

Social Value Policy 2026

1. Purpose and Context

This Social Value Policy sets out Carpenter Catering Limited's approach to delivering social value through its catering operations, public sector contract delivery and wider business activity.

Carpenter Catering Limited operates in the catering sector in Oxfordshire and targets NHS and University public sector markets. The policy has been prepared to support public sector procurement readiness, including relevance to the Fresh Food and Food to Go Framework 2026.

The purpose of this policy is to provide a factual, evidence-led and procurement-aligned statement of Carpenter Catering Limited's current social value activity, approved commitments and future improvement actions. It is designed to support tender responses, internal governance and future contract-specific localisation.

Carpenter Catering Limited recognises that social value commitments can become contractual obligations and key performance indicators in public sector contracts. For that reason, this policy is based on realistic, measurable and deliverable commitments. It does not make unsupported claims, and it separates current evidence from future commitments.

2. Scope

This policy applies to Carpenter Catering Limited's business operations, public sector tender activity and contract-specific social value commitments.

The policy covers the following areas:

- local employment and staff progression;
- skills and training;
- local supply chain activity;
- supplier payment practices;
- environmental responsibility and carbon reduction;
- equal opportunity and reasonable adjustments;
- staff wellbeing;
- community support;
- contract-specific social value localisation;
- governance, review and evidence management.

This policy applies to Carpenter Catering Limited's Oxfordshire operations and may be adapted for relevant NHS and University contract opportunities.

3. Policy Statement

Carpenter Catering Limited is committed to delivering social value in a way that is practical, evidence-led and proportionate to its size, sector and contract responsibilities.

The company's approach is based on the following principles:

| Principle | Carpenter Catering Limited's approach |
|-----------------------|--|
| Evidence-led delivery | Social value claims must be supported by evidence or clearly identified as future commitments. |
| Local benefit | Contract-specific commitments should reflect the buyer, location and service requirements. |

| Principle | Carpenter Catering Limited's approach |
|------------------------|---|
| Deliverability | Commitments must be realistic and capable of being delivered. |
| Measurement | Commitments should include a metric, timeframe and evidence source wherever possible. |
| Transparency | Unsupported claims should be excluded or treated as evidence gaps. |
| Continuous improvement | The policy and commitments will be reviewed annually. |

Carpenter Catering Limited will not present planned activity as existing performance. Where evidence is limited, cautious wording will be used.

4. Social Value Themes and Commitments

4.1 Fair Work, Local Employment and Staff Progression

Carpenter Catering Limited recruits locally for its Oxfordshire sites. This supports local employment and helps ensure that staff are connected to the communities, sites and customers they serve.

The company also supports staff progression through internal promotion routes where suitable opportunities arise. This should be described as internal progression rather than as apprenticeships, internships, work experience or student placement activity, unless those routes are introduced and evidenced in future.

4.2 Skills and Training

Carpenter Catering Limited provides Level 2 Food Hygiene training through High Speed Training to staff when they commence employment. This supports safe food handling, workforce competence and service quality.

As a future evidence improvement commitment, Carpenter Catering Limited will record training completions to strengthen future tender and contract reporting.

4.3 Local Supply Chain and Economic Value

Carpenter Catering Limited uses local Oxfordshire suppliers where operationally suitable and commercially appropriate. Confirmed supplier examples include Cornfield Bakery in Wheatley, Hickman's Butchers, formerly Cricks, in Wheatley, and Booker Cash & Carry in Oxford.

The company estimates that approximately 60% of its spend is with local businesses, subject to internal spend confirmation. Carpenter Catering Limited will seek to maintain evidence of local supplier spend to support future social value reporting.

4.4 Prompt Payment and Supplier Stability

Carpenter Catering Limited operates standard supplier payment terms of 30 days and generally pays invoices within those terms. This supports stable supplier relationships and helps smaller and local suppliers manage cash flow.

Future evidence improvement should include retaining supplier payment terms and, where possible, monitoring payment performance against the 30-day standard.

4.5 Fighting Climate Change

Carpenter Catering Limited has a Carbon Reduction Plan dated 1 October 2025, with 2024 as the baseline year. The company is committed to achieving Net Zero emissions by 2030.

The company operates a fully electric fleet of 4 vans, supporting lower-carbon delivery across its catering operations. Carpenter Catering Limited also has installed and operational solar panels and an air source heat pump at its home office.

Carpenter Catering Limited uses packaging and disposable products selected to reduce environmental impact where suitable for its catering operations. Coffee cups and wooden cutlery, including wooden forks and knives, are 100% compostable and biodegradable. Plastic water cups, platters and pots are recyclable. Food waste is kept to a very low level through lean stock rotation across sites. Where suitable unsold products cannot be sold, their use by staff is managed safely and only where compliant with food safety requirements.

Carpenter Catering Limited uses the NHS England Evergreen Sustainable Supplier Assessment to support sustainability reporting and alignment with NHS expectations. Evergreen should be described as an NHS supplier assessment tool, not as an environmental certification or formal accreditation unless specific evidence of a validated outcome is provided.

4.6 Equal Opportunity

Carpenter Catering Limited has an Equality and Diversity Policy. Recruitment is based on the skills and experience required for each role.

The company's workforce reflects a multicultural team, based on management observation. This should not be presented as formal diversity monitoring, diversity hiring metrics or annual DEI reporting unless formal data is collected and approved in future.

Carpenter Catering Limited operates within NHS and University environments where building accessibility standards are managed by the relevant host organisations. The company supports reasonable adjustments where required and works within host-site procedures.

Targeted recruitment is not current practice. It may be considered as a future, contract-specific commitment where proportionate, deliverable and aligned with buyer priorities.

4.7 Wellbeing

Carpenter Catering Limited supports staff wellbeing through practical employment practices. Staff are provided with meals from Carpenter Catering Limited coffee shops during shifts across all sites. Regular breaks are managed through manager supervision.

Flexible working is considered where operationally possible, particularly for office-based roles. The company recognises that many catering and site-based roles require fixed operational coverage.

The company does not currently claim an Employee Assistance Programme, Mental Health First Aid, mental health workshops, onsite fitness programmes or formal wellbeing programme. These areas are excluded unless introduced and evidenced in future.

4.8 Community Support

Carpenter Catering Limited has supported local NHS community activity by sponsoring catering on numerous occasions for International Nurses Day at Oxford University Hospitals NHS Foundation Trust.

Future community support activity should be recorded more formally, including date, beneficiary, activity, estimated value and supporting evidence where available.

5. Delivery Approach

Carpenter Catering Limited will deliver social value through practical actions that are linked to its catering operations and public sector contract delivery.

The company's delivery approach includes:

| Area | Delivery approach |
|--------------------|---|
| Local employment | Recruit locally for Oxfordshire sites and retain HR evidence where required. |
| Skills | Provide Level 2 Food Hygiene training to staff at commencement of employment. |
| Local supply chain | Use Oxfordshire suppliers where suitable and commercially appropriate. |
| Supplier payment | Operate 30-day supplier payment terms and generally pay invoices within those terms. |
| Climate action | Maintain the Carbon Reduction Plan, electric fleet, home office energy measures, compostable and biodegradable coffee cups and wooden cutlery, recyclable plastic water cups, platters and pots, and waste reduction practices. |
| Equal opportunity | Maintain Equality and Diversity Policy and recruit based on skills and experience. |
| Wellbeing | Provide staff meals, supervised breaks and flexible working where operationally possible. |
| Community support | Consider practical support where relevant, proportionate and deliverable. |
| Localisation | Adapt commitments to the buyer, location and service requirements. |

6. Roles and Responsibilities

| Role | Responsibility |
|--------------------------|---|
| Adele Carvalho, Director | Owns the Social Value Policy, oversees annual review, approves commitments and ensures claims remain evidenced. |
| Operations management | Supports delivery of local recruitment, staff training, site practices, staff breaks, food waste reduction and contract-specific commitments. |
| Finance / administration | Supports evidence for supplier payment terms, payment performance and local supplier spend where available. |
| HR provider / HR support | Supports evidence for local recruitment, staff records, training records and employment practices where appropriate. |
| Site managers | Support daily implementation of staff breaks, food safety controls, stock rotation and staff wellbeing practices. |

Where responsibilities are delegated, the Director remains accountable for policy oversight and final approval.

7. Measurement and Reporting

Carpenter Catering Limited will create and maintain an annual Social Value Commitments Register as a future commitment.

The register should record:

- commitment description;
- social value theme;
- PPN 002 outcome alignment where relevant;
- metric;
- timeframe;
- responsible owner;
- evidence source;

- delivery progress;
- risks or barriers;
- corrective action;
- review date.

Example measures may include:

| Theme | Example metric |
|--------------------|---|
| Local employment | Number or proportion of staff recruited locally for Oxfordshire sites. |
| Skills | Number of staff completing Level 2 Food Hygiene training. |
| Local supply chain | Number of local suppliers used and percentage of spend with local businesses. |
| Prompt payment | 30-day payment terms and payment performance where available. |
| Carbon reduction | Carbon Reduction Plan review and progress against 2024 baseline. |
| Electric fleet | Number and percentage of vehicles that are electric. |
| Waste reduction | Product evidence for compostable and biodegradable coffee cups and wooden cutlery, recyclable plastic water cups, platters and pots, and stock rotation / food waste records where available. |
| Community support | Date, beneficiary and estimated value of sponsored catering or support activity. |
| Wellbeing | Staff meal provision and break management evidence. |

8. Governance and Escalation

The Social Value Policy is owned by Adele Carvalho, Director, and will be reviewed annually.

Any social value commitment proposed for a tender or contract should be checked before submission to confirm that it is:

- relevant to the buyer and contract;
- supported by current evidence or clearly labelled as a future commitment;
- measurable;
- time-bound where possible;
- proportionate to the contract;
- deliverable within the company's operational capacity;
- capable of being evidenced.

If a commitment cannot be delivered, cannot be evidenced or creates operational risk, it should be escalated to the Director for review before being included in any tender response.

9. Supply Chain Expectations

Carpenter Catering Limited expects its supply chain activity to support reliable, safe and responsible catering delivery.

Current evidence-led supply chain commitments include:

- use of local Oxfordshire suppliers where suitable;
- standard 30-day supplier payment terms;
- general payment of invoices within those terms;

- use of 100% compostable and biodegradable coffee cups and wooden cutlery, including wooden forks and knives, and recyclable plastic water cups, platters and pots where suitable;
- lean stock rotation to reduce avoidable food waste;
- food safety controls for any suitable unsold products used by staff.

Carpenter Catering Limited should not claim a formal supplier audit programme, supplier code of conduct, modern slavery supplier assessment process, full supply chain mapping process or supplier emissions collaboration unless these are introduced and evidenced in future.

As a future improvement action, Carpenter Catering Limited may introduce a proportionate supplier responsibility statement for relevant public sector contracts.

10. Review and Continuous Improvement Schedule

This policy will be reviewed annually by Adele Carvalho, Director.

The annual review should consider:

| Review area | Purpose |
|-------------------|--|
| Evidence | Check that all claims remain accurate and supported. |
| Commitments | Confirm which commitments have been delivered, amended or retired. |
| Localisation | Review how commitments have been adapted for relevant contracts. |
| Carbon reduction | Review Carbon Reduction Plan progress and supporting evidence. |
| Supply chain | Review local supplier evidence and payment practices. |
| Training | Review Level 2 Food Hygiene training records. |
| Community support | Review any sponsored catering or support activity. |
| Wellbeing | Review staff meal, break and flexible working evidence. |
| Risks | Remove or amend claims that are no longer supported. |

The Social Value Commitments Register will support the annual review once created.

11. Communication and Publication

This policy may be used for:

- public sector tender responses;
- bid library content;
- website publication;
- internal governance;
- contract-specific social value localisation;
- evidence gap planning.

Before publication or tender use, Carpenter Catering Limited should review the policy to ensure that all statements remain accurate, current and evidence-led.

Where a tender requires specific social value commitments, this policy should be adapted to the contract rather than submitted as a generic statement. Commitments should be selected, measured and evidenced according to the buyer's requirements and contract location.

12. Approval, Signature and Date

Policy title: Social Value Policy
Organisation: Carpenter Catering Limited
Policy owner: Adele Carvalho, Director
Primary operating area: Oxfordshire
Target public sector markets: NHS and University buyers
Review frequency: Annual
Next review date: 12 months from approval date
Approved by: Adele Carvalho, Director
Signature: _____
Date: _____