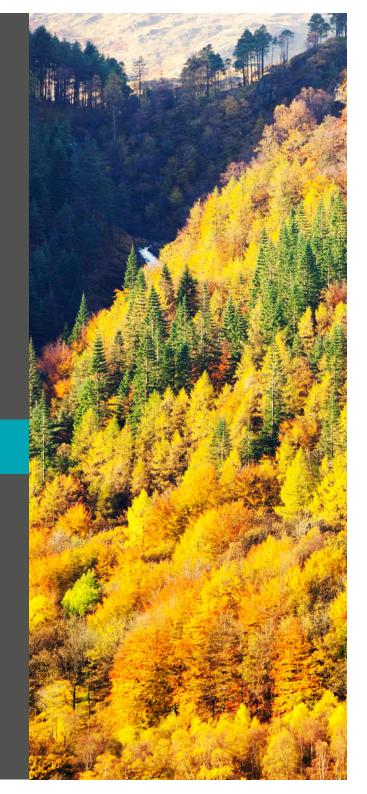
2021







Human rights

Principle 1

Businesses should support and respect the protection of internationally proclaimed human rights; and

Principle 2

make sure that they are not complicit in human rights abuses.

Labour standards

Principle 3

Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining;

Principle 4

the elimination of all forms of forced and compulsory labour;

Principle 5

the effective abolition of child labour; and

Principle 6

the elimination of discrimination in respect of employment and occupation.

Environment

Principle 7

Businesses should support a precautionary approach to environmental challenges;

Principle 8

undertake initiatives to promote greater environmental responsibility; and

Principle 9

encourage the development and diffusion of environmentally friendly technologies.

Anti-corruption

Principle 10

Businesses should work against corruption in all its forms, including extortion and bribery.



The UN Global Compact is a strategic policy initiative for businesses that are committed to aligning their operations and strategies with ten universally accepted principles in the areas of human rights, labour, environment and anti-corruption.





Introduction from David Williams, Founder and CEO

"I am absolutely committed to creating and maintaining a culture of belonging and happiness at Impact.

It is my main objective and always has been' (David Williams, 2021)

Impact has been a signatory to the United Nations Global Compact since 2005. Key to the progression of these principles is the commitment and support from our people. In a recent survey (source: Great Places To Work® 2021)

- 99% of our employees said that 'it is a physically safe place to work'
- 99% say our customers would rate the service we deliver as 'excellent'
- 99% of people here are treated fairly regardless of their sexual orientation

Impact (UK) have been recognised by Great Place to Work® (2021) as a best workplace for wellbeing and a best workplace for women

Here are some of the ways in which we have kept our people at the heart of our business over the past 12 months:

- Covid has caused many people to review their priorities. Time spent working from home, close to family, adjusting the working day to suit personal priorities. We have encouraged Impact people to work when and where they choose.
- Some people aren't ready to 'return' to the office, some people can't wait! Working from home has been challenging. Poor internet, uncomfortable seating, loneliness and a strong desire to reconnect. We have put in place measures to keep everyone safe should they wish to come back into the office.
- The restrictions and challenges of fighting the pandemic have got in the way of formal development activity. Covid interrupted two cohorts of our internal "Inspire and Develop" programmes but, 18 months on, I am delighted that these opportunities are returning with many other initiatives being planned in addition. This is on top of specialist mental health first aid training, producer training, a digital community of practice and development of skills to work more professionally and creatively in the virtual world.



93% of employees feel good about the ways in which we contribute to the community (2021 GPTW survey).

Impact is in business to build organisations worth working for and what better place to start than with our own organisation. We are passionate about responsible business and supporting our local and global community. We engage in a number of successful and meaningful initiatives that embrace our values and live our culture. Our charitable work is not driven by a desire for profit or publicity. It comes from the heart of the business.

Our strategic partnership with the UN Global Compact has continued. We have co-created and delivered virtual roadshows to provide useful insight into sustainable practices and challenges for organisations as well as delivering The Young SDG Innovators Programme, helping young professionals to create new products and services to address the SDGs. This has created several new opportunities to build new client relationships and deepen existing ones. In 2021 we will continue to develop programmes with the UK Network around this agenda.

We have experienced a lot over the past 12 months. We have learned how to deal with ambiguity. How to be agile in the face of disruption and change brought on by the uncertainties of the pandemic. At times it has felt like swimming upstream with no reprieve, no time to rest or to recuperate, but despite this, I am proud of what we have managed to achieve collectively, and I am very confident that we can build on what we have learned, from both our mistakes and our successes. We are here, we are stronger than ever, and we are determined to move forward.

I am pleased to reaffirm my full support to the UNGC and the principles which underpin the initiative. In this year's report we outline progress made in the UK. As in previous years, our report demonstrates success and failure against our 2020 targets.

Our report is in the public domain and can be viewed on the UNGC website or via a link on our website:

www.impactinternational.com/united-nations-global-compact





Our strategy, our process

As a business we have adopted the UN Sustainable Development Goals (SDGs) with the ambition of integrating all the goals into our business strategy. We believe this will help to inform our internal practice and to support, engage and influence our supply chain and clients around the sustainability agenda.

Following an internal assessment of our business and relevant activities, we have identified seven goals which align directly to our business:















We recognise the interconnected nature of the SDGs and acknowledge that our work contributes to the overall progression of all of the SDGs:





















In this report we share, where possible, our current position and progress with the seven primary goals and where possible the targets which sit under each goal.

To help us in this process we used the GRI/UNGC Business Reporting on SDGs – Analysis of goals and targets:

https://www.globalreporting.org/resourcelibrary/GRI_UNGC_Business-Reporting-on-SDGs_Analysis-of-Goals-and-Targets.pdf



Principle 1

Businesses should support and respect the protection of internationally proclaimed human rights; and

Principle 2 Make sure that they are not complicit in human rights abuse

Context

Impact are fully supportive of the Universal Declaration of Human Rights and the UN Guiding Principles Reporting Framework. Impact are committed to the implementation of all aspects of human rights, internally within our organisation and externally, through the delivery of programmes for our clients. As an international organisation, we seek to develop consistent best practice across all regions and work to the highest standards in terms of safe and healthy working environments, child protection and other aspects of human rights.

As a service organisation, we can support these principles in two tangible and measurable ways. The former is around how we engage and educate our people in this area and the latter is about providing innovative approaches to engage and influence across our clients and supply chain.

All Impact employees are given a minimum of three paid days, working in their local community. We call this initiative 'Learning in the Community' (LITC). Learning in the Community (LITC) is formally reviewed twice a year, during performance reviews by line managers.

Our target is to uphold 70% engagement of LITC throughout the UK business. In 2020 and 2021 we were unable to carry out our usual number of activities, this was entirely down to the global pandemic. We did, however, identify some local volunteering opportunities with schools and mental health charities, including Growing Well a local Mental Health Charity.

In 2019 a total of 169 days were achieved out of a potential of 219 days = 77% In 2018 a total of 136 days were achieved out of a potential of 204 days = 67%

The statistics above include all full-time members of Impact UK in 2021, of which there are 82





Aligning our LITC activities with the SDGs

People at Impact feel engaged and motivated when they are able to create opportunities to give back. This has helped us to create the sense of community and appreciation of each other which helps to define our culture.

All LITC work is aligned to an individual's personal development plan (these are reviewed twice a year) and the Sustainable Development Goals.

2021 has been a tough year for many. It has been difficult to support our normal LITC activities. Where possible we have adapted our approach and looked for additional ways in which we can support our local communities.

Two of these initiatives are shared below:

Children's Holiday - We were able to run our holiday for disadvantaged Cumbrian children in 2021. A five-day holiday in partnership with Action for Children, Impact provide the staff, resources and time. We also fundraise for food and costed activities. This holiday is often a life changing experience for the children who attend. With support and care, the children confront their fears, try new things, make new friends and most importantly tap into capabilities they never knew they had. The holiday also provides Impact employees with a challenging and rewarding experience

Impact Aid – an internal fundraising division that raises monies that are then donated to local, national and international charitable causes with a connection to Impact staff. Impact UK matches any monies raised from our internal fundraising activities, significantly increasing the amount of causes we can support.

Over the past 12 months Impact Aid have supported The Wallacea Trust (an Environmental project), Mind, Jigsaw Family Support, MacMillan, Bendrigg and Grizedale Oncology Unit

We also provide support in the form of skills and services. In 2021, Impact staff have been involved in coaching senior members of local charities and part of various charities as Board or Trustee members.















Aligning our LITC through strategic partnerships

Impact and the UNGC (UK Network)

The Global Goals Roadshow 2021 – Our collaboration utilised the skills and experience of both organisations in the design and co-delivery of the 'Making Global Goals Local Business' virtual roadshow events. These events enabled participants across all sectors to share ideas and best practice in relation to embedding sustainability within their organisations.

YSIP (Young SDG Innovators programme) 2021-2022 A 10-month programme to provide skills, mentoring, learning and support for 44 young leaders in business. This professional young group are all working towards innovating breakthrough products and services to address the SDGs. Impact co-designed and facilitated two virtual programmes and is part of the delivery team for the 2022 Cohort of 43 young professionals across 12 organisations.

Overall thoughts

Part of our commitment to the UNGC principles is to engage and influence other businesses around the importance of this initiative. Our involvement in this work has helped us to progress our intentions in this space as well as providing us with opportunities to expand our network.







Action which support the human rights of our employees

The wellbeing of our people is paramount. We intentionally go beyond what is required in terms of supporting and respecting our employees. We strive for excellence in providing an environment in which people can thrive.

Last year Individuals reported sensing a need, especially due to remote working, for support from their line managers particularly in relation to their wellbeing and workload/life balance and development aspirations. Working from home and virtual working has impacted the lines between work and home life which, if not monitored, can slowly lead to burnout.

As a direct consequence:

on Progress

2021

- Our performance review document has been reviewed to ensure employee a wellbeing discussion is included.
- A new internal programme called 'Dialogue for Growth' open to all employees, has been launched to help individuals understand the importance of dialogue and how to manage difficult conversations.
- All employees have access to a health care plan which includes 24 Hour counselling and an Advice Line for employees and their families as well as access to remote GP's, medical second opinions and mental health support (8 sessions of face-to-face counselling).
- Employees are offered free regular financial support from our pension advisor and a discounted service from a financial advisor.
- 100% of employees have received mental health wellbeing first aid training and 90% of employees have attended the Leading and Caring through a crisis training



We are a Great Place to Work certified organisation. We are a best workplace for wellbeing and a best workplace for women (Great Place to Work, 2021)



Progress against targets

Our central purpose through 2021 in respect of our commitment to the UN Declaration of Human Rights was to engage our own employees, as well as influencing our clients and our supply chain with regards to their practices.

2021 targets

Progress Send three people on a Mental Health First Aid course

Progress This has not happened due to lack of people having capacity
and budget cutbacks - goal for 2022

Target Use external suppliers to cater for development needs

Progress Due to the pandemic all our development has been internal.

This will be a revised target for 2022

Target Keep track of continuing changes to policies following the UK exit from Europe

Progress This will be an ongoing goal for 2022

Target Share and communicate the anti-slavery act principles across our network and through our global digital newsletter. Ensure all those in our supply chain, as well as our contractors, comply with our values . Progress We now have a policy in place which has been communicated to all

employees. https://cragwood.sharepoint.com/sites/roughguide/SitePages/Modern-Slavery.aspx

Target Continue our work focusing on Diversity, Inclusion and Belonging

Progress Creating a safe environment is important to Impact. Staff training included the development of a virtual platform and conversations across the global business to learn, reflect and share what diversity & inclusion means to them https://inscape-teaser.impactinternational.com/diversity/

We also have a dedicated diversity channel on Teams for all employees and associates to help continue and facilitate discussion and share topical items of interest.



Additional progress made:

Following on from our successful Wellbeing week in 2020 we continued to plan a series of events to support the UK's Mental Health week in May 2021

Progress:

- The continuation of an internal digital wellbeing learning journey. The journey covers all areas within wellbeing, mental health and resilience...
- We provided staff with an additional wellbeing day (paid) which was framed as a digital detox. Employees were encouraged to take time away from their duties to either enjoy an activity or focus on what resources and practices they needed to help improve their wellbeing.
- Wellbeing Wednesdays, Mental Health Awareness training and a new addition 'Adventure Days' continue to support the opportunity for staff who may feel isolated, to connect and learn a new skill in the outdoors.

Targets for 2022...

Diversity, Inclusion and Belonging

 Build on the success of previous diversity initiatives to equip employees with the knowledge, tools and intentional actions that encourage individuals to create a more inclusive workplace and be accountable for their actions.

Continue to enhance and develop our suite of wellbeing offerings and staff benefits

 We are currently in the process of developing a new internal wellbeing programme designed to reflect employees' current needs



Context

Our key asset is our people. Consequently Impact is committed to adhering to, and going beyond, all legal requirements to provide fair, flexible and appropriately remunerated employment to all our directly employed and freelance contract staff.

Key labour related issues for Impact involve providing a safe and healthy work environment, flexible working structures (both in terms of available contracts for staff and day-to-day working practices) and providing transparent remuneration and appropriate benefits for contract staff. Impact employ a large number of 'contract' or 'freelance' staff across our global offices. Because of their freelance status such staff often have the least access to representation and forms of collective bargaining.

Relevant feedback from the Great Place to Work® survey in terms of labour standards include:

Justice - measures the extent to which employees' perceive that management promotes inclusive behaviour, avoids discrimination and is committed to ensuring fair appeals. - 95%

Corporate image - how employees view the organisation and its reputation in the larger community - 90%

Competence - measures leadership and management capabilities -90%
Caring - measures the extent to which managers show an interest in employees'
wellbeing by providing a safe and healthy working environment and benefits that
support people's lives out of the workplace. - 91%

Principle 3

Business should uphold the freedom of association and the effective recognition of the right to collective bargaining

Principle 5

the effective abolition of child labour, and

Principle 4

the elimination of all forms of forced and compulsory labour:

Principle 6

the elimination of discrimination in respect of employment and occupation.



Safety at Impact will always be our top priority

- Our Global Head of Safety, Philip Poole reports directly to David Williams, Founder and CEO
- Health & Safety is addressed at the beginning of every Monday morning company meeting and the beginning of every programme and every project
- Each month a safety update is communicated globally through our safety website
- Updates from Country Managers are shared with the Board on a quarterly basis
- Every year a safety report is completed and shared throughout the organisation

https://safety.impactinternational.com/ - is in the public domain - here we share all polices, updates and risk assessments.., If you have any thoughts or questions regarding our policies and processes, do get in touch.

On this site we also host a Staff area only where we share employee specific updates and information.



Global Head of Safety, Phillip Poole

Summary

We have had another good accident record for the year 2021 with no accidents in the UK to staff or participants

This has been largely due to the COVID restrictions with very few face to face programmes and staff working from home for much of the time. The constantly changing COVID restrictions and guidelines have been carefully monitored throughout the year and complied with.

Legislation changes

We continue to monitor changes and updates to legislation and guidance. This has been mainly concerned with keeping up to date with changing COVID regulations and guidance

Total accidents (see page 16 which outlines the process we use, if any accidents are reported)

2021 - zero accidents

2020 - zero accidents

Risk Assessments

Risk assessments have been created and updated with the new hazards presented by COVID19. These include home working, lone working, office safety, face to face programme safety and virtual programme safety. These are in the public domain and can be found here: https://safety.impactinternational.com/home/introduction

Staff Training

Regular safety training for all support staff. Refresher events are conducted before face-to-face programmes to ensure that support staff are current, safe and confident in their specific skills, be it on water activities, climbing, rope work or driving.

Working from home:

- Covid has caused many people to review their priorities. Time spent
 working from home, close to family, adjusting the working day to
 suit personal priorities. We have encouraged Impact people to work
 when and where they choose.
- Working from home has been challenging for some people due to poor internet, uncomfortable seating, loneliness and a strong desire to reconnect. We have put in place measures to keep everyone safe should they wish to come back into the office.

Additional updates:



Targets for 2022

- Gather safety related stories or incidents during virtual delivery to produce more specific guidance on duty of care on virtual programmes.
- Monitor the type of programmes that are run in the next year and create a generic safety training module for other countries that will reflect this.
- Ensure all employees are aware and familiar with new policies (Whilstleblowers policy and anti-slavery)

Anti-slavery act policy. To underpin our policy commitments, implementing the following measures:

- Endeavour to conduct risk assessments to determine which parts of our own business and which of our supply chains are most at risk from modern slavery.
- Where appropriate, as informed by our risk assessment, engage directly with suppliers in respect of our anti-slavery policy in order to gain a proper understanding of the measures they have in place to ensure that modern slavery is not occurring within their own businesses and, where appropriate, agree



Progress beyond targets -

Below is an an example of the process we go through when any accidents occur, however, in 2020/2021 we reported zero accidents.

Incidence of accidents in 2019

The incidence of accidents (number of accidents divided by the number of people) has gone up for participants from 0.04% to 0.07% and down for staff from 4.35% to 2.53%, as we had two staff accidents in 2019.

Frequency of accidents in 2019

The frequency of accidents is an industry standard calculation of the number of accidents x the hours exposed and has gone down for participants from 2.36 to 1.41 and up for staff from 1.81 to 2.35.

Statutory reportable incidents

We had no reportable incidents this year, which brings us to 5 years with no reportable accidents.

What sort of accidents?

All the accidents in 2019 were minor, including:

- a cut finger whilst preparing food at a mountain hut,
- a minor knee strain during an exercise,
- a finger strain during an all-in rescue exercise,
- a dislocated shoulder on a ropes course from a previous injury, which he fixed himself,
- a bruised shin on a ropes course,
- a chipped tooth from a bit of plastic found in a meal provided by outside catering firm during a camp.

Safety Actions as a Result of Incidents in 2019

- Remind participants to concentrate when using sharp knives and keep distractions in the kitchen area to a minimum.
- The learning point from the low lintel was, that although signs are a good way to draw people's attention to a hazard, if you can actually go further and reduce the hazard at source, such as pad the lintel, you should.
- Reminder on ropes courses with multilingual groups to ensure that everyone understands safety briefings given by external staff.
- More active supervision on ropes courses to ensure that instructions are being followed.
- No details were provided by the individual with a weak shoulder to Impact on the medical form, or at verbal checks before the activity. Continue to verbally check for medical conditions before any activity, but after the activity description, to give people the chance to declare medical issues.
- Caterier informed about foreign object in food and procedures examined

Embedding a Safety Culture – actions as a result of incidents

Above are some of the actions taken following a reported incident.

These actions are shared to all employees through our regular communication channels)



Safety of our IT systems and data security

The role of data security has continued to increase in importance, both with increasingly stricter requirements from our clients and with new legislation being introduced or announced around the world.

Impact has always been able to meet the requirements of our clients to this point, reflecting the fact that we are meeting our legal requirements at the same time.

Our processes were tested during the year when we experienced a large data breach. We were able to contain the breach, isolate the cause and notify all the affected clients within the time limit required.

Increasing pressure on resource meant that we weren't able to meet all our target although we are happy that we made progress against most.

Policy and procedure changes

- We updated our data retention and disposal policy to reflect the increasing and likely (semi-)permanent reality of home working.
- We introduced an explicit home working policy, for the same reason as above.



Data Protection Officer, Daniel Osborn

Progress on 2021 targets

Target: Finalise the implementation of new policies and procedures related to new Cyber Essentials requirements

Progress: Despite putting quite some effort into this area, we were unable to gather all the data required to complete this. We did make significant progress and are confident of completing this in the first quarter of 2022

Target: Continue work on the list of approved suppliers, as well as reviewing our due diligence of all suppliers and checking or renewing our Data Sharing agreements with suppliers.

Progress: Although we were unable to complete this, we gathered a lot of data around suppliers, introduced a better way of managing the data, updated our agreement and questionnaire and started working through the list of suppliers. This work is ongoing.

Target: ISMS: finalise approval of the few outstanding policies and review all existing policies

Progress: This is 80% complete. Almost all existing policies have been reviewed and most of the outstanding policies have also been reviewed and approved.

Target: Finalise the Personal Information Management System (PIMS).

Progress: Unfortunately, we were not able to make any progress on this target due to other competing priorities. The draft version is being used as is.

Target: Centralise list of client contacts in case of a data breach.

Progress: Work has begun on this ongoing project and was accelerated by a breach during the year.

Target: Review our Record of Processing Activities (ROPA)
Progress: Work continued on the ROPA but is not complete.



Progress beyond targets

• We revisited our risk assessment, using a simplified template based on ISO27005 which suits our business better than the HS1based approach we were using before. This will enable us to manage and report on risks and risk treatments more effectively and transparently.

Targets for 2022 – Data Security

- Recertify against Cyber Essentials. This work includes the introduction of any new policies and procedures to meet the requirements of the standard.
- Continue working on our list of approved suppliers, checking or implementing the required data sharing agreements in place, and redoing our compliance process with them.
- Once again, finalise the PIMS.
- Complete the remaining outstanding policy review and approval of policies in the ISMS. As this is an annual process, run a review round for all policies.
- Finalise the risk register, which is the outcome of the risk assessment process listed as progress beyond our targets for last year.



Context

Like all businesses, Impact face considerable environmental challenges. As a service organisation our key challenges are around resource usage on our programmes, office energy efficiency and transportation. In line with government ambitions we aim to minimise our carbon footprint.

Due to the pandemic all travel plans were cancelled. All of our face-to-face programmes were re-designed and delivered using virtual and digital platforms. Whilst we expect there to be some changes when travel restrictions are lifted, we anticipate a significant shift in the type of work we deliver and we expect to see a continued significant fall in our carbon footprint in 2021. Whilst this is positive news, it is not an intentional or strategic decision.

99% of our employees believe that we are working to reduce our environmental impact (source: Great Place to Work® Survey 2020).

We have an internal focus group that consists of a cross-functional team tasked with driving environmental initiatives through the business. Including engagement from programme managers, operations, finance and the consultant teams.

Principle 7

Businesses should support a precautionary approach to environmental challenges;

Principle 9

encourage the development and diffusion of environmentally friendly technologies.

Principle 8

undertake initiatives to promote greater environmental responsibility; and









Progress against targets

Target 2021: Add information regarding trains on travel request forms

Progress: We have not made any progress on this target due to the pandemic and travel restrictions, We will review in 2022

Target 2021: Increasing the number of international train journeys (to reduce flights)

Progress: We have not increased the number of train journeys as we have mostly experienced limited travel and zero flying for face-to-face programmes

Target 2021 :Increase the number of LITC environmental days we take part in

Progress: We have combined environmental days with our mental health initiatives and taken part on several 'walk and talks in nature' sessions.

Target 2021 :Report on the work we have carried out with the Ambleside Climate Change group

Progress: We have not taken part in any work with the Ambleside Climate Change group during 2021

Target 2021: Share our Net Zero climate strategy

Progress: key targets for us include:

- Flying less still low due to the pandemic
- Electric transportation (cars and vans) in progress
- Sourcing electricity from renewables 30% achieved
- Insulating buildings not approved yet
- Reducing waste in progress



Targets for 2022

- Provide Low Carbon Training for Impact employees to help them to make better informed decisions regarding their carbon choices at home and at work.
- Send two Impact employees on the UNGC Climate Ambition Accelerator Programme
- Finalise our Net Zero Carbon strategy, gain approval from the Impact Board members
- Measure and calculate our carbon useage on all Impact programmes and share the data with our clients. (with suggestions on how we can lower our collective carbon outputs).



Principle 10

Business should work against corruption in all its forms, including extortion and bribery.

Context

Impact firmly believe that all businesses should work against corruption.

We have strong internal policies communicated to all staff (through our staff handbook and our employee code of conduct document about expectations for professional and ethical behaviour, it states that: 'Impact recognise the importance of conducting its' business subject to the highest ethical standards, with integrity and honesty, and in full compliance with all applicable laws'.

All new employees are taken through a full induction process where our policies on anti-corruption are provided and talked through to ensure people understand our policies which include the following rules We comply with all applicable anti-corruption laws and conduct our business in a manner that avoids the appearance of impropriety.

We employ strict policies and procedures designed to prevent improper payments, including special procedures for dealing with third parties acting on our behalf in business dealings with public officials.

Impact is politically neutral. We do not have political affiliations and we do not participate in the political or electoral process in countries where we operate.

Our Gifts and Hospitality Policy prohibits the giving of gifts or entertainment to any person or entity if made with the intention of gaining any type of business advantage.

There are also a number of interventions at every stage of our work with clients where we share, communicate and assess the work scope and our role.

Any issues which may compromise our work are quickly identified, communicated and discussed at the appropriate level. In 2021 we recorded no incidents where our policy was compromised.

povright Impact® 2020

Communication on Progress 2019

Communication on Progress

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Images contained in this report are from "Images From a Warming Planet", which Impact are proud to support. Ashley Cooper is the photographer behind "the book, a collection that is the culmination of 14 years work travelling to every continent to document the causes and impacts of climate change and the rise of renewable energy. His art-photographic book showcases 500 of the best images from an epic journey around the planet, which Jonathon Porritt called "an extraordinary collection of images"

