



Hertfordshire FA

Corporate Social Responsibility Policy

Updated August 2024



Who we are

We are the governing body of football in Hertfordshire, part of a national network of County Football Associations that support and develop the game across the country, with the aim of giving everyone the chance to play and develop their love of the game.

We believe that football is a force for good and work to ensure the benefits it brings are spread as widely as possible across our county.



Our Purpose

Inspiring Positive Change Through Football

*by uniting communities, creating opportunities
and improving health and wellbeing*





Our goals

We want to ensure that the way our organisation operates contributes positively to society beyond simple commercial, financial and operational measures.

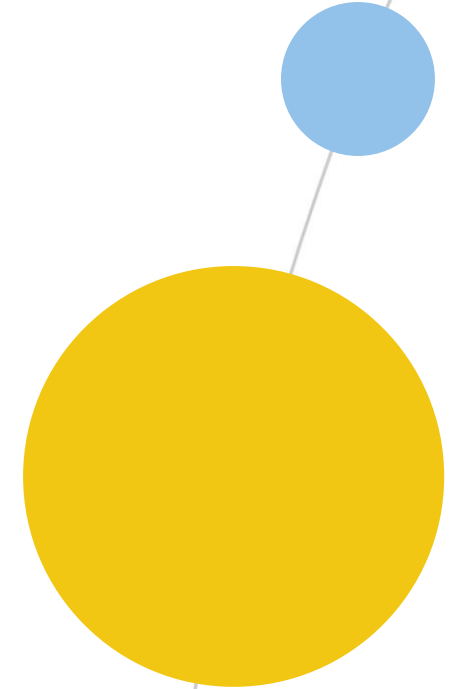
Our Corporate Social Responsibility Policy sets out the principles we follow and the programmes we have developed to deliver against these goals



Employees

We know that an effective team is vital if we are to deliver against our objectives, so we take the wellbeing and development of our staff seriously. We are committed to providing a safe and inclusive work environment that takes advantage of modern, flexible working practices and promotes continuous learning and professional growth

- Staff wellbeing group established
- Employee Assistance Programme through third party experts
- Mental Aid First Aid training provided
- Website and mobile phone app to manage time off
- Regular appraisals and 'check ins' with line manager
- Access to a range of relevant training online and in person
- Sportswear discounts, Wembley ticket access, free use of local gym

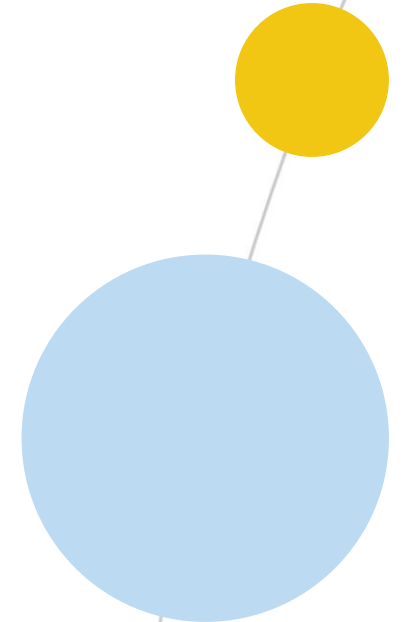




Customers

We strive for quality and consistency across all areas of our work. We are committed to delivering on our promises and continually improving our services based on user feedback. We work to make things easier for the volunteer workforce across grassroots football, helping them to carry out their work with the minimum of friction.

- **Online customer service system to manage queries and analyse performance**
- **Cloud based phone system connects staff at any location**
- **Cloud-based IT enables responsive flexible working**
- **Website and social media highlight support and guidance to simplify processes e.g. Affiliation**
- **Work closely with The FA to support effective use of their systems**

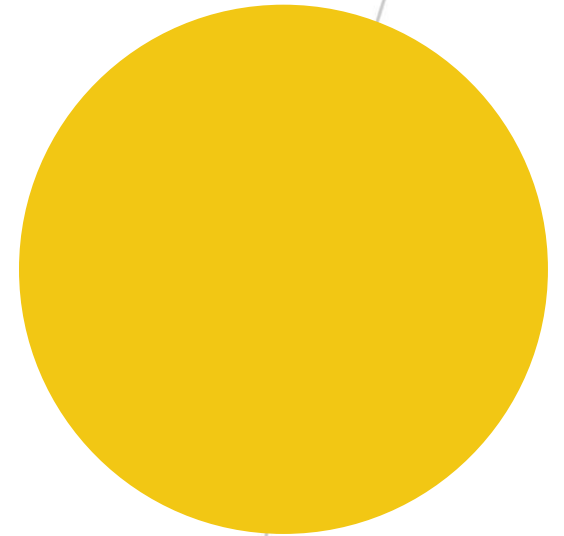




Communities

We want football to be recognised as a positive force in our county. We support local initiatives that contribute to the socio-economic development of our communities, prioritising locally based suppliers where possible. We support charitable activities and work with local organisations to address community needs.

- Support and develop clubs and leagues to offer football opportunities for all
- Support investment in clubs and schools to improve facilities for sport
- Work with local professional clubs and other partners to deliver key initiatives
- Work with Police and Local Authorities on crime reduction/awareness campaigns
- Support charity partner to collect unwanted kit and distribute to where it can be reused
- Onsite facilities available to local community groups outside of football
- Local companies used for maintenance of The County Ground





Environment

We aim to reduce the environmental impact of our activities by implementing responsible and sustainable business practices. We are committed to reducing waste and improving energy efficiency across all aspects of our own operations, as well as using our position to promote best practice in the wider grassroots game.

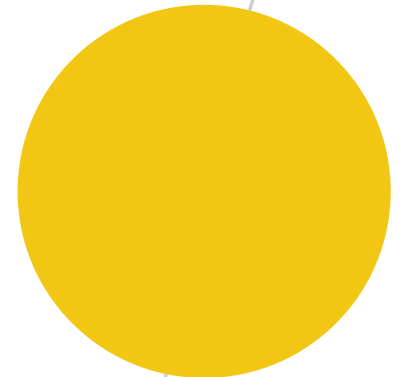
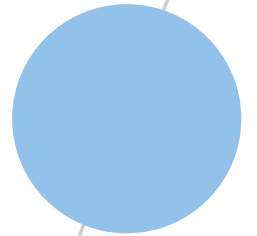
- Flexible working reduces staff travel and therefore emissions
- Waste sorted for recycling across County Ground facilities
- Reusable drinks bottles provided to staff in place of plastic cups
- Ongoing drive to reduce paper use in favour of electronic communications
- Electric car charging points installed onsite encouraging transition to EVs
- Floodlights at County Ground due to be changed to low energy LED
- Solar panels on office building providing clean electricity



Ethics

We are committed to maintaining the highest standards of integrity and governance, representing and reflecting the community we serve. We operate with fairness and transparency, setting a positive example by meeting and where possible exceeding what is required by relevant legislation and regulations.

- Discipline operates as an independent judicial process
- Inclusion Advisory Group and Youth Council established
- Achieved the Foundation Level of the Equality Standard for Sport
- Membership organisation with high level input from range of stakeholders
- Safeguarding efforts exceeding standards required by The FA
- Suppliers are treated with respect and paid promptly





Measurement

The efficacy of the above policies are evaluated and monitored on a regular basis led by the Senior Management Team and Board.

This will include routine discussion on activity related to the areas covered, assessing whether the policy objectives have been met, or where there may be opportunities to improve. Outcomes will be analysed to better inform policy and to adjust if necessary.