



## Social Responsibility Policy

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### 1. Policy Statement

Opt Healthcare is committed to operating responsibly, ethically, and sustainably within the UK healthcare sector. We recognise our duty to patients, healthcare professionals, clients, communities, and the environment, and we aim to create positive social value alongside our commercial responsibility.

### 2. Scope

- Temporary workers supplied by our organisation
- Suppliers and business partners
- Internal employees
- Candidates and job applicants
- Clients and business partners

### 3. Core Commitments

#### 3.1 Patient Safety and Quality of Care

- Supply qualified and fully vetted healthcare staff.
- Comply with NHS standards, CQC requirements, and relevant safeguarding obligations.
- Promote patient dignity, safety, and confidentiality in all placements.
- Report, investigate, and manage incidents transparently.

#### 3.2 Ethical Recruitment and Employment

- Maintain fair and transparent recruitment practices.
- Comply with UK employment law and applicable NHS frameworks.
- Promote equality, diversity, and inclusion in line with the Equality Act 2010.
- Provide fair pay, appropriate working conditions, and support for wellbeing.

#### 3.3 Compliance and Governance

- Adhere to all relevant legislation and regulatory standards, including the Companies Act 2006, the Modern Slavery Act 2015, the Health and Safety at Work etc. Act 1974, and Care Quality Commission requirements.
- Maintain robust compliance monitoring, audits, and governance controls.
- Complete credential checks, including DBS, right to work, and professional registration verification.

### 3.4 Modern Slavery and Ethical Supply Chains

- Take a zero-tolerance approach to modern slavery and human trafficking.
- Conduct due diligence on suppliers and business partners.
- Provide staff training to help identify and escalate risks.
- Publish an annual Modern Slavery Statement where legally required.

### 3.5 Environmental Responsibility

- Reduce the carbon impact of staffing operations, including travel and office activity.
- Encourage remote and local placements where appropriate.
- Minimise waste and promote recycling across operations.
- Support NHS Net Zero ambitions where relevant to our services.

### 3.6 Community Engagement

- Support local health initiatives and charitable activity.
- Help improve workforce availability in underserved areas where possible.
- Promote healthcare careers and training opportunities.

### 3.7 Employee and Worker Wellbeing

- Promote a safe, inclusive, and respectful workplace.
- Provide training, development, and career progression opportunities.
- Support work-life balance and mental health.
- Encourage feedback and whistleblowing without fear of retaliation.

### 3.8 Client Responsibility

- Provide reliable and compliant staffing solutions.
- Maintain honest, timely, and transparent communication.
- Respond promptly to concerns and complaints.
- Continuously improve service quality through review and learning.

## 4. Implementation

- Senior management is responsible for oversight of this policy.
- All staff are expected to understand and comply with its requirements.
- Relevant training will be provided to support implementation.

## 5. Monitoring and Review

- This policy will be reviewed at least annually.
- Performance will be monitored through compliance audits, client feedback, incident reporting, and relevant environmental and workforce metrics.

## 6. Reporting and Accountability

We are committed to transparent reporting of our corporate social responsibility activities and to the continuous improvement of our social, ethical, and environmental performance.

**Approved by:** *Rosney* Managing Director

**OPT HEALTHCARE LIMITED**