



Good Work Pledge Criteria and Example Evidence

Pillar	Activity to demonstrate could include: Note: This list is not exhaustive. If written policies are not in place, smaller businesses should demonstrate how their processes are effective. NTCA does not necessarily endorse the information, advice or services provided in any of the external links provided to in this document. These links are solely provided for information and guidance purposes.
ONE - Valuing and Rewarding Your Workforce	
1. Pay a fair and decent wage, including achievement or commitment to pay the Real Living Wage to employees and those within their supply chains	Is the business an accredited member of the Real Living Wage Foundation? Is there a company pay policy or pay scales/rates that show pay is offered at the current rate of the Real Living Wage? If payment is not currently offered in line with the Real Living Wage is there a plan in place to achieve this? See our online resources guide for further links.
2. Provide additional benefits to workers e.g. flexible working, discount schemes etc.	What additional benefits does the business offer its employees? Do company policies include flexible working arrangements, healthcare benefits, discount schemes and other benefits? See our online resources guide for further links
3. Value and promote job security and job fulfilment amongst workers	How does the business provide job security to its employees? What proportion of the workforce is on long term/permanent contracts? Are employees regularly updated on the progress of the business and how this can enable job security and longer-term career goals? Ways of ensuring that employees feel fulfilled at work: <ul style="list-style-type: none"> • They know how their work impacts on others • They know what the bigger picture of the business is

GOOD WORK PLEDGE



	<ul style="list-style-type: none"> • They can contribute ideas to the development of the company • They know what the results of their work are, and how it impacts on the business <p>See our online resources guide for further links.</p>
<p>4. Have a zero-tolerance on exploitative employment practices with employment policies and practices that protect worker's rights.</p>	<p>Does the business use any casual or zero-hour contracts? For what purpose (e.g. to serve short term needs such as manufacturing peaks, seasonal demands, and sickness etc.)? Are temporary workers encouraged to apply for longer terms posts? Do temporary workers benefit from company policies in line with all other employees? Could the business consider alternatives to temporary work or zero-hour contracts that provide better security for the workforce?</p> <p>See our online resources guide for further links</p>
<p>TWO - Promoting Health and Wellbeing</p>	
<p>1. Provide a safe and healthy working environment</p>	<p>Is there a dedicated person responsible for health and safety? Are there adequate safety inductions for new staff and regular updates? Is the correct type of PPE provided and are the users trained to use it properly? Are employees provided with guidance about working hours and the importance of taking breaks? Are the working premises set up in line with HSE guidance? Have clear reporting lines been established to allow employees the opportunity to express any concerns? Are risk assessments in place and are they updated regularly to reflect in change in practice? Are there trained first-aiders on site? Do staff receive appropriate training for the activities they undertake?</p> <p>See our online resources guide for further links.</p>
<p>2. Provide health and safety training and representation for all staff</p>	<p>Is there a dedicated person responsible for health and safety? Is induction training thorough and do staff know emergency procedures? Is the provision of health and safety training linked to risk assessments?</p>

GOOD WORK PLEDGE



	Are there clear and open lines of communication for any concerns to be reported? Are safety reviews ongoing?
3. Providing opportunities for workers to develop healthy lifestyles (including mental health, resilience)	Are healthy lifestyles encouraged? Are fitness incentives offered (e.g. discounts, cycling to work schemes)? Are employees encouraged to talk about mental health issues (e.g. in team meeting topics, world mental health day activities etc.)? Is there support for mental health concerns? How does the business discourage stigma? How do sickness procedures support employees who are returning to work?
4. Effective practices in supporting people with health conditions and disabilities to maintain and progress their employment within their organisation.	Is there an effective sickness policy, company sick-pay policy or return to work processes to support progress? How does the business support employees with ill-health/disabilities to progress in their employment in line with other employees? See our online resources guide for further links.
THREE - Effective Communications and Representation	
1. Value and listen to employees	How does the business listen to its employees (team meetings, open-door policies, appraisals/supervisions etc.)? Are there opportunities for employees to submit ideas for improvements (recognition, staff advocates, employee board members etc.)? How are employees represented (having a Trade Union Recognition Agreement in place and recognising employee memberships of Trade Unions or employee forums etc.)? See our online resources guide for further links.
2. Ensure employees have autonomy and a voice in the running of the business.	Does the business actively encourage employee forums? Are employees consulted on changes? Are Trade Unions part of any consultations? Do business briefings and updates by management offer feedback opportunities?

GOOD WORK PLEDGE



	<p>Is there an open-door policy or employee mailbox? How is autonomy enabled (through staff training, a culture that encourages new ideas, regular feedback opportunities and recognition etc.)?</p>
<p>3. Inclusive practice that allows better access to work and progression and fairness in rights and conditions for all workers.</p>	<p>Are there Equalities, Sickness, Recruitment and Training policies or fair processes (e.g. are job vacancies filled in a fair and open manner)? Are flexible working requests handled fairly and are employees/managers able to access professional advice (e.g. HR Officer/Consultant/Acas to ensure decisions are fair and lawful)? Does the business have a terminal illnesses policy or process in place (e.g. are these instances handled professionally/sensitively, with support for the employee concerned)? Does the business have a Trade Union Recognition Agreement in place to further open up channels of communication and negotiation between employer and employees? See our online resources guide for further links.</p>
<p>4. Promote fairness and trust across all levels of their organisation/business</p>	<p>Are there effective communication, training, HR, and recruitment practices? Is there a sickness policy in place? Is the personal development of employees supported? Does leadership training ensure consistency of management and fair decision making.</p>
<p>FOUR - Developing a Balanced Workforce</p>	
<p>1. Invest in training and developing the skills of the workforce to provide progression .</p>	<p>Do managers hold regular one-to-ones with staff? Are appraisals, training requests and progression routes identified? Is training featured in the business's development plan or is there a training plan? See our online resources guide for further links.</p>
<p>2. Provide high-quality apprenticeships that promote employment in priority sectors</p>	<p>Does the business use the government levy fund? If so, to whom are they available (e.g. existing employees and new entrants)? Once in place, how are apprentices supported in the workplace? See our online resources guide for further links.</p>

GOOD WORK PLEDGE



<p>3. Invest in the future workforce by engaging with education providers, providing early opportunities for work experience and quality apprenticeships</p>	<p>Does the business offer placements to priority groups? (e.g. school/college leavers, economically inactive, mature workers etc.) Are there opportunities for apprenticeships to support businesses growth plans? See our online resources guide for further links.</p>
<p>4. Low skilled workers have opportunities to progress</p>	<p>How does the business monitor development opportunities for all workers? Is there evidence of encouraging job progression for low-skilled workers (e.g. access to entry-level courses, group/team activities and confidence-building etc.)?</p>
<p>5. Have a clear vision, values, strategies, and policies and processes that promote inclusiveness, health and wellbeing, equality and diversity and workforce development.</p>	<p>Can the business demonstrate a vision backed up by policies that are regularly reviewed to meet the needs of the organisation/business and its people? What evidence is there to show how changes are communicated to employees? How are targets and milestones monitored and met? See our online resources guide for further links.</p>
<p>FIVE - A Social Responsibility</p>	
<p>1. Demonstrate social responsibility through effective procurement and contracting policies and practices, buying locally, and paying suppliers on time</p>	<p>Does the business have a procurement policy or process that includes a commitment to fair and early payment (e.g. with small businesses)? Is there a commitment to purchasing locally, consideration about where goods are sourced, and awareness of unethical practices (e.g. modern slavery, environmental impact, carbon footprint etc.)? See our online resources guide for further links.</p>
<p>2. Connect with customers in the local community</p>	<p>Does the organisation/business engage and support the local community (e.g. charities, donations, supporting campaigns, supporting local employment, enabling employees to volunteer etc.)? Is the business aware of local community problems and needs? See our online resources guide for further links.</p>
<p>3. Promote personal social responsibility; supporting workers to undertake community</p>	<p>Does the business have an employee volunteering policy and/or company community days? Does it assist with local campaigns and concerns, and support employee's charitable events? See our online resources guide for further links.</p>

GOOD WORK PLEDGE ✓



<p>projects and volunteering that enables them to contribute to society and the economy</p>	
<p>4. Have a clear commitment to sustainability including a reduction in carbon footprint and policies that protect the environment</p>	<p>Does the business have an awareness of its carbon footprint? Are there plans in place and is there a commitment to reducing emissions? What is the method of measuring success? How does the business include employees in their carbon reduction drives (e.g. encouraging sustainable travel, recycling, energy usage etc.)? See our online resources guide for further links.</p>