

# ESG policy.

November 2023 V5.0

INSPIRED THINKING GROUP

**team**itg **story**teq **deploy**teq

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**ITG is a specialist marketing services and technology business that helps major brands and retailers improve the efficiency, speed, cost and control of their marketing operations.**  
**We employ over 1200 people around the Globe.**

ITG is a responsible business that considers all elements of the Environment, Social and Governance (ESG) impact to all its services throughout the globe.

This policy aims to document the structure of ITG’s group ESG planning and framework and how it will be delivered and publicised across the group.

Requirements will be documented that demonstrate, guide and develop ITG group as a responsible and sustainable employer that considers all elements of ESG across all of the services and the people that deliver those services to its clients and stakeholders.

Below is a breakdown of the ESG framework and what will be considered:

Environmental	Social	Governance
<p><b>Helping make ITG more sustainable in everything we do</b></p> <ul style="list-style-type: none"><li>• Climate change considerations</li><li>• Environmental impact of ITG services</li><li>• Efficient use of resources</li><li>• Waste reduction and management</li><li>• Supplier sustainability management</li></ul>	<p><b>Creating a diverse, inclusive, honest place to work</b></p> <ul style="list-style-type: none"><li>• Workplace Health and Safety</li><li>• Human labour rights</li><li>• Diversity and inclusion</li><li>• Wellbeing and cultural considerations</li><li>• Make ITG a safe and considerate place to work</li></ul>	<p><b>Build a well communicated, useful system people trust</b></p> <ul style="list-style-type: none"><li>• Anti-money laundering</li><li>• Anti-bribery and corruption</li><li>• Whistleblowing and feedback</li><li>• Cyber Security and Data Protection</li><li>• Delegation of authority and approvals</li></ul>

## ESG FRAMEWORK

The ITG Group ESG framework and strategy will consist of four main areas (Environmental and Health & Safety, People teams, Cyber and Data Protection and Financial management) broken down to distinctive parts and departments across the group. This will aid in communication and delivery across all parts of the business through a reference document for each area that can point and signpost the more detailed policy documents for employees and clients.

In order to aid communication ITG has a single point contact for all things ESG and any associated questions or queries for both internal staff and external clients or suppliers.

The ESG framework and strategy will be directly

managed by the Group Commercial Operations and Risk Director.

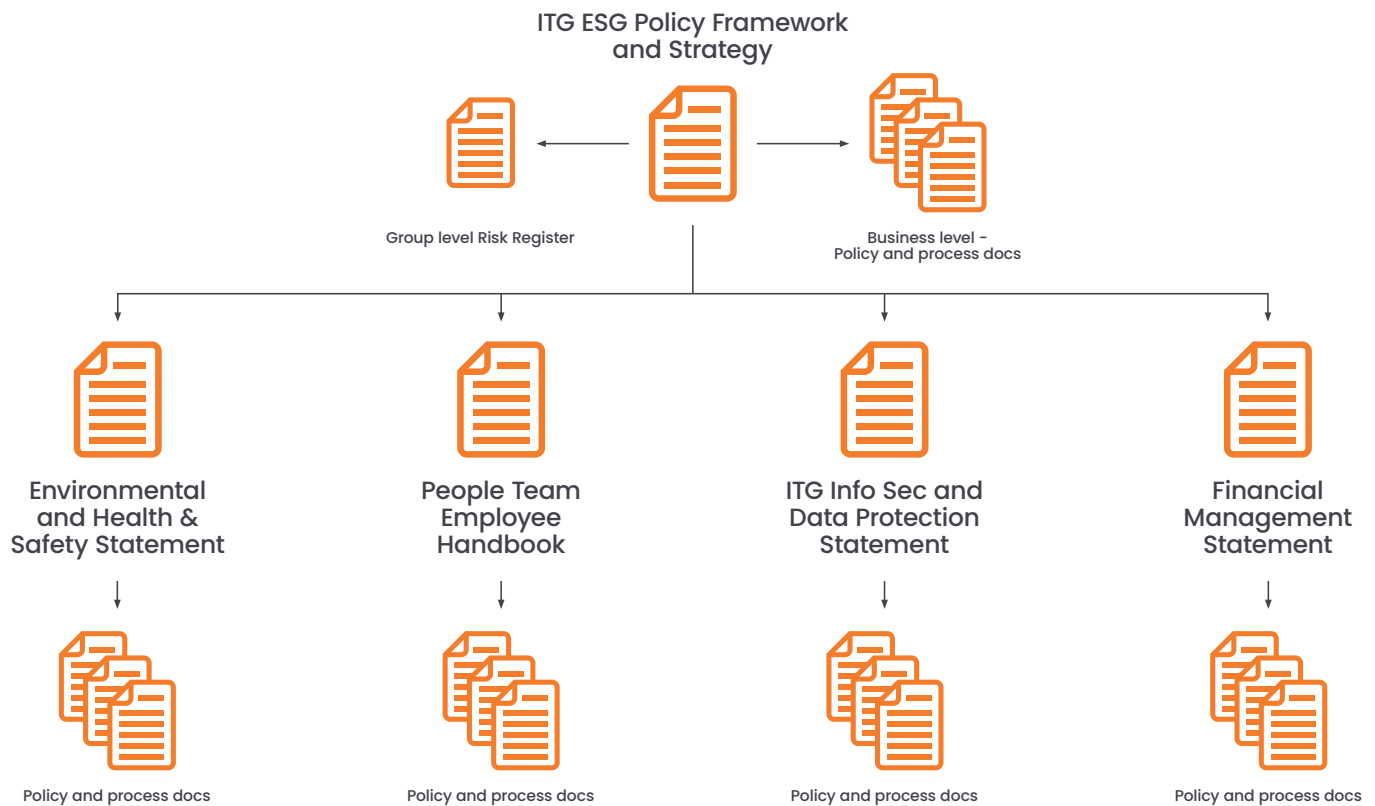
The main aim of the ESG framework and policy is to the deliver the following principles across ITG:

- informed business decision making
- establish accountability in the business and;
- protect the business interests with the aim to achieve better business performance and create positive outcomes for all employees, customers and stakeholders.

The diagram below illustrates the makeup of the framework and the associated policy documents

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## ESG further documents

Below is a link to all the statement documents that will also link to the associated policy documents and who in the group is responsible for the implementation and management of the associated activities.

Some documents maybe internal, but can be shared through the relevant team if required.

The Group central risk register will consider the policy requirements, controls and how they relate to business operations, in line with the business risk management framework.

Any required guidance or questions should be directed to the central point of contact for each part of the framework as listed below:

- **Central Governance policies**  
Group Commercial Operations & Risk Director

- **Environmental and H&S Statement**  
Group H&S and Sustainability Manager
- **Information Security and Data Protection Statement**  
Group Information Security Team
- **People Team Employee Handbook**  
Chief People Officer
- **Financial Management Statement and guidelines**  
Group Finance Director

Any amendments and additions are managed through the relevant team but assessed annually through the business policy management process. Any suggested amendments or questions can be directed to [ESG@teamitg.com](mailto:ESG@teamitg.com)

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## ESG Certifications and Accreditations

ITG will comply with the following certifications and accreditations as part of our ESG strategy. This will aid

in the development of policy and processes, including confirming we are conforming to industry standards.



The UN Global Compact is a call to companies to align their strategies and operations with ten universal principles related to human rights, labour, environment and anti-corruption, and take actions that advance societal goals and the implementation of the

Sustainable Development Goals (SDG's). As an ethical and responsible business, ITG has signed up to the commitment of the UN Global Compact and will align to those SDG's relevant to its operations and services across the globe.



## SDG alignment and objectives

We utilise the B-Corp SDG Impacts tracker and our target is to improve our SDG baseline score by a minimum of 5% year on year and report on this in our

annual ESG/Sustainability reports.

Below is how we positively impact each SDG:

## Acting on Climate Change, limiting impacts on the environment, and investing in sustainability initiatives



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We understand climate change is real and is happening now, we recognise that we must act now, for the world of today and tomorrow.

- We are ISO 14001 certified (Environmental management) and ISO 50001 (Energy Management).
- We are a 'Climate Partner Certified' company, and this means we are not only carbon neutral but have also committed to carbon emission reduction

targets – <https://climate-id.com/en-gb/BI6F84>

- We have planted 1million trees – <https://www.brynk.eco/teamitg-impact-forest>
- All of our UK sites are powered from 100% renewable electricity as of Q3 2023.
- Salary sacrifice schemes (electric/hybrid car purchases, Cycle-to-Work scheme).

## Investing in our people, inclusivity, and wellbeing



We understand we are nothing without our incredible team. The recruitment, retention and development of talented individuals is key to the ongoing success and growth of our business.

ITG has implemented a number of initiatives to promote employee wellbeing and create a positive workplace culture which include, but are not limited to:

- Wellbeing Champions (a point of contact and support for employees).
- Mental Health First Aiders (We appreciate that mental health is just as important as physical health and have a number of Mental Health First Aiders to provide support to employees).
- 1-to-1 counselling with a psychologist.
- Wellbeing workshops.
- 24/7 EAP Service.
- Employee Wellbeing Day (one day's additional leave over annual leave, which can be taken with 24 hours' notice).
- Health plans to enable employees to claim

back costs of routine medical treatments.

- Family Friendly Leave (covering leave for maternity, paternity, adoption, etc.).
- Enhanced sick pay.
- Free fruit and drink.
- Life assurance.
- Salary sacrifice schemes (electric/hybrid car purchases, Cycle-to-Work scheme).
- Employee forums (HR, H&S, etc. providing an open channel of communication for employees).
- Employee mentor programme.
- Flexible working (allowing up to 40% of the working week to be worked from home).
- Diversity Champions.
- We are proud to be a member of the leading LGBTQ+ charity Stonewall's Global Diversity Champions programme. Stonewall supports us with inclusive policies, and recruitment and selection processes.

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## Securing our own and our clients' data and being socially responsible organisation



Our business fundamentally depends on building and maintaining the trust that our clients have in us, both in the integrity of our work and in the security of client information which we handle. Today, more than ever, information security is vital.

- We are ISO 27001 certified (information security

management), and we employ a dedicated team to ensure information security is maintained to the highest level.

- We are SA800 (Social Accountability Management) certified.

## Managing and influencing ESG issues within our supply chain



We understand that our supply chain and procurement processes can have significant negative impacts if not correctly and effectively managed.

All suppliers must go through a set-up process that ensures that they align to, and meet, our requirements as detailed below:

- Due diligence and risk screening through our

supplier management and due diligence platform.

- Signing our supplier code of conduct (details requirements for ethical working, etc.).
- Our SA8000 Accreditation focus strongly on our controls around our supply chain and we are audited every 6 months.

## Giving back to our local communities



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We understand the importance of nurturing and investing in our local communities.

- We offer all our employees one day's paid leave for volunteering purposes so that they are able to benefit local communities.
- Through our partnership with local schools and our School Academy, we aim to prepare students for life after lessons, giving them the opportunity to learn key skills such as how to conduct themselves in

an interview setting.

- We offer a graduate programme in our London and Birmingham offices to provide students with a year-long placement to gain experience in their chosen fields by shadowing some of our incredible talent.
- Every year we choose charities dear to our heart to support with our time, resources, and cash.

## Other accreditations

As part of the businesses ongoing commitment to ESG and its continual development we conform to the

following certifications, accreditations and awards to better measure and improve our compliance:



**SA8000 in Social Accountability**



**Carbon disclosure Project**



**Science Based Targets Initiatives**



**Ecovadis sustainability rating**



**ISO 27001 in Information Security**



**ISO 50001 in Energy Management**

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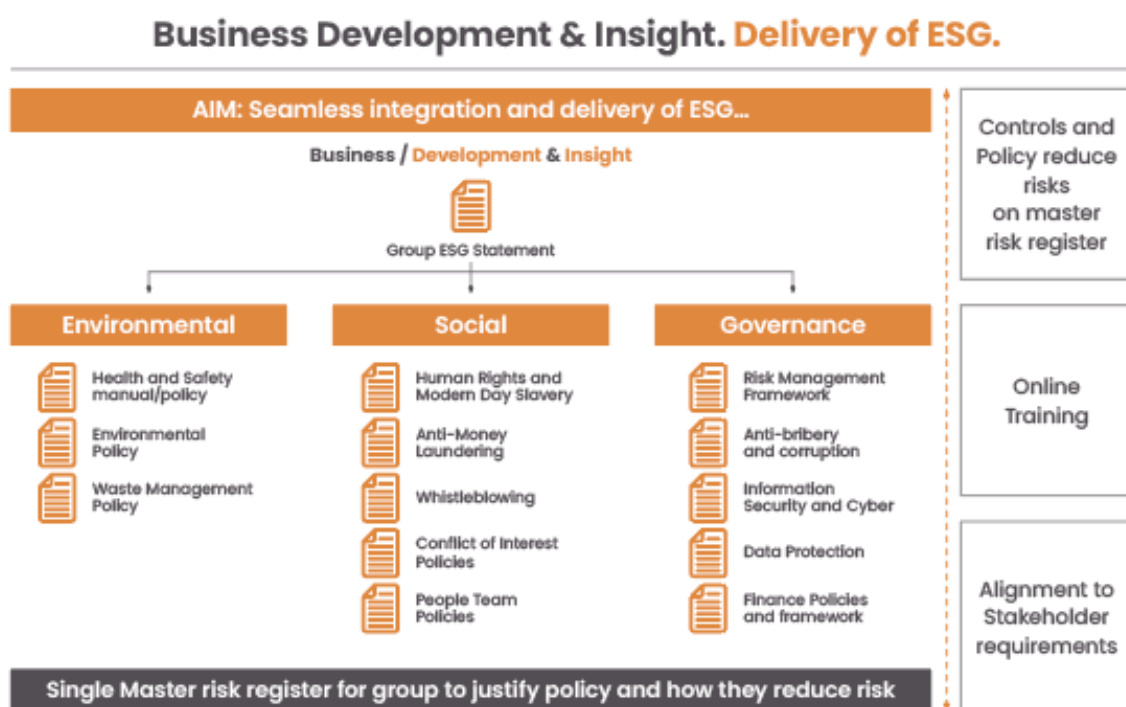
## ESG Strategy Delivery

The group statements will document the main aims of each department with quick easy links to the policy documents that provide the detail.

Delivery of the aims and requirements will be done through good communication, training and creating a point of presence to advise, audit and assist teams across the business.

The main structure can be seen below, this ESG framework and strategy will develop with the business and be included in all business operations and further growth with all stakeholders and M&A integrations.

This will enable all business processes and departments to be considered and covered by policies and controls throughout the group.



The collaboration of teams across the group will be conducted through the central management of interested parties and key stakeholders to develop and deliver the required policies, processes training, and guidance, under the direction and assistance of the Group Commercial Operations & Risk Director.

Key Delivery points for ESG through the Business Development and Insight team, will be:

- **Safeguard reputations** – social media provides a channel to connect with your customers. It also provides a platform for customers, and many other stakeholders, to scrutinise companies if they become aware of or suspect malpractice.

Ensuring well-designed practices and policies, in line with policy commitments, build the internal infrastructure to not only protect your brand but also increase brand equity with outward messaging on your ESG agenda.

- **Reduced risk** – All companies face risks. Appropriately assessing, measuring, and managing around risks signals to investors, employees, suppliers, and others that a company is strategically planning for the future. By activating systems and procedures salient to the highest risks will safeguard the company from doing harm in the market and potential litigations.



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- **Increase business value** – The emergence of ESG standards and rating agencies is raising the bar on non-financial reporting, corporate transparency, and disclosure of measures to ensure executives are aware of and managing around salient ESG risks. Research shows a clear, positive connection between ESG readiness and disclosures, supported by policies, and access to competitive capital and higher valuations.

## Measurement of delivery and progress

Measurement of the success in delivering ESG across the group will be done at a group level and based on departmental aims agreed at a CEO level. All ratios and analysis will be correlated and reported on centrally through the business development and insights team, using the following methods:

- internal audits/discussions with teams to listen and glean their knowledge and understanding of ESG. This will be documented in Monday.com
- training results and feedback through online and face to face training with the teams around the group.
- risk management reports, showing any above tolerance and actions plans to reduce overall business risk.

- **Better talent attraction** – More than ever before, employees expect more companies. Strong ESG performance and communication to workforces has shown to be a differentiator in an increasingly competitive talent market, as well as boost employee engagement. The value for executives is that engaged, proud employees work harder, stay longer, and strive to produce better results for the organisation.

- measurement of environmental ratio's based on business objectives and global schemes and certifications

- surveys and People Team ratios to measure employee satisfaction and diversity ratios

- financial measurements and ratio's relating to change and development

All communication ideas and report will be centrally held and transparent to the leadership team in order to drive change and measure success.

Reporting and assessment will be delivered to the business CEO's, board and Bridgepoint to ensure continual awareness and approval.

## Policy review and approval

This policy will be reviewed annually or with any major change in legislation or practice. It is approved and monitored at a board level and reported on through internal and external audits, where applicable. Any questions or queries should be send to:  
[ESG@teamitg.com](mailto:ESG@teamitg.com)

Effective date	Version	Owner	Changes
May 2018	V1.0	Darren Lowe	First version
August 2019	V2.0	Darren Lowe	Updated Version
April 2022	V3.0	Carl Brooks/Darren Lowe	Updated Version
November 2022	V4.0	Chris Egerton	New ESG Framework
September 2023	V4.1	Chris Egerton	Additional page for certs
November 2023	V5.0	Chris Egerton	Annual Update