo and it would be a much needed break from hospital visits.

Mylo is going on a Disney Cruise from Barcelona in September.

The full cost of the wish is £7,351.81

OUR COMMUNITY

VOLUNTEERING AND FUNDRAISING IN 2017/18

VOLUNTEERING

Starlight Escape Days

Supporting the Starlight Team running Escape Days for children

Awareness Team Challenge

Which team can raise the most awareness and funds in one day?

Skills Sharing Projects

There are only twenty six members of the Starlight Team so are looking for Skills Sharing volunteers across all business areas

Boost Box Collections

RUNNING

Run, trek or hike for Starlight!

The Starlight Team are coming to Ceuta hold an open session for any runners interested.

You can utilise your volunteer day to take part in any weekday runs.

FUNDRAISING

Head Office Fundraising will begin soon after the CR Strategy Meeting on 2nd June.

Our first fundraising day for Starlight will be in July 2017.

External event TBC.

ADDITIONAL OPPORTUNITIES

As well as volunteering for Starlight in 2017, there will also be opportunities to follow up with The Grove and help them maintain the garden that Ceuta developed with their team.

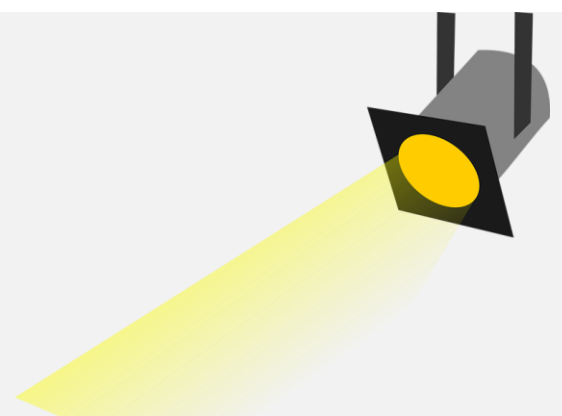
All volunteering opportunities will be uploaded onto SharePoint → CR and your representatives will let you know when you can sign up. Volunteering means you are making a commitment to charity and it is not acceptable to drop out at the last minute (unless there are extenuating circumstances). Please bear this in mind before signing up to any volunteer day.

If you have any questions or would like to learn more please contact your CR Rep or Hayley Johnston.

CR SPOTLIGHT

Are you doing something for your colleagues, environment or community?
Well we want to hear about it!

Get in touch with Hayley Johnston or your CR Rep to find out how we can support you and your cause in 2017/18.



OUR COMMUNITY

100 MILES FOR MNDA



Philip Wall was only thirty-seven when he was diagnosed with Motor Neurone Disease in September 2014. At the time his young family were told to prepare for the worst case scenario. Phil has continued to defy his diagnosis with strength, positivity and adopting an attitude of mind over matter. Philip is Alec Wall's (Convenience NAM) twin brother and his family and friends will come together in September to contribute to achieving a target of 100 Miles in one day.

Ceuta will be rallying colleagues from around the country to take part, where we will walk, swim or run between one and ten miles to contribute to the 100 miles campaign! More details will be communicated at a later date.

BUSINESS IN THE COMMUNITY

Ceuta has committed to support the Bournemouth Town Centre Business Improvement District (BID), a business-led, independent not-for-profit company, aiming to raise the profile of Bournemouth Town Centre as a shopping and leisure destination and important business location, maximising its trading potential, enhancing its reputation and providing us with a 'voice.'

The strategic objectives will be delivered through themes:

- Marketing & Promotion
- Events & Festivals
- Safe & Secure

To learn more visit: www.towncentrebid.co.uk

Bournemouth
town centre bid



SPONSORSHIP OF HAREFIELD HAMPSTERS AT BRITISH TRANSPLANT GAMES

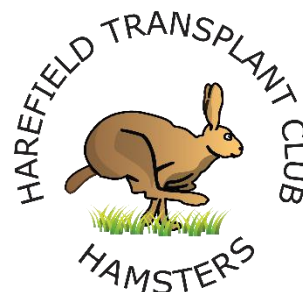
The Harefield Transplant Club embrace patients who have had, or are waiting for, either a heart or lung transplant, their families, carers and relatives.

This year they are competing in the British Transplant Games, a major sporting event aiming to raise awareness of organ donation and the NHS organ donation register.

The [NHS Organ Donor](#) Register is a confidential list of people who want to donate their organs and/or tissue.

Ceuta Healthcare are proudly sponsoring the team's kit for the 2017 games.

The British Transplant Games will be held in North Lanarkshire in July 2017.



CEUTA GROUP CR

The Group operating model allows each of its businesses to manage activities within a framework of a consistent Group-wide approach on CR.

Below are some of the charities which are supported by companies within the Ceuta Group.



Prince's Trust



CR CONTACTS

To find out more details about any of the information within this document please contact your colleagues detailed below:



OUR PEOPLE

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OUR COMMUNITY

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