



Trilateral Research Social Value Statement - 2022/2023

Introduction

Social value is the long-term sustainable improvement for society that can be gained by promoting positive social, economic and environmental impact. Trilateral Research Limited ('the Company'), and its wholly owned subsidiary Trilateral Research Ireland ('Trilateral Ireland'), are committed to becoming a sustainable, trusted and progressive business and this statement reiterates the goals and behaviours that are central to our culture

Our business and organisational structure

Trilateral Research, founded in 2004, is a leading ethical AI and services company. We provide ethical AI solutions for tackling complex social problems. Our software solutions are supported by a range of services including research, sociotech insights, data protection and cyber security.

Our team collaborates across social science and technology to bring insights from each to capture the benefits of data-driven innovation. We create knowledge and tools that empower our clients to transform research into innovation and innovation into impact. Our foundation is in social science research, with a special focus on the ways in which new technologies may have privacy, social, ethical or data protection impacts. We have built upon this foundation to add cutting edge competencies leading to a rich, diverse set of ethical AI software products and complementary consulting services.

Our staff are based in the UK and Ireland and certain countries within the EU. Our main office is in London, but we have several employees who are based remotely around the UK. We have a smaller wholly owned subsidiary, Trilateral Research Ireland, which is based in Waterford in Ireland, and has approximately 25 employees. We also work with several consultants based around the EU. Demand for our services is consistently high and therefore none of the work that Trilateral undertakes is seasonal.

Approach and intentions in relation to social value

Social value is important to Trilateral Research because, in considering social value in the decisions we take as a business including the way we operate, employ staff, engage with communities and procure products and services, we can cultivate a more sustainable, resilient and inclusive society. It enables us to build positive legacy and drive change for good in society.

We are a Signatory Partner of the UN Global Compact since May 2019. The United Nations Global Compact (UNGC) is a strategic policy initiative for businesses committed to aligning their operations and strategies with 10 universally accepted principles in the areas of human rights, labour, environment and anti-corruption. Our own company Business Ethics incorporate the 10 UNGC Principles and we reflect the basic concepts of fairness, honesty and respect for people and the environment in our business actions.



The Social Value Act (2012) stipulates that public sector bodies consider the broader value that can be gained by society when awarding contracts. From January 2021, Procurement Policy Note 06/20 requires explicit evaluation of social value for central Government contracts. Our ambition for social value is to be a valuable partner with public sector organisations to deliver solutions for tackling complex social issues from human trafficking and child exploitation, citizen security in crisis to pollution and climate change.

In the last two years the impact of the Covid pandemic on communities and society has focused the spotlight onto how businesses can benefit the local communities where they operate.

Our social value activities will be applied to as many areas in the company as practical. This commitment will be reviewed and renewed each year in line with our aims and what company resources can effectively deliver.

Key Themes

There are five key themes or areas in which Trilateral Research will focus its social value efforts.

COVID-19 recovery

- Help local communities to manage and recover from the impact of COVID-19 including reducing the demand on health and care services

Tackling economic inequality

- Create new businesses, new jobs and new skills
- Increase supply chain resilience and capacity

Fighting climate change

- Effective stewardship of the environment

Equal opportunity

- Reduce the disability employment gap
- Tackle workforce inequality

Wellbeing

- Improve health and wellbeing
- Improve community cohesion

Internal engagement, communication and management of social value

Accountability for social value

Overall responsibility for social value	Kush Wadhwa, CEO
People responsible for delivery	Head of Corporate Services, Senior Management Group, line managers
Policy and procedure links to Social Value	Social Value is embedded within various policies such as Modern Slavery Statement, Ethical Supplier Policy, UN Global Compact



	on Human Rights, Financial policies and procedures, HR policies and procedures
Communication	Social Value approach, updates and actions discussed at Operations meetings, department meetings, intranet pages
Responsibilities of different functions	<ul style="list-style-type: none"> • Procurement - Finance, line managers and Corporate Services • Policy and procedure development – Corporate Services • Strategy, review and approval of initiatives – Senior management group

Implementation approach for embedding social value

Social value has been included in activities across the organisation, including our wholly owned subsidiary in the Republic of Ireland. For example:

COVID-19 recovery

- We allow remote-working and flexible working for staff. This allows them to continue to contribute to their local communities rather than travelling sometimes long distances to work.
- We offer paid time off via a Volunteer Day, for staff who wish to support a local community initiative, group or charity that aims to have a positive impact on society.
- When we do require staff to attend the office, we provide adequate opportunity for remote working, social distancing and we also operate hybrid meetings where staff can attend virtually if they feel unsure about attending in person.

Tackling economic inequality

- We have created a Sociotech for Good Academy, which offers internships to those who wish to work within the tech industry but have not yet secured a role. These offer both the opportunity to acquire valuable technical experience, but also provides generic skills training and outplacement support.
- We are in the process of creating a second internship program for our research services business unit.
- We pay a minimum of London Living Wage to all internships regardless of location.
- We have identified and managed cyber security risks in the delivery of our contracts and in our supply chain. This has included auditing the GDPR and Data Protection and Cyber Security approaches from our significant suppliers to ensure third party suppliers meet or exceed our basic cybersecurity requirements under Cyber Essentials Plus standards.

Fighting climate change

- We operate remote working to allow staff to reduce their carbon footprint.
- We encourage staff to attend client/project meetings and events virtually where possible. Where that is not possible, we encourage staff to combine travel requirements where possible to reduce the number of journeys made and to use public transport.



- We host STRIAD and CESIUM - our software products in AWS Cloud, which reduces energy consumption as opposed to hosting servers on premises. A 2019 study found that AWS is 3.6 times more energy efficient than surveyed enterprise data centers.
- We have implemented several digital software solutions such as digital signing software, time management and HR information systems thereby significantly reducing paper-usage.
- We organise remote configuration for devices thereby reducing the transport / courier required to equip our staff.
- We use office-space that has energy-saving options with light and heat so that we only use what is required, e.g., we ensure the use of motion-sensitive lighting in our offices.
- We implement procurement guidelines including information on electrical equipment, so we select efficient devices centrally and provide guidance for staff who work from home on what devices we approve. For example, we select printers with ISO14001 certification demonstrating they are working to manage and reduce their impacts.
- We source only FSC certified or 100% recycled paper and timber, to reduce our impact on forests.
- We are involved in multiple research projects and commercial contracts intended to have a positive influence on environmental protection and improvement.

Equal opportunity

- We are Disability Confident employers – all candidates and prospective employees are invited to tell us of any adjustments they may need, and we use experts such as Occupational Health advisors to ensure we are providing the correct support to employees.
- We are signatories of the Armed Forces Covenant, and target specific activities such as advertising and providing time off for those who are ex-members or members of reserve forces.
- We have a Modern Slavery Statement, which is loaded voluntarily on the UK Government's Modern Slavery Statement Registry. We have specific actions we have taken and plan to take within the remit of this statement to ensure we support fair and equal access to work. We are also signatories to the UN Global Compact on Human Rights, with a specific plan of actions including policy and procedure review and implementation and training which we adhere to.
- All decisions such as selection, reward, training, promotion etc are made on objective criteria and managers are trained to ensure this is consistent through the organisation.

Wellbeing

- As part of our response to the COVID -19 pandemic and its effect on our workforce and society, we implemented an Employee Assistance Program, which we have offered to all who work with us, employees or otherwise. This provides psychological, legal, financial and health advice and guidance to our staff. Most services are available not just to the staff but to their close family as well.
- We operate flexible and remote working to ensure good work life balance and a healthy approach to managing work and stress.
- We provide stress training to managers and staff to support resilience.
- For those employees whose role requires significant amounts of time spent on work that could possibly trigger secondary-trauma due to the nature of the work, we provide



specialised support including training, supervision, wellbeing time off, and work practices such as rotation of personnel so that adequate time away is achieved.

- We work on significant sociotech projects tackling complex topics such as child exploitation, modern slavery and human trafficking in a co-design manner so that we ensure we provide robust solutions and delivery.

Internal support available to achieve targets and ambitions

- All staff are required to follow all policies and procedures including those designed to deliver social value. All policies and guidance available internally via the intranet and the HRIS system. Any updates are notified to staff when they are made public.
- We encourage compliance by delivering specific training both at induction stage and on an annual refresher basis.
- We provide specific training for managers who are required to manage monitoring and feedback, and to coach and guide others.
- As part of our social value action plan in 2022, we intend to provide more detailed guidance for managers and those who are responsible for evaluating the performance of projects.
- We intend to rebuild our social value intranet pages, drawing together the various initiatives, information, policies, guidance and process documents for staff and carrying our specific education around this topic – this is planned for delivery within Q3 2022.

Performance Management

- Our Head of Operations evaluates, and reviews plans annually with adjustments to policy and practice in accordance.
- Evaluation takes place via staff surveys and consultation with managers.
- We conduct regular reviews of environmentally expensive processes to reduce environmental cost by automating processes. 2022 targets include increasing our percentage of suppliers who meet our ethical supplier criteria of sourcing secure and environmentally conscious process for destruction of assets.
- Project learnings and results are monitored regularly by the European Commission and evaluated for their effectiveness at the middle and end of each project.
- In 2022 we intend to publicly affirm our Sustainability commitment on our website ensuring transparency.

Achievements and benefits realisation

- Trilateral have partnered with two smaller local companies to deliver IT and Cyber Security services in the last 12 months.
- We have chosen cloud-based technical and software services to reduce carbon footprint, leading to a complete reduction in paper-based records for audit purposes.
- We have enabled jobs-holders in areas of low employment by focusing on remote-working policies.
- Our projects have contributed to better understanding of key data and consequently better ability to manage complex social problems, particularly affecting certain areas e.g., Greater Manchester in the UK, the law enforcement community in Ireland.



Actions and next steps for delivery

- In 2022, it is our plan to create a more mature Social Value approach and to focus particularly on measurement so that we can see a clear line of sight from our actions to the benefits.
- An action plan will be developed with input from our key stakeholders, both internal and external and specific measurable and realistic actions and timescales captured.
- This be brought to the Senior Management Group for review and approval before implementation across the company
- Those departments within the company who are particularly involved in delivery will have specific training and guidance, such as Finance, HR and Procurement.

Signed by Kush Wadhwa, Chief Executive Officer, on behalf of Trilateral Research Limited.

Kush Wadhwa

Kush Wadhwa

Date: 17th May 2022