



# Environmental, Social and Governance Policy

## 2025

Author	Role	Date
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# **Illuminet Group – Environmental, Social and Governance Policy**

## **Introduction**

Illuminet Group believes that to be a responsible company we must maintain focus on our environmental, social and governance (ESG) policy. Business strategies and company growth should align to the principles outlined in this document.

This ESG policy will endeavour to ensure we:

- Conduct business in a socially responsible and ethical manner
- Consider our environmental impact.
- Assure a safe working environment.
- Support the rights of staff and colleagues.
- Engage with and support our local communities.
- Govern our business effectively.

Nothing in this policy shall be taken or understood to limit or reduce our other policies, both legally and ethically.

## **Purpose of this policy**

The purpose of this policy is to provide information about ESG (Environmental, Social and Governance factors) and to encourage the business to understand ESG better.

This policy has been agreed upon by the company directors.

This policy does not form part of any contract of employment or other contract to provide services, and we may amend it at any time.

## **Who is responsible for this policy?**

The company directors have overall responsibility for the effective operation of this policy. They have delegated responsibility for overseeing its implementation to Greg Wood. Suggestions for change should be reported to Business Operations.

Line managers have day-to-day responsibility for this policy, and you should refer any questions about this policy to them in the first instance. For queries specific to the environmental section, they can be directed to [eco.ambassadors@illuminetsolutions.com](mailto:eco.ambassadors@illuminetsolutions.com).

This policy is reviewed annually by Greg Wood. Changes may be made at any time as government guidance develops.

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## Our ESG Commitment

Although separated by the standard sections of Environmental, Social and Governance, Illuminet considers its approach to be holistic. This approach informs business decisions and strategies, our operations, our collaborations and partnerships and our work culture. Initiatives to help improve any of these areas should also consider the others to reap maximum benefits and create a positive impact consistent with our values.

Environmental Values	Social Values	Governance Values
<ul style="list-style-type: none"> <li>• Minimise our harmful impact on the environment.</li> <li>• Maximise our positive impact on biodiversity and the natural world.</li> <li>• Utilise our platform to help others help the planet.</li> </ul>	<ul style="list-style-type: none"> <li>• Be an equal opportunities employer.</li> <li>• Contribute to education, training &amp; personal development.</li> <li>• Support physical, emotional, and financial wellbeing.</li> </ul>	<ul style="list-style-type: none"> <li>• Stay aligned to our business strategy and objectives.</li> <li>• Maintain defined roles and responsibilities.</li> <li>• Keep policies and impact tracking up to date and maintain transparency.</li> </ul>

## Scope:

This Policy applies to our company and its employees at all levels. It may also refer to the involvement of suppliers, partners, and clients in working together towards a more sustainable future.

We are committed to ensuring our people, processes, and materials are compliant with this Policy. We encourage feedback from staff on improvements and feed these into the Policy and associated initiatives.

## Environmental Policy:

We are a 'green' consultancy which means we are continuously improving what we do and how we do it to reduce environmental impact. We do this via our foundation of eco-initiatives.

- We will plant a tree, that are native to the UK to best support local wildlife, for every week a client utilises one of our consultants.
- We will always endeavour to engage employees in actions to help the environment.
- We will strive to involve our consultants and clients as much as possible in our green initiatives.
- We are committed to Net Zero by 2035.

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## **Environmental Plan:**

We always strive to make tangible progress towards these policies. We follow this plan to be able to achieve these commitments:

1. Each month we calculate how many trees we can plant on behalf of consultants/clients, and we then work with Yorkshire Dales Millenium Trust (YDMT) to plant them in the UK.
2. We have a team of Eco-Ambassadors who run monthly eco-missions for all of our colleagues to take part in. Employees are also encouraged to take part in volunteering days with YDMT.
3. We also host yearly events called Make A Difference Days, we invite clients and consultants to take part in our annual Litter Pick or sponsor us to raise money for YDMT and plant more trees.
4. We have baselined our Carbon Emissions data and created a carbon reduction plan to make year on year reductions in line with Scientific Based Targets. We plan to offset any remaining emissions that we cannot reduce. See our Environmental Report and Carbon Reduction Plan for more detail.

## **Social Policy:**

We recognise that we have a social responsibility as an employer, supplier, and member of the community. We follow this policy to ensure we are aligned to our social values:

- We will ensure that our hiring processes and career development is based on equal opportunities.
- We will endeavour to help young people get into employment.
- We will pay fairly: all employees are paid above minimum wage; 30% of our profit goes into a bonus pot, and 80% of the people we pay (contractors included) are within the top 5% of earners.
- We will continue to work by our Whistleblowing Policy, Health and Safety Policy, Equality Policy, and Human Rights Policy.
- We will support the well-being of our employees and contractors.

## **Social plan:**

The plan to follow these policies is that:

1. We maintain an equal opportunity hiring process so that hiring, and progression is based on merit, not on favouritism or prejudices.
2. When hiring or promoting employees, we will not insist on degrees for any role to remove barriers to progressions.
3. We accept students for work experience and continue using our Work Experience 5-day plan that allows students to learn about our industry, discover their interests and develop their own creative business plan.
4. We continue offering our apprenticeship programs all the way to degree-level, always with the guarantee of a job afterwards.

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5. We continue conducting pay reviews twice a year and calculate bonuses each quarter.
6. We review and release policies annually.
7. We continue offering our range of schemes that help financially, and with health and wellbeing for our employees.
8. Keep to our Illuminet Way for our contractors and permanent members of our team.

### **Governance Policy:**

Good governance protocols are important for the successful running of our company. To achieve this, we have put in place the following policy:

- We will create business strategies and plans that are aligned to our values.
- Risks, changes, and failures will be managed appropriately.
- We will take necessary auditing measures.
- We actively record and implement continuous improvement practices on our policies and reporting.

### **Governance plan:**

1. We have an experienced Board of directors who steer management in alignment with our overarching business strategy.
2. We have a well-structured Executive Committee who represent all areas of our business and who can raise initiatives, control change, and manage risk/failures.
3. We establish auditing processes throughout the year.
4. Our policies go through an annual review and release cycle, managed by Business Operations.
5. We have a dedicated team of Eco-Ambassadors who represent all areas of the business and who guide and shape our environmental activities and policies.
6. We capture progress, milestones, and achievements in our Impact Statement.

### **Your role to play in ESG:**

As a member of our business, you have a vital responsibility to ensure our organisation thrives. This means understanding your role in each area of ESG.

On an individual level, you have an important role to play in meeting our ESG objectives.

#### **Environmental:**

We can all help reduce carbon emissions and getting to net zero. While as a business we are setting organisation-level targets, consider the choices you make and the environmental impact.

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To contribute you can:

- Read our Carbon Emissions report and Net Zero plan to make sure you are aligned with our company-wide targets.
- Read our Expenses Policy (in the Employee Handbook) and see how you can make your business travel more sustainable.
- Get involved with our eco-missions to become greener at work and in your own home.
- Contribute suggestions on green initiatives to help with our continuous improvement.
- Consider volunteering as an Eco-Ambassador to champion our green values.

### Social:

It is important that we all do our bit in creating a safe, inviting, and inclusive workplace. We can all take opportunities to improve and contribute to a culture where we all thrive.

To contribute you can:

- Read and abide by our other relevant policies such as Whistleblowing Policy, Health and Safety Policy, Equality Policy, and Human Rights Policy.
- Leading by example in your work.
- Take opportunities to mentor colleagues or trainees.
- Be proactive in your professional and personal development, utilising one-to-ones with your line manager to discuss opportunities for this.
- Offer to help colleagues even if they are outside of your department.
- Be present with colleagues, clients and/or partners.

### Governance:

Good governance goes beyond having the right policies and procedures in place. It's about embedding compliance in your day-to-day work. From completing training to acting with integrity whilst at work, good governance starts from the individual acting ethically.

To contribute you can:

- Be a compliance champion in your team and avoid overproducing collateral where unnecessary.
- Be prompt in reading policies when requested and make suggestions if you wish to.
- Report risks or failures to your manager.
- Follow procedures for changes to ensure they go through the appropriate approval process and are recorded centrally.

### Points of contact:

- General: raise a Jira ticket with the Business Operations team, this will be escalated to the policy owner where necessary.
- Environmental: [eco.ambassadors@illuminetsolutions.com](mailto:eco.ambassadors@illuminetsolutions.com)

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- Internal improvement initiatives: logged via the Lightbulb App or via your line manager.