A Technical Guide to

Social Value & the TOM System for Australia

May 2026

Foreword

Social Value is now a core expectation for organisations operating in Australia, shaped by ESG commitments, responsible procurement, workforce expectations and increasing scrutiny from customers, investors and communities.

Social Value Portal is pleased to partner with Social Traders, Australia's leading industry body for social enterprise and social performance since 2008. Together, we will support organisations across all sectors to deliver more Social Value for communities whilst strengthening the transparency and credibility of reporting.

This Technical Guidance introduces the TOM System for Australia - the measurement framework designed to support this ambition. It outlines the framework's structure, methodology, and evidence requirements, and explains how it has been tailored to meet Australia's national priorities, remote needs, as well as the business landscape.

This document provides the technical foundation to apply the TOM System for Australia rigorously, from selecting appropriate measures and capturing robust data to evidencing delivery and reporting performance with confidence.

We look forward to working with partners across Australia who are ready to take the next step in delivering social impact for communities across the nation.

At Social Value Portal, we believe in a better, more equitable world where conducting good business means putting people and planet alongside profit. That's why we are on a mission to make Social Value count in every local community, worldwide.
***- Guy Battle** CEO at Social Value Portal*

All rights reserved. ©Social Value Portal 2026

Contents

1.0	**Introduction to Social Value**	4
2.0	**The Global TOM System & The TOM System for Australia**	6
2.1	The Global TOM System	6
	Proxy Development	*6*
2.2	The TOM System for Australia	7
2.3	Theme: Work Measures	8
2.4	Theme: Economy Measures	9
2.5	Theme: Community Measures	10
2.6	Theme: Planet Measures	11
2.7	Theme: Aboriginal & Torres Strait Islander Peoples Measures	12
2.8	Applying the Methodology to the Measure	13
2.9	Remote Measures	13
2.10	TOM System FAQs	15
3.0	**Social Value Portal & the Platform**	16
3.1	Social Value Portal	17
3.2	The Platform	18
3.3	Your Social Value Journey	19
	Onboarding & Ongoing Support	*19*
	Reporting & Analytics	*20*
	Validation	*21*
3.4	International Solutions	22
4.0	**Partnering with SVP**	23

All rights reserved. ©Social Value Portal 2026

1.0 An introduction to Social Value

What is Social Value?

Social Value is the **currency for conducting responsible, sustainable business.** In simple terms, it is the value an organisation contributes to society, through people, place and planet and that goes beyond business as usual.

What is the history?

The concept of Social Value has been developing over many years but gained significant momentum in the United Kingdom with the introduction of the *Public Services (Social Value) Act* in 2012 that requires all public authorities to have regard for economic, social, and environmental wellbeing in connection with public services contracts.

Social Value has since transformed into a business-as-usual approach across the public, private and third sectors in the UK, and is now being adopted globally as a way of demonstrating value creation: **a step beyond ESG risk management.**

Why embed Social Value ?

The benefits of embedding Social Value into an organisation's operating model are wide-ranging and touch every part of a business when done correctly:

- Support the community where it matters the most.
- Attract and retain talent, customers, and investment.
- Meet regulatory, ESG and CSR requirements.
- Gain and maintain a competitive advantage in the market.
- Promote positive community impact credibly to boost reputation.

Why measure Social Value?

Whether an organisation makes charitable donations, reduces water usage and carbon emissions, offers apprenticeships to Aboriginal and Torres Strait Islander peoples, or commits to a sustainable supply chain – it all creates Social Value.

By enabling and facilitating initiatives that strengthen people, communities, and places, **your organisation can have a bigger impact than you may think**.

Social Value measurement is important because it creates **focus, consistency, and accountability** in understanding the broad impact of initiatives. It ensures organisations can clearly track **how their work contributes to people, communities, and the environment** in a structured and comparable way.

All rights reserved. ©Social Value Portal 2026

2.0

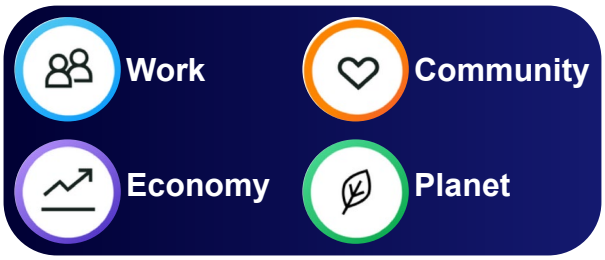
The Global TOM System &

The TOM System for Australia

2.1 The Global TOM System

What is the Global TOM System™?

TOM stands for **Themes, Outcomes, and Measures.** The Global TOM System is structured around four core Themes.



In some locations, a country-specific Theme is included for greater local relevance. For Australia, the additional Theme is for Aboriginal and Torres Strait Islander Peoples to reflect the unique social and cultural fabric of Australia.

Each **Theme** is linked to specific **Outcomes** that describe the targeted change or benefit an organisation wants to create through the **Measures** it uses.

The TOM System is designed to be **easy to use,** whether you're a first-time user or an experienced Social Value practitioner. It is **compatible with all major sustainability frameworks**, including the UN SDGs.

How do you put a price on doing good?

Most Measures in the TOM System represents a quantifiable activity that has an associated **proxy value**, determined by an **expert team of dedicated researchers, economists, and social scientists** committed to developing the most robust and trusted measurement standard for Social Value in the world. TOM System proxy values are designed to be **credible, defensible, and comparable.**

Proxy Development

A **Proxy Value** helps an organisation express their Social Value in financial terms. The proxy values in the Global TOM System are developed using **credible data sets from internationally recognised organisations** including:

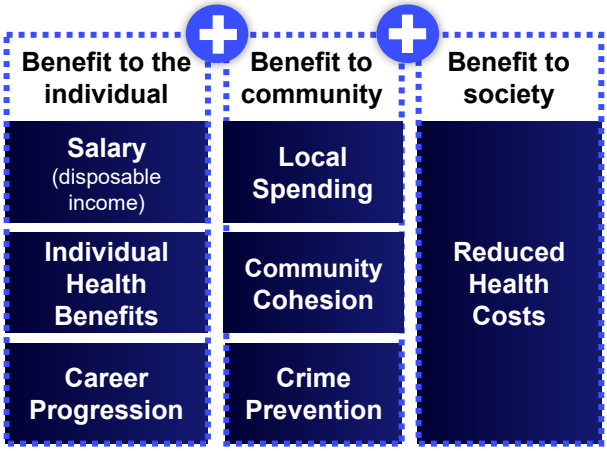
- OECD
- United Nations
- World Bank
- International Monetary Fund

These datasets are supported by **country-specific publicly available data sets**, such as:

- The Australian Bureau of Statistics
- The Reserve Bank of Australia
- Australian Department of Health, Disability and Ageing
- Jobs and Skills Australia

The combination of global and country-specific data sources **ensures the highest level of transparency and trust.**

Each proxy value consists of a series of 'value blocks', which are ways in which an activity covered by a Measure generates Social Value, and reflect the individual, community, and societal benefits created by that activity. For example:



AUS_TW2.3: Unemployed people with disabilities recruited.

All rights reserved. ©Social Value Portal 2026

2.2 The TOM System for Australia

Global vs the TOM System for Australia

The TOM System for Australia is part of the Global TOM System – designed specifically for the Australian context.

The process for defining the Measure set for the TOM System for Australia was:

1. **Engage stakeholders from different sectors and industries.**
2. **Research national regulations, needs, and priorities.**
3. **Identify publicly available data that is robust and credible.**
4. **Take a 'Theory of Change' approach to develop each Measure and proxy value.**
5. **Test, receive feedback, reiterate.**

The Australian Social Value Taskforce

To achieve steps 1 and 5 of the Measure set refinement process, Social Value Portal established the Australian Social Value Taskforce in 2023, **co-chaired by Ventia.** The Taskforce is **a group of 60+ cross-sector Australian organisations** who have supported the development and curation of the TOM System Australia.

The Taskforce has been integral to understanding the local context, providing industry-specific perspectives, and selecting the final TOM System Measure set for Australia.

Quarterly meetings provide the opportunity to raise queries, share learning and discuss specific issues or ideas.

Want to join the Australian Social Value Taskforce? Let us know:
Australia@socialvalueportal.com

Key Learnings

The Taskforce's role in shaping and refining the Australian Measure set has helped Social Value Portal to create two key differences within the TOM System for Australia which ensure that unique needs of Australian communities are considered:

(1) Recognising Aboriginal and Torres Strait Islander Peoples through a bespoke Theme.

The Taskforce felt that the needs and priorities of Aboriginal and Torres Strait Islander communities are too important to combine into the four existing Themes of the Global TOM System. Rather, by separating their Measure sets into a fifth Theme, the TOM System for Australia would further encourage organisations to focus Social Value initiatives on improving outcomes for these communities. Measures within this Theme have undergone additional rigorous review processes, particularly through engagement with Reconciliation Australia, Taskforce consultation, and independent consultants with cultural experience.

(2) A stronger focus on remote Social Value delivery.

The value of delivering Social Value initiatives in remote and/or isolated areas can often have a greater impact on local communities. Therefore, the Taskforce advised that certain Measures are duplicated with a greater proxy value to encourage organisations to deliver Social Value initiatives within remote areas.

What's in the TOM System for Australia

The are five Themes, 23 Outcomes and 101 Measures. These are summarised in the following pages, with full access to all proxy values and eight state and territory-level Measure sets available to Members of Social Value Portal.

All rights reserved. ©Social Value Portal 2026

2.3 Theme: Work

Measures & proxy values are subject to change. Full access available via SVP membership.

The Theme of **Work** is designed to provide opportunities through local employment, equal employment opportunities, upskilling, and future skills development. In the TOM System for Australia, this Theme has **5 Outcomes, 14 core Measures** (5 sub-Measures with different units required), and **8 remote Measures.**

Example: AUS_TW2.3: Unemployed people with disabilities recruited

2 employees with disabilities employed	×	Proxy value: $106,114.33	=	**$212,228.66** **Social Value generated**

Outcome	Reference	Measure	Units	Remote
Creating employment	AUS_TW1.1	People employed	no. of employees /no. of FTE	Yes
Creating equal employment opportunities	AUS_TW2.1	Long-term unemployed people recruited	no. of employees /no. of FTE	
	AUS_TW2.2	People recruited who are young unemployed (16-24 y.o.)	no. of employees /no. of FTE	Yes
	AUS_TW2.5	Unemployed people recruited	no. of employees /no. of FTE	Yes
	AUS_TW2.3	Unemployed people with disabilities recruited	no. of employees /no. of FTE	
	AUS_TW2.4	Employment of apprentices	no. of employees	Yes
	AUS_TW2.13	Proportion of employees who are women	%	
	AUS_TW2.14	Recruitment programs for women in place	Y/N	
	AUS_TW2.15	Proportion of leadership positions filled by women	%	
Developing life and business skills	AUS_TW3.2	Personalised support to improve career and life skills	no. staff expert hours	
Providing skills and experience for good work	AUS_TW4.3	Accredited training (VET) for employees	no. of employees	Yes
	AUS_TW4.5	Upskilling existing employees through vocational training	no. of employees	Yes
	AUS_TW4.7	Accredited training (VET) for people at risk of social exclusion	no. people	Yes
Developing skills and experience for future work	AUS_TW5.1	Training schemes for people at risk of social exclusion	no. people	Yes

All rights reserved. ©Social Value Portal 2026

2.4 Theme: Economy

Measures & proxy values are subject to change. Full access available via SVP membership.

The Theme of **Economy** is designed to drive inclusive growth through supporting local businesses and small and medium enterprises (SMEs). In the TOM System for Australia, this Theme has **4 Outcomes, 10 core Measures,** and **4 remotel Measures.**

Example: AUS_TE1.3: Spending with not-for-profit suppliers in Australia

$50,000 spent with one not-for-profit supplier	×	Proxy value: $2.97	=	$148,500 **Social Value generated**

Outcome	Reference	Measure	Units	Remote
Building diverse and sustainable supply chains	AUS_TE1.1	Spending with suppliers in Australia	$	Yes
	AUS_TE1.2	Spending with SME suppliers in Australia	$	Yes
	AUS_TE1.3	Spending with not-for-profit suppliers in Australia	$	Yes
	AUS_TE1.9	Spending with Social Enterprise suppliers in Australia	$	Yes
Promoting fair work	AUS_TE2.1	Contributions to programs which promote gender equity	$ invested	
	AUS_TE2.2	Contractors in the supply chain that pay their employees a real living wage	%	
	AUS_TE2.3	Implementation and facilitation of Good and Fair Work charters	Y/N	
Eradicating bad work in the supply chain	AUS_TE3.1	Supply chain audits that identify and manage the risk of modern slavery	No. audits	
	AUS_TE3.2	People employed to identify and manage the risk of modern slavery	No.	
Pioneering approaches to promoting responsible business practices	AUS_TE4.1	Initiatives to promote and support responsible business	$ invested inc. time, materials, equipment etc	

All rights reserved. ©Social Value Portal 2026

2.5 Theme: Community

Measures & proxy values are subject to change. Full access available via SVP membership.

The Theme of **Community** is designed to empower communities through donations, volunteering, and strengthening local networks. In the TOM System for Australia, this Theme has **3 Outcomes, 12 core Measures** and **10 remote Measures.**

Example: AUS_TC1.4: Support for third sector organisations through volunteering

3 employees volunteer for 8 hours	×	Proxy value: $62.63	=	**$1,503.12** **Social Value generated**

Outcome	Reference	Measure	Units	Remote
Building resilient communities	AUS_TC1.1	Support for Social Enterprises through donations	$ invested	Yes
	AUS_TC1.2	Support for not-for-profit organisations through donations	$ invested	Yes
	AUS_TC1.3	Expert support for third sector organisations and SMEs	no. staff expert hours	Yes
	AUS_TC1.4	Support for third sector organisations through volunteering	no. staff volunteering hours	Yes
	AUS_TC1.5	Support for community projects through donations	$ invested	Yes
	AUS_TC1.6	Support for community projects through volunteering	no. staff volunteering hours	Yes
	AUS_TC1.13	Support for involvement in cultural events	$ invested inc. time, materials, equipment etc	Yes
	AUS_TC1.15	Support for initiatives for people at risk of social exclusion	$ invested inc. time, materials, equipment etc	Yes
Building community wellbeing	AUS_TC2.1	Support for initiatives to tackle homelessness	$ invested inc. time, materials, equipment etc	
	AUS_TC2.2	Support for initiatives to strengthen community networks	$ invested inc. time, materials, equipment etc	Yes
Pioneering approaches to building resilient communities	AUS_TC3.1	Initiatives to promote more resilient communities	$ invested inc. time, materials, equipment etc	Yes

All rights reserved. ©Social Value Portal 2026

2.6 Theme: Planet

Measures & proxy values are subject to change. Full access available via SVP membership.

The Theme of **Planet** is designed to encourage environmental stewardship through reductions in emissions, water, and waste. In the TOM System for Australia, this Theme has **7 Outcomes** and **13 core Measures.**

Example: AUS_TP3.4: Reductions in plastic used

A 500kg reduction in plastic used	×	Proxy value: $425.86	=	**$212,930** **Social Value generated**

Outcome	Reference	Measure	Units
Restoring our climate and improving air quality through decarbonisation	AUS_TP1.1	Commitment to measure and disclose scope 1, 2 and selected scope 3 emissions	Y/N
	AUS_TP1.2	Commitment to achieve net zero emissions by 2040	Y/N
	AUS_TP1.3	Reductions in scope 1 & 2 CO2e emissions	tCO2e
	AUS_TP1.4	Reductions in scope 3 CO2e emissions	tCO2e
Restoring our climate and improving air quality through transport	AUS_TP6.1	Reduction in car miles from a green transport program	miles saved
	AUS_TP6.2	Reduction in freight tonne-kilometres from a green logistic program	tonne-km
Protecting and restoring biodiversity and ecosystems	AUS_TP2.1	Support for green spaces, biodiversity or ecosystems	$ invested inc. time, materials, equipment etc
Transitioning to a regenerative economy	AUS_TP3.1	Spend within local circular economy partnerships	$
	AUS_TP3.2	Food waste reductions through donations of surplus to local charities	$ invested
	AUS_TP3.3	Reduce waste through reuse of products and materials	tonnes
	AUS_TP3.4	Reductions in plastic used	Kg
Promoting environmentally sustainable procurement	AUS_TP4.1	Procurement contracts that include sustainable procurement commitments	%
Stewardship of water and marine resources	AUS_TP5.1	Amount of water reduced against a relevant benchmark	M3
Managing waste sustainably	AUS_TP7.1	Waste diverted against a relevant benchmark	%

All rights reserved. ©Social Value Portal 2026

2.7 Theme: Aboriginal & Torres Strait Islander Peoples

Measures & proxy values are subject to change. Full access available via SVP membership.

The Theme of **Aboriginal & Torres Strait Islander Peoples** is designed to improve opportunities and skills for Australia's First Nations communities. In the TOM System for Australia, this Theme has **5 Outcomes and 15 core Measures** (5 sub-Measures with different units required).

Example: AUS_TI1.5: Employment of apprentices from the designated group

6 apprentices employed	×	Proxy value: $ 66,943.69	=	**$401,662** **Social Value generated**

Outcome	Reference	Measure	Units
Closing the employment gap	AUS_TI1.1	People employed from the designated group	no. of employees /no. of FTE
	AUS_TI1.2	People employed in the supply chain from the designated group	no. of employees /no. of FTE
	AUS_TI1.3	People recruited who are young unemployed (16-24 y.o.) from the designated group	no. of employees /no. of FTE
	AUS_TI1.4	Unemployed people recruited from the designated group	no. of employees /no. of FTE
	AUS_TI1.5	Employment of apprentices from the designated group	no. of employees /no. of FTE
	AUS_TI1.6	Proportion of employees from the designated group	%
	AUS_TI1.7	Recruitment programs for people from the designated group	Y/N
	AUS_TI1.8	Proportion of leadership positions filled by people from the designated group	%
Providing skills and experience for good work	AUS_TI2.1	Accredited training (VET) for employees from the designated group	no. of employees
	AUS_TI2.2	Upskilling existing employees from the designated group through training	no. of employees
	AUS_TI2.3	Accredited training (VET) for people from designated group at risk of social exclusion	No. people
Developing skills and experience for future work	AUS_TI3.1	Training schemes for people from the designated group at risk of social exclusion	no. people
Building diverse and sustainable supply chains	AUS_TI4.1	Spending with suppliers owned by the designated group	$
Building resilient communities	AUS_TI5.1	Initiatives for people at risk of social exclusion from the designated group	$ invested inc. time, materials, equipment etc
	AUS_TI5.2	Support for local community projects through donations for the designated group	$ invested

All rights reserved. ©Social Value Portal 2026

2.8 Applying the Methodology to the Measure

Each Measure across the TOM System has been curated by our team of researchers, economists, and social scientists through determining value blocks and using publicly available national and international data sources to quantify impact.

Example: AUS_TW2.3: Unemployed people with disabilities recruited

2 employees with disabilities employed	×	Proxy value: $106,114.33	=	**$212,228.66** **Social Value generated**

The proxy value captures the short- and long-term benefits to the individual and to society. The value blocks include the median disposable income, the net present value of additional lifetime earnings per year of employment, the saved costs associated with the average reduction in crime, and the marginal benefit to health and quality of life (QALY) at the level of the individual, and the fiscal cost avoided associated to the health improvement of the population. The proxy value is adjusted by the likeliness of a person finding or losing a job in the next period without the made offer.

Key data sources include: *World Bank, OECD, International Labour Organization, National Study of Mental Health and Wellbeing (ABS), research conducted by Huang L, Frijters P, Dalziel K, Clarke P 2024.*

Example: AUS_TE1.3: Spending with not-for-profit suppliers in Australia

$50,000 spent with one not-for-profit supplier	×	Proxy value: $2.97	=	**$148,500** **Social Value generated**

The proxy value captures the benefits to individuals and to society. Captured value blocks include the economic value created by the organisation and its formal volunteers, the personal benefit and the fiscal effect from the increased spending.

Key data sources include: *World Bank, International Monetary Fund, World Economic Outlook Database, Australian Bureau for Statistics, Reserve Bank of Australia, Bank of England,* Halyna Yurchyk, Halyna Mishchuk, Svitlana Bilan, Marinko Skare. Published in: Economics & Sociology, Vol. 17, No. 1, 2024.

Example: AUS_TC1.4: Support for third sector organisations through volunteering

3 employees volunteer for 8 hours	×	Proxy value: $62.63	=	**$1,503.12** **Social Value generated**

The proxy reflects the benefit of informal volunteering to the community and to the individual.

Key data sources include: *Australian Bureau of Statistics, IMF, Frijters and Krekel (2020) "Measuring and Monetising – The benefits of volunteering to sustainable development""*

All results are measured in 2024 values.

All rights reserved. ©Social Value Portal 2026

2.8 Applying the Methodology to the Measure

Each Measure across the TOM System has been curated by our team of researchers, economists, and social scientists through determining value blocks and using publicly available national and international data sources to quantify impact.

Example: AUS_TP3.4: Reductions in plastic used

A 500kg reduction in plastic used	×	Proxy value: $425.86	=	**$212,930** **Social Value generated**

The proxy reflects the benefit to community and society based on the total life cycle costs of GHG emissions, including emissions during the production and controlled and uncontrolled waste disposal process, and the cost of plastic pollution on marine ecosystems.

Key data sources include: *Research conducted by Costanza, R. et al. 2014, Beaumont N.J. et al.2019, Geyer, R., Jambeck, J.R. and Law, L.L 2017, Zheng J. and Suh, S.2019.*

Example: AUS_TI1.5: Employment of apprentices from the designated group

6 apprentices employed	×	Proxy value: $ 66,943.69	=	**$401,662** **Social Value generated**

The proxy value captures the short- and long-term benefits of apprenticeships to the individual and to society. The value blocks include the minimum disposable income, the average uplift in income after VET completion (specifically for Aboriginal and Torres Strait Islander peoples), the saved costs associated with the average reduction in crime, and the marginal benefit to health and quality of life (QALY) at the level of the individual, and the fiscal cost avoided associated to the health improvement of the population.

Key data sources include: *OECD, Work Bank, Australian Bureau of Statistics, National Study of Mental Health and Wellbeing, Jobs and Skills Australia, research conducted by Huang L, Frijters P, Dalziel K, and Clarke P 2024.*

2.9 Remote Measures

Across the TOM System for Australia, there are **22 Measures with remote duplicates**. This is because our research team has determined that these **specific initiatives carry a greater proxy value when delivered in remote areas** compared to more urban areas.

The TOM System for Australia uses the Australian Bureau of Statistics' classification Accessibility/Remoteness Index of Australia Plus (ARIA+), a relative measure of accessibility/remoteness across Australia which scores a location based on **population size and access to services.** To be considered remote, a location must score greater than 5.92 (or a remoteness category of 3).

Full access to the TOM System for Australia, all proxy values, and eight state and territory-level Measure sets is available to members of Social Value Portal.

All rights reserved. ©Social Value Portal 2026

2.10 TOM System FAQs

An initiative I do is not captured in the TOM System Framework?

Social Value Portal is **able to create bespoke Measures** and proxies for organisational activities. The price of these bespoke solutions depends on the availability of relevant data, and the overall development time.

An initiative I do is captured in two Measures, do I count it twice?

No, double counting and Measure combinations are not permitted within the Social Value TOM System. You must only count your Social Value targets under the Measure most relevant to the initiative.

Can I claim initiatives which are business as usual?

No, the **requirement for additionality** (only reporting interventions that go beyond a relevant baseline) is a central principle of the TOM System. The opposite of additionality is anything that would have happened anyway.

What is 'Direct' Social Value

Social Value which is generated by the reporting entity itself.

What is 'Indirect' Social Value

Social Value which is generated by the reporting entity's supply chain.

What is 'Facilitated' Social Value

Social Value which is generated by third party organisations where the reporting party enabled the action.

Are the proxy values specific to Australia or individual states?

The Australian Measure set is an **overarching Measure set with state-specific subsets**. Proxy values in the state-specific Measure subsets are localised where state-specific data is readily available.

Can I count my travel time within volunteering Measures?

No, travel time is not able to be included within Social Value calculations.

What does 'FTE' mean?

Full-Time Equivalent i.e. 2 individuals working half-time each is equal to 1 FTE.

What is the definition of 'Expert' and 'Expert Advice?

Experts are individuals with considerable experience of a high degree of knowledge or special skill in a particular subject and evidenced by a recognised by a qualification and/or membership of a professional body.

Which Social Value can I claim?

The TOM System captures Social Value from interventions for which the reporting party is accountable. Primary contractors in projects with extensive supply chains may take accountability for both direct and indirect Social Value delivered through their supply chain (ie, tier 1 contractors) where responsibility can be credibly claimed. Both may be reported within the same record.

All rights reserved. ©Social Value Portal 2026

3.0

Social Value Portal & the Platform

3.1 Social Value Portal

Who are Social Value Portal?

Social Value Portal's people, measurement standard, and technology have **driven positive change for 250+ public and private organisations**, and many thousands of their suppliers.

Our services and support both guide and facilitate change through the entire Social Value journey, underpinned by the Social Value TOM System™ **(Themes, Outcomes and Measures)** and the largest validated Social Value data bank in the world.

What is the TOM System?

The TOM System is an **evidence-based Social Value measurement framework**, drawing on official and peer reviewed objective data, and supported by a dedicated team of researchers to provide **a robust and transparent valuation standard**. This allows you to report Social Value quantitatively and at scale alongside your core activities, and **show how Social Value really counts.**

Social Value Portal Services

Measurement

Stay target-aligned, evidence based, and impact driven with the most trusted and robust measurement standard. The Social Value TOM System aligns to the United Nations Sustainable Development Goals, all major ESG and sustainability frameworks, as well as Close the Gap ambitions.

Platform

Serving over 30,000 users, Social Value Portal's measurement and reporting Platform is primed to support procurement, manage and optimise your delivery and report your Social Value in one space across your supply chain

Consulting

With over 12,000 projects and £70bn of Social Value delivered and committed to date, our specialists know what it takes to shape and embed your Social Value. From Local Needs Analysis to comprehensive strategy development, we turn insights into impact.

Academy (Coming Soon in Australia!)

Self-led, comprehensive skills development for those working in sustainability and social impact or who are wanting to boost their social performance. The Social Value Academy combines technical knowledge with practical skills for those new to Social Value.

Social Value for us is about improving the lives of people in the communities we serve and making sure that local money is spent wisely and reinvested in the local community, to make a lasting legacy that's more positive for future generations
***- Dean Banks** CEO of Ventia*

All rights reserved. ©Social Value Portal 2026

3.2 Social Value Portal's Platform

What is the Platform?

Our Platform is a **software solution** which enables you to **track, measure and validate your Social Value** initiatives across your organisation. The Platform serves as the **single point of truth** for your Social Value, It lets you centralise all activities in one place so you can spend less time on arduous admin and more time creating real Social Value.

Key Features

The Platform gives you one centralised hub to access and manage all your Social Value data, whether you're a **buyer, bidder, or business.**

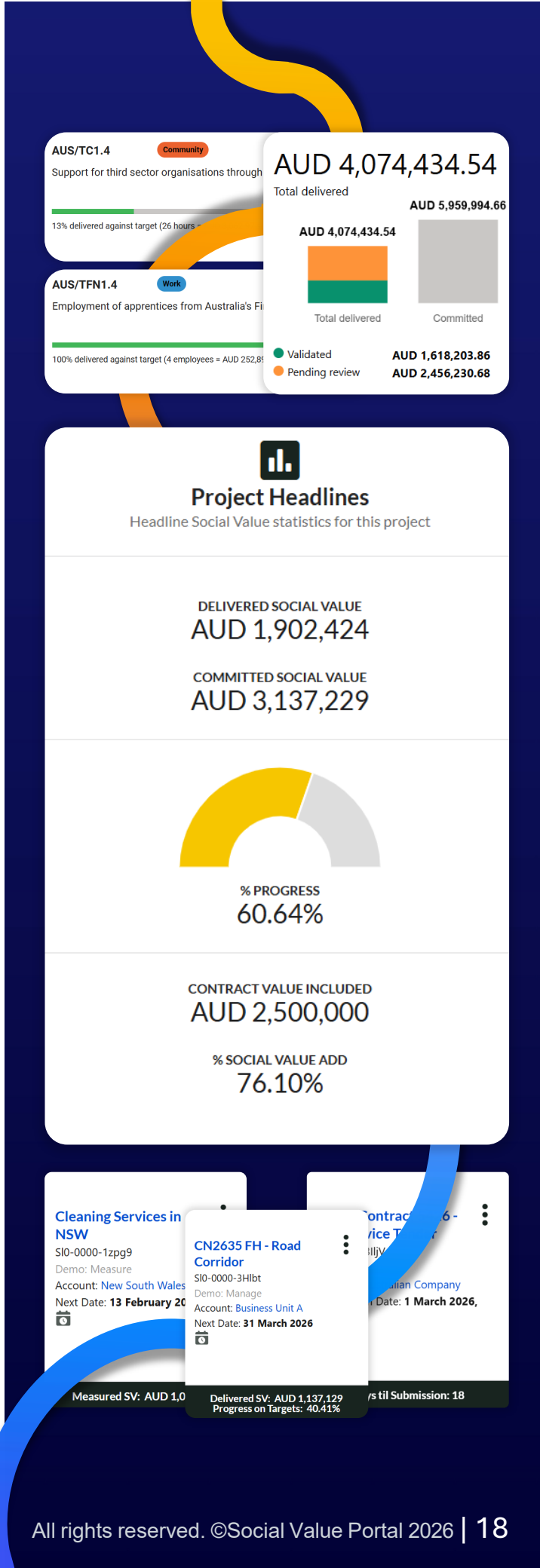
The Platform has functionalities to serve all needs. You can **set targets** within your own organisation or across your supply chain, **manage procurements and contracts,** and **calculate values** automatically.

Users have a range of ways to view and slice their data. There are configurable dashboards, a Social Value Calculator, and various reporting tools – **Social Value progress reports can be generated at any point in time.**

In addition to these reports, data in the Platform can be used by the Social Value Portal team to create a variety of bespoke reports, including **annual benchmarking**, **corporate impact reports**, and mapping against the **UN's Sustainable Development Goals.**

Integration with other tools (APIs)

The Platform is designed to connect seamlessly with our customers' existing software and data sources via APIs. This ensures a joined-up user experience without any silos or duplication of work.



All rights reserved. ©Social Value Portal 2026

3.3 Your Social Value Journey

Onboarding

Social Value Portal's structured onboarding programme is delivered through a one-time fee and includes a **dedicated Onboarding Lead** who owns your complete implementation journey.

This begins with a **kick-off call** to align stakeholders around your organisational goals, ensuring the Platform is configured to meet your specific requirements from the outset.

The programme encompasses **TOM System training** to familiarise your team with the framework, followed by measurement selection guidance to identify the most relevant interventions for your organisation.

Platform training ensures users can navigate and use the Platform effectively, whilst project creation and account hierarchy setup establish the structural foundation for your Social Value reporting.

Technical implementation includes Single-Sign-On (SSO) and Multi-Factor Authentication (MFA) for **secure access**, alongside integration configuration for any existing systems.

Ongoing Support

Beyond onboarding, Social Value Portal provides **ongoing support** and a Strategic Account Manager who serves as your primary commercial contact for account support and guidance.

Operational support includes **customer support** for technical queries, access to a dedicated customer Knowledge Base (various articles and support videos for Platform navigation), and email support. This comprehensive support structure ensures your organisation has peace of mind.

All rights reserved. ©Social Value Portal 2026

3.3 Your Social Value Journey

Reporting & Analytics

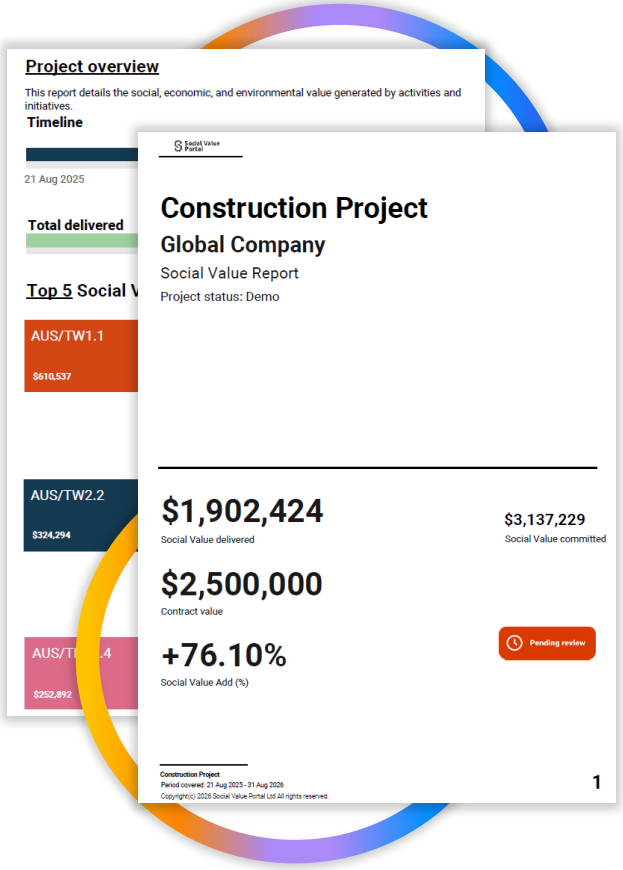
The Platform generates comprehensive reports through its **Report and Chart Library**, with the ability to generate up-to-date Social Value progress reports at a project or organisational level.

All reporting maintains the rigour of the TOM System, whilst presenting data in formats that resonate with finance teams and board members.

Users benefit from **delivery calculators, project summary PDFs, and strategic dashboards** that transform social impact activities into **quantifiable business metrics.**

The TOM System and Platform seamlessly compliment existing ESG frameworks, enabling organisations to incorporate Social Value data into broader sustainability reporting.

Integrate Social Value Portal's Platform with your existing tools and data sources using APIs to create a joined-up user experience without silos or duplication, and unlimited users lets you mirror your organisational structure to easily embed Social Value into your workflows.



All rights reserved. ©Social Value Portal 2026

3.3 Your Social Value Journey

Validation

With claims of greenwashing and social washing on the rise, unverified impact claims are no longer sufficient to command stakeholder confidence. Social Value Portal's Data Validation service provides **third-party validation through impartial review** of your impact reporting to confirm accuracy and credibility.

Our structured validation process ensures that Social Value delivery data aligns with the TOM System's rigorous principles.

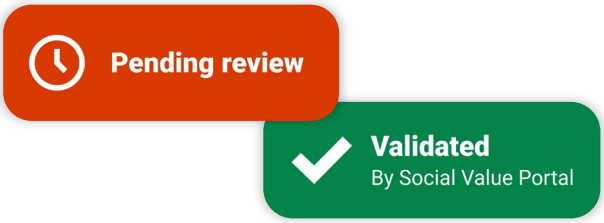
Our dedicated **Data Quality team verifies** that activities meet relevant measure requirements and use correct measurement units, assesses whether sufficient evidence exists to substantiate reported values, and checks for calculation errors, duplicate values, or omissions.

High-quality data serves as the backbone of credible Social Value measurement, protecting organisational reputation whilst building stakeholder trust and supporting informed decision-making.

Our validation service addresses common challenges, including duplicate reporting across different time periods and fragmented evidence, helping organisations avoid the significant risks associated with mis-claiming Social Value.

The validation process **empowers organisations to draw meaningful insights** from their social impact data whilst maintaining the credibility of the Social Value movement more broadly.

When organisations make claims about their positive impact, our validation ensures they can point to **robust data evidencing** those claims, providing the **confidence needed for external communications and stakeholder engagement**



All rights reserved. ©Social Value Portal 2026

3.4 International Solutions

What if my organisation operates globally?

The Global TOM System is the world's first Social Value measurement standard, enabling multinational organisations to turn their social impact into quantifiable business value that your board understands, and stakeholders trust. The global solution enables you to:

1. **Compare and aggregate Social Value** across your international operations with a globally consistent measurement standard.

2. **Respect cultural differences and country-specific needs** whilst maintaining rigour and transparency to embed Social Value reporting into your Global ESG & CSR strategy.

3. **Robust data modelling, bulletproof methodology and fully defensible global reporting** - built by the world's authority on Social Value. Every proxy measure is checked, double-checked and peer reviewed.

4. Built on the existing principles of Additionality, Attribution and Double-Counting. The Global TOM System commits to **Comparability, Scalability, Transparency and Relevance** for the highest level of measurement confidence.

5. Measure both universal activities that work everywhere and local priorities that matter in specific markets: **transformed into financial terms for a common language of Social Value.**

How is the Social Value comparable across countries?

The Global TOM System **expresses Social Value in financial terms using the International Dollar,** a theoretical currency pegged to the US Dollar created by the International Monetary Fund (IMF) that **adjusts for Purchasing Power Parity (PPP) across countries.** The International Dollar accounts for what money can actually buy in each country. Giving you true comparability of your Social Value impact.

Every data source used to develop the financial proxies and measures of the Global TOM System meets our rigorous standards for **reliability, transparency and international comparability**. When your CFO questions the numbers, you'll have the World Bank backing you up.

How does this impact the Platform?

The Platform offers sophisticated **multi-country functionality** that **accommodates different time zones and currencies.**

Projects can be designated by country with **tailored user experiences**, whilst the Platform automatically handles time zone adjustments and displays dates, times, and number formats using relevant local conventions.

The Platform's reporting dashboard provides **flexibility for both single-country and multi-country users.** Single-country accounts display all figures in local currency, whilst multi-country accounts **aggregate Social Value across all operations using the International Dollar,** with individual project data remaining visible in local currencies for relevant stakeholders.

All rights reserved. ©Social Value Portal 2026

4.0

Partnering with SVP

4.1 Membership

Organisations operating in Australia can become Members with Social Value Portal to benefit from full access to the TOM System for Australia and the Platform. It is your complete Social Value solution for social impact reporting.

The two tiers of Membership can be paid for annually and include the following:

Essential

- ✓ Unlimited Platform licenses for your organisation
- ✓ 30 Records for data entry, target setting and reporting
- ✓ Access to the full TOM System for Australia and regular updates
- ✓ Data visualisations, pre-generated reports and KPI dashboards
- ✓ Independent Data Validation of your Social Value data
- ✓ Customer Support via email and phone

Pro

Everything in Essential, plus:

- ✓ 20 additional Records for Data Entry, Target Setting and Reporting (50 total)
- ✓ Procurement and bidding module
- ✓ Single Sign-On (SSO) and Multi-Factor Authentication (MFA)
- ✓ Option to purchase custom KPIs for bespoke reporting requirements

4.2 Additional Services

Social Value Portal offers a range of advisory services to help embed Social Value within your organisation, accessible to both members and non-members. For more information, click the **hyperlinked titles** or **send us an email at: Australia@socialvalueportal.com**

Strategic Reporting
Turn data into meaningful insight though strategic reports that inform decision-making and translate performance into compelling narratives.

Local Needs Analysis
Static reports which provide place-based insights using data and mapping technologies which can be leveraged for more meaningful Social Value creation.

Real Estate Social Value Index (RESVi)
A detailed, standardised reporting tool that helps you measure, report, and improve the Social Value generated by your 'in-use' real estate and infrastructure assets.

Strategy Development
Through a series of interviews, workshops, and our in-house maturity diagnostic, develop a clear, actionable roadmap to optimise your Social Value approach.

All rights reserved. ©Social Value Portal 2026

Ready to make your Social Value Count?

Book a discovery call with one of our specialists today:

australia@socialvalueportal.com
socialvalueportal.com