

## INNOVATION



**We're all responsible for applying passion and innovation to find a better way of doing things.**

We ensure that in the creation and delivery of our products and services, we constantly examine ways in which we can support our environment.

### **Renovo Online**

We've made a massive investment in the Renovo online system which is leading edge technology solution for our clients. Our aim is to make it intuitive and easy to use for all our clients.

### **The Environment**

We respect the environment and are careful with the resources we use. We only use paper that is from a sustainable source and fully recyclable and we always recycle printer cartridges.

Our carbon footprint is very low – as our core activity is provided through internet and telephone we only use the minimum paper resource. We recycle wherever possible – paper, card and other materials - we partner with local organisations to do this.

## QUALITY



**We understand that our actions can change the direction of someone's life. We take that responsibility seriously and it drives us to continuously improve the quality of our products and services.**

We are committed to complying with current regulation and legislation. Where regulation is lacking we will seek we set our own exacting standards.

### **Quality Standard**

We are working towards **The Matrix Standard** – the industry standard for Careers Guidance Providers. We have been recommended for assessment in 2010 and this underpins everything that we do and helps us to deliver a truly excellent service to our clients.

### **Listening to our Customers**

Client feedback is really important and we actively seek this out and maintain an improvement log and constantly strive to improve our service to the client.

An example would be the webinars that we now run following client feedback. We have also enhanced our careers site for example to include Schein Career Anchors and a customer chat facility so clients can interact with other users and share information and experience.

### **Our Suppliers**

We see our suppliers as an extension of our business; we ask them to work with us to support our CSR commitment. For example we select stationery suppliers who are committed to CSR, recycling and have a low carbon footprint. We let any new suppliers know what we expect from them.

## TEAMWORK



**We're mindful of everyone's role in achieving our goals and are willing to support each other, every day.**

We aim to provide a safe, rewarding and fulfilling career for all our employees. We simultaneously encourage our employees to take their skills into the community, actively supporting both local and national voluntary and charitable programmes.

### **Improvement Groups**

We meet on a regular basis for teams to share learnings and feedback from clients so that we can all benefit as a team and we can drive improvements to the way we do things and make our business the best it can be

### **Supporting Charities and Communities**

We'd like to do everything that we can and take pride in supporting both national and local initiatives, for example locally we support York Cares.

This year we've been into colleges and given advice on job search and CV preparation – we enjoy giving something back, especially where it's an area where we have the subject matter expertise that we can share with our communities.

## RESPECT



**We respect and celebrate the fact that everyone is different and has something unique to offer.**

We are committed to promoting equality and diversity in those areas in which we have influence.

### **Reward and Benefits**

We believe in looking after our people and reward those who deliver to our high standards and go the extra mile.

We have processes in place to reward our people for their contribution to the business through incentives, bonuses and performance management.

### **Employee Engagement**

We've putting a lot of time into involving our people. This year we've launched an employee survey - and from this we've developed an employee engagement focus group looking at the survey outputs and action planning to make Renovo a great place to work.

We're developing recognition schemes, communication, training and development, healthy living and working and social events.

## **Developing Talent**

We've developed our induction programme and ensure that all new starters feel welcome and part of the team as quickly as possible.

We've developed training modules to support our teams and we're looking at NVQs in Guidance to develop our people and give a better customer experience all round.

We have our Investors in People accreditation – of which we're very proud as it demonstrates our commitment to learning and development for our people.

## **Committed to Diversity**

We're committed to diversity in the way we work with our clients – whatever their needs.

We've also invested in staff training in terms of what really supports our clients – this has included Job Search techniques, Data Protection, Equality & Diversity and niche client groups such as Mature Professionals, Young People and Graduates.