



Good Human Manifesto

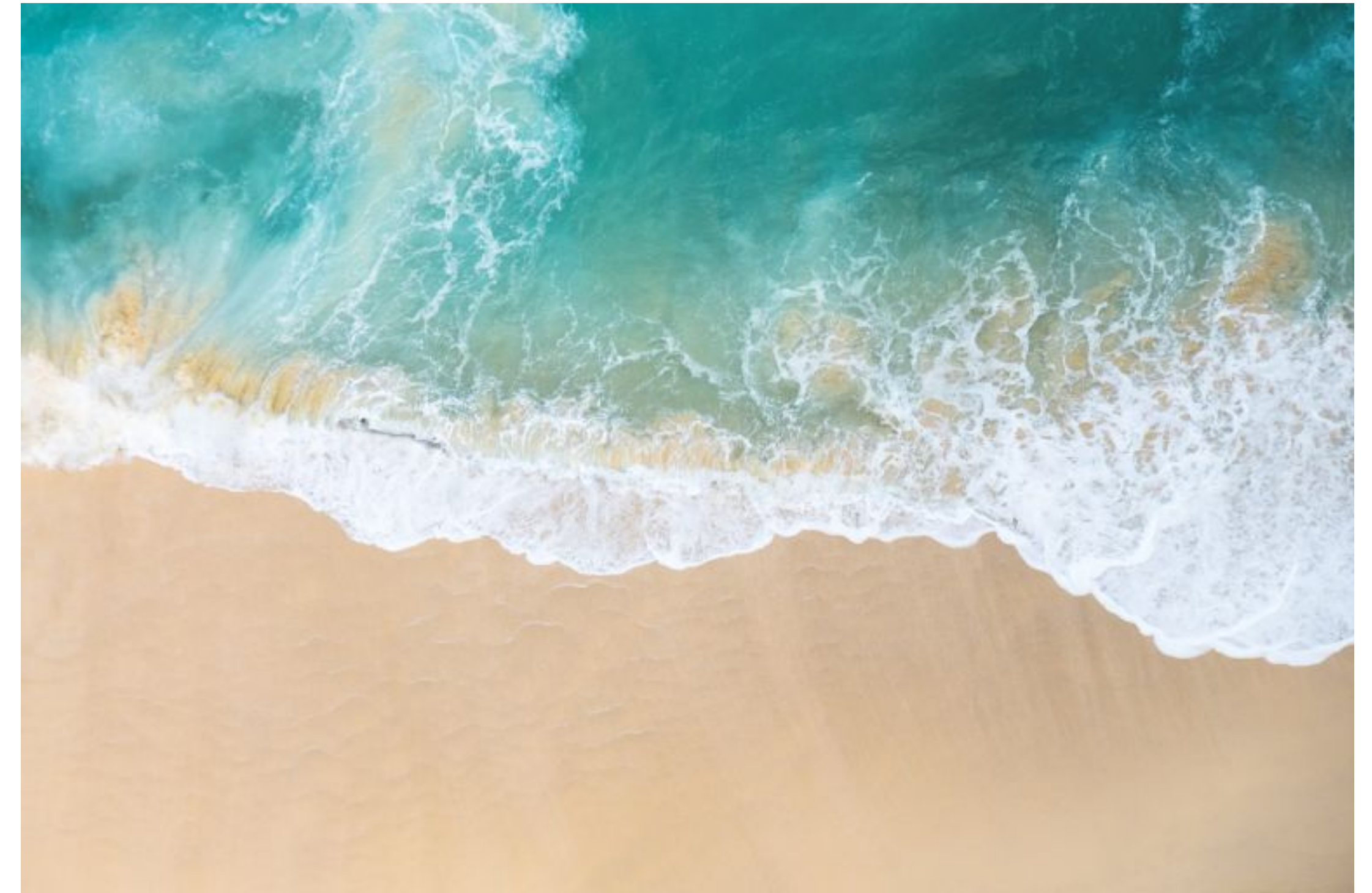
INSPIRED THINKING GROUP

Our **Good Human Manifesto** has two key focuses

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TeamPeople♡



TeamPlanet♡

TeamPeople[♥]

INSPIRED THINKING GROUP



Our TeamPeople[♥] plan

At Team ITG, we believe in and work like a collective.
Whatever your role in our family, you're one of us. **A Team ITGer.**
And this care goes further – to our clients, suppliers and broader communities. Which is why we make these promises for everyone.

1

We are open
and inclusive

2

We listen to our
colleagues

3

We always
champion wellbeing

4

We invest in and
nurture young
people

5

We support our
community and
charities

1. We are open & inclusive

We are putting diversity front and centre

We are tracking and (importantly) acting on employment diversity data.

We are entering into the UK's Workplace Equality Index, which reviews companies on their diversity agenda and actions.

We have appointed a team of internal diversity champions - with forums every 2 months, launched a calendar of internal events & comms and will provide comprehensive diversity, equality and inclusion training for all members of staff, starting with our team leaders.

We are proud employers

We are proud to be a member of the leading LGBTQ+ charity Stonewall's Global Diversity Champions programme.

Stonewall support us with inclusive policies and recruitment & selection processes.

Our ultimate goal is to become one of the UK's top 100 employers for LGBTQ+ people and through our partnership with Stonewall, we absolutely believe we will achieve this.

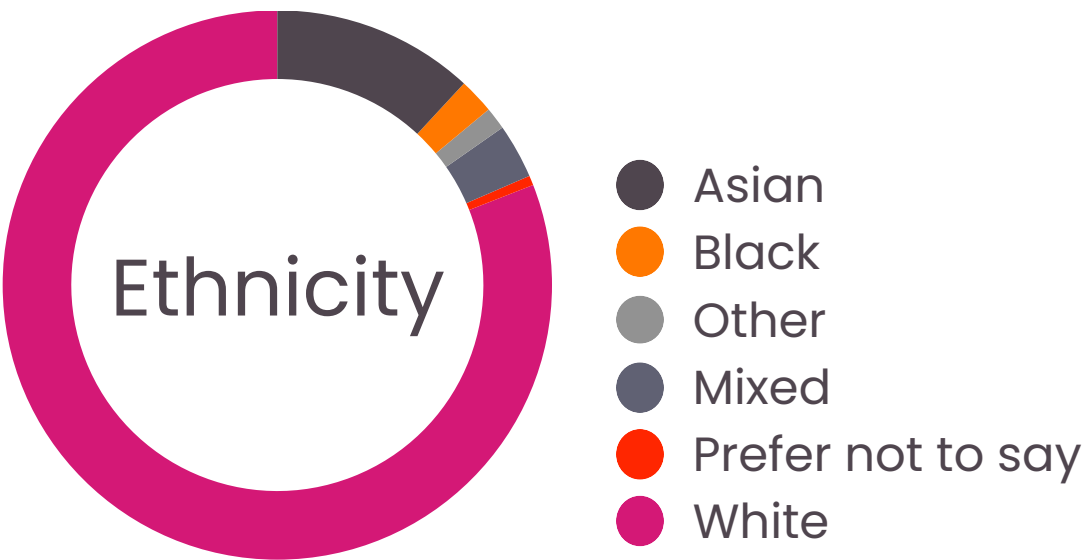
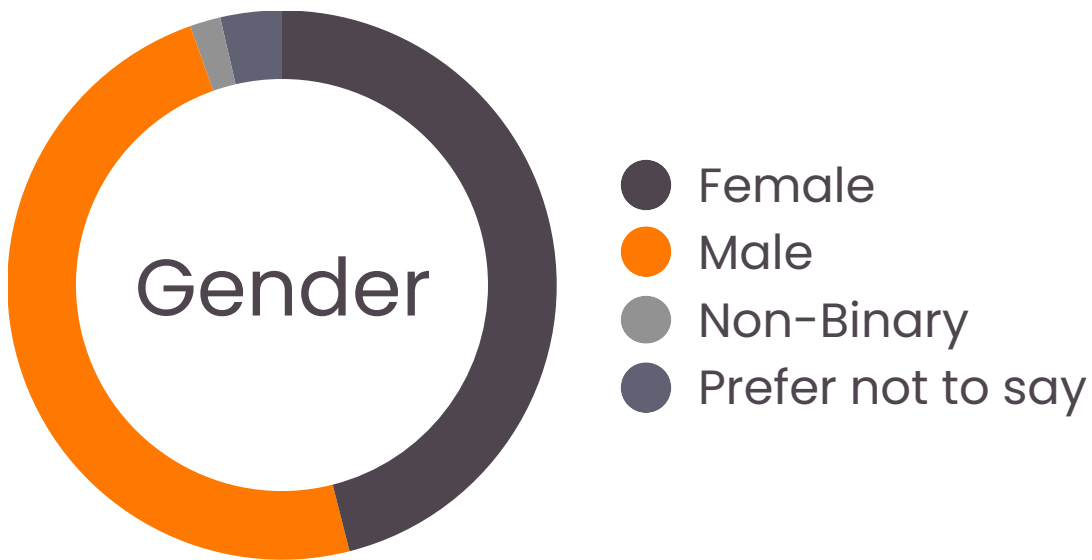
We are transparent with & invest in all our people

We host weekly updates & video casts from our senior leadership.

This is to ensure everyone is bought into our vision and clear on where we're heading.

We offer a variety of mentoring and leadership programmes to grow and develop internal talent.

This is us



Gender	
Female	48.41%
Male	51.03%
Non-Binary	0.19%
Prefer not to say	0.38%

Sexuality	
Bisexual	1.58%
Gay	1.98%
Heterosexual	90.32%
Lesbian	0.79
Other	0.99%
Prefer not to say	4.35%

Ethnicity	
Asian	11.89%
Black	2.08%
Other	1.32%
Mixed	3.21%
White	80.94%
Prefer not to say	0.57%

Disability	
Yes	4.12%
No	93.82%
Prefer not to say	2.06%

2. We **listen** to our colleagues

Ask Simon

We have an email mailbox so that any employees can ask our CEO directly any burning questions or send through inspired thinking for what we should be focused on next.

Employee forum

We are launching our Your Voice Matters forum. This is an online suggestions box where we can all leave feedback about everything and anything. The answers to every question will then be posted for everyone to see.

News from the frontline

Wherever you are in the world, every other Friday the latest Clive newsletter will hit your inbox. This is where we share our news, whether that's a personal shout out or an exciting new client win, or a new mini-member of the TeamITG family...the list goes on!

Employee engagement champions

A gang of people from across the business make it their business to be the eyes and ears on the ground. They meet with the people team regularly to raise concerns, get a first look at initiatives and make sure there is a proper reality-check running through everything we do.

Engagement survey

We're a people business so it's essential that our people have a say. We want to hear the good, the bad, and everything in between. It's only by listening, and really listening, we can improve. Every year, we send a survey out to all employees to get their views of the business, our leadership, their managers and our culture. And then we make an action plan to build on the brilliant bits and fix the not-so brilliant bits.

ACE nomination awards

Every month 3 ITGers are chosen by their colleagues to be our ACEs. These are the people who have gone over and above and lived the values of our business. The winners are chosen anonymously by our Engagement Champions and receive a £250 bonus, personalised caricature and company-wide shout out on our Intranet.



“ Even though the company is growing quickly, Simon and senior management still keep us as a 'family', which is really great. ”

“ I like how the senior management have made changes to try and fix previous complaints, it's nice to know that they listen. ”

3. We **always** champion wellbeing

Pulling together when it **matters**

During Covid we needed each other more than ever. So, we turned up the dial on our Stronger Together programme. Take a look.

<https://vimeo.com/inspreditg/download/58332891/116eebc231>

Counselling

All our employees can access free group and one-to-one support from coaches and counsellors. As well as our own internal mentors, these professionals provide expert advice to those who need it.

Wellbeing **champions**

We have trained over 40 Wellbeing Champions across the business to provide immediate help, a listening ear and to help people get further support.

The '**not today**' days...

All of our employees across the globe are able to take a fully paid day off for their wellbeing. The day can be used for any reason (even if you just fancy a duvet day!) and is in addition to annual leave.

Flexi working

We've launched a flexible working policy of 3 days in the office so our colleagues can enjoy the best of both worlds: face-to-face social interaction and freedom to choose.

Break it up

Sometimes our teams need a lifestyle break and while we always miss them, we get it. So career breaks are supported here and understood.

Team **benefits**

We offer enhanced sick pay, discounted gym membership, free private healthcare and flu jabs. From day 1, you can access independent and confidential advice for legal, bereavement, health-related, family or financial issues.

Mind Pledge

Mind are one of our family, and we are extremely proud to have signed the Mind 'Time to Change' pledge and use it to drive a number of different wellbeing initiatives.

<https://www.time-to-change.org.uk/take-action/resources-your-workplace/employer-pledge>

4. We **invest in and nurture** young people

We believe that our younger generations are the biggest influencers on the planet. Properly listening, learning from and supporting younger voices is essential for us.

Apprenticeships

We're proud to support a number of apprentices across different areas of the business with both on and off the job learning. We help our younger colleagues to gain both a qualification and real world experience.

KickStart

We're currently really impressed by and exploring how we support the The Kickstart Scheme which helps create jobs for 16-24 year olds on Universal Credit, who may otherwise be at risk of long term unemployment.

The Circuit

Our in-house ITG Circuit is our 12 month programme which offers young people hands on experience of working at ITG across our different roles and departments. Great Circuit'ers always get grabbed then for full time jobs.

School Academy

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.

Grad programme

From Summer 2021, we began offering 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.

Sponsored Hackathons

Supported by our Recruitment team, Hackathons give young data lovers the chance to network and share experiences with with likeminded people and showcase and expand their skillsets, regardless of their background or experience.

5. We support our community and charities

We take our role as a valued member of our local community seriously. And encourage all ITGers to do the same. Whether supporting local businesses, donating to fantastic causes or volunteering, we all get involved.

ITGEnterprise

Our Enterprise scheme is our programme to help small and developing companies, often championing social good causes, to kick-start their own business journey. So far we've invested over £500,000 and counting.

"This support has enabled us to test, grow and develop the business in a way that would not have been possible without Team ITG's hard work, passion and commitment." – Rosie Ginday, founder of Miss Macaron

Volunteering Day

We donate a fully paid volunteering day to help ITGers get out there and help the charities they love. The only thing we ask is that you tell us what you did and share a pic!

Tree-tastic

We work with Birmingham Trees for Life, a local charity who plant trees within parks and open spaces. Our aim is to plant one new tree for every TeamITG member we have across the globe – over 1000 and counting!

[We're also planting 1 million trees as part of our impact forest with our partner Brynk within the African continent.](#)

ITGCommunity

We have 23 ITGers who form our community group and keep noisy and vibrant on what more we can do near the office and where we live.

ITGCharity

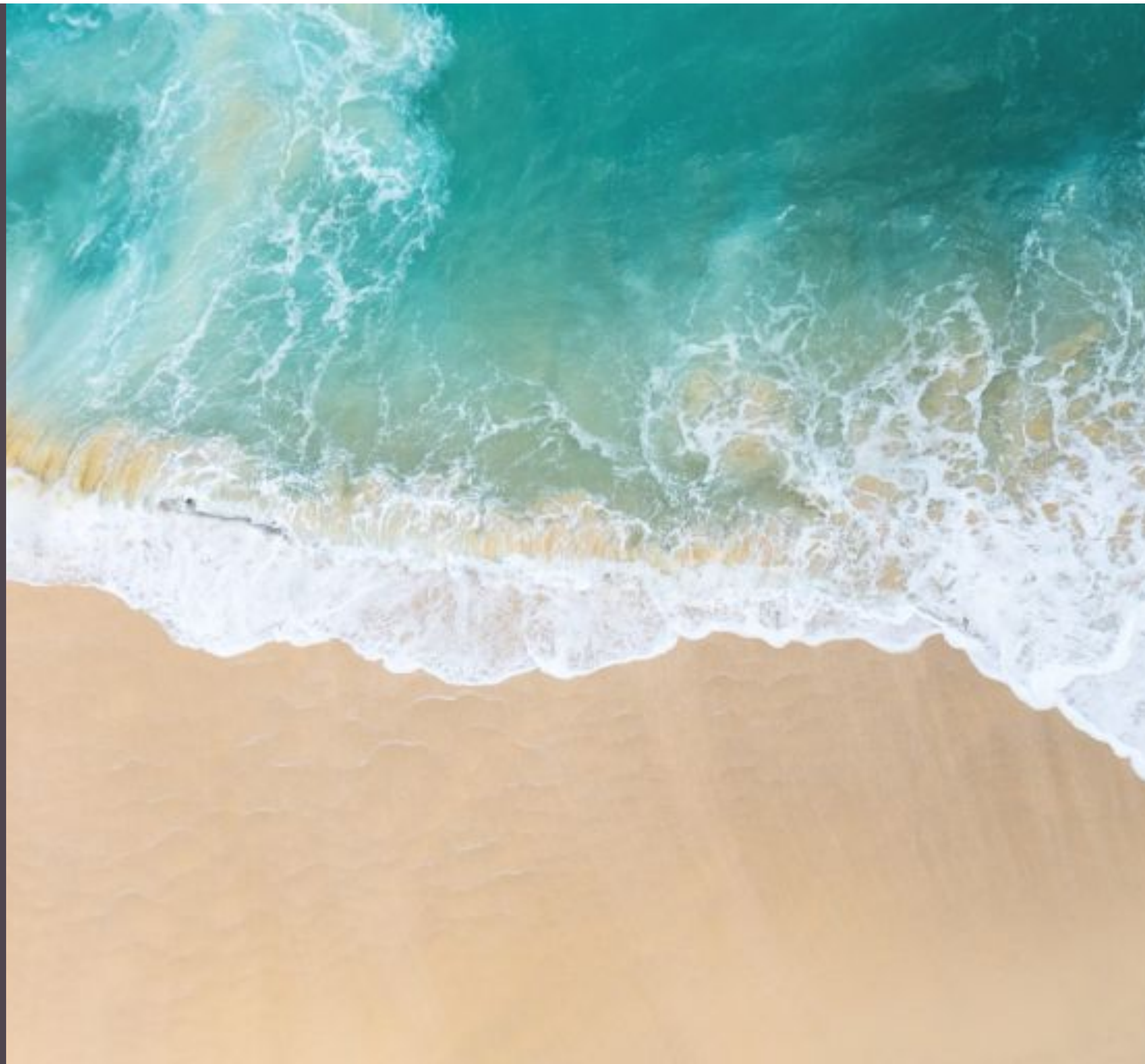
Every year we choose charities dear to our heart to support with our time, resources and cash. Our main Charity of the Year 2021 is RSBC and have so far created recruitment films, a new brand manifesto, social media strategies, wall graphics for their new Southbank centre and a brief for their new website.

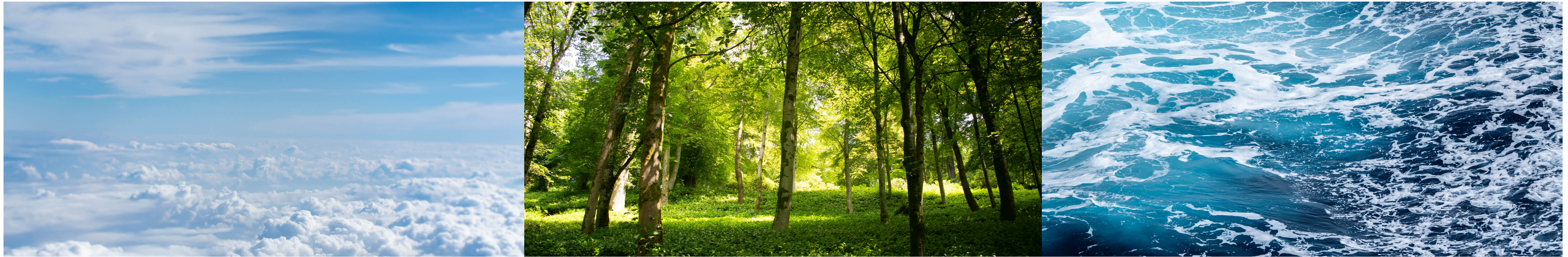
Supporting our client's charities



TeamPlanet[♡]

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We share your passion for **sustainability**

Our aim is to lead in minimising the environmental impact of all our operations, including those of our suppliers

- Promote recyclable materials and use sustainable materials
- We use energy-efficient off-site servers where practical
- Ecovadis Gold accredited and ISO14001 since 2014
- Aim to be carbon neutral by 2023 – planting 1 million trees
- Reduce wastage with data centres that are 2x as efficient than typical enterprise solutions
- Encourage employees to develop green working practices.
- Continuous improvement through statistical monitoring

We are responsible industry members



We're gold

Top 5% of businesses rated with EcoVadis

EcoVadis is a sustainability rating platform, and has grown to become the world's largest and most trusted provider of business sustainability ratings, creating a global network of more than 100,000+ rated companies.



We're fully accredited

Accredited to ISO14001 since 2014

We're committed to adopting working practices and business operations to reduce waste and save energy through: environmental legislation compliance, in-office recycling, use of FSC-Certified paper, encouraging colleagues to reduce energy consumption and use energy-efficient off-site servers where practical.



We have strong targets

Our ambition is to be carbon-neutral by the end of 2022

We always ensure our work contributes positively to the UN's sustainability goals, including: Careful supply chain vetting, reducing and offsetting our own operational impact, supporting wellbeing initiatives not just for our team but for our clients and their families and investing in initiatives to help protect our oceans, forests and providing clean drinking water.

We are relentless in striving towards green technology



We reduce wastage

Server Power Usage
Effectiveness (PUE) of 1.1

We use Google Data Centres for their efficiency which is typically double that of standard enterprise solutions. We also selected Google for their target to run on carbon-free energy 24/7 by 2030.

We design manage

Implementing Popai's Sustain®
eco-design tool

Understanding the environmental impact so we can minimise factors like waste, carbon footprint, transportation and amount of material recycled, landfilled and incinerated.

This is further supported by our press-pass app which reduces any unnecessary waste in allocations and site deliveries.

We're doing more

Assessment and evaluation of
ICT products/services

Measuring our technology against environmental, human rights and utility aspects to ensure that we are always delivering against the latest standards, and beyond what is expected of us.

A photograph of two women in an office environment. The woman in the foreground has long dark hair and wears glasses and a light-colored top. She is looking at a laptop screen. The woman behind her has long blonde hair and wears a striped top, also looking at the screen with a slight smile. The background is softly blurred, showing office windows and interior lighting.

Being human

As a 1,200-strong global team, we can collectively make a big impact on sustainability by adopting some simple day-to-day measures, which we encourage throughout all our teams

- ISO 26000 for Tech Social Responsibility accreditation ensuring our tech platforms never infringe on user rights
- ‘Dark Mode’, ‘Set Your Status’ and ‘Break Mode’ initiatives to encourage our teams to take regular breaks whilst also reducing battery life or power consumption across devices
- Working-from-home initiatives have long been in place at Team ITG to reduce the impact of non-essential travel
- Virtual meetings have also been commonplace for many years to, again, through avoidable carbon emissions

We build sustainable partnerships

Sustainability is a team effort. Which is why working collaboratively with our suppliers and client partners is the only way to help us achieve our environmental objectives.

Living by common values

Bringing in a new supplier partner is something we take really seriously. Our values need to be their values. That's why anyone new we work with has to meet our on-boarding criteria before they become an approved supplier.

Suppliers must adhere to our strict environmental standards confirming both their own ISO14001 status, but also adhering to Team ITG's very own "Supplier Code of Conduct". Team ITG will not work with anybody that doesn't align with our prerequisites.

We're also utilising ethixbase whom are a world leader in the provision of third party due diligence

- Utilising a smart software approach, which will not only automate our processes but also enable 24/7 continuous monitoring of all third parties we work with.

Keeping up standards

ITG is now an approved SEDEX business and we expect our supply chain to be similarly compliant. We have an ongoing role to hold our suppliers to the standard we want to hit.

As a part of this, we regularly audit all of our suppliers for ethical and environmental compliance and make sure they hold the latest industry standard environmental accreditations (ISO 14001, FSC and PEFC).

ITG Suppliers are subject to periodic audits on areas such as their Modern Slavery Policy and SMETA checks.

Staying local

To reduce delivery miles and meet ITG's aims and goals. We make sure that all of our major supply chain decisions prioritise locality as a key factor in any sourcing decision.

Over the last two years we have been active in reducing our footprint by utilising more "in country" manufacturing and despatch, particularly within the EU.

We use sustainable materials

Finding and using innovative and sustainable materials is key to what we stand for.
And we're on a mission to transform not only our products and campaigns but influence change in our industry.

It's the future

We are constantly learning, exploring and testing the latest sustainable materials, which are:

- Virgin or recycled fibre
- FSC or PEFC accredited
- Fibre based & Non PVC alternatives
- 100% recyclable
- Recycled plastics
- Bio plastics and ocean plastics
- Up-cycled materials



Minimising our impact

We are passionate advocates of driving all things digital.
But print is still a big part of the industry.

So we make it our business, alongside our suppliers and partners, to drive sustainability at every stage of the design process.

- Reducing material weight
- Refreshing or repairing displays rather than replace
- Reuse where we can
- Recycle at end of life
- Printing and despatching less by understanding exact requirements – less print overs, less stock!
- Reducing “fresh air” by efficient and bespoke packaging
- Reducing despatches by consolidation of weekly versus daily parcels

We all do **our bit**

At Team ITG, we believe change begins at home. Which is why we constantly strive to ensure our work environment reflects what we believe in

Paperless office

We run a completely paperless Studio, source from only sustainable sources and support our clients in reducing their emissions. We have been audited in line with Government regulations by an independent body as part of the ESOS (Energy Saving Opportunities Scheme) program and actively invested in a more efficient and environmentally friendly office working environment.

Cycling to work

We offer a cycle to work scheme to empower our employees to get fit and help the planet too. To enable this, we have on-site showers so that we don't regret that decision :)

Turn the lights off after you

Everyone in the office is encouraged and given hints and tips to reduce energy consumption. Our main working areas all have movement sensor lighting and energy-efficient controlled air-conditioning
It's just become what we do.....

Make yourself at home

Our office kitchens come stocked with plates, mugs and cutlery so we all cut down on our single use plastic.

Cut down on travel

We run a progressive and flexible work-from-home policy which means if you don't have to travel, don't!
Our clever storyteq enables anyone to work from anywhere with access to all assets, plans, workflows and analytics through any browser.

Quarterly reviews

We make sure to get feedback from our employees about what we can do better. No ideas are bad ideas. – We have a team of CSR Champions.



DARREN LOWE

Head of Sustainability &
Supply Chain

All our initiatives and accreditations are led by our in-house Sustainability team

Darren has a clear vision to drive sustainability and environmental impact reduction across all our service delivery, supporting clients, account teams and our supply chain.

- Over 10 years of experience in all key environmental aspects within Team ITG.
- Implemented ISO14001, heading up CSR policies, responsibilities, awareness and targets for Team ITG and its supply chain.
- A key driver in our carbon-neutral investment programme for 2022.
- Conducted strategic supplier development to ensure all Team ITG print suppliers are ISO14001, FSC and PEFC accredited and signed up to our Supplier Code of Conduct.
- Alongside Darren, we also regularly work with independent experts and are supported by a wider team led by our Head of CSR, Carl Brooks.

We're not perfect.

The world is changing rapidly and there's lots to learn and lots to do.

In the last year we have achieved loads to be proud of. But this is just the beginning. Join us on the way.

teamitgTM



Thank you :)

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