

Trilateral Research Social Value Statement - 2024/2025

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, in alignment with the Public Services (Social Value) Act 2012.

Background

Trilateral Research, founded in 2004, is a leading ethical AI and services company. At Trilateral Research, we feel passionately about making the world a better place by providing [Ethical AI solutions](#) to tackle complex social problems. With award-winning services in research, [data protection](#) and [cyber-risk, ethics innovation](#) and [sociotech insights](#), our team takes an end-to-end approach that fully integrates the technical, legal and social science dimensions. Our ethical AI has a tangible impact in the fight against the biggest challenges we are currently facing such as modern slavery and human trafficking, climate action, child exploitation, human security in conflict and crisis settings, and many more.

Our staff are mainly based in the UK and Ireland, with some staff based in Europe and two in Pakistan. Our head 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 35 employees. 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 publish a Modern Slavery Statement and have voluntarily registered this with the Government's Modern Slavery Register. Our company Business Ethics and Code of Conduct incorporate the universally accepted principles in the areas of gender equality, decent work and economic growth, good health and wellbeing, reduced inequalities, and affordable and clean energy [United Nations Sustainable Development Goals](#). 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 three 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 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

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 our Social Value Policy, Modern Slavery Statement, Ethical Supplier Policy, 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	Procurement - Finance, line managers and Corporate Services Policy and procedure development – Corporate Services, Finance

	<p>Strategy, review and approval of initiatives – Senior management group Implementation and operation – extended management team</p>
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Implementation approach for embedding social value

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

COVID-19 recovery

- We allow remote-working for staff, which allows them to continue to contribute to their local communities rather than travelling sometimes long distances to work, ensuring that employment within the local community is maintained.
- We have introduced a formal flexible working policy, which outlines several working practices and patterns we will consider, to support staff in managing their ability to deliver services while continuing their return 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 social distancing if required, we ensure that health and safety risk assessments are undertaken for lone travellers, we also operate hybrid meetings where staff can attend virtually if they feel unsure about attending in person, and where possible we offer flexibility in timing of meetings.
- We have partnered with a sustainable travel management company to prioritise public and sustainable travel options for all necessary travel, which all staff are encouraged to use.

Tackling economic inequality

Focus on business, jobs and skills

- We have created training opportunities via a Trilateral Intern Academy, which offers internships to those who wish to work within industry but have not yet secured a role. These offer both the opportunity to acquire valuable professional and technical experience, but also provides generic skills training and outplacement support.
- Our recruitment strategy involves several positive action initiatives including advertising in a wider variety of areas and via a number of channels designed to encourage applications from under-represented groups and partnering with a number of organisations to increase access to our training and employment opportunities.
- We pay a minimum of Living Wage to all internships regardless of location in both the UK and Ireland.
- We have provided financial and other support to staff wishing to broaden their skills, that result in relevant qualifications. We also support staff to access training funding and support that may be available through other schemes.

Focus on supply chain resilience and capacity

- We have identified and managed cyber security risks in the delivery of our contracts and in our supply chain.
- We have introduced new policies and standards for procurement ensuring compliance with all statutory and regulatory requirements, and alignment to best practice.

- We have increased resilience in our supply chain by creating a broader mix of suppliers utilising a mixture of larger and SME suppliers.
- We have sourced new suppliers who offer innovative ways to meet our current and future needs whilst meeting our 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 have partnered with a small UK sustainable travel management company who prioritises sustainable and public transport solutions, allowing us to monitor and manage our carbon footprint more easily.
- 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 centres.
- 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 IT configuration for devices thereby reducing the transport / courier demands 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 FSC certified or 100% recycled paper and timber, to reduce our impact on forests, and encourage staff to not print documents unless absolutely unavoidable.
- 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 at selection stage and/or on receipt of an employment offer from us.
- We have partnered with a new Occupational Health advisor to ensure we are providing the correct support to employees with specific needs.
- 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 publish a Modern Slavery Statement, which is submitted voluntarily to 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 have 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.

- We organise specific training and support to recognise and publicise initiatives such as Neurodiversity Awareness Week, Mental Health Awareness Week, World Mental Health Day etc.

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 specific Mental health at Work and Stress Management training to managers and staff to support resilience and wellbeing.
- For those employees whose role requires significant amounts of time spent on work that could possibly trigger secondary harm or vicarious trauma due to the nature of the work, we provide a specialised program of support including training, supervision, wellbeing time off, and work practices such as rotation of personnel so that adequate time away from work of a distressing nature 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. We have partnered with local authority organisations and police to deliver these to the benefit of the local communities.

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 are made 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 and as an annual refresher, as well as ad-hoc on an “as needed” basis.
- In line with commitments detailed in our Social Value Action Plan 2022, we have delivered a full program of management training for people managers and those who are responsible for evaluating the performance of projects.
- We are rebuilding our social value policy and program guidance and information on our intranet pages, drawing together the various initiatives, information, policies, guidance and process documents for staff and carrying out specific education around this topic.

Performance Management

- Our Senior Leadership Team evaluates, and reviews plans annually with adjustments to policy and practice in accordance.
- Evaluation takes place via staff surveys, consultation with managers and measurement of various data such as carbon offsetting programs, renewable energy usage etc.
- We conduct regular reviews of environmentally expensive processes to reduce environmental cost by automating processes and reducing impact where possible. 2024 targets include specific actions regarding travel management and reducing carbon footprint.
- Project learnings and results are monitored regularly by the European Commission and evaluated for their effectiveness at the middle and end of each project.

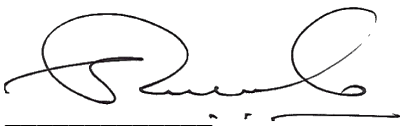
Achievements and benefits realisation

- Trilateral have partnered with two smaller local companies to deliver IT and Cyber Security services and sustainable travel management 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 and flexible working arrangements to support work life balance.
- We have trained several entry level staff to gain key technical and professional skills that will allow them to move to longer term employment, either with us or with other employers.
- 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 Combined Authority, Lincolnshire Police, enabling them to better support their communities in solving complex social problems with locally informed solutions.

Actions and next steps for delivery

- In 2024, it is our plan to create a more mature Social Value approach as part of our overall ESG strategy 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 with insights from evaluation of the efficacy of previous actions.
- Plans will include specific measurable and realistic actions and timescales.
- This will be brought to the Senior Leadership Team 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, along with formal roll out to all staff.
- Further investment will be made in enabling good communication across the company to support these efforts, such as in our intranet software.

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



Kush Wadhwa

Date: 15th May 2024