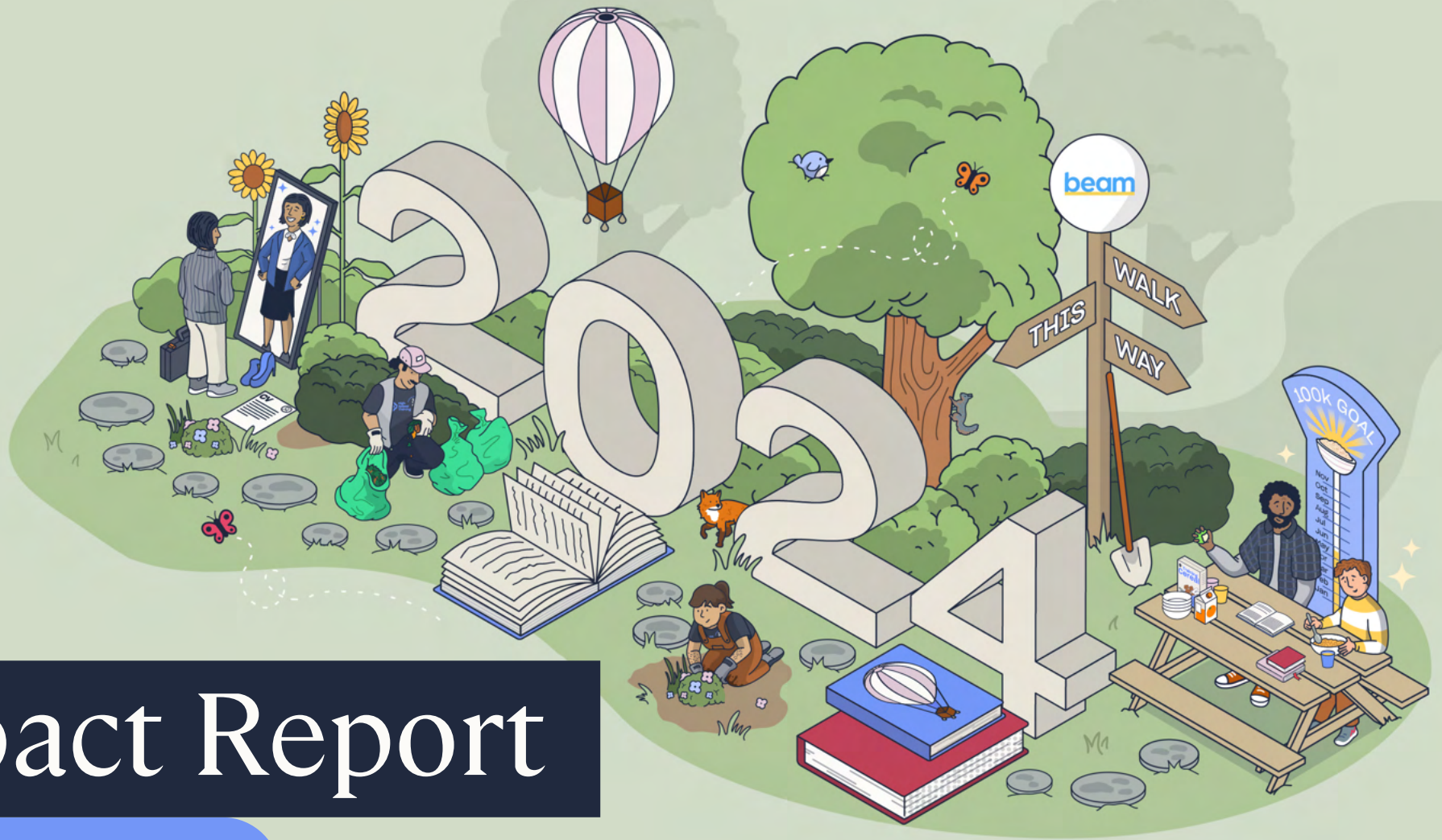




Impact Report

2024

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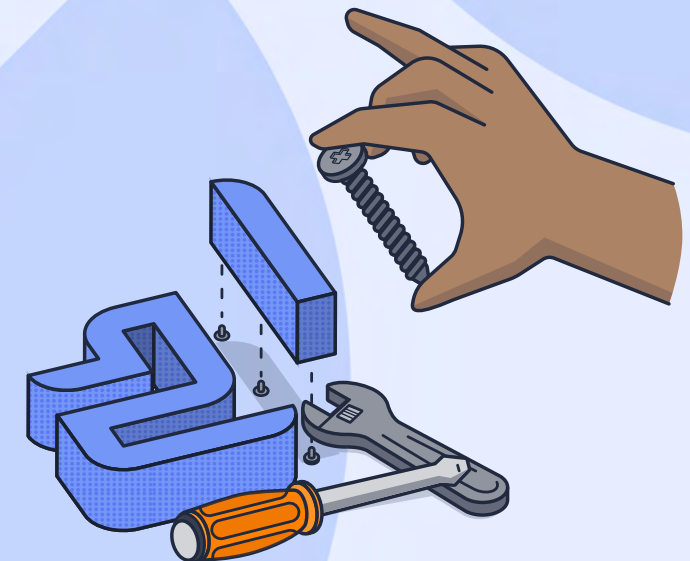
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Introduction from Aslam

Our desire to be a force for good is in our values and extends into our courses. Making workplaces safer through high-quality online training remains the heart of everything we do at High Speed Training. This fundamental belief has driven us to help protect over 3 million learners since 2008.

In 2024, we've embraced our employee-owned B Corp status by spreading our impact in more ways than ever. Being a force for good in the world begins with our colleagues. Building an employee-owned company means growing together. Our profit-sharing scheme ensures everyone benefits from day one, while expanded mental health support and development programs help colleagues build their futures. This shared approach to success earned us recognition as one of the Top 30 Best Mid-sized Companies to Work For in the UK this year. Our colleagues use their five days of paid volunteering time per year to support causes that matter to them.

For our learners, winning the Royal Society for the Prevention of Accidents (RoSPA) First Class E-learning Provider Award for the second consecutive year and becoming the first online provider to receive the City & Guilds Assured Benchmark validates our commitment to excellence. While these are achievements to celebrate, the value is in how they remind us to continue elevating our standards to protect more people through trusted, accessible training that makes a real difference in their work.

Through our charitable partnerships, we've deepened our impact and made a meaningful difference in communities, the environment, and individual lives. For example, working with Mesothelioma UK, we're raising awareness around the continuing danger of asbestos 25 years after it was banned. We are also supporting the work of the Benedict Blythe Foundation, advocating for the need to protect children with allergies in schools nationwide. The future is about breaking down barriers to essential safety education.

Environmental stewardship is integral to who we are. Working with Climate Partner, we're developing our roadmap to net zero. Our partnership with Yorkshire Dales Millennium Trust has meant we have been able to directly support the care of 250 native trees planted to create new woodlands, and 1 hectare of meadowland restored, through donations and our colleagues' volunteering days. We also support groups in Ilkley, West Yorkshire, where High Speed Training was founded. Through work with Friends of Ilkley Riverside Parks, colleagues have helped to maintain and protect a stretch of the river Wharfe that sits at the heart of the local community.

Through 874 hours of volunteering across 26 organisations, we've seen a glimpse of what we can achieve - and we will continue to challenge ourselves to do more, be more and reach further than before.

Aslam Khan
CEO



“Together, we’re leaving workplaces safer than we found - one person at a time.”



Our product

We want to empower people to make their workplaces as safe as possible and we believe we can be a force for good by turning this ambition into reality.

So far we have created over 180 courses and reached 3.3 million learners across a range of sectors, including health and social care, education, health and safety, and safeguarding.

Our partnerships with non-profit organisations enable us to share our courses with people who would not normally have access to them and support the work of teams who share our passion for leaving things better than we found them.

Here are a few key projects and partnerships from 2024



Safeguarding INSET Pack for Schools

In July 2024, we launched our free safeguarding INSET pack for Primary and Secondary schools across England. We aimed to improve INSET day resources for schools and help those running the training offer engaging, informative sessions. Elements of the pack have been downloaded over 5,600 times. Examples of feedback that we have received include: “It has saved a considerable amount of time and is a great refresher for safeguarding” and “This will allow us to keep safeguarding at the forefront of all our staffs minds”. The pack was ‘**Highly Commended**’ in the Free Resource category at the Teach Secondary Awards 2024.



Mesothelioma UK - Asbestos Awareness

Mesothelioma UK endorses our Asbestos Awareness course, highlighting the important role of education in preventing asbestos-related diseases. Mesothelioma UK and High Speed Training are working together to safeguard health and promote best practices in asbestos safety. In March 2024, following feedback from our learners that many employers and workers take the threat of asbestos lightly, we hosted a meeting of leading figures in the asbestos industry and pledged to work together to raise awareness of Mesothelioma, a terminal cancer caused by asbestos exposure. In November 2024, to mark 25 years since the UK fully banned asbestos, we launched a campaign alongside Mesothelioma UK, showcasing real stories of how asbestos continues to affect people, and calling for the government to make asbestos awareness training mandatory for apprentice and college level tradespeople.



Free Allergy and Anaphylaxis Training for Schools

Last year, we launched a free Allergy and Anaphylaxis Training course for schools to raise awareness of the risks of anaphylaxis and offered practical tips for those working in education on how to help keep children safe and save lives at school. We also join over 40 organisations in signing an open letter from the Benedict Blythe Foundation, calling for more to be done to protect pupils with allergies in schools. Benedict was a young boy who tragically died at school after suffering an anaphylactic reaction and as a company we felt it was the right thing to do to support them by offering our course free of charge.

The quality and accessibility of our award-winning courses, and the accreditations that they carry, ensure that our partner organisations get the **best possible training** for their needs.



Royal Society for the Prevention of Accidents Award

For the second year running, we were honoured to win the RoSPA First Class E-learning Large Provider of the Year Award in recognition of the quality of our training. The awards were set up by RoSPA Qualifications in 2023 to: 'recognise and celebrate those organisations that put excellence right at the heart of learning and skills development by providing high-quality training courses'. In line with our 'genuine, dedicated, expert' ethos, we work closely with RoSPA to ensure our health and safety courses remain RoSPA Qualifications Assured.

City & Guilds Assured Benchmark

We were proud to become the first online training company to receive the City & Guilds Assured Benchmark. The Benchmark is a quality assurance framework that evaluates eight areas of programme design and delivery to confirm that an organisation meets their global quality standard. As a business, we aim to work with and gain the most highly-regarded and universally-accepted accreditation standards for our courses.



Update on our 2024 goals

At the end of 2023 we set a series of goals we wanted to achieve in 2024, we are delighted with the progress we have made and are looking forward to building on these and making further improvements in 2025. Here is an update on how we have done.

Volunteering

What we said

In 2024 we want to continue to increase the impact we have by collectively achieving 1,000 hours of volunteering and engaging 75% of colleagues in some volunteering during the year.

What we did

We set ourselves ambitious targets in 2024 to complete 1,000 hours of volunteering and engaging 75% of colleagues and although we have not met these targets, we have exceeded last year's achievements in both number of hours and percent of colleagues volunteering which is fantastic. We have however had around a 30% increase in volunteering opportunities taken up by our colleagues which has been great to see.

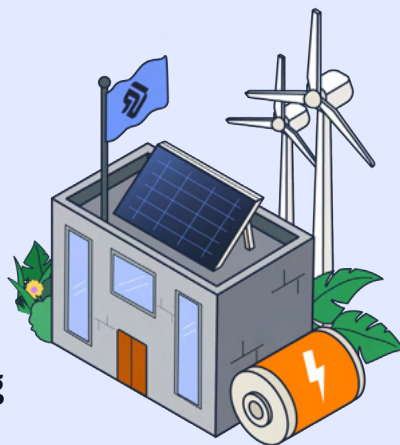


We have
exceeded
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both number of hours and % of
colleagues volunteering



We have had a
30% increase
in volunteering opportunities
taken up by our colleagues





Carbon Mapping

What we said

We are embarking on a project to calculate our carbon footprint with Climate Partner and will be working with them during 2024 to set goals for improvement, engage stakeholders and develop a roadmap to net zero by 2030.

What we did

We completed our first carbon mapping exercise in July 2024, establishing our baseline carbon footprint with our 2023 data, giving us a better grasp of our environmental impact as a business. The exercise confirmed that we have been moving in the right direction and also identified key areas where we can drive further change and reduce our emissions year on year. We remain committed to reaching net zero as soon as we can but recognise that this may take longer than we had initially anticipated.

Personal Development

What we said

2024 will see a professional development approach that invests in colleagues, helping them to feel supported, motivated and inspired to learn. Through encouraging regular career and development conversations aligned to business outcomes, we can ensure that PD is fair and consistent and a priority focus for all colleagues.

What we did

During 2024 we have focused on creating an integrated approach to professional development for colleagues to have the opportunity for discussion and the tools in place to help them to grow in their current role and future career. Our Performance Development Framework has been enhanced by the introduction of an individual PD allowance, dedicated PD time and PDP conversations to support. This has led to a more structured and business aligned approach and inspired colleagues to take charge of their own learning. We plan to build on this in 2025 with the roll out of a new Career Path Framework which will encourage conversations and clarify around future aspirations.



Personal development budget

£250 per annum

Personal development time

1 day per month



Disability Confident

What we said

We are working on becoming a Disability Confident employer and hope to have our accreditation in 2024.

What we did

We were delighted to be recognised as Disability Confident Committed and we have begun taking actions in line with our commitments. More detail can be found on this within our People segment in this report.

People

Colleague Engagement

Best Companies

We were very proud of our 2 star Best Companies score this year, demonstrating our outstanding levels of engagement. We ranked as the 29th best mid size company to work for in the UK, the 16th best company to work for in Yorkshire and the Humber and the 4th best Education and Training provider to work for.

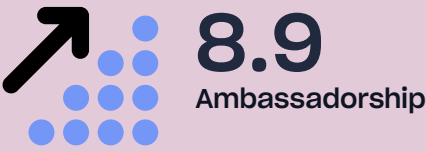
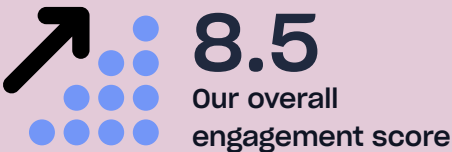
We were also thrilled that we were shortlisted for the Giving Something Back (GSB) Special Award in the mid sized companies alongside three other organisations. This award recognised innovative approaches in supporting charities and local communities, as well as an organisation's efforts to mitigate their impact on the environment.

Workleap

In May we were delighted to place in Workleap's top 60 for employee engagement in their first ever Employee Experience Leaders List. Engagement is really important to us at High Speed Training so we measure this on a monthly basis through Workleap surveys and encourage our teams to share anonymous feedback to ensure that we are doing things right and providing a great employee experience.



Workleap survey results



Equity, Diversity, Inclusion and Belonging (EDIB)

Disability Confident

Having been recognised as a **Level 1: Disability Confident Committed Organisation**, we committed to offering potential job shadowing opportunities in 2024, specifically to young people with special educational needs. These meaningful encounters aimed to give experience of the workplace and skills that are different from what they are used to in an education setting. We wanted individuals to come away from these experiences with:

- 1** Increased **self confidence** and a better understanding of their strengths and skills
- 2** Tools for their **future career** including some practical experience
- 3** **Better understanding** of the workplace

Internally this will provide new and rewarding volunteering opportunities, giving colleagues the chance to give back by using their skills to help inspire young people.



We attended an **Inclusive Futures** event in Leeds (run by the West Yorkshire Combined Authority), joining inclusive employment workshops and meeting with neurodivergent young people in a reverse careers fair.

Following the event, we were introduced to **East Silc**, one of the specialist inclusive schools in Leeds that had attended and have since been building a partnership with them.

We've visited the school three times so far, initially giving them an overview of High Speed Training and what a workplace is like in 2024.

We also delivered a session introducing some basic **career guidance** - encouraging them to identify their strengths and skills, how this can help them in their future career choices and some general advice on CV's.

Finally we ran some **interactive demos and shadowing of the work we do**, enlisting the help of Mark Owens (Illustration Manager) and Anna Carter (Content Marketing Lead), given their areas of illustration and social media were of particular interest to the students. We also hosted a CV clinic and helped all students draft a basic CV with ideas on what they could add into this in the future.



The feedback we gathered from the students while we were there showed that **69% of students really enjoyed the sessions**.

We meet with around **20 students** each time, aged between 16 - 19 and typically those with the highest levels of independence.

Our goal for early 2025 is to invite some of the students to our Ilkley office and give them a tour of a real office space - from something as simple as understanding what people wear at work nowadays, how the office is set up, down to what people do for lunch when at work.

Our plan has been to start small in terms of the partnership with one school and smaller groups of students with the hope of being able to replicate this with other schools in the future.

Being Employee Owned - Our new bonus scheme

Following our first year of being employee owned, we relaunched our profit sharing bonus scheme with some new rules designed to benefit all colleagues. We removed the service gateway so colleagues become eligible for bonus payments from day one at High Speed Training and being an employee owned business means that up to £3,600 per year of the bonus can be awarded to colleagues tax free.

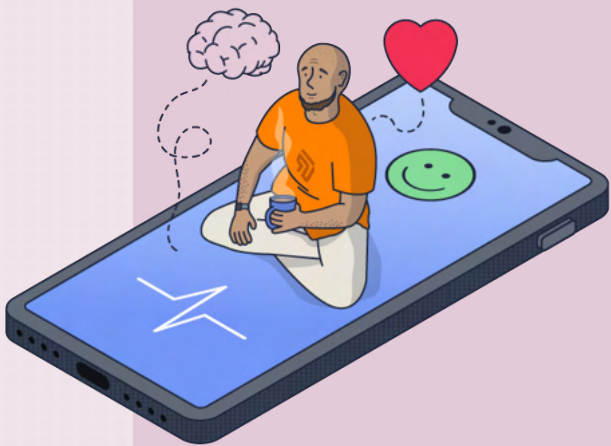
Benefits

Mortgage Advice

In October we launched our latest employee benefit offering free mortgage advice for our colleagues and their family and friends. All of our employees are eligible from day one of their employment with us and the average saving for each person using the service will be approximately £495 - £995, or a percentage of the loan amount. We are proud to be offering benefits that support the financial wellbeing of our colleagues.

Benefit Opt in rates

Our benefits are designed to provide colleagues with flexibility and choice. Throughout 2024 we've seen an average opt-in increase of 3% across our benefits package, many of which support employees to stretch their pay packets further.



97%

enrolled into pension



98%

opted into life assurance scheme



77%

opted into mobile phone benefit



46%

opted into general cash plan



31%

opted into Denplan



32%

opted into private medical insurance



5%

opted into discounted gym memberships



100%

activation rate for Reward Gateway, employee discounts and EAP platform



Pension

To further support the financial wellbeing of our teams, in April we raised our employer pension contributions to 5% to better support our colleagues for retirement. This is part of a wider campaign to encourage our employees to spend time understanding their pension contributions and building their financial awareness as we continue to make this a priority.

Championing Mental Health

Our Mental Health Champions continue to support our colleagues with regular signposting to internal and external resources through their monthly wellbeing emails and ad hoc initiatives. This year the group provided our teams with the opportunity to opt in for National Trust vouchers, encouraging everyone to spend time outdoors, visiting local heritage sites and embracing a change of scenery in line with Mental Health Awareness Week.

We were proud to once again renew our commitment to the Mindful Employer Charter for the **seventh year in a row**. Promoting and supporting positive mental health in the workplace is incredibly important to us at High Speed Training and maintaining our long standing commitment is a critical part of this.



Menopause

This year we introduced two Menopause Champions who support our commitment to being a menopause friendly organisation. They help to raise the profile of menopause and highlight the support available. Our Champions have been running quarterly menopause cafes, sharing resources and offering 1-1 chats as needed.

For World Menopause Day, Ruth Goodwin, Menopause Health and Mindset Coach joined us to talk about how we can **'thrive, not just survive'** during menopause. Ruth's session really resonated with us, as she spoke from personal experience and used this to highlight 7 key areas of focus that we can all do to help ourselves and support others during this stage of life. 22 colleagues were able to attend the session on the day itself with a summary shared with all colleagues afterwards.

It's been great to see attendance at our Menopause Cafe increase throughout the year including more of managers and male colleagues.

Planet

We recognise that, in order for our business to be a genuine force for good, we need to minimise our **environmental impact**. This means being determined to reduce our carbon footprint and waste generation, looking for opportunities to reuse and recycle, and working with suppliers that share our values. It also means partnerships with organisations that can help us to be custodians of our natural world and prevent further nature loss and climate change.



Measuring our Carbon Footprint

In 2024 we completed our first carbon mapping exercise with Climate Partner to understand the extent of our carbon footprint and have a baseline from which we can improve. This has helped us to identify the key areas where we can engage our stakeholders and work to reduce our scope 1, 2 and 3 emissions.

Results

High Speed Training's complete 2023 corporate carbon footprint = 720.18t CO₂, which equates to the annual CO₂ footprint of 103 average global citizens. It is important to note that this includes data from across all three scopes and has demonstrated that 74% of our emissions are generated by services that we purchase, which is not unusual for a business like ours. Only 1.4% of our emissions fall within Scope 1 and 2 thanks largely to a commitment to entirely renewable energy at our Ilkley HQ.

Our reduction plans

We are committed to reducing our carbon footprint year on year as we work towards net zero. In 2025 we will focus our efforts on these initiatives:

- Looking to establish an even better understanding of our supply chain including introducing a questionnaire for new suppliers, finding out what individual suppliers are doing to reduce their carbon footprint, how can we obtain more accurate data from them
- We are measuring energy consumption in our Ilkley office and introducing measure to minimise purchased heat, electricity and water consumption and improve waste recycling

- We have updated our expenses policy to encourage colleagues to think more about their environmental impact when deciding how to travel and promoting better options such as public transport, cycling or car share
- As a virtual first company we have updated our working from home guidance to encourage colleagues to consider ways they could reduce their own energy consumption



B Corp Month - Friends of Ilkley Riverside Parks

To celebrate B Corp month we arranged a company volunteering day with Friends of Ilkley Riverside Parks. Our colleagues got together to tidy up and help prepare the local park for wildflower planting. We were joined by fellow B Corp North Star Coffee who provided a coffee tasting session for the volunteers at lunch time.



“It is wonderful to see the High Speed Training volunteers working so hard, and enjoying their time, to make a **big difference** to our local community. We are delighted that the company has also made a donation to assist us in stocking our flower beds with diverse plants which will **enhance the environment** and give so much pleasure to visitors. A big thank you to High Speed Training for all their support!”

- **Ed Duguid**, Chair, Friends of Ilkley Riverside Parks

Yorkshire Dales Millennium Trust

In April 2024 we committed to a three year partnership with the Yorkshire Dales Millennium Trust (YMDT) as an important opportunity to address the key issues of nature loss and climate change together. This year our funding has paid for the planting of 250 native broadleaf trees in Yorkshire, creating vital woodlands that will capture an estimated 40 tonnes of CO2 over the next 50 years.

The YMDT is not only actively creating and restoring young woodlands in The Dales, the least forested National Park in England, but it is also leading the recycling of plastic tree guards nationally.

Another dimension to the charity's work is the restoration of wildflower meadowlands in The Forest of Bowland which are so important for the wider ecosystem. Our partnership has enabled the restoration of 1 hectare of meadowland this year, which will capture 3 tonnes of CO2, reduce flooding and improve water quality.

They also collaborate with partners in The Forest of Bowland to restore vital wildflower meadowland habitats that are so important for the wider ecosystem. We have also enabled the restoration of 1 hectare of wildflower meadow this year which will capture 3 tonnes of CO2, reduce flooding and improve water quality.

This year High Speed Training provided 16 volunteers and a total of 120 hours time to help YMDT salvage over 1500 sapling tree guards for recycling and plant over 1000 wildflower plugs to create new meadowlands.



Community

This is a business that is genuinely committed to making a difference in the community and we chose one of our core values to be leaving things better than we find them, which applies inside and outside of High Speed Training.

We strive to build open and trusting partnerships with organisations which have shared objectives and deliver mutual benefits. Our partner organisations are carefully chosen to maximise our social and environmental impact and provide opportunities for our colleagues and customers to be actively involved.

In 2024 we increased our community impact by stretching our objectives alongside current partners and introducing new partnerships to help us address our key areas of focus.

We are proud of our holistic approach to giving and how we bring the full extent of our resources to make a difference where we can. This means going beyond cash and course donations to support with a wide range of volunteering, donating pre-used devices, making connections, offering space for events and more.

“High Speed Training prides itself on building **genuine** partnerships which are **honest, collaborative** and underpinned by a **mutual understanding** of what we are hoping to achieve. This establishes trust and puts us in a position to move quickly when opportunities arise to involve our colleagues and customers in driving positive change.”

We have focussed on positive impact in three areas;

- 1 **Employability**
and helping those with additional challenges to access work
- 2 **Barriers to learning**
and social mobility
- 3 **Investing**
in the district that our company calls home

It's been a real pleasure to take this work forward over the last year and to engage our stakeholders in contributing positively to our communities where we can.

Amy Mortimer
Head of Social Impact



Employability

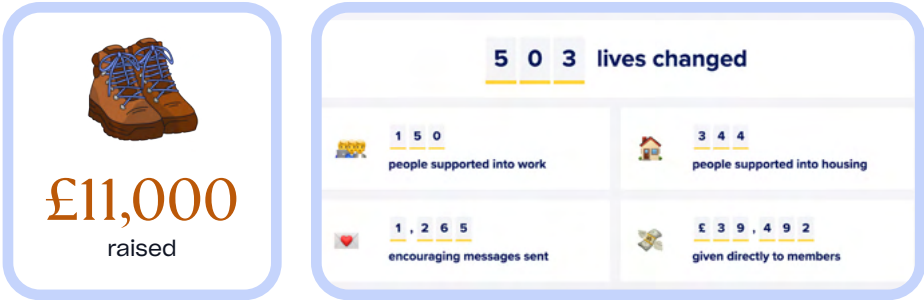
Our partnerships with Beam and Smart Works Leeds have fulfilled our mission to help marginalised people into work.

Beam

In our second year of partnership with Beam we set out to help even more people who are homeless, or at risk of homelessness, into stable employment and housing and we have increased the number of people supported by over 30%. We made monthly financial donations to Beam as well as providing their members with free training to help put them on pathways to work and increase their confidence.

This year, our annual fundraising event, the Beamwalk, raised an amazing £11,000 and it was wonderful to see over half of the business getting involved. One thing that we love about Beam is how we can feel closer to their members and support them on their journeys through their online platform. We are incredibly proud that our colleagues sent more messages than any other corporate partner in 2024.

High Speed Training have continued to donate pre-used laptops and smartphones to Beam’s members to help them with connectivity and training. We are so proud to end the year having helped 284 people to change their lives for the better, and supported 503 people over the last two years.



Source: <https://beam.org/companies/hst>

Smart Works Leeds

This year High Speed Training were the proud recipients of the Outstanding Contributor to Smart Works Leeds Award which was wonderful recognition of what we have achieved together as we help them to expand their service and reach more women, supporting them into employment in Yorkshire.

Highlights from the year include hosting the 'Spring into Smart Works' networking and fundraising event at our Ilkley office which raised £400, engaging 14 colleagues in **over 100 hours of volunteering** fulfilling various roles including employability coaching and sorting clothing at their hub, and being the headline sponsor for Smart Works' first ever jobs fair in Bradford. Our HR team delivered a CV clinic at the event which was really popular, and they were able to provide 1:1 support to around 50 women.



Winners of
Outstanding Contributor
to Smart Works Leeds Award

“Over the past 12 months, Smart Works Leeds have been blown away by the **dedication, enthusiasm and passion** for our cause from the team at High Speed Training. They took care and time to understand the needs of the charity, and came up with so many things they could do to add value, not just financially but using their skills, experience, network and time too.”



Barriers to Learning

Magic Breakfast



We are so proud to have donated 111,714 breakfasts to children in school breakfast clubs across England and Scotland through our first year of partnership with Magic Breakfast. Magic Breakfast aims to ensure that no child or young person is too hungry to learn. They do this by offering breakfasts and advice to tackle morning hunger in schools across England and Scotland. This partnership has provided a way of involving our customers in our force for good strategy too, as we have bought a breakfast each time we sell a Level 2 Food Hygiene for Catering course and our customers have been really supportive.

This partnership has also provided us with fun opportunities to engage colleagues in fundraising, with the Great Big Breakfast event in February, and volunteering in local Magic Breakfast schools, providing mentoring to year five Reading Champions and delivering books and games for breakfast clubs at Christmas.

Chapter One

Towards the end of the year we started working with the children's literacy charity, Chapter One, to help children to develop the reading skills that are fundamental for their learning journey and life chances.

Our 16 volunteers read 1:1 with children in a Bradford primary school on a weekly basis using an online platform which develops the children's literacy development, confidence and enjoyment of reading.



“We’re so grateful to High Speed Training for their wonderful support this year. They have gone **above and beyond**, exceeding our ambitious target of donating 100,000 breakfasts. High Speed Training have also designed an excellent Allergy & Anaphylaxis Training for Schools module and made this free to our partner schools. We’re so pleased to partner with an organisation who shares our values in tackling barriers to learning and enabling social mobility.”

- **Liz Little**, Head of Corporate Partnerships at Magic Breakfast.

“We give 30 minutes of online support to a child once a week and the sessions so far have been really enjoyable. I’m looking forward to seeing my reading partner grow in **confidence** and improve their reading skills as time goes on.”

- **Kira Smith**, HST volunteer.



Investing in Our District

At High Speed Training we are ambitious for everyone and it matters to us that everyone has the opportunities to reach their potential. The Bradford District, in which we are based, unfortunately has extreme health inequalities and we are working with partners to improve people's lives in the most affected communities.

GiveBradford

Our £10,000 financial donation to GiveBradford's Bradford Fund, has been used to help grassroots organisations with sustainability and growth so they can address the issues at the heart of their communities. High Speed Training has also provided the same grassroots organisations with access to £4,500 of free training so that they can upskill staff and volunteers to help them deliver their objectives.

GiveBradford



Bradford 2025

When we heard that Bradford would be the next UK City of Culture, we wanted to help it be a big success. This is the first time that a UK City of Culture has covered an entire district and it is an exciting opportunity for the area that our business calls home. We are proud to have provided Bradford 2025 with safeguarding training for their staff and volunteers. We look forward to getting more involved through volunteering opportunities in 2025 and continuing to support the wonderful cultural programme celebrating the district's diversity which will benefit local communities in many ways.



BRADFORD 2025
UK City of Culture

Women's Health Matters

Between September 2023 and August 2024 we provided financial support, and purchased and donated laptops and smart phones, to enable Women's Health Matters to deliver a digital inclusion training programme for the vulnerable and marginalised women that they serve. 74 women enrolled on the programme, attending digital support sessions throughout the year and having access to courses from High Speed Training. WHM staff have also been supported with free compliance training to enhance their service delivery.



100% agreed that they felt more connected as a result of the programme and felt they are better able to use and understand technology

80% agreed that their opportunities for employment had improved

“Safeguarding the people we work with is of the utmost importance to Bradford 2025. **High Speed Training's support has been instrumental**, and the Safeguarding Training packages that they have donated have empowered our teams to build on their personal development and upskilling, allowing them to work safely and with greater confidence.”

- *Bradford 2025*

“I was so happy that I could do the courses at home. **I feel more confident** doing things on a computer and have thought about setting up my own business.”

- *Women's Health Matters*

Giving Something Back

Our Giving Something Back group is colleague-led, upholding our value 'we leave things better than we found them' and harnessing colleagues' voices to focus on causes that matter to them. It's responsible for:

Identifying and promoting volunteering opportunities

Coordinating our 'choose a charity' initiative

Supporting charities through financial and course donations



Highlighting and celebrating relevant events and awareness days, particularly when it comes to protecting our planet

Raising awareness of important causes closely aligned to our values



Charitable Giving

Our Giving Something Back group continues to support colleague-led fundraising initiatives as well as charities in our community, that sit outside of our company-driven partnerships. New initiatives include donations that are linked to volunteering and direct requests for donations for charities providing respite and care for family members.

This year the group has supported over 33 different charities with a total of

£19,142



Volunteering

Skilled

A good percentage of our volunteering in 2024 was classed as skilled volunteering, where colleagues are using the skills they'd use in their day to day jobs such as web design, HR, finance or marketing. Some examples include members of our tech team mentoring students at We Think Code, a South African software development academy tackling skills shortages and youth unemployment, trustee work at Yorkshire Building Society Charitable Foundation and demos/job shadowing with SEND students at a local school.

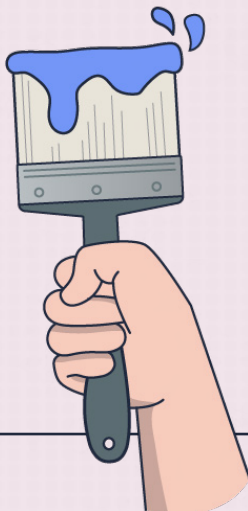
Semi-skilled

Coaching and mentoring is usually classed as semi-skilled volunteering. This year, we have delivered various workshops on careers guidance, interview preparation and CV clinics. A number of colleagues have acted as reading mentors with young children via Chapter One as well as individuals giving up their time as school sports club secretary or as a governor at their local school.

Unskilled

The bulk of our volunteering is made up of unskilled work. In 2024 we helped Smart Works Leeds to organise their clothing stock, general park maintenance at Friends of Ilkley Riverside Parks, decorating office space at Keighley Healthy Living, rebuilding fencing at a local school allotment as well as conservation work and wildflower planting at YDMT.

Throughout 2024, we have also formed a closer partnership with Friends of Ilkley Riverside Parks, a local charity helping to maintain the local parks throughout the seasons and via our partnership with Yorkshire Dales Millennium Trust. We have completed over 100 hours at both of these charities in 2024.



852

hours volunteered (60% unskilled,
24% semi-skilled, 16% skilled)



63%

of colleagues have volunteered



26

different charities
volunteered at in 2024



6% to 16%

increase of our volunteering fall
under the 'skilled' category

Environment

We have been looking at ways to improve our energy efficiency in our Ilkley office to reduce our carbon emissions. The West Yorkshire Combined Authority performed a resource efficiency audit and highlighted some key areas where changes could be made, focussing on our overall energy usage and water consumption. We are also looking to make sure our recycling facilities are being utilised effectively, with additional information on what items should be recycled and clearer signage on the bins.

Recently, we have been working on ensuring our heating system is running effectively, with each thermostat being reprogrammed to better suit office hours and seasonal changes. We have also been gathering quotes to improve our office lighting, with the aim being to switch to LEDs and sensors where required.

Further improvements to our water usage is also being considered, such as the addition of water saving devices in our toilet cisterns where appropriate and the switch to using kettles instead of the previously used hot water urns.

Implementing these and other potential changes will be ongoing and we will closely monitor the positive impact this should have on our energy efficiency and our carbon emissions.



Goals for 2025



1

Carbon Reduction Plan

We are committed to reducing our carbon footprint every year and in 2025 our new environment task force will drive initiatives to cut our Scope 2 and 3 emissions even further.

2

Volunteering

In 2025 we'd like to keep increasing our total number of hours volunteered, pushing us closer to our ultimate goal of reaching 1,000 hours volunteered in a year.

We will also encourage and support more colleagues to get involved in skilled volunteering through a new programme called Grow Together.

3

Equity, Diversity, Inclusion and Belonging

Our focus will be on belonging and connection across the business through starting a potential mentoring programme.

Other areas will include ensuring everyone feels they have a voice in the organisation and that all colleagues feel there are equal opportunities available within the workplace.

We will also aim to work towards the next level of the Disability Confident Employer Scheme.



Thank you

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