

# Corporate Responsibility

## Progress Report

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**MAXIMUS**<sup>®</sup> | United Kingdom

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# Introduction



## Leslie Wolfe

### General Manager, MAXIMUS UK

MAXIMUS in the UK delivers a wide range of services which make a meaningful impact on people's lives.

Our main businesses are Centre for Health and Disability Assessments (CHDA), Health Management Limited (HML), MAXIMUS People Services and, in partnership with its employees, Remploy.

Each of our businesses is unique. You can discover more about them and our business models at [www.maximusuk.co.uk](http://www.maximusuk.co.uk).

We want to make a difference in everything we do. This includes providing a great service to our public and private sector clients and customers. It means treating our staff, suppliers and business partners with respect, and working with the diverse communities we serve.

MAXIMUS does not look at corporate responsibility in isolation. Corporate responsibility is embedded in everything we do. As part of our commitment to make a difference, we are proud to share some of our progress with you.

This progress report is the first of its type for MAXIMUS in the UK. It brings together examples of our approach to being a supportive employer, a responsible business, a good neighbour and, of course, a great service provider.

We hope to build on this in the years ahead, making sure at all times that we focus on what matters most for all our stakeholders.

If you have any comments on our corporate responsibility work, please do let us know at [communications@maximusuk.co.uk](mailto:communications@maximusuk.co.uk).

Thanks for reading.

A handwritten signature in black ink that reads "L Wolfe".

# Our approach

## Governance

The **MAXIMUS** UK Country Leadership Team (CLT), which comprises senior personnel from all our UK businesses and central functions, has overall supervisory and strategic control of our corporate responsibility activities.

The CLT sets policies, agrees direction and ensures compliance in all of our UK businesses. It also approves new corporate responsibility initiatives in the context of activities being pursued globally.

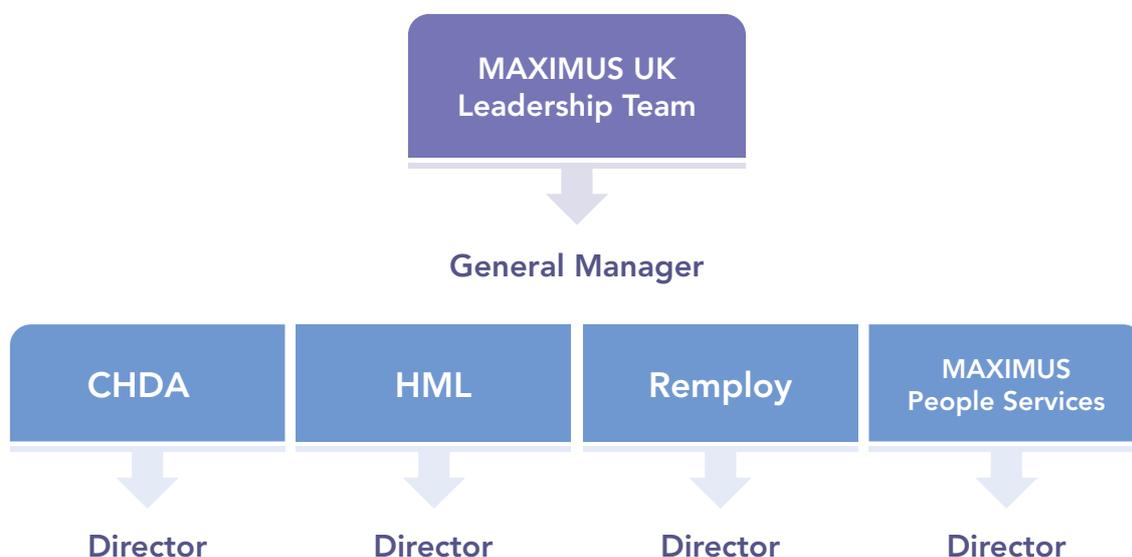
The General Manager is the CLT member accountable for **MAXIMUS** corporate responsibility performance in the UK.

## Local Strategy and Performance

Each **MAXIMUS** business in the UK has a named Director whose role includes a focus on corporate responsibility. They take charge of implementing decisions of the CLT, monitoring business performance, engaging with local stakeholders and gathering and assuring data within their operations.

## Corporate Responsibility Steering Group

Additionally, these named directors work together with the General Manager to identify and resolve common performance issues and to address new challenges. The CR Steering Group meets quarterly to review performance and to report to the CLT.



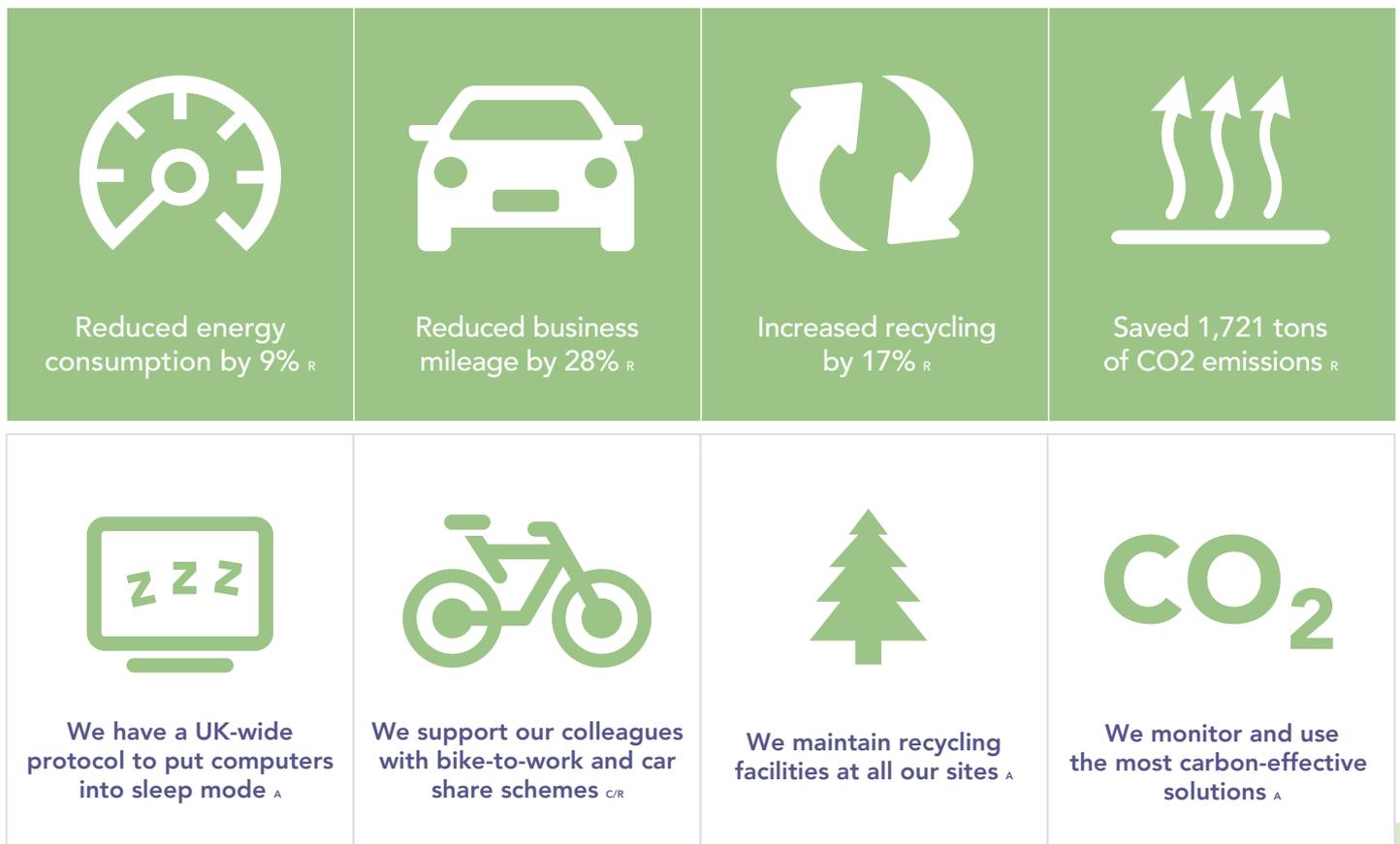
# Environment

**MAXIMUS** recognises the importance of taking care of the environment around us.

In each of our UK businesses, we have policies in place to ensure that we use resources efficiently and that we reuse and recycle where possible.

Where we fully control our operating premises, we prioritise efficiency and innovation, especially in energy use, recycling and reuse of paper and plastics. However, we also work from premises operated by our clients where we do not, for example, contract directly for energy or environmental services. In these circumstances, we work as closely as we can with clients to develop processes which minimise our environmental impact. We continue to maintain our in-house processes for recycling and reuse.

Aside from energy and resource use at fixed locations, business travel is our most notable environmental impact. We are working towards minimising travel miles and replacing travel with alternatives such as; video conferencing, remote working and substitution of energy inefficient travel for greener alternatives.



In this Progress Report, we have highlighted data from different parts of **MAXIMUS** in the UK. Where data is from one business only, we have marked it (R) Remploy (C) CHDA (H) HML (A) All.

# People

All **MAXIMUS** businesses in the UK have a strong culture of supporting colleagues, working together to provide high quality services and building strong teams.

We undertake regular assessment exercises to ensure that we are meeting the needs of our people. In the most recent staff survey at CHDA, we achieved an 82% satisfaction rating. At HML, 89% of colleagues felt that they were strongly supported at work.

We hold regular training events for our colleagues and offer opportunities to gain or extend professional and vocational qualifications. We also support internships and apprenticeships, with many of these leading to permanent positions within **MAXIMUS** businesses.

We recognise achievement through our staff awards programmes and encourage local staff recognition initiatives. Our commitment to staff extends beyond the working environment. We support staff who volunteer and those who give their time to local community outreach projects.

We have a tailored 24/7 occupational health advice and support service for all colleagues. Recently, we have begun rolling out new health and wellbeing programmes. We provide specialist support for colleagues working in challenging environments.



We achieved over 80% staff satisfaction ratings <sup>C/H</sup>

28%

At least 28% of our Remploy colleagues, including at board level, are disabled <sup>R</sup>



In the last year, we delivered 78,528 hours of staff training <sup>C</sup>

900

Over 900 professional development days completed <sup>H</sup>



All staff have access to health and wellbeing programmes <sup>A</sup>



We regularly recognise high performing staff through our awards programmes <sup>A</sup>



We support volunteering opportunities with time off and donations <sup>R/H</sup>

24/7

Tailored 24/7 occupational health advice and practical support <sup>A</sup>

# Community

**MAXIMUS** is extremely proud of its record in helping governments, businesses and individuals achieve their goals by providing essential services to the communities we serve.

Our work provides individuals and communities with direct benefits through enhanced access to employment, healthier workplaces and opportunities to move forward with their lives.

We are committed to supporting our stakeholder communities beyond our working relationships with them. Through our charitable foundation, the **MAXIMUS** Foundation UK, we have provided grants to 48 different charitable and community groups across the UK. Our employees also play a key role in deciding which charities the foundation should support. You can read more about the work of **MAXIMUS** Foundation UK in their 2016 Annual Review at [maximusuk.co.uk/foundation](http://maximusuk.co.uk/foundation).

<p>We have supported more than</p> <h1>125,000 people</h1> <p>into lasting employment <small>R</small></p>	<p>MAXIMUS Foundation UK has made</p> <h1>48</h1> <p>grant donations to local charities <small>A</small></p>	<p>The Remploy Employee Benefit Trust donated £68,000 to a number of charities this year including Cancer Research UK <small>R</small></p> 	<p>MAXIMUS colleagues have provided more than</p> <h1>1,400 hours</h1> <p>to local good causes <small>R</small></p>
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We are one of a small number of UK companies with Level 3 Disability Confident status (Remploy)

# People we've helped

## Grant for Disabled Sailing Association

New Life Jackets for Disabled Sailing Association  
We're totally on board with that!

The Disabled Sailing Association have been providing sailing at sea experiences to disabled people for over 10 years. Their unique sailing offer has touched the lives of many, be that with one-off excursions or by enabling members to become regular sailors. Free Spirit, the trusted sailing vessel, has been specially adapted to accommodate wheelchairs and other special needs equipment. It ventures out from the stunning backdrop of Torquay Harbour six days a week with disabled people, their families and carers.

*MAXIMUS Foundation UK provided a grant of £2,500 to fund the purchase of vital new life jackets for the skippers, crew and passengers. The donation will allow the offer of regular sailing trips to continue.*



## Partnership with M&S Marks and Start Programme

Jim finds new confidence and secures employment  
We're delighted to have been part of Jim's journey!

Jim has Tarsal Tunnel Syndrome in both of his ankles, a painful condition which started to have an impact on his job at the Royal Mail. As a result, Jim was medically retired after almost 20 years of service.

Jim was referred to Remploy through the Job Centre and, after a short time with our trained employment specialist, Jim described being optimistic about his future: "I was feeling very dejected but Remploy helped me to see that I had a whole range of transferable skills. I actually started to consider that I had a future and that I was not alone."

*Through Remploy, Jim was placed on the M&S Marks and Start Programme. Through the programme, M&S provides support for people who face barriers into work or people who struggle to find employment. Marks and Start participants like Jim, receive two days training before starting a work placement at an M&S store. With newfound confidence, Jim was keen to make the most of his placement and has since secured full-time permanent employment with M&S.*



# Equality and diversity

**MAXIMUS** is a people-focused business and engaging our employees and the communities we serve in an impactful and respectful manner sits at the heart of what we do. This extends not only to our colleagues, but also our customers, many of whom have a health condition or disability.

We are proud of our commitment to becoming a Disability Confident employer. Remploy are one of a small number of UK businesses to have been awarded the government's Level 3 Disability Confident status. This is a national recognition of our commitment to make the most of the opportunities provided by employing disabled people. As a holder of Level 3 "LEADER" status, Remploy are recognised as a disability champion within our local and business community, our supply chain and our wider networks.

All **MAXIMUS** businesses in the UK have developed extensive policy and practice on supporting people at work. We monitor suppliers' CR performance and promote good practice in line with **MAXIMUS** aims and objectives. We work closely with customer representative groups to ensure that we provide quality, sensitive and respectful services.

1/3

One in three colleagues have a health condition <sup>R</sup>



All colleagues have been trained by Disability Rights UK <sup>c</sup>



Around 70% of our staff are female <sup>H</sup>



We are one of only a very small number of UK companies with Level 3 Disability Confident status <sup>R</sup>



We monitor our entire supply chain for equality and diversity <sup>A</sup>



We work with national charities to help provide the best possible support services <sup>c</sup>

# The way we work

**MAXIMUS** places a high value on ethical business practices.

Approximately 62% of our suppliers consider themselves to be small or medium sized Enterprises (SMEs), and we are working to increase that number where possible. A high proportion – in some sectors more than half – of our supply chain workforce in female.



We run a range of forums, outreach meetings and other engagement opportunities to ensure that we continue to operate to the highest possible standards. These include a Customer Representatives Group, a General Practitioner engagement plan, staff consultations and feedback opportunities and supplier roadshows.

# The way we work

We are proud that our business practices have been recognised widely, including through the Forbes Most Trustworthy Companies award and the Sunday Times Best Companies to Work For award.





**MAXIMUS UK**  
202-206 Union Street  
Southwark, London SE1 0LX

[www.maximusuk.co.uk](http://www.maximusuk.co.uk)  
[communications@maximusuk.co.uk](mailto:communications@maximusuk.co.uk)



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