

eg the breakthrough transformation people

BCorp Impact Assessment Report

2023

Certified



Corporation

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www.egremontgroup.com

eg the breakthrough transformation people

our vision

to be the consulting partner of choice for organisations
who want to be a force for good

our mission

to do interesting work with interesting people, helping our
clients create a purposeful, prosperous, sustainable
future for all their stakeholders



eg the breakthrough transformation people

“An extraordinary bunch of people quietly doing extraordinary things”

eg bringing breakthrough transformation

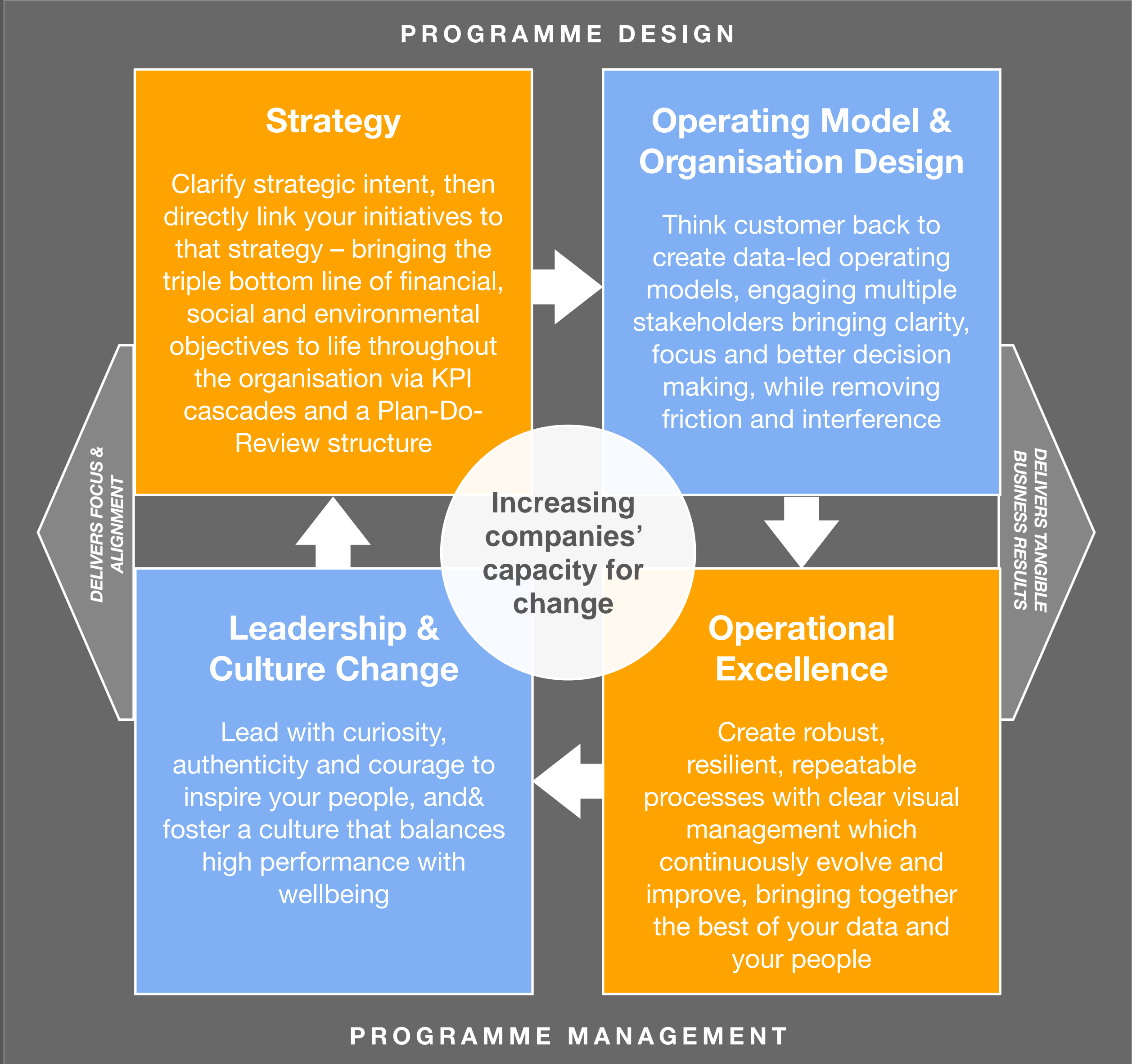


We are experts at helping businesses achieve breakthrough sustainable change

When we established eg in 2000, we believed there was a better, different way to help clients transform their businesses. We have always been committed to doing business fairly, treating people with respect, measuring the impact of our work on our stakeholders. Since becoming a B Corp, we have developed these principles further and now help our clients to embrace sustainability initiatives through multiple organisational lenses: strategy, operating model, operational excellence and leadership and culture

We bring the experience and skills of a large organisation, combined with the flexibility and personal touch of a boutique firm

we do breakthrough transformation in four interdependent areas



"We had to make change happen quickly and strategically and Egremont were the team to help us to do that." Executive VP, US Retailer

"Your support in discovering, designing and now preparing for the implementation has been second to none and as I reflect on what we are about to do I realise that we wouldn't even have been able to dream about the plans we have created without your guidance" CCO, UK Retailer

"The most insightful, collaborative, forward thinking and value adding partners I've ever worked with." Head of People, UK Retailer

"Knowledgeable, engaging, respectful and dedicated. They helped us to focus, to engage people, to get the ideas out of our heads." Senior Manager, UK Water Company

2023 B Corp highlights



Partnered with QSA Partners, experts in the circular economy

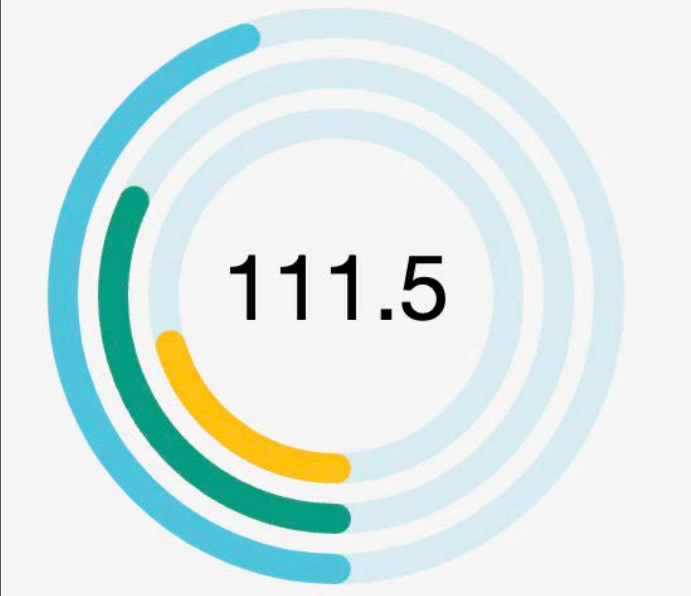


Best in the World for Workers

60-89 eNPS against an industry average of 53



Team Volunteering day at local branch of Food cycle



Re-certified with a significantly improved score

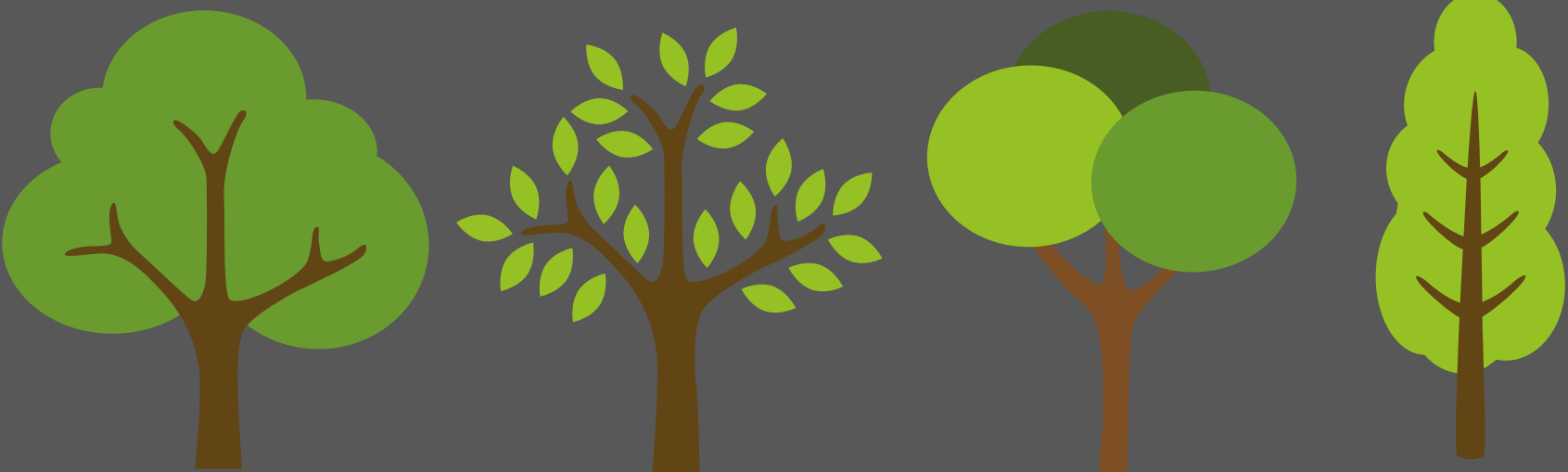


New Bcorp office space



Worked with Oxford University's 'Crankstart' programme to provide internships for candidates from underprivileged backgrounds

1071 trees in the eg wood



Net Zero emissions achieved



client average NPS of 100



governance

We understand the importance of good leadership in making Egremont a force in driving positive environmental and social change. Our governance should help us to be accountable and transparent and enable open communication across the company. To advise our clients on leadership and governance, we must be exemplary role models ourselves.

Since 2021, we have...

- Established a B Corp ESG advisory board which meets monthly, with representatives from leadership and team members, and from support and consulting teams. This team own and drive the plan that underpins our sustainability strategy
- Achieved public transparency on our sustainability commitments through the publication of an Impact Assessment
- Established detailed CO2e and environmental performance reporting

In 2024 we will...

- Include social and environmental commitments in the annual performance review
- Deliver internal training programme to drive engagement with the financial information we share with employees



workers

Our employees are our brand. We are committed to investing in their development and their wellbeing, and providing support and challenge to equip them to be the best that they can be. We help organisations to achieve breakthrough transformation by engaging their people to lead the change. Our people can only do this if they belong to a committed, caring, courageous and curious team.

Since 2021, we have...

- Won B Corp top 5% Best in the World Award for Workers
- Introduced a per person wellbeing allowance covering financial, intellectual, mental and physical wellbeing
- Partnered with non-profit organisations who support candidates from under privileged backgrounds to offer internships to a more diverse pool of candidates
- Enhanced our collaboration opportunities by leasing a permanent office space

In 2024 we will...

- Enhance our commitment to supporting trans and gender diverse employees by:
 - Implementing a Gender transitioning policy to clarify the process for transitioning at work
 - Building awareness of Gender diversity through training
- Trial a new approach to recruitment, ensuring that our hiring process encourages diversity within its applicants
- Give employees autonomy over their pensions plans, enabling them to choose investment sustainable funds



community

Being a responsible company is about being aware of all that you gain from your local community and social environment, and for us, giving back to the community is our way of showing our appreciation of this. We are committed to improving the community that we are a part of through both our direct work with clients and through raising money and awareness for causes that will help improve the lives of others.

Since 2021, we have...

- Given all staff 2 paid volunteering days per year for staff to give back to their local community, for example outreach through yoga, youth working through hockey, disadvantaged student mentoring
- Supported local supply chains and B Corps by moving away from large corporations for purchasing books, stationery and gifts
- Promoted our payroll giving scheme making it easy for employees to contribute part of their salary to charitable causes and benefitting the recipient through tax savings

In 2024 we will...

- Refresh employee guidance on suppliers of books, stationery, gifts etc. that are local to our new office space
- Launch guidance on how we can use our volunteering days to encourage employees to use them
- Refresh guidance on payroll giving



environment

We are acutely aware of the responsibility we all have to preserve our planet and we are therefore committed to improving our environmental impact and activity. We are working towards an ambitious goal of being carbon negative sustainability leaders in consulting. We aim to do this via our Reduce, Reuse, Recycle, Offset framework.

Since 2021, we have...

- Achieved net zero emissions
- Enhance our carbon tracking methodology to monitor all sources of carbon emissions as included in the UK Government Greenhouse Gas Reporting Conversion Factors
- Appointed an Environmental Officer with responsibility for development, implementation, promotion and monitoring of environmental strategies
- Sourced an environmentally friendly office space for hybrid working

In 2024 we will...

- Sustain our commitment to carbon reduction(to reduce CO2 emissions by 50% against out 2019 baseline)
- Re-baseline our carbon emissions using 2023
- Sustain our commitment to Net Zero (offsetting 110% of our carbon emissions)
- Scope and implement a plan to reduce our carbon footprint from e-waste
- Update sustainable home and office working guidelines to ensure they reflect best practise and accommodate for our new hybrid working model



customers

We pride ourselves on the relationship with our customers and the quality of our work is evidenced by the high number of repeat business and referrals. As one client recently stated in our project quality review, “*Egremont is an extraordinary group of people quietly doing extraordinary things.*” We intend to continue in this way. We will therefore focus on delivering outstanding quality through a carefully monitored set of actions.

Since 2021, we have...

- Conducted regular client quality reviews (PIQs) resulting in an outstanding rolling average NPS of 100
- Partnered with QSA, circular economy experts, and delivered projects that enable our clients to become more sustainable
- Developed our triple bottom line strategy map approach to help clients embed sustainability goals into everyday actions

In 2024 we will...

- Strive to maintain an NPS score of above 90
- Continue to develop our partnership with QSA to offer a broader sustainability service to our clients
- Make more client feedback transparent by creating another two unscripted client testimonial videos to be shared on our website

our re-accreditation saw improvement across all 5 B-Corp pillars

category	2019 actual	2023 goal	2023 actual
governance	8.9	15-20	19.3
workers	41.3	41-45	43.4
community	17.9	18-20	20.6
environment	8.6	15-20	11.1
customers	3.9	4-8	16.9

Thank you to our clients, suppliers and team members who continue to make eg a partner of choice for all those who wish to be a force for good in this world.

“If eg were to come into your organisation they would not only solve the immediate problem you present, they would solve another 100 problems you didn’t know you had”

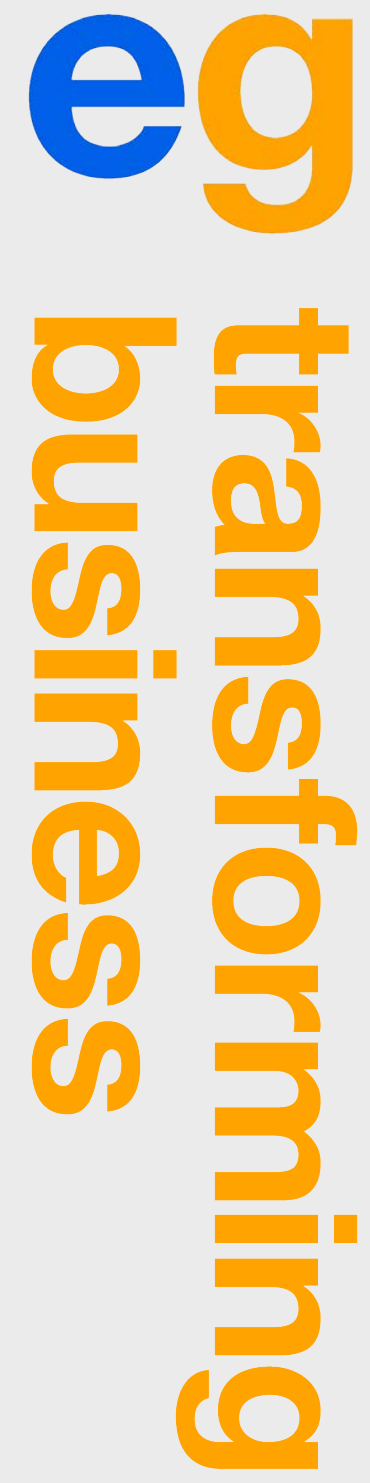
Head of People, UK Retailer

“During my first months, eg have been welcoming, inclusive and very collaborative. Everyone ensures that you feel part of the team and encourages you to have your own voice.”

Gillian, eg

“eg are an absolute pleasure to work with, bringing with them a super talented, inclusive team of people that put the client first in every engagement. You can always rely on Egremont to work with integrity to deliver the very best outcomes for their clients.”

Ashley Payne, Contractor



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