

# ESG / CSR.

## Environmental Social Governance / Corporate Social Responsibility

### ESG. CSR. Call it what you want, it means a similar thing!

At our core, we're all about making the world a better place – not just through the playful, engaging learning experiences we create but in everything we do. We're on a mission to be the most sustainable learning consultancy out there, committed to minimising our impact on the planet and giving back to the communities we're proud to be part of.

But it doesn't stop there. We believe in a workplace where everyone feels not just safe but truly welcome – where diverse voices are celebrated, and where you can bring your whole self to work, every day. It's about doing the right thing, for our people, our planet, and our future. And that's something we're proud to stand for.

We are dedicated to creating a positive impact on our clients, communities, and the planet. Our Environmental, Social, and Governance (ESG) principles are woven into everything we do, from promoting sustainable practices in our operations to empowering diverse talent worldwide. We prioritise ethical business practices, support the professional growth of individuals, and champion inclusivity and environmental responsibility across all our projects.

### Our Ambition

When it comes to sustainability, we have an ambition to be the most sustainable people engagement consultancy in the world. We know by aiming high we will be outperforming our competitors and making a positive difference.

## Our Promises

### Environmental

- Reduce print and where necessary make sure it's produced with sustainable materials
- Take the sustainable decision for energy, office space, waste disposal—all things office related
- Grow into our global markets to represent the local communities we serve, and reduce the need for travel
- Harness technology to reduce carbon footprints and design digital-first learning solutions
- Measure and report our carbon impact annually, with clear reduction targets
- Partner with suppliers and clients who share our environmental values

### Social

- Serve the communities we work within through pro bono projects and knowledge sharing
- Maintain our four-day work week to support wellbeing and work-life balance
- Ensure fair pay and transparent pricing across all markets we operate in
- Create learning experiences that are accessible to everyone, going beyond compliance to true inclusion
- Invest in the continuous development of our team and associate network
- Build long-term partnerships with clients, grounded in trust and shared values

### Governance

- Share our progress across our ESG policy with honesty and accountability
- Uphold the highest standards of data privacy, security, and ethical business practice
- Maintain transparent relationships with clients, from pricing to project delivery
- Ensure diversity in our team, our associates, and the voices we amplify in our work
- Operate with integrity in every decision, guided by our values: kind, curious, useful, human
- Refuse work that conflicts with our principles, including sectors that harm people or planet

**Together, we're building a better future, one engagement at a time.  
We're obsessed with making work better. Everywhere.**