

# Citizenship statement

## **Our commitment**

As the nation's leading first aid charity we play a vital role in every community. We aim to deliver all aspects of our charitable mission in responsible ways that benefit all of those we work with and serve. Not only do we want to care for people directly; we want to ensure that their lives and their environment are as healthy and positive as possible. We're committed to continually finding ways to improve how we behave to ensure that every community we work with is a caring one.

## **Our vision, mission and values**

### **Vision**

- Everyone who needs it should receive first aid from those around them. No one should suffer for the lack of trained first aiders.

### **Our mission is:**

- to provide an effective and efficient charitable first aid service to local communities
- to provide training and products to satisfy first aid and related health and safety needs for all of society
- to encourage personal development for people of all ages through training and by membership of our organisation.

### **Values**

Our organisation exists to:

- provide care to those who need it
- put the needs of others first
- show commitment to those around us through the depth and range of our skills
- welcome and value those who offer their talents and time for the service of others
- work for, with and in the community
- respect the trust placed upon us
- encourage and bring out the best in each other
- deliver what we promise.

## **In your community**

St John Ambulance is a leading voluntary organisation, creating opportunities for people from all communities to support and serve their neighbours, friends and colleagues, whether this is by giving first aid or encouraging and offering personal and career development for all. For example, as a leading youth organisation, we help young people from all cultures and backgrounds aged 5 to 25 to develop confidence and practical citizenship skills.

## **People**

### **Work/life balance for staff**

St John Ambulance is committed to equality of opportunity in employment for all members of staff. This includes developing work practices and human resource policies that promote a healthy work/life balance both in the interest of our employees and in the achievement of our charitable and commercial outcomes.

Where possible, St John Ambulance seeks to offer employees alternative working patterns that will help them to strike a good balance between their paid work and their personal life obligations, such as flexible working in order to fulfil childcare responsibilities.

### **Health and safety**

St John Ambulance recognises that all of those who work with or for us are a valuable asset and play an important part in helping us to achieve our charitable vision. As such, we are committed to ensuring that health and safety policies are in place that recognise the Health and Safety at Work Act, and other relevant legislation, and promote a positive, safe and happy working environment and organisational cultural.

### **Training and development**

St John Ambulance is committed to helping all people within the organisation to perform their jobs effectively. We aim to encourage everyone to perform their jobs to the highest possible standard, providing both appropriate training and development opportunities and an environment in which people are motivated and encouraged to develop their skills and knowledge. For instance, we work with the Institute of Leadership Management to help personnel to gain qualifications that help them to develop their current roles and future opportunities.

### **Diversity**

St John Ambulance is committed to being an equal, inclusive and diverse organisation. We embrace those of any age, race, sexuality, gender, disability, socioeconomic background, religion or belief who want to either help us to realise our charitable vision, mission and values, or to benefit from the services we provide. We also aim to promote equality and diversity in the communities where we work and at a national level.

Recently accredited with the Two Ticks symbol, this award is evidence of our commitment to the recruitment and retention of those with disabilities and to positively develop employee awareness of disability.

## **Community support**

All of our core work is done for the benefit of communities nationwide and St John Ambulance is committed to using our commercial profit to further our charitable mission. For instance:

- The Carer Support Programme provides advice and first aid training to the nation's growing number of unpaid, informal carers
- Our Community First Responders are trained to attend emergency calls received by the ambulance service and to provide care until an ambulance arrives
- The Peer to Peer Youth Volunteer Project is designed by young people, for young people, and aims to engage with hard to reach groups in four urban London boroughs, working with young people not currently in education, employment or training, ethnic minority groups and young carers.

We are constantly working with communities to determine their specific needs and develop our services accordingly.

## **Sustainability**

St John Ambulance recognises the importance of maintaining a healthy environment, locally and globally. As such, we endeavour to make our behaviour and practises as sustainable as possible.

As part of this commitment, we believe in minimising our energy usage, waste production and the impact of transport on the environment. We also encourage employees to improve their understanding and awareness of sustainability and its relevance to them, to share our commitment, and to support and contribute to our positive organisational culture.