



lancia

consult

lanciaconsult:
Our year in impact.

2022

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Our year in social impact

3.

We have spent 12,673 hours supporting a range of third sector organisations

12,673
hours

9.5%
time donated

9.5% of total team time was spent working with our social impact clients

We supported 25 organisations – consulting for shared value in the not-for-profit sector

25
charities

\$31,944
donated

We have donated \$31,944 (SGD) to charities this year

We have offset 684 tonnes of CO₂ working with Ecologi

684
tCO₂ offset



A note from our CEO

As a business we have always had a fantastic ability to give back through our capabilities, talented people, and the profits we generate. This year's report (our 3rd!) shows how our team came together more than ever, deepening our charity partner relationships and widening our reach geographically and socially.

We also turned ten earlier this year, which provided us with a moment to reflect on how we as an organisation serve, contribute, and operate within the communities that support us. We looked beyond our commitment to create educational and environmental impact and challenged our governance, carbon footprint and metrics for success.

Some of our charity partners, like [Babbasa](#) in the UK, have helped us identify and put in place appropriate diversity and inclusion goals.



"I am incredibly proud of the impact we are making, importantly led by our people, and the partner organisations they choose for us to support."

Jeffrey Cronkshaw

Founder and Chief Executive Officer

We publish this report annually to hold ourselves to account and to help us push on every year - I'm sure you'll see that shining through.

Our business is rapidly growing and evolving, and so is the social impact we make. With that in mind we've set ourselves some statements below that are supported by our entire team:

Consulting for Better

We will dedicate consultant time to supporting our social impact clients in both low-bono and pro-bono engagements.

Carbon Negative

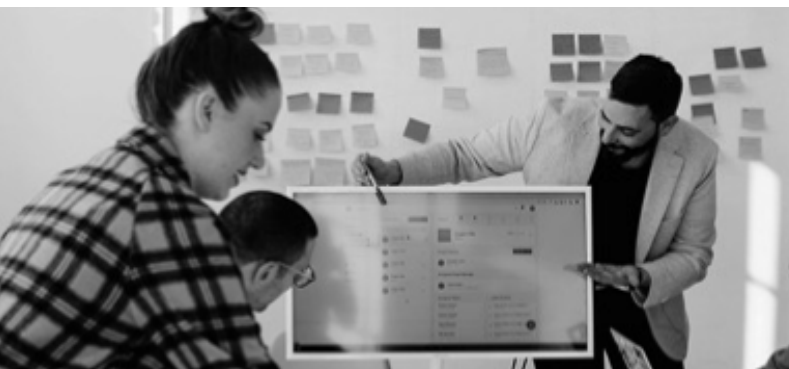
We will continue to offset more CO2 than we emit, through both partnering with carbon offsetting organisations and reducing our emissions.

Giving

We will donate each and every year to support causes that are close to our hearts – we will give as we grow.

Our approach

Having an impact on our communities is at the heart of our business. We make social and environmental commitments in three areas:



Operations

We govern for shared value, actively managing LC's impact on our people, communities and the planet.

Services

We consult for shared value, making our services available to the impact partners our team believes in.



Giving

We donate for shared value, giving money to leverage the impact of our charity consulting.



Across both Europe and APAC we have dedicated working groups that drive forward our commitments to social impact; they work together to identify opportunities to improve how we operate, how we can support our social impact clients and how we want to donate.



Our impact themes

As the world recovers from the shock of Covid-19 and the war in Ukraine, economies across the world deal with the fallout. Critical to the long-term success of all nations, education provides the workforce of the future:

- vital skills to enhance productivity,
- diverse thoughts and ideas to challenge the status quo,
- compassionate leaders.

This is incredibly important to us as we focus on employability and the skills needed for life. Education is a foundational part of this, at all levels, and we are proud to support many organisations with these shared values.



6.

Education

Throughout 2022, we have supported a number of not-for-profits doing exactly this:



Our impact themes

With the focus on treating our planet right and slowing climate change higher than ever in 2022, we wanted to strive to do better on our part in reducing carbon emissions and our environmental impact.

We've continued to reduce our carbon footprint, raising awareness of the impact of our operations internally in the process and are always looking for ways that our core services can support the goal of building a safe, greener world.

Environment

In 2022, we have had the privilege of supporting:



Govern for shared value

Governance review

How LanciaConsult is governed, how we operate and our internal policies and processes sit right at the heart of the Operations strand of our Social impact approach. This year, we have taken a look within from root to branch, bringing in the help of external experts and advisors.



We are an organisation with a very light touch on policy. We trust that in giving our team the freedom to make choices, they'll make the right ones. And this trust works both ways: our teams trust the company to do the right thing. However, that's not enough. There are certain commitments that are worth writing down – it's just the right thing to do.

What are we doing differently?

It was important to us to refresh our policies to improve against an indicative [B-Corp](#) assessment which we undertook at the end of 2021. We reached out to the likes of [The Global Goals Centre](#), who not only provided us with fantastic guidance, but also acted as an impartial advisor, critic and friend. Our learnings were then reflected in our policies that cover Diversity, Inclusion, Cohesion and Equity (DICE), Equal Opportunities, Anti-Bribery, Health and Safety, and fair and transparent grievance procedures.

Through our research this year, we have learned that in a truly inclusive, fair and respectful business, some things just need to be laid out clearly. This year's assessment has presented many opportunities for us to be more proactive in our governance and processes. We have challenged ourselves on everything from DICE and unconscious bias, to pay equality, to where we buy our notebooks. We are proud of the business we have built but we can and are excited to do more.

Govern for shared value

Our focus this year

The [B-corp](#) self-assessment highlighted supply chain monitoring and tracking as an area of development for us, so we investigated our use of supply chains as a business.

We conducted a market scan for each of our procured items, with a view to identify retailers that were locally based, used sustainable materials or employed great social and environmental practices. As a result of this supply chain review, we switched 8 of our suppliers! Now, our T-shirts are organic and sourced from a sustainable embroidery company; our pens have casings that are fully biodegradable; and for each water bottle that we buy, 25 single-use plastic bottles are removed from the ocean.

We have set this as a standard to adhere to as we grow: Whenever we need to procure a new item we now take time to evaluate the suppliers and their practices, where appropriate we select those with sound social and environmental practices.

Another theme that we wanted to invest in this year was **Diversity, Inclusion, Cohesion and Equity (DICE)**.

We celebrate the diversity of the communities in which our businesses operate, respecting cultural differences and broadening our understanding of the world around us.

We recognise the cumulative experience of our colleagues internationally to deliver better outcomes for our clients and we believe we have an inclusive working environment and a team of empowered consultants, encouraged to speak up and be heard.

To help continue to nurture this environment we have sought guidance at Board Level from leading experts. We held several internal workshops, supported by [Babbasa](#), and created a working group to identify our areas of improvement and pro-actively address any gaps.

We have an ambitious agenda to build a company that reflects our communities, welcomes all, and ultimately build a company that rejects some of the tropes of our industry.



Govern for shared value

Our carbon footprint

As an international consulting business, our biggest impact on the environment is the greenhouse gases emitted by our business travel. As restrictions on travelling eased across the world and working from home began to reduce, we have been spending more time together with our colleagues and clients. We have been offsetting tonnes of carbon through our impact partner [Ecologi](#), but when we asked ourselves “is this enough?”, we struggled answering the question. That changed this year.

We have built a PowerBI dashboard that calculates the carbon emissions relating to our business travel. Using official sources of reference data and extracts from our accounting software, we were able to assess the impact of every car, train, taxi, plane journey, as well as our wider impact where we stay in hotels. In 2023, we plan to continue expanding the dashboard to cover even more of our environmental impact, including IT usage and other purchased goods and services.

What has this shown us?

Our dashboard has been highly insightful for us to see the impact of our travel – we have a greater understanding of carbon emissions from different forms of transport. We offset more than we emit, which is good news, but we have areas to work on in 2023.

We emitted approximately **195.1 tonnes** through business travel this year

195.1 tonnes

684 tonnes

We offset **684 tonnes of Carbon**

“We’ve identified areas for improvement and are developing sustainable travel policies that help us make more environmentally friendly decisions by minimising our carbon footprint”

Ben Carvell

Managing Consultant at LanciaConsult

Govern for shared value

Our carbon footprint

As part of our wider ESG strategy, we work with [Ecologi](#) to offset the impact of our business. Our offsetting is aligned to a number of Ecologi projects, and we are proud to share a small number of the ones we're supporting:

Wind Power Project in Thailand

This project is developing wind power in rural Thailand and our Ecologi offsetting has contributed to 39.9 tonnes of CO2 prevention through windpower.



Preserving Amazonian Rainforest in Brazil

This project is protecting over 27,000 hectares of threatened rainforest. Our contributions have supported 79.2 tonnes of CO2 captured.

Generating Clean Electricity from Hydropower in India

By supporting small-scale hydropower to generate electricity in rural India, we have prevented 88.3 tonnes of CO2 being emitted.



Consulting for shared value

Technology implementation

[Movement for the Intellectually Disabled \(MINDS\)](#) is a social service agency serving Persons with Intellectual Disability and their families across life stages.

In October 2022, LanciaConsult was honoured to be awarded a project to undertake a finance transformation programme for MINDS. Our goal was to first understand and redesign the processes impacted by the implementation of new technology working closely with MINDS employees across different business units and wrap-around services. During a series of working sessions we mapped out the as-is journey and redesigned how the business processes will work in the future by capturing the requirements from all stakeholders, we then designed the to-be state that will become the blueprint for the development of the new system.



LanciaConsult has also designed a practical, informative and effective change management and engagement plan that will be executed alongside the technology implementation. Our aim is to support MINDS employees at every stage of the change by ensuring they have the right tools and knowledge at hand to understand the new ways of working in a post implementation environment. While the project is on-going, we believe the introduction of a new and improved process and technology will bring about efficiencies that enable MINDS employees and management to dedicate more time on the meaningful work they do for more than 4,500 clients and caregivers every year.



Consulting for shared value

Technology implementation



[ThinkForward](#) had a vision to deploy a digital ‘Ready for Work Passport’, which would enable their beneficiaries – disadvantaged young people – to own and track the development of key workplace skills. The charity’s aim was to create ownership for self-development, whilst also improving digital literacy and overhauling the existing, labour-intensive process.

Leveraging our deep technology experience, we captured the client’s requirements and advised on opportunities for improving the solution’s functionality and performance. We then sent an RFP out to a shortlist of technology suppliers, identified through research and our knowledge of the market. Suppliers were ranked on cost and quality factors, and interviews were facilitated, ultimately enabling the client to make an informed decision on the best provider for the solution.

Our experience in delivering technology projects, combined with our breadth of expertise, uniquely placed us to act as a trusted partner. For the client, this meant there was clear direction and a team they could rely on.

Our flexible and pragmatic approach enabled the client to deploy a user-friendly solution, on-time and to-budget, that – most importantly – achieved the project aims. The solution is now live with over 450 young people digitally tracking their workplace skills, and allowing the coaches to focus fully on the critical role they play in skills development.

“LanciaConsult have supported the evolution of our digital strategy and business intelligence systems, playing a key role in supporting us to design a major CRM migration and re-development project that will transform our operations across the organisation.

LanciaConsult have been a trusted collaborator and critical friend on a range of critical strategic projects, understanding who we are and adding significant value with their depth and breadth of insight and their practical, solutions driven approach along the way.”



Lee Robinson
Head of Impact,
ThinkForward

Consulting for shared value

Pricing and service offering review

With costs being squeezed for all businesses, we help organisations adapt to new conditions.

[Soil Association](#) is a food and farming charity working towards a future of healthy and sustainable diets for all, and nature friendly farming. Supporting this mission is a catering certification scheme - Food for Life Served Here. LanciaConsult supported a review of this scheme with the development of a revised pricing model that balances maximising impact against providing an affordable, engaging support service and certification.

We first needed to understand the context behind the Food for Life programme and its key aims. We researched the public and private catering sectors and identified the challenges faced by the increases in food prices and wages. We reviewed the current service offering and the complex pricing model that underpinned it, worked on articulating this in a simple format that had clear alignment to the core goals. This was supported by a new pricing model that will enable the Soil Association to continue generating income to support their charitable mission.



"Working with mission driven organisations such as the Soil Association means having to adopt a completely different approach to the work that we do. Helping an organisation achieve tangible goals that are mission-focused has brought a completely new perspective to my previous knowledge of consulting. It has also been amazing to be able to use other team members' at LanciaConsult's knowledge and experience in the third sector to navigate this project. Soil Association's dedication to their mission and their constant drive for change also meant we were able to work in a very collaborative way to achieve the biggest impact for the Soil Association as an organisation."



Aurore Maillard

Consultant at
LanciaConsult

lanciaconsult.com

Consulting for shared value

Skills and people

At LanciaConsult, we are committed to sharing our knowledge and experience with local partners. At our Bristol office, for the third consecutive year we have continued to mentor [180 Degrees Consulting \(180DC\)](#) members, who are a global network of University students that offer pro-bono consulting advice to non-profits and social enterprises. They help their clients develop innovative, practical and sustainable solutions to the challenges they face.



This year, we ran an in-person training session to over 50 180DC members at the University of Bristol, and an online training session for other 180DC members around the UK. In these sessions we worked closely with each member to help develop key skills in teamwork, organisation, and communication, whilst giving them insight into life as a consultant. We continue our commitment to offer ongoing support to several 180DC project teams via regular mentoring sessions.

"The 180DC Bristol / LanciaConsult's relationship has been extremely beneficial and fulfilling for our student consultants. Thanks to LanciaConsult's endless support through the project mentorship scheme and training sessions, 180DC Bristol has soared to greater heights. Delivered in an unconventional yet engaging manner, the training sessions ensured that our student consultants effectively managed their pro-bono projects. The invaluable guidance and expertise provided proves LanciaConsult's commitment to social impact and making a difference in society. I can't wait to see more of what this relationship can achieve!"

Ashley Fok

Head of Partnerships at
180DC



Consulting for shared value

Marketing

SUN-DAC works with persons with disabilities and their caregivers to improve their quality of life and social inclusion. They work towards their vision by providing day cares and constructive development activities for the differently-abled to learn skills such as independent daily living skills, social skills and simple vocational activities.



SUN-DAC was struggling to grow sufficient brand awareness and donations to support the needs of the beneficiaries and their caregivers to improve their quality of life. LanciaConsult reached out to them through a referral from an analyst who had supported SUN-DAC's day care activities during her semester in university.

LanciaConsult supported SUN-DAC's immediate gaps in its events to promote social inclusion by providing advice on how to improve its online marketing with sample mock-ups for use. Members of the LanciaConsult Team also gave their time by volunteering at the inaugural SUN-Sation Social Inclusion awareness event which was held on 3rd December '22 on International Day of Persons with Disabilities.

As SUN-DAC continues to progress, we aim to be their long-term partner to leave their team with the marketing skills for future success.

"As SUN-DAC plans for the longer term branding and marketing strategy to support our services to the differently-abled and their caregivers, I look forward to the support and professional expertise of LanciaConsult to help a smaller charity like us establish and implement a practical, sustainable and impactful branding and marketing."



Quek Hong Choon

Executive Director at
SUN-DAC



Donating for shared value

Giving

Giving fits proudly into one of LanciaConsult's core commitments. To us, giving our consultants time and expertise as well as donations to the charities and small businesses we care about, plays a fundamental role in shaping how we operate and support the communities and environments we impact.



Our goal is to continue developing our Giving strategy to ensure it encompasses both the importance of giving and offering a way that the team can enjoy spending time together in a fun, non-work-related environment to do some good.

In September 2022, LanciaConsult employees took in a 5km Charity run organised by the Ireland Funds Young Leaders Singapore. The run was in aid of local charity, [Singapore Council of Women's Organisations](#) (SCWO) Star Shelter.

SCWO-Star Shelter aims to provide a safe temporary refuge for women and their children who are survivors of family violence regardless of race, language, creed or religion. The team generously donated \$520, which was matched by LanciaConsult making the contribution \$1,040.

From step challenges to pub quizzes, the Europe team have enjoyed fundraising for a huge number of events, for a diverse range of charities. Each quarter we nominate a charity partner to support by way of a team vote, we organise monthly fundraising activities and donate the proceeds along with a sum matched by LanciaConsult.

This year we are delighted to have supported The Ukraine Appeal and The British Red Cross to aid the humanitarian crisis in Ukraine; The Soil Association in support of local farmers and wildlife; The Global Goals Centre; Impande; The Movember MoRun and various food banks in the lead up to Christmas.



Donating for shared value

New Life Stories

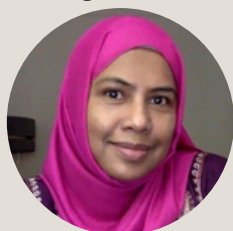
[New Life Stories](#) is a non-profit organisation that aims to prevent intergenerational incarceration by taking a holistic approach with a child-centric focus to ensure that both the children and their families are supported with the necessary resources to eventually reach high self-efficacy.



In 2022 we decided to donate funds raised from the LC10/10 Run to New Life Stories as it strongly aligned with our ambition of making an impact to lives that can be perceived to be underrepresented in many aspects of today's society.

Having had the opportunity to spend time with the team at New Life Stories it has been inspirational to see the diversity of the children and their backgrounds of those they support. It is clear to us that the work they do has given a brighter future to their clients through offering care, attention and education – many of the things we take for granted. We look forward to continuing to support New Life Stories in the future.

“Our work is essential to provide our children and their families with the much-needed resources to empower them to create new life stories. Every dollar goes a long way. With your support, we can reach out to more children and their families from the most disadvantaged background of society. Through this, we can work towards restoring these family relationships and eventually break the cycle of intergenerational incarceration.”



Saleemah Ismail
Executive Director at
New Life Stories

Donating for shared value

LC10/10 Run Day

An eclectic mix, ranging from marathon enthusiasts to casual walkers, 124 participants in 13 countries across the globe came together for the fifth time to support the LC10/10 challenge.

Now an established tradition embedded into our culture at LanciaConsult, the 10th October not only represents World Mental Health Day, but also a fantastic opportunity for our employees, friends, family and clients to collectively clock their miles and mark their efforts by sharing photos of the amazing and varied environments we inhabit around the world.

This year we walked and ran an incredible total of 1649km in 221 hours, triggering a donation of \$13,000 SGD for 2 charities that LC is incredibly proud of, both closely linked to our social impact themes of environment and education; [The Soil Association](#) in the UK and [New Life Stories](#) in Singapore.



\$13,000 dollars

1649 kilometres

124 participants

13 countries

2 charities

1 LanciaConsult





LanciaConsult is a fast-growing business and technology consultancy, serving clients around the world from offices in Europe and Asia.

We pride ourselves on creating a change today that provides businesses with what they need to deliver exceptionally well tomorrow. We move quickly, with passion, and most importantly, deliver impact with our range of business transformation consulting services. That's why, in April 2012, we created a consultancy designed to give the agility and freedom our people need to meet the real needs of our clients.

Our founding principle is to bring real experience, genuine people and a #newenergy to everything we do. And our mission is to create impactful solutions for our clients that result in outcomes that award us all.