

**Lifelong Learner**  
H O L D I N G S

Proud parent company of



# Communication on Progress

2021-22

# Our Vision, Mission and Values

**Our VISION**

To empower people in their careers and drive organizational success.

**Our MISSION**

To help people meet their potential.

The pursuit of our mission and vision are facilitated by the guiding principles of **our core values**. We live by these every day, and they enable our people to make the most out of their great talents.



At LLH, we believe that we always should **be dependable**. When we say this, we are holding ourselves accountable for honoring our commitments, working with care and rigor, and exceeding expectations.



At LLH, we **embrace diversity**. When we say this, we mean that we value diverse perspectives and open dialogue; seek to build an inclusive culture; and strive to develop solutions and measures that are universal and fair.



At LLH, we **think creatively**. When we say this, we speak to the fact that we are open to new ideas and new ways of doing things, willing to explore and experiment and that we believe innovation is essential to growth and continuous improvement.



At LLH, we **value people**. When we say this, we mean that we value, respect, and believe in the talents and contributions of every individual.



At LLH, we **work together**. When we say this, we are referring to the way we partner as one team to implement top-quality solutions and deliver great experiences.

# Statement of continued support from our CEO, Stephen Tapp



COMMUNICATION  
ON PROGRESS



This is our **Communication on Progress** in implementing the Ten Principles of the **United Nations Global Compact** and supporting broader UN goals.

We welcome feedback on its contents.

To our stakeholders:

I am pleased to confirm that Lifelong Learner Holdings, the proud parent company of Talogy and PSI, reaffirms its support of the Ten Principles of the United Nations Global Compact in the areas of Human Rights, Labour, Environment and Anti-Corruption.

In this annual Communication on Progress, we describe our actions to continually improve the integration of the Global Compact and its principles into our business strategy, culture and daily operations. We also commit to sharing this information with our stakeholders using our primary channels of communication.

Sincerely yours,  
Stephen Tapp  
Chief Executive Officer

# UN Global Compact

---



## 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

**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.

# Human Rights

## Policy Statement

Lifelong Learner Holdings are committed to ensuring that each of our employees can show up every day as their authentic selves, to work in a safe, collaborative and collegial environment.

We are committed to helping people to meet their potential, we believe that preserving human rights, including but not limited to the promotion of **diversity, equity** and **inclusion** is critical to our success. Practices that promote these ideals are woven into the fabric of all of our programs and are applied throughout the employee lifecycle.

**Embracing diversity** is a core value that we strive to bring to life daily. We are committed to treating employees, partners and applicants, with dignity and respect.

We aim to preserve and promote the preservation of fundamental **Human Rights** and to support our clients and those in our supply channels to meet their own goals related to **Human Rights**.

To this end, we commit to:

- Ensure there is consistent transparency in our business and in our approach to tackling Modern slavery throughout our supply chains, consistent with our disclosure obligations under the Modern Slavery Act of 2015
- Prohibit the use of forced, compulsory or trafficked labour, or anyone held in servitude, whether adults or children, and we expect that our suppliers will hold their suppliers to the same high standards
- Provide education and awareness of Modern Slavery and Human Trafficking to those in our employ who are in a position to detect and report Modern Slavery and Human Trafficking and provide a process for reporting related violations
- Continually improve our education and reporting process to ensure that we, and those in our supply chains remain free of Modern Slavery and Human Trafficking.
- Explore ways in which the company may be able to help members of those communities that we serve globally to those in need to meet their potential
- Condemn and prohibit child labor in any form in our business and throughout our supply chain
- Ensure that everyone in our employ can show up every day as their authentic selves and expect to be treated with dignity and respect by working to provide an inclusive workplace

# Human Rights (continued)

## Objectives 2022-23

- Extend the publication of our policy prohibiting Modern Slavery and Human trafficking globally
- Deliver training on the topic of Modern Slavery and Human Trafficking to all employees. Extend further training to those in our employ who are in a position to detect and report Modern Slavery and Human Trafficking and require that they do so if they suspect it is occurring
- Conduct a child labor impact assessment, in line with Section C.2 of the International Labor Organization's Child Labour Guidance Tool for Business.
- Create Corporate Social Responsibility activities to assist those in need in the communities we serve
- Further our efforts to educate and create awareness of the challenges faced by those who identify with marginalized groups. Deliver three learning activities designed to educate and encourage discussion
- Continue to develop the Corporate Social Responsibility Team implemented in 2022 including use of the Giving budget for a Giving event and awareness of Volunteering opportunities

## Actions taken in 2021-22

- Published a policy on the prohibition of modern Slavery and Human Trafficking in some of our employee Handbooks
- Established a volunteer day for all employees so that they can spend a day working with a charity of their choice
- Created a framework for a global Corporate Social Responsibility Team to encourage and to manage Corporate Social Responsibility across the organization
  - Established both 2022 and 2023 "giving" budgets
  - Provide resources related to use of the volunteer day to encourage its use
  - Established parameters and a schedule for Giving events for 2022 and 2023
- Embedded "Embracing Diversity" as a competency in the Performance Appraisal process
- Created a Diversity and Inclusion Team which:
  - Created a global D&I brand and mission statement (#inclusiveLLH)
  - Developed a Commitment Statement
  - Delivered a successful PRIDE day event featuring panel discussions and PRIDE Trivia sessions across all regions to create awareness and discussion
  - Initiated a company wide conversation on the topic of Diversity and Inclusion by leveraged a proprietary assessment encouraging employees to determine their D&I quotient, followed by a blended learning process where the capstone event will be a company-wide discussion in inclusivity

# Labour

## Policy Statement

As a company committed to helping people to meet their potential, we believe that promoting **inclusion** is critical to our success. Practices that promote these ideals are woven into the fabric of all of our programs and are applied throughout the employee lifecycle.

Because **embracing D&I** is a core value that we strive to bring to life daily, Lifelong Learner Holdings is an **Equal Opportunity Employer**, dedicated to providing equal employment opportunities to employees and applicants regardless of race, color, religion, national origin, age, sex, sexual orientation, gender identity, gender, disability, military status, or any other marginalized group identification.

We are committed to ensuring that each of our employees can show up every day as their authentic selves, to work in a safe, collaborative and collegial environment.

To that end we commit to:

- Updating internal performance management programs to include **embracing diversity** as a key performance indicator
- Conducting a comprehensive analysis of our employment demographics to ensure that we are providing a diverse and inclusive workplace
  - Review our pay practices to ensure that they are fair and equitable and that they bridge real or perceived pay gaps and ensure we comply with all global minimum wage standards
  - Establish an aggregate company D&I quotient and continue to work towards 100% inclusion
  - Work to improve the employee engagement score for those who identify with marginalized groups
  - Evaluate the demographics of those engaging in learning and development opportunities to ensure inclusion and belonging
  - Continue to deploy proven, fair, and job-related selection techniques to ensure we identify talent objectively.
- Engaging with executive leadership to gather feedback that can be used to inform the D&I strategy and identify key action items
- Establishing a mentoring program. Mentoring programs have proven to be single most effective D&I intervention an organization can make
- Encouraging employees to treat each other with dignity and respect, even when we disagree

# Labour (continued)

## Actions taken in 2021-22



- Created an education/awareness calendar for D&I communications
- Publish a monthly newsletter article
- Developed a D&I communications page on the company intranet site
- Embedded Embracing Diversity as a KPI in the Performance Management process
- Engaged with a Diversity job site to broaden our candidate pool
- Initiated a mentoring program

## Objectives 2022-23

- Create and deliver regular D&I events
  - TED type talks on various topics
  - D&I Thermometer Survey to measure inclusiveness
- Deliver unconscious bias training to Managers via our GUIDE program
- Identify the variance in employee experience across diversity categories
- Conduct a comprehensive analysis of our employment demographics to ensure a workplace that promotes inclusion and belonging
  - Review our pay practices to ensure that they are fair and equitable and that they bridge real or perceived pay gaps and ensure we comply with all global minimum wage standards
  - Establish an aggregate company D&I quotient and continue to work towards 100% inclusion
  - Work to improve the employee engagement score for those who identify with marginalized groups
  - Evaluate the demographics of those engaging in learning and development opportunities to ensure inclusion and belonging
  - Determine any gaps in our hiring practices to increase the number of qualified diversity candidates interviewed and ultimately hired
  - Establish Employee Resource Groups to promote inclusion and belonging



# Environment

## Policy Statement

As part of our commitment to **sustainability** and corporate social responsibility, we will seek to protect the **environment**, prevent pollution and reduce waste and energy/resource usage across our operations.

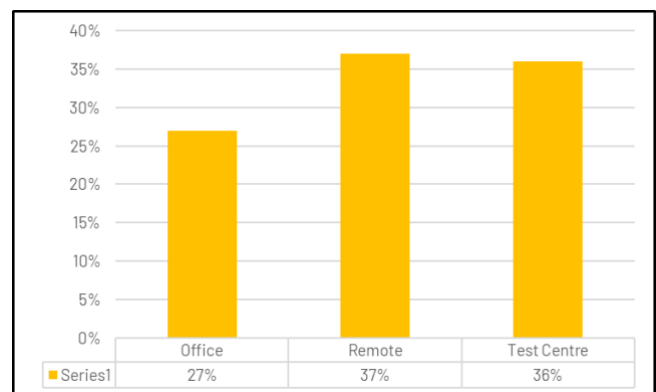
We aim to improve our **environmental** performance and also support our clients to enable them to meet their own **environmental** and **sustainability** goals.

To this end, we commit to:

- Fulfil our compliance obligations and manage and reduce the environmental impact of our activities and professional services
- Work with our clients to deliver more sustainable outcomes, promote actions that reduce negative **environmental** impact, and assist them to meet their own **environmental** objectives.
- Promote **environmental** awareness and understanding in our employees, and suppliers; and empower them to embed sustainable practices into service delivery
- Reduce the consumption of energy and carbon emissions
- Reduce waste generation and water usage, prevent pollution and increase reuse and recycling
- Incorporate **environmental** considerations when procuring products and services and increase the use of recyclable and renewable materials
- Set regional objectives and targets and measure and report our impacts
- Continually improve our environmental management system to enhance our **environmental** performance.

## Objectives 2022-23

- Engage an Independent audit to obtain a baseline of all Scope 1 and Scope 2 emissions using 2022 as the baseline year.
- Create an actionable plan using the Independent audit to become Carbon NetZero by 2050
- Successfully obtain re-certification of ISO14001 for UK operations and develop a roadmap based on business needs to expand the scope to cover a wider base of operations
- Evaluated all of our physical locations and established a hybrid working model to reduce the need for commuting into and operating Office space. 37% of our workforce are now permanently working from home.
- Reduced Office footprint to align, this includes a 40% decrease in our Glendale Head Office



# Environment (continued)



- Rolled out a training initiative 'Going Green' to all employees of Lifelong Learner Holdings to increase awareness of Environmental Sustainability and how everyone can contribute to becoming more eco-friendly.
- Environmental champions group established who have been running 'Going Green' awareness campaigns via newsletters, company wide initiatives and activities
- Implemented a Third Party Risk Assessment Process including assessment of Environmental Sustainability goals and action.



Reduce

- Implemented measures to reduce paper usage such as online results for test takers.
- Installed electric car charging stations at Glendale Head Office to support increased Electric Vehicle usage



Reuse

- Identified opportunities to implement green initiatives such as the provision of re-useable drinking bottles to employees at face-to-face events.



Recycle

- Initiated programme for IT equipment that is no longer needed but has not reached end of life to be donated

# Anti-Corruption

## Policy Statement

It is Lifelong Learner Holdings policy to conduct all of our business in an honest and ethical manner.

We take a zero-tolerance approach to **Bribery** and **Corruption** and are committed to acting professionally, fairly and with integrity in all our business dealings and relationships.

Training is provided to new employees as part of the onboarding process, and existing employees receive regularly occurring training throughout their employment.

The prevention, detection and reporting of bribery and other forms of corruption are the responsibility of all those working for us or under our control. All workers are required to avoid any activity that might lead to, or suggest, a breach of this policy. We will monitor the effectiveness, suitability, and adequacy of the Policy and review its implementation on an ongoing basis.

To support this policy a framework is in place to ensure:

- Records are maintained of all hospitality or gifts given or received
- Disclosure processes are in place to report concerns
- Protection is provided to ensure that no one reporting a concern receives detrimental treatment
- Training is in place to promote awareness and consistency

## Objectives 2022-23

- Analyse Ethics Hotline calls and email to identify the need for improvements or additions to policies or training.
- Legal review to identify new and amended laws and regulations, with updates to handbooks and documentation as needed.
- Annual refresher training to be rolled out using either online or in-person training as appropriate.
- Continued weekly assessments of sales leads to ensure none are in sanctioned countries or prohibited lists.

## Actions taken in 2021-22

- Updated our Anti-Bribery and Anti Corruption Policies to be published in our most recent Employee Handbook.
- Employee Handbooks issued to employees and contractors with signatures obtained to acknowledge that they have read and understand the Policies.
- Online training for all employees and contractors on Anti-Corruption and Bribery was rolled out.
- Ethics Hotline program established, with telephone numbers accessible from the US, UK and internationally, as well as an email address. Complaints can be left anonymously, and a team member will respond to any complaints within 48 hours.
- Legal review of new legislations and amendments to existing legislations (e.g., FCPA and UK Bribery Act) has taken place globally. With communications issues regarding new and updated laws and regulations to relevant business units.

- Risk Intelligence Assessment conducted for all sales leads to ensure none are in sanctioned countries or prohibited lists. The Risk Intelligence Assessment also looks for negative press and other indicators of corrupt practices.



611 N. Brand Blvd, 10<sup>th</sup> Floor  
Glendale, CA 91203

818-847-6180