



During 2019/20 Springboard staff were involved in several consultation workshops and as a result, in September 2020, Springboard launched the Springboard strategy 2020-2022. This was communicated with all staff and included

- clear messaging around the vision, mission and values
- strategic objectives
- Finance strategy
- Governance strategy
- IT strategy
- Marketing strategy



Strategic objective 3 identified the objective to grow as a people-centred, values based organisation. Springboard's aim is to have a team who live and breathe our values, feel proud to work for Springboard and are productive and committed. We plan to lead, support, and improve our people, while delivering on Springboard's strategic objectives.

Springboard's Equality and Diversity policy includes a commitment to preventing and eliminating of unlawful and unfair discrimination and encouraging diversity amongst our workforce. Our aim is that our workforce be truly representative of all sections of society and each worker feels respected and able to give their best. Springboard actively builds a culture that values meritocracy, openness, fairness and transparency; and opposes all forms of unlawful and unfair discrimination, be it direct, indirect or by association.

In 2021 Springboard launched their new internal training programme which included unconscious bias training for the first time. All staff were given information about the Disability Confident scheme and were asked to update their medical information within



our HR platform BreatheHR. From this we are able to ascertain that 33% of staff have a disability or moderate to severe condition. Line Managers have regular 1:1 discussions with staff and make adjustments and support where necessary.

During the Covid19 pandemic Springboard has also taken additional steps to support staff with access to the Hospitality Action Employee Assistance Programme, virtual coffee breaks, quizzes and Christmas events.

*"I had some serious family issues which resulted in depression for which I was receiving treatment from my doctor and counselling. I reported this to my line manager but confirmed I wished to continue working. We made sure to include wellbeing actions as part of my goals and discussed progress at each review meeting.*

*My line manager and CEO showed a genuine interest in supporting me though this difficult time and offered me additional actions should I need them".*

*Janet Butterworth*

*I have Stargardt's Disease which impacts my central vision (it is a type of macular degeneration), I am not yet registered as partially sighted but my vision is impaired, as I struggle with small print, and I am under the care of Moorfields Eye Hospital.*

*During my interview I shared this information with interviewers who immediately put my mind at rest reassuring me they would support my needs.*

*During the onboarding process I was asked if I had any specific requirements when it came to the equipment and I was supplied with a laptop with a larger screen and a larger phone (which I got to choose) to help me read. The company also supplied me with a large monitor and anti-glare screen which helped with appropriate working from home set up.*

*Agnieszka Ferrel*