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Our Impact

November 2020 – November 2021

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Exec summary

A top-down view of a meeting table with five people. The table is cluttered with papers, notebooks, pens, coffee cups, and a small potted plant. The text 'Exec summary' is overlaid in the top left.

Exec summary

People



Our Goals:

- Better support our female leaders and recruit more women at a senior level
- Apprenticeship scheme
- Return to work programme
- Attract talent from low-income groups
- Actively recruit people who declare a disability
- Provide extra support to neurodivergent colleagues

Our Achievements:

- In 2020 we reduced our gender pay gap from 32% to 18% which represents a reduction of 44%
- 48% of our company at all levels and 36% of our managers are women
- 16% of our company at all levels and 7% of our managers are from ethnically diverse backgrounds

SDG Goals:



Community



Our Goals:

- Increase our volunteering hours further to contribute towards our main theme to improve social mobility and reduce inequality
- Support our two new partner charities, Nyumbani and Depaul with donations and volunteering

Our Achievements:

- Successful mentoring scheme with local London school
- Changing young lives by investing in forestry career support for those from disadvantaged backgrounds
- Completing over 300 hours of volunteering to 25 causes
- Supporting this year's chosen charity, the Cystic Fibrosis Trust with volunteering and donations
- Donating to our employee fundraising activities to support the causes they care about most

SDG Goals:



Exec summary

Sustainability



Our Goals:

- Sign up to the Science Based Targets Initiative and continue to offset, expanding our current programme in line with employee growth
- Reduce carbon emission further
- Offset 25% of our emissions
- Obtain ISO 14001
- Reach more people with our environmental training
- Introduce employee rewards for sustainability smart behaviour

Our Achievements:

- This year we have achieved a 10% carbon reduction from our base year in 2019
- Reduced scope 1&2 emissions by 48% in comparison to our base year
- Offset 10% of all emissions and 100% of scope 1&2
- Recycled 100% of IT equipment and peripherals
- Reduced travel by 67% between 2019–2020 and by 85% between January and September 2021
- Supported our people, clients and communities to take steps to improve their impact

SDG Goals:



Governance



Our Goals:

- Report our progress transparently
- Improve our B Corp score further
- Work with other institutions and business to align to best practice and enhance contribution towards the UN SDGs

Our Achievements:

- Completed the B Corp Questionnaire and awaiting verification
- Introduced a reviewed suite of policies and online training to protect our people and ensure we uphold the highest standards
- Improved our supplier due diligence

SDG Goals:



Statement from the CEO



Bringing all of this information together for our Chaucer impact report fills me not only with a sense of pride for the positive ripples our people are making on the world but more so with determination to keep learning and improving. We still have important work to do.

We are united by a mission to deliver sustainable change. Positive change for our clients, our people and our wider communities – through digital transformation. When I work alongside my Chaucer colleagues, their enthusiasm is infectious. They believe that those

organisations which are open to and courageous enough for change are those which are set up to thrive in the future. Our clients are resilient, sustainable and competitive in their markets.

As you read through this report, you'll see how we embed a growth mindset at Chaucer and combine this with human-centric change. We take a holistic approach to the application of digital technologies, business models and organisational culture. And, whilst technology is an important aspect of digital transformation, the real measure of success is on people's lives. Delivering improved ways of working, enhanced capabilities, and an agile, resilient culture in the most sustainable way possible.

We are working hard to ensure that sustainability is the thread that runs through everything that we do at Chaucer. We know we can keep striving for improved impact on our people, our communities, our clients and society as a whole. We are proud to have signed up as members of the UN Global Compact (UN GC) in November 2020 and we reaffirm our commitment to the 10 principles to support its efforts to advance sustainability, equality and human rights in the year ahead.

We also support the UN Sustainable

Development Goals (UN SDGs) that best align to our business practice, and where we can meaningfully report on the key targets and indicators of those goals.

We are very proud of our progress in our first year as a member of the UNGC, but there is a lot of work still to be done. This report outlines our progress to date and ambitions for the coming year when it comes to investment in our people and creating a place which welcomes all and supports people to lean into their talents and grow. Our wider impact on the communities and causes that we care about. Reducing any negative impacts on the environment and why we want to go further and commitment from every level of our business to empower our people to make a difference.

Together with our clients and our people, we are driving forward an agenda that places sustainability at the very heart of everything we do and we will not get complacent. Our colleagues hold us to account on these commitments every day.

A handwritten signature in black ink, reading 'Chris Laslett'. The signature is stylized and fluid.

Chris Laslett / CEO, Chaucer



2021 has been the most exciting journey for Chaucer's corporate social responsibility programme. Aligning to the UN Global Compact has opened the doors to a network of likeminded businesses who are working together to achieve common goals for people and planet. It has been an incredible year of learning, collaborating, testing, measuring and progressing.

We have taken the first steps of the journey to achieve B Corp certification which has seen a whole change shift in our policies and processes as well as cementing our business ethics with a commitment to the triple bottom line into our articles of association.

I have been so proud to be part of this journey and I'm excited about the impact that Chaucer can make towards its people, clients, suppliers and local communities in the year ahead as we continue to work towards meeting the UN Sustainable Development Goals with the UN Global Compact Network.



Jo Mihajlovic
Head of CSR, Chaucer



People



People can bring their whole selves to work in an environment where they can thrive and grow



“

“At Chaucer, we are committed to offering an environment where people thrive. We want to provide people with great work opportunities and a culture which is open to people from all backgrounds. And for us, this is about more than a place where you work but creating one organisation that provides for their wellbeing, supports personal and professional development and takes care of each person. We are committed to improving lives by creating a place where people can bring their authentic selves to work, can maintain good health and wellbeing, can strive towards their career goals and which offers a place where a work life balance can be achieved.

We are a learning organisation, one that is striving towards reducing all forms of inequality. Allowing everyone to be the best they can be.”



Sue Knight

Director of People and Operations, Chaucer

“Working at Chaucer has allowed me to build a network of LGBT+ colleagues and allies. It has provided me the freedom to express who I am, share my experiences and educate through empathy and open, honest discussions.

The culture here has ensured that I never had to hide who I am or a part thereof. I am always able to bring my authentic, whole self to work.”



Ronan Duffy

Managing Principal, Chaucer

How do we live our purpose at Chaucer?

We strive towards inclusivity, equity and equality by:

- Conducting our first D&I survey
- Calculating our gender pay gap
- Setting targets and action plans for improvements
- Launched a mentorship scheme for young women
- Providing maternity coaching
- Delivering unconscious bias training for all
- Together with our clients and our people, we are driving forward an agenda that places sustainability at the very heart of everything we do and we will not get complacent. Our colleagues hold us to account on these commitments every day
- Our inclusion council consists of six equality community groups which are open to all. Our council raises awareness, educates and celebrates diversity:



Gender



LGBTQ+



Parents
& Carers



Race



Social
Mobility



Neurodiversity
& Disability

We foster a culture of learning and development by:

- Introduced new leadership development programmes to encourage promotion into senior positions
- Succession planning
- Firm wide forums to share learning and providing updates on company initiatives
- Creating a career framework to foster transparency at all levels
- Strengthening our four learning pillars
- Talent, Core, Leadership development, external accreditation

We promote good health and wellbeing by:

- Introducing an employee assistance programme
- Offered MHFA training to our people and clients
- Provided wellbeing packages and actively encouraged more breaks and self-care
- Offering one-to-one counselling
- Encouraging an open, non-judgemental culture e.g. two board members shared their personal stories of mental ill health
- Dedicated Yammer wellbeing channel

We create a flexible work environment that welcomes everyone by:

- Flexible working policies for all
- £250 homeworking budget for all colleagues to make adaptations
- Culture survey
- Family friendly policies, parental support



“Chaucer’s Yammer Community is amazing, even award-winning. It’s a warm, welcoming place where curiosity and collaboration thrives. Yammer is a private enterprise social network that helps colleagues connect with people and share information across teams and geographies.”



Sarah Parry

Head of Knowledge Management, Chaucer

A woman with dark hair tied back, wearing glasses and a white shirt with small black polka dots, is smiling and looking towards the right. She is holding a dark mug. In the foreground, the back of a person with long, wavy brown hair wearing a purple top is visible. The background is a blurred office environment with large windows and indoor plants.

“Our diversity makes us stronger because we grow faster. We celebrate difference because it makes us stronger as a company, opening new ideas and innovations. We get more perspectives and have a fun, open, warm culture. We wouldn’t have it any other way!”

Chris Laslett

Our approaches and impact align closely with the UN SDGs and the UN Principles by:



Set 4 new D&I targets:
based on 2 D&I surveys

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Undertaken unconscious
bias learning



New D&I recruitment
practices introduced to
eliminate bias



Signatory of Trans Rights
are Human Rights



Inclusive Week was hosted
by our Inclusion Council
(made up of 6 community groups)



All employees have
access to EAP

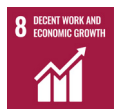
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Trained in
Mental Health First Aid



Level 1 Disability
Confident

SDG Goals:



The difference for our people



Gender pay gap
reduced by 44%



Average score of 7.8/10
on Inclusion Survey



No.1 Internal
Communications team
according to SWOOP

Looking ahead, we will...

- Commit to improving gender equality at senior levels – 30% women partners and 40% women principals
- Sign the Women Empowerment Principles (WEP)
- Engage expert support to be more inclusive in our recruitment e.g. to those from disadvantaged backgrounds
- Offer voluntary neurodivergent screening and workplace assessment support



Community



Our people are our biggest asset and we empower them to give back, using their skills and enthusiasm to improve lives and communities



“

“We work to actively support our local communities. Being located across both the UK and the US, we encourage our employees to undertake fundraising and volunteering in their local area. This allows us to reach a larger number of local charities and community causes to support our goals and to improve social mobility.”



Deborah Young
SVP/Director of BD, Chaucer

“At the Cystic Fibrosis Trust, we are delighted to have been chosen as Chaucer’s charity partner. Their support has been transformative. Not only have they donated funds to our vital work supporting people with cystic fibrosis across the UK, but they are also giving us their time and expertise, helping us to grow as an organisation.”



Kat Scaife
Head of Corporate Partnerships, Cystic Fibrosis Trust

How do we live our purpose at Chaucer?

We improve social mobility by:

- Coaching 30 school children aged 16-18, including support with CV writing and interview preparation
- Investing £1000 into forestry projects with the Prince's Trust for disadvantaged younger people

We embed volunteering as part of our culture by:

- Offering employees more volunteering days so they can choose to donate their time to causes they care about
- Supporting colleagues with donations for the fundraising events they lead to support the causes they are passionate about

Our approaches and impact align closely with the UN SDGs and the UN Principles by:

- Donated £20,000 to 12 charities
- 30 employees donated over 300 hours to 25 causes

SDG Goals:



The difference for communities



We helped younger people with Cystic Fibrosis to gain confidence in setting up their own business so they can live their life to the full



We supported the Maiden Factor in their efforts to gain sponsorship for a world tour which will support thousands of pounds to be raised to empower girls and give access to an education for all to support gender equality and access to education worldwide



We supported local charities & schools to make an impact for our communities



We have provided a space for people to speak up about men's health and raised funds for Movember

Looking ahead, we will...

- Increase volunteering and embed it as part of Chaucer's culture
- Continue to work with charities with similar values, helping to move closer to achieving the UN SDGs

Every year our people vote for the charity which Chaucer supports for the year.

This year we are supporting two incredible charities, Nyumbani which educates and empowers children devastated by HIV, and Depaul, which supports homeless people in the UK, US, Croatia, Ireland, France, Slovakia and the Ukraine.

Both charities support our theme of social mobility and a number of the sustainable development goals including number 10 reduced inequalities.



Sustainability

We will leave the planet in a better place and
create a sustainable legacy

We have been taking action to reduce our emissions and learn together about our collective environmental impact as a business.

We measure our impact and are setting targets to ensure any negative effects are reduced. Alongside this, we run awareness campaigns to encourage a positive impact on the environment from our clients, suppliers and us as individuals.



“Gone West is proud to be the go to choice of innovative companies with long term sustainability visions like Chaucer. What brought us together is Chaucer’s honest dedication not only to environmental but also social impact solutions.

Striving towards a healthy planet is not possible without healthy communities and Chaucer is one of the forward thinking companies that share this vision with us. Thank you for recognising the value in our Acorns to Oaks campaign, planting trees and supporting youth charities across the UK.”



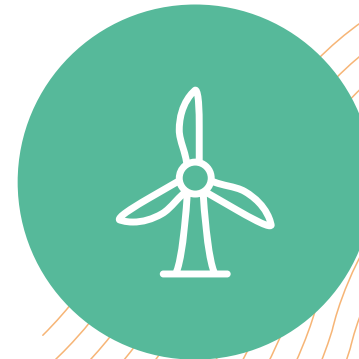
Gone West Offsetting partner

“I’ve been really impressed with the progress that Chaucer has made in Sustainability this year. Sustainability has been successfully incorporated into our strategies and success metrics. The commitments to the UNGC, as well as efforts to achieve sustainable certification such as B-Corp, show a willingness for openness and public scrutiny.

The Chaucer Environmental Responsibility Group has managed to make meaningful impact on to Chaucer colleagues lives via our interactive campaigns, and the increasing client interest in our own Sustainability activities and what we can offer them is directly attributable to the efforts of this year.”



Greg Barrett
Managing Principal, Chaucer



How do we live our purpose at Chaucer?

Chaucer is committed to reaching net zero by 2025. We reduce negative impacts on the environment by:

- Measuring our carbon emissions for the first time and setting our base year as 2019
- Reducing scope 1&2 emissions by 48% in comparison to our base year
- Offsetting 10% of all emissions and 100% of scope 1 and 2 emissions
- Setting up environmental responsibility interest group to raise awareness of environmental impact and suggest tangible actions the business can take to improve sustainability
- Supporting our clients to take steps to improve their impact



We are reducing our carbon footprint by:

- Improving energy efficiency and expenditure through sustained rationalisation of office space and optimised leasing/licensing of buildings
- Continually reducing/diverting waste sent to landfill from our operations, maintaining separate waste/recycle bins in our offices and providing guidance/education to our remote working staff
- Engaging a third party to provide environmentally focused recondition and reuse of laptops, IT peripherals, batteries and mobile devices
- Selecting sustainable suppliers and encouraging pre-owned procurement
- Leveraging digital platforms to minimise waste
- Encouraging a hybrid working model and giving access to regional office hubs to reduce travel and commuting

We create a sustainability learning culture by:

- Running awareness campaigns highlighting actions we can all take
- Running events such as Plastic Free July & Veganuary
- Updated our employee handbook with ideas of how to reduce carbon footprints

Our approaches and impact align closely with the UN SDGs and the UN Principles. We believe that everyone can make a difference to support our sustainability goals by:

- Introduced new sustainable policies e.g. waste management and global environment
- Joined the UN Climate Accelerator Programme to learn how to set science-based targets
- Introduced a preferred sustainable supplier list which encourages second hand purchasing and sustainable choices for expenses and includes a guide on how as individuals we can reduce our impact when we work from home and in our everyday lives
- Worked with partners to understand our carbon footprint whilst working from home

SDG Goals:



The difference to our planet



More than half of
employees actively
engaged in awareness
campaigns



Offset 50 tons
of carbon



Planted 200
new native trees

Looking ahead, we will...

- Reduce carbon emissions by a further 10%
- Set science-based targets and sign up to the Science based Targets Initiative
- Offset 25% of scope 1,2 and 3 emissions which accounts for new employee growth, planting one tree for each new employee
- Move to a greener building and look to use 100% renewable energy
- Continue to engage with our employees to encourage smart sustainable decisions and reward these behaviours such as switching to 100% renewable energy in the home
- Increase environmental training uptake by 50%
- Continue to support our clients on their sustainability journeys
- Align to best practice accreditations including ISO 14001



Governance



Protecting our people, our communities
and our planet by putting the right tools and
policies in place

As we continue our journey in an everchanging and complex digital world, we must empower our people to make good decisions and act with a sense of responsibility with respect to the environment around us.

As we continue our journey in an everchanging and complex digital world, we must empower our people to make good decisions and act with a sense of responsibility with respect to the environment around us.

Our Business Standards and Ethics help us define and make ethical behaviour a natural part of what we do every day with each other, with our clients and business partners, and with the communities in which we work and live. It is what we believe in and what defines our business performance and reputation. Nothing is more important to Chaucer than making sure we do what is right – and nothing puts us at risk more than failure to do so.”

We, as a company, have set ourselves the objective to be the leading provider of services that drive value from our clients’ data and enables digital transformation in a sustainable way. We strive to contribute our expertise in collaboration with our clients so they can make great decisions because we believe in empowering organisations and their people to adapt quickly so they can improve lives. While building a responsive, trusted and fun company we are able to perform meaningful work we are all proud of.

We are on a journey to achieve B Corp certification, to make sure we commit to the highest standards of verified social and

environmental performance, transparency and accountability to drive better balance across profit and purpose.

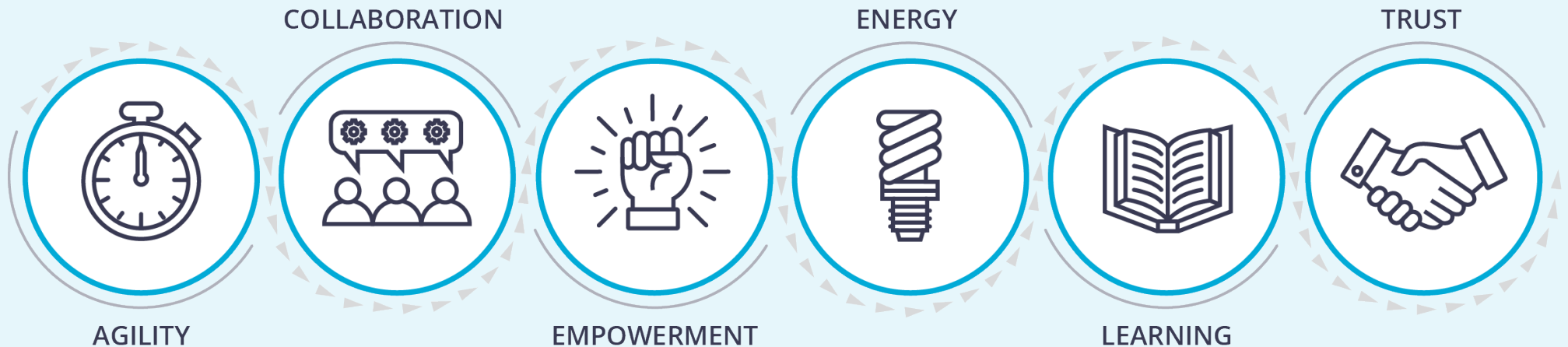
This has required us to revise and update our current policies and ensure we have the required processes in place to measure and report our progress and hold ourselves to account.

In order to achieve certification, we have made a legal change to our Articles of Association and included a commitment to the ‘triple bottom line’ approach to business.

This states that our directors are committed to making decisions which consider the company’s impact on stakeholders, society and the environment not just profit maximisation.



Chaucer's Business Standards and Ethics are founded on 5 core values of Agility, Collaboration, Empowerment, Energy, Learning and Trust.



Protecting the professional Environment

As an organisation we go to lengths to protect the professional environment – our people, our business and data. We have a wide range of global and regional policies that address the following interests:

Protecting our People

- Equal opportunity
- Diversity and inclusion
- Freedom from harassment and intimidation
- Zero tolerance for retaliation
- Grievances and complaints

Protecting our Business and Data

- Management of our brand
- Workplace safety and business continuity
- Asset protection
- Social media guidelines
- Political activism
- Conflicts of interest






We have launched a suite of 20 online training courses, each course contains multiple modules allowing for bite size learning, interactive tests after each module and a downloadable eBook. Where necessary, key Chaucer policies will be embedded into the courses.

Mandatory courses include:

- Information Security
- GDPR Essentials
- Preventing Bribery in Business
- Unconscious bias training
- Bullying and Harassment

There is also a large selection of *recommended* courses that take between 10–30 minutes to complete for instance:

- Environmental awareness
- Remote working
- Equality & Diversity
- New and expectant parents

An overhead photograph of two individuals seated at a light-colored, curved wooden desk. The person on the left, with grey hair and wearing a light yellow shirt, is looking at a smartphone. The person on the right, with dark hair and wearing a white shirt, is working on a laptop. The desk is equipped with modern amenities including a spiral-bound notebook, a smartphone, and a small white electronic device. A large, lush green plant is positioned behind the desk, and a curved wooden railing is visible in the background. The floor is made of dark grey wood planks.

“We have a strong commitment to peace, justice and strong institutions and we are proud to have changed our articles of association to reflect our commitment to the triple bottom line, people, planet, profit in line with our B Corp journey and the Better Business Act.”

How do we live our purpose at Chaucer?

We aspire to use our business as a force for good

Our vision is to deliver measurable impact, as we improve lives for a better and more sustainable world.

Our mission is that with a united purpose, we can accelerate how we improve the lives of our people, clients, and wider communities to help build a better world.

We achieve this through holding ourselves to account against industry best practice, measuring performance and reporting our progress.

Our approaches and impact align closely with the UN SDGs and the UN Principles by:

- Adopted the B Corp legal test and submitted our B Corp application
- Improved and circulated our updated code of ethical conduct
- Improved our supplier due diligence processes
- Learnt from other organisations through the Global Compact Network and collaborated to improve business impact



“Our people are at the heart of our business and our priority is to grow and learn together to be more sustainable so we can make a bigger difference to our clients, communities, and the environment.”



Chris Laslett
CEO, Chaucer



Our approaches and impact align closely with the UN SDGs and the UN Principles by:

- Adopted the B Corp legal test and submitted our B Corp application
- Improved and circulated our updated code of ethical conduct
- Improved our supplier due diligence processes
- Learnt from other organisations through the Global Compact Network and collaborated to improve business impact

SDG Goals:



The difference to our planet



Our employees are now more aware of how to spot the signs of and prevent modern slavery



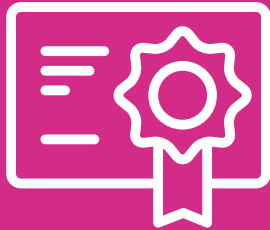
We measure our impact so we can take the right steps to improve



We educate on our policies and procedures to ensure we are living our values

Looking ahead, we will...

- Publish our code of ethics
- Improve our B Corp score
- Report our progress transparently



Closing statement from the Group MD



I'm reassured to see how our teams have collectively got behind our commitments to create positive ripples when it comes to social impact and sustainability.

It is thanks to their response that we have laid some strong foundations to build upon.

In many aspects we are still early in our journey but we are ready to have challenging conversations, take action in areas where we need to improve and grow and embed sustainability into the core of our organisation.

I will openly say here that we have more work to do and I am personally pledging to prioritise our people, the communities we impact, our sustainability and our governance.

We have challenges to overcome but we are ready and willing to do so. This report is a benchmark from which we can measure our progress and ensure it's always going in the right direction.

A stylized, handwritten signature in blue ink, consisting of a large 'M' followed by a long, sweeping horizontal line.

Martin Wassell / *Group MD, Chaucer*

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Part of **bip.** Group