



ESG Impact Report 2024/25

Introduction from **Nicola May,** **Chief People Officer**



“As Executive Sponsor of our ESG strategy, I am delighted to welcome you to our first impact report which marks a significant milestone as we reflect on our achievements in 2024 and outline our ambitions for the year ahead.

Here at Grayce, our mission is to deliver change and transformation to the world's most ambitious organisations. We do this through our unique model, deploying and continuously developing early professionals for successful careers in change. Since Grayce was founded in 2012, we have helped over 100 organisations deliver impactful change and build their permanent capability alongside launching the careers of thousands of Analysts.

2024 has been a significant year for Grayce and our ESG strategy, some notable highlights include:

Environmental:

We have aligned with the Science Based Targets initiative (SBTi), successfully verifying our emissions reduction targets, implemented a Carbon Reduction Plan to support our net-zero ambitions and introduced a robust Environmental Management System, resulting in ISO 14001 certification.

Social:

We have been recognised by the Financial Times as a Best Employer, reflecting our commitment to people, we have upskilled our Analysts in automation and generative AI, and aligned our six Community Groups with our ESG strategy to ensure a more focused and impactful approach.

Governance:

We have completed a comprehensive energy assessment under the Energy Saving Opportunity Scheme (ESOS), achieved the EcoVadis Bronze Award recognising our ethical, sustainable, and compliant business practices, and updated key environmental policies and procedures in alignment with ISO 27001 and ISO 14001 standards to strengthen governance and risk management.

Building on our 2024 achievements, in the year ahead we aim to implement a carbon management system, update our procurement policies, place greater focus on neurodiversity, career progression, mental health and well-being in the workplace and, in line with ISO 27001 and ISO 14001, introduce regular management reviews and internal audits. We also plan to publish an annual impact report to promote transparency and raise awareness of our ESG goals and progress.

Thank you to all the colleagues, clients, and partners who have contributed to the positive impacts we've delivered in 2024.



Our ESG Pillars & Strategy

Grayce provides equal commitment to our designated ESG Pillars, highlighting our key priorities

As a business rooted in sustainable practices, we take pride in being a responsible organisation committed to the highest standards of quality.

Our Environmental, Social, and Governance (ESG) strategy is guided by both internal performance data and recognised industry benchmarks. We regularly assess our progress using frameworks such as ISO 14001, EcoVadis, the Energy Saving Opportunity Scheme (ESOS), the Science Based Targets initiative (SBTi), and the Climate Disclosure Platform (CDP), to which we submit annual disclosures.



Environment

Our aim: To reduce our carbon footprint, engage our supply chain and support local communities.

Social

Our aim: Make a positive impact to our communities and continuously develop our workforce, promoting health, equality and equity

Governance

Our aim: To achieve, maintain and communicate industry compliance standards and governance accreditations.



Our 2024

Responsible Business Snapshot

Growth

- ISO 14001 Certification
- EcoVadis Bronze Certification
- FT Best Employers Award

Talent

- We have hired 61 new Analysts
- We have promoted 293 Analysts
- 74% of employees would recommend Grayce as a great place to work



Delivery

- Delivered 73,289 days of client service
- Commitment to excellence by successfully permanently transitioning 73 Analysts

Partnerships

- Supported 4 charity Partnerships



Bookmark
Reading Charity



- Over 100 hours in pro bono consulting
- Raised £6,167 in fundraising for our charity partnerships



Our Journey to Responsible Business



Since Grayce was established in 2012, the business has avowed to several ESG initiatives and strives for excellence and commitment to accomplish its mission in terms of environmental, social and governance related terms.

*CSR - Corporate Social Responsibility

*EIE - Everyone Empowered

*CDP - Climate Disclosure Platform



Environment

Over the past year, we've made substantial progress in reducing our environmental footprint and embedding climate responsibility into our operations.

Our Reduction in Greenhouse Emissions

We've achieved a significant year-on-year reduction in our greenhouse gas emissions, with an overall decrease of 47%.

- Scope 1 emissions were cut by an impressive 96%
- Scope 3 emissions dropped by 47%

All emissions data is externally verified, ensuring transparency and credibility in our reporting.

Our Key Achievements in FY 24/25:

Science-Based Targets Verified

We have set and achieved verification of our science-based targets, aligning our emissions reduction goals with the latest climate science to limit global warming to 1.5°C.

Climate Disclosure Platform

For the second consecutive year, we've submitted to the Climate Disclosure Platform, strengthening our transparency and accountability in climate-related risks and opportunities.

Ecovadis Bronze Award

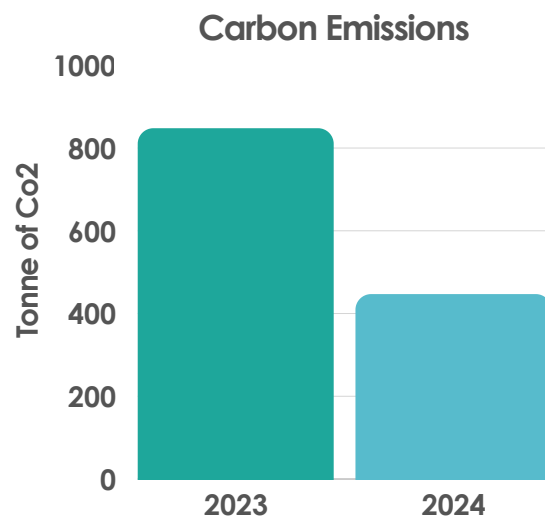
Our sustainability performance earned us a Bronze rating from Ecovadis, placing us among the top companies evaluated for environmental practices.

ISO 14001 Certification

We achieved ISO 14001 certification, demonstrating our commitment to continuous improvement in environmental management systems.

ESOS Compliance

We completed our energy savings opportunity scheme submissions and developed action plans to improve energy efficiency across our operations.



47%

reduction in overall greenhouse gas emissions year on year

Our Initiatives to Support the Environmental Pillar:

Our commitment to environmental responsibility goes beyond compliance. We're fostering a culture of sustainability through a range of initiatives:

Cycle to work Scheme

Encouraging low-carbon commuting among employees.

Sustainability Workstream

A dedicated team driving innovation and awareness of our environmental strategies.

Employee Volunteering

Supporting employees to participate in local environmental and conservation projects.



Environment

In FY25/26, we remain firmly committed to reducing our environmental impact and driving meaningful progress towards our science-based carbon reduction goals. This year, we are taking steps to accelerate our climate strategy and embed sustainability into aspects of our operations and supply chain.

Our Key Commitments for FY25/26

1. Update and communicate our carbon reduction roadmap to ensure transparency and alignment with our long-term sustainability targets.
2. Improving the accuracy of our Scope 3 emissions reporting, enabling a clearer understanding of our indirect impact.
3. Reducing the environmental footprint of our supply chain, working closely with suppliers to elevate sustainability standards.

How will we achieve this?

- ✓ We will select and implement a Climate Management platform to better track, manage, and report emissions, ensuring alignment with our SBTi-validated targets.
- ✓ We are exploring alternatives to spend-based methodologies for calculating scope 3 emissions, moving toward more precise, activity-based data that reflects supplier-specific carbon reduction efforts.
- ✓ We will revise procurement policies to make sustainability a core criteria in supplier selection and management, promoting climate-conscious decision-making throughout our value chain.
- ✓ We are initiating a community service programme, offering at least one full-time equivalent (FTE) annually to support local regeneration and waste reduction projects, helping to create resilient, sustainable communities.
- ✓ We will continue to have our emissions data externally verified to uphold transparency and ensure alignment with best practices.



Through these actions, we are not only meeting our environmental responsibilities but actively contributing to a low-carbon future. We recognise that achieving real impact requires transparency, collaboration, and a commitment to continuous improvement.



Social

In FY24/25, Grayce enhanced employee skills and wellbeing, strengthened community and charity partnerships, creating a more supportive, inclusive, and socially responsible business.

Our Key Achievements in FY 24/25:

Financial Times with Best Employer Award

This recognition demonstrates how our employees feel valued and enjoy working at Grayce.

The AI Lab

Over the last year, we upskilled over 300 employees, developing Artificial Intelligence skills including Automation and Generative AI, enhancing employee development and client outcomes.

Mental Health at Work Commitment

6 people across the business have become certified Mental Health First Aiders.

Employee Assistance Programme

In response to employee feedback, we have onboarded a new EAP provider to enhance the mental health support and work-life services available to our employees and their families.

Pro-Bono Consulting

We have provided over 100 hours of pro-bono consulting support to our charity partnerships accelerating their digital transformation.

Charity Partners

Raised over £6,000 in fundraising for our four charity partnerships, Bookmark, Contact, Shelter from the Storm, and Coffee for Craig.

6 Community Groups

We aligned our six Community Groups with our ESG strategy, ensuring a more focused and strategic approach to delivering meaningful impact.

Community Events

Facilitated 28 community events, raising awareness of Neurodiversity, Gender Equality and Mental Health.

74%

Employees would rate Grayce as a great place to work

73,289

Days of client service

44%

First Generation University Graduates



Social

Our Initiatives to support the Social Pillar:

The AI Lab

A training programme designed to upskill employees to drive innovation and personal growth.



AI Lab

Wellness at Work

A team of certified Mental Health First Aiders committed to raising awareness of health and wellbeing, equipping people with resources and support.



Corporate Social Responsibility (CSR)

The dedicated team that works with our charity partners to raise funds and coordinate pro bono work.



EveryOneEmpowered (E1E)

A team responsible for promoting equality, diversity, inclusion, and belonging.



EveryOneEmpowered

Social & Active Committee

Organise company-wide events to connect our people, fostering our sense of community.



Analyst Voice

Aim to improve the Analyst experience by collating feedback and shaping improvement plans.



Grayce provided opportunities to develop my skills and also helped enhance my qualities through ED&I, this was my most favourite part of working for Grayce.

The experience I've got from Grayce has set me up for success and I strongly believe I would not be where I am now if I had started my career off elsewhere.

My time at Grayce has enabled me to progress in my career and has opened a lot of doors especially coming from a non-technical background.

I had amazing client leads which ensured I was placed on projects that align with my skills.



Social

Here at Grayce, we foster a culture of growth through continuous development. Over the last year, we're proud to share that our employees have completed:

753

Hours of facilitated training

11,720

Hours of online learning

386

Industry-recognised qualifications

As a result, we're pleased to share that we have:

Kickstarted

61

new careers

Promoted

293

employees

Successfully transitioned

73

Analysts into permanent roles with our clients



Grayce offers a lot of resources to up-skill, and the support network from management and peers is next to none.

I've gotten to meet some fantastic people and had the opportunity to develop while working alongside high-quality clients.



Social

Our Key Commitments for FY25/26

1. Championing diversity, inclusion & equality
2. Creating meaningful careers
3. Developing a healthy workforce

How will we achieve this?

We will implement a Listening Framework which will consolidate employee feedback from various channels in the business. Insights from the listening framework will inform our people strategy and a set of commitments.

We remain committed to fostering diversity, inclusion, and equality by placing a stronger focus on neurodiversity. At Grayce, this means equipping our managers with specialized training, implementing targeted process improvements, and offering enhanced resources and support to ensure all individuals can thrive.

To support career advancement, we will implement qualification pathways, and we are also committed to reviewing our client practices to provide greater clarity of transition terms and opportunities.

Building on last year's healthy workforce achievements, we are reviewing our Health and Safety policy and continue to implement best practices in line with the Mental Health at Work Commitment.

“Amazing company culture, great work-life balance, opportunities to work on-site for big name clients, access to trainings, supportive environment with emphasis on growth and development, ability to gain experience post-grad and set myself up for my next opportunity.”



Governance

Our governance framework ensures we operate with integrity, transparency, and accountability. In FY24/25, we continued to build on a strong foundation of compliance and responsibility, striving to uphold the highest standards in corporate governance and sustainability practices.

Our Key Achievements in FY 24/25:

- ISO 27001 Certification maintained, reinforcing our commitment to robust information security management and the protection of sensitive data.
- ISO 14001 certification achieved, demonstrating our commitment to continuous improvement in environmental management systems.
- We have reviewed and updated key environmental policies and processes, ensuring they reflect the latest industry standards and regulatory requirements.
- We have successfully completed our inaugural impact report in our responsible business journey.
- Achieved 100% completion of iHASCO compliance training, ensuring that all employees are up-to-date with mandatory health, safety, and compliance standards, reinforcing our culture of accountability and responsibility.

15,219

Hours of Compliance
Training

ecovadis

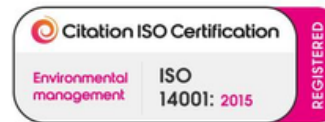


SCIENCE
BASED
TARGETS

DRIVING AMBITIOUS CORPORATE CLIMATE ACTION



Certificate No:400402022



Certificate No:481712025

Our Initiatives to Support the Governance Pillar:

We have established a dedicated ESG team, with representation from employees across the business. This cross-functional group is committed to driving environmental, social, and governance initiatives, ensuring that sustainability is embedded across all departments. Through regular collaboration and engagement, the ESG team works to integrate best practices, promote awareness, and hold the business accountable for achieving its sustainability and governance objectives.



Governance

In FY25/26, we are taking decisive steps to reset the position of ESG within our business, ensuring that sustainability is embedded throughout the day-to-day operations.

In FY25/26 we are committed to:

1. Resetting the position of ESG within the business from top down, ensuring that sustainability becomes an integral part of our corporate strategy and is fully aligned with our long-term business goals.
2. Operationalising our ESG strategy through the Objectives and Key Results (OKR) framework. Setting SMART objectives that are clearly defined, measurable, and regularly tracked to ensure accountability and continuous improvement.
3. Ensuring that ESG is communicated as a core element of our business, emphasising the importance of environmental and social responsibility in all aspects of our operations.
4. Maintaining our certifications and accreditations, ensuring we meet internationally recognised standards for information security, environmental management, and overall governance.

How do we achieve this?

We will implement management audits and reviews to assess our current ESG performance and ensure continuous improvement. These reviews will help us identify gaps, refine our strategies, and guarantee that our governance efforts are both effective and aligned with our objectives.

The annual impact report will be expanded to include a detailed analysis of our governance practices, outlining progress on ESG initiatives and the impact of our certifications.

Provide training to our people to enable them to communicate our social and environmental goals.



Our ESG Team

Environmental



Dan Bernard
Commercial Director



Paige Kaith
Commercial Manager



Gemma Collins
Performance &
Development Director



Hana Salih
Lead Analyst



Cameron Torkington
Analyst



Ella Manley
Senior Analyst

Social



Heidi Knowles
HR Director



Gemma Collins
Performance &
Development Director



Dan Bernard
Commercial Director



Paige Kaith
Commercial Manager



Heidi Knowles
HR Director



Tom Clowes
Head of Technology

Governance



**Analyst
Voice**



Olly Monks
Delivery Manager



Will Tupen
Lead Analyst



Martyna Adams
Principal Analyst



Martha Ball
Principal Analyst



Tom Wingrove
Project Analyst



Jonluca Turetta
Lead Business
Analyst



Katherine Smart
Business Optimisation
& Bench Manager



Luke Taylor
Lead Project Analyst



Andrei Constantin
Analyst



Ivana Ivanoa
Senior Analyst



Jonathan Olufowobi
Principal Analyst



Michael McGuiness
Principal Analyst



Oscar Reeves
Analyst



Renee Okocha
Lead Analyst



Our ESG Team



Miranda Di Rosa
Managing Director



Emily Wong
Delivery Manager



Josh Dowling
Delivery Manager



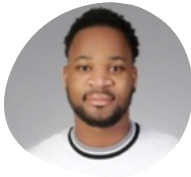
Luke Casey
Lead Analyst



Morgan Blackburn
Senior Project Analyst



Darcy Ross
Senior Analyst



Marcus Babatunde
Lead Analyst



Moses Caldararo
Senior Project Analyst



Jeweeria Arif
Senior Analyst



Izzy Bushell
Senior Analyst



Liam Mullany
Business Analyst



Dominic Law
Lead Project Analyst



Julia Szepietowska
Business & Change Analyst



Smilte Zimkaite
Employee Relations Manager



Katherine Ayres
Lead Analyst



Sarah Terrando
Lead Analyst



Gaby Hall
Business Analyst



Raj-Hassan Ali
Principle Analyst



Michael McGuinness
Business Analyst



Jessica Fairhurst
Project Manager



Ife Alle
Project Manager



Beth Davies
Data Analyst



Georgia Nuttall
HR Business Partner



Kate Tomson
Delivery Manager



Lucy Read
Delivery Director



Vanessa Waite
Principal Analyst



Michael Raphael
Senior Analyst

About Grayce

Who are we

For too long, businesses have wasted resources on expensive, short-term solutions for change. We changed this. Since 2012, our unique Development and Delivery Model has helped organisations grow. Grayce has launched the careers of thousands of Analysts who are now digital leaders and innovators.

Our revolutionary approach supports global organisations across industries, enabling clients to build change management, technology, and data capabilities. We achieve this by hiring, training, and deploying early professionals ready to succeed.

Culture & Values

We truly believe in our people's capability to do great things for our clients. Our mission is to help the worlds most ambitious organisations to change and transform and by doing so, empower the next generation of leaders and innovators.

At Grayce, people come first. We support one another and celebrate diversity of thought. Our continuous development culture, purpose, and values transform graduates and early professionals into changemakers.

To find out how Grayce can support your business, get in touch:

contact@grayce.co.uk

