



Social Value Policy

Sycous recognises the additional value we can contribute, in line with our status as a Certified B Corporation, alongside and in partnership with our clients. This value will be collaboratively identified, maximising its impact across communities, local businesses, local environment and local people, across where we work and where we operate.

Our Policy

Sycous are committed to providing Social Value, including any contractual commitments and through our Certified B Corporation, amongst other legally binding and company policy commitments.

This commitment is delivered through the appointment of Social Value Coordinators, who work proactively and, wherever feasible, in partnership with our clients and local organisations to maximise and align the delivery of Social Value.

Alongside our Social Value Coordinators, our Account Management team are encouraged and supported to engage with our clients to identify local opportunities to deliver Social Value.

Utilise and adopt national frameworks, such as TOMs, to support the identification, measurement and reporting of Social Value.

Training and support will be provided to Social Value Coordinators alongside clear guidance and support, including supporting other team members to become engaged and support the delivery of Social Value as part of their role.

Our Social Value will be supported across the organisation, with overall responsibility provided to a senior team member, as Social Value Lead, including reporting to the Board of Directors and annual Social Value Impact report.

Our Procedure

1. We will appoint Social Value Coordinators where we have contractual commitments to deliver Social Value, which will be responsible for undertaking contractual reporting.
2. Social Value Coordinators will provide a monthly Social Value Update report, reviewed as part of company management meetings.
3. We will promote the opportunity for Social Value as part of our contract management through our Account Management team, including with clients and local community groups.
4. Where challenges are experienced, or risks identified, against the approach to measuring Social Value, or challenges in achieving contractual or company commitments, this will be escalated by the Social Value Coordinator to the Social Value Lead and Account Managers to agree the necessary action to resolve, in consultation with clients and others.
5. We will support direct applications for Social Value, with applications for grants up to £5,000 or projects and support being made to social.value@sycous.com.

Dispute Resolution

Concerns relating to the delivery of Social Value can be escalated to our Social Value Lead by email to social.value@sycous.com, with a response provided within 7 working days.



Metering and billing **made easy.**





If you are not satisfied with our response, or the timeframe in which we are responding, please write to the Managing Director, Sycous Limited, New York House, 1 Harper Street, Leeds, LS2.

Records

A record relating to the measurement and impact of our Social Value, including specific activities taking place will be stored for 5 years, as well as being published as part of our Social Value Impact report.

Where information relating to specific activities may be confidential, this will be anonymised or confidential information removed.

Review and agreement

This policy is agreed by the board of Sycous who agree to review this policy and arrangements on an annual and more frequent basis, as necessary, to maintain our commitments.

Signed

Matthew Hall (Responsible Director)

Date

20th July 2025



Metering and billing **made easy.**

