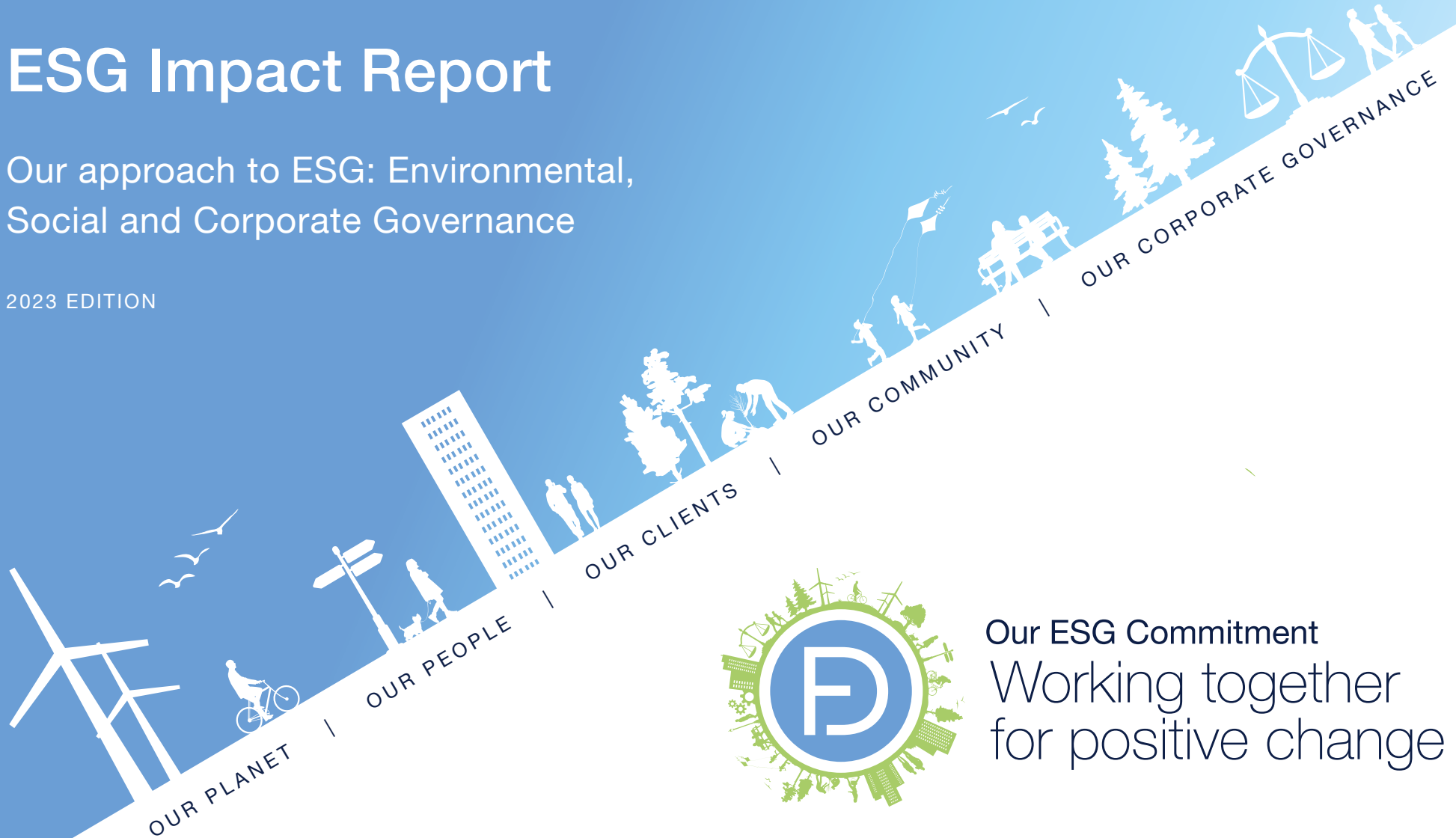


ESG Impact Report

Our approach to ESG: Environmental,
Social and Corporate Governance

2023 EDITION



Our ESG Commitment
Working together
for positive change

Our ESG Commitment

Select a topic to explore how we are working
together for positive change.



Our Planet



Moved from our London office to a new managed premises who have embraced environmental issues as their priority – currently **applying for BCorp accreditation**.



Committed to a dynamic working policy which reduces travel to the offices, also promoted **cycle scheme** to further reduce CO2.



Moved to **electronic signature** to reduce all printed paper and mail delivery.



Digitised compliance records to **reduce paper usage**.



We consider the impact on the environment in **significant procurement activity** with suppliers.



Switched energy provider to a **green provider** and moved to **LED lighting** in premises.



Started a move towards **green stationery** items and **Eco cleaning products**.



Increased our **recycling**, removed desk waste bins and also removed all single use plastic in the offices.



Reduced the number of printers across the business and moved to teams telephony reducing on premises servers and equipment.



Our People



Launched our **Share in Success** programme allowing all staff and Partners to subscribe for Growth Shares and enable them to share in the value our growth journey will create.



Awarded all staff earning under £35K with a payment as a direct response to the **cost of living crises**, also provided staff with financial wellbeing courses.



Committed to a **Dynamic Working Policy** enabling staff the flexibility of working from home and in the office.



Provided **mental health awareness training** to all our line managers and partnered with Unum to run wellbeing workshops with our staff.



Launched **career paths** to enable staff to actively plan their careers within FD, encouraging internal development and promotion.



Added bespoke **D&I survey** to our usual 90-day engagement surveys to monitor staff views and engagement across the business, also provided presentations to staff on Diversity and Inclusion.



Raised money and awareness for charities including Ovacome (in memory of a loved colleague) and Show Racism the Red Card, also raised funds for MacMillan through a coffee morning event.



Launched new **IVF policy** and reviewed and enhanced our adoption policy.



Enhanced training opportunities for staff through the development of our **Learning and Development Consortium** which brings together all technical and competency training enabling staff to develop their skills within the business.



Launched management matters – managers now receive regular check ins with HR, a quarterly newsletter as well as access to other management training and CPD opportunities.



Our Clients



Launched our **Service Excellence Programme** to focus on delivering an exceptional service to our clients, training staff to deliver the experience and rewarding them for exemplary service.



Introduces “**Moments of Delight**” empowering staff to provide a client a gift when they have experienced something personal in their life, such as an anniversary, birth of a child etc.



Provided **Financial Fitness Fridays** at no costs to clients focusing on relevant financial topics.



Included active and passive **sustainable dynamic portfolios** to our Investment Proposition and trained Partners to introduce to clients.



Created simpler **Recommendation Reports** for clients; reducing jargon and written in plain English with graphics, making these important documents easier to read and understand!



Our Community



Collected **foodbank donations** for our local foodbank.



Committed to enabling staff to take time off in the year to **volunteer for local charities**.



Changed to **local tradesmen** rather than using nationwide providers.



Our Corporate Governance



Launched our “**Sustainability**” imperative to identify projects and objectives with a sustainable impact.



Developed a new **governance and risk framework**.



Enhanced the **Remuneration Committee** and the **Sales Remuneration Committee** to ensure a fair and consistent approach to variable pay.



Enhanced the **Board Risk committee** to review strategic and commercial risk.



Case Study

Environmental

Esign

In 2022 we continued our journey to becoming paperless by using DocuSign to allow clients, employees and partners to electronically receive and sign documents. This was part of a larger scale project across all departments and required process changes to be implemented.

The project helped us to reduce carbon emissions, conserve water, save wood and eliminate waste.

In 2022 our environmental savings equated to:

- Removing 2 cars from the road.
- Skipping 20 loads of laundry.
- Conserving 28 trees.
- Eliminating 25 cans of trash.
- Saving 171,185 pages of paper.

In 2023 we plan to continue our paperless journey!



Community case study



People case study



Case Study Community

Norfolk House

On 28th July 2022 The Voice Engagement Group organised for a group of employees to volunteer at a care home local to our Weybridge office for the afternoon.

Employees picked up their gardening tools and set to work tidying, pruning and adding plants to their garden space to create a relaxed environment for residents, family members and carers to enjoy.

In 2023 Foster Denovo aims to increase the number of hours volunteering that employees participate in, either through volunteering events organised by The Voice or personally organised initiatives, appreciating that volunteering can help employees learn new skills and improve wellbeing. Employees may also use the skills they have developed at work to help the local community.

Employees can volunteer for any organisation registered as a charity in the UK which demonstrates positive, social, or environmental benefit.

Environmental case study



People case study



Case Study People

Cost of Living

Foster Denovo supported employees through the cost of living crisis by offering cost of living bonuses to all employees who earned less than £35,000 per year take home pay, aiming to help those who were less likely to be able to meet their basic needs due to the effects of inflation.

In addition to this, Foster Denovo also provided two free webinars for employees, one which discussed the impact of the cost of living crisis on mortgages and the other which covered general financial wellbeing help to assist employees.

Specific employee benefits that could help employees save money were also promoted through a series of articles sent to employees.

[Environmental case study](#)



[Community case study](#)



Meet our ESG Ambassador

Danni Humble

Danni Humble (our HR Adviser) has been appointed as our **ESG Ambassador** to work with employees to promote our new ESG policy and ensure projects are run with this in mind. We caught up with Danni to find out more!

Why were you interested in being FD's ESG Ambassador?

I have a Biology Degree from the University of Southampton and a background of volunteering for Environmental charities. This together with my passion for people, which led to my career in HR, makes me the ideal person to champion our new policy! I would love for all projects at FD to be planned and executed with an ESG hat on!

What is one of your favourite environmental projects you have worked on?

I did an internship with London Wildlife Trust and one of my projects was looking at the usage of green walls and roofs in London. They create habitats for animals and insects which improves biodiversity in the city. They can also help to absorb carbon dioxide and pollution improving local air quality and help with water management which will help London adapt to climate change.

What is it that makes you love HR?

Without our people we would have no company! If we treat our employees well they will do the same for our clients. We already do a great job at this – highlighted by our Investors in People Gold Accreditation but the policy will help us achieve even more!