



OUR YEAR IN SOCIAL IMPACT



2023

Hi.



Welcome to LanciaConsult's 2023 Social Impact Report. In this report, you will learn about one aspect of our business that sets us apart: our commitment to social impact.

Social impact is not just a buzzword for us but a fundamental value that is an integral part of our DNA. As a business, we take pride in our invested approach, investing time in truly understanding and improving our social and environmental impact.

To achieve this, we have focused on two key themes:

 Education, and

 Environment

In the following pages, you will find stories about our impact in 2023 through our three strategies of supporting the broader community through giving, our operations, and our work.

We thoroughly enjoy compiling this report and are excited to share everything we have learned and accomplished in 2023.

What does Social Impact mean to us?

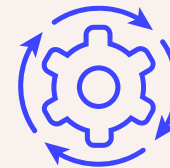
Our Social Impact work spans broadly across three pillars:

Giving

We contribute resources, donate time, or provide financial support through fundraising to support our charity partners.



Operations



We are actively improving our impact on the planet, people, and local communities by adjusting and implementing changes to our internal operations.

Our work

We offer our services and expertise pro bono or at a reduced fee, empowering charities to achieve their goals.



What's inside



01

Page 03

A few words from
our leaders

02

Page 04

Our impact in
numbers

03

Page 05 - 08

Impact theme:
Education

04

Page 09 - 14

Impact theme:
Environment

05

Page 15 - 19

Bonus:
Impact stories
close to our
hearts

06

Page 20 - 21

Our highlights of
2023



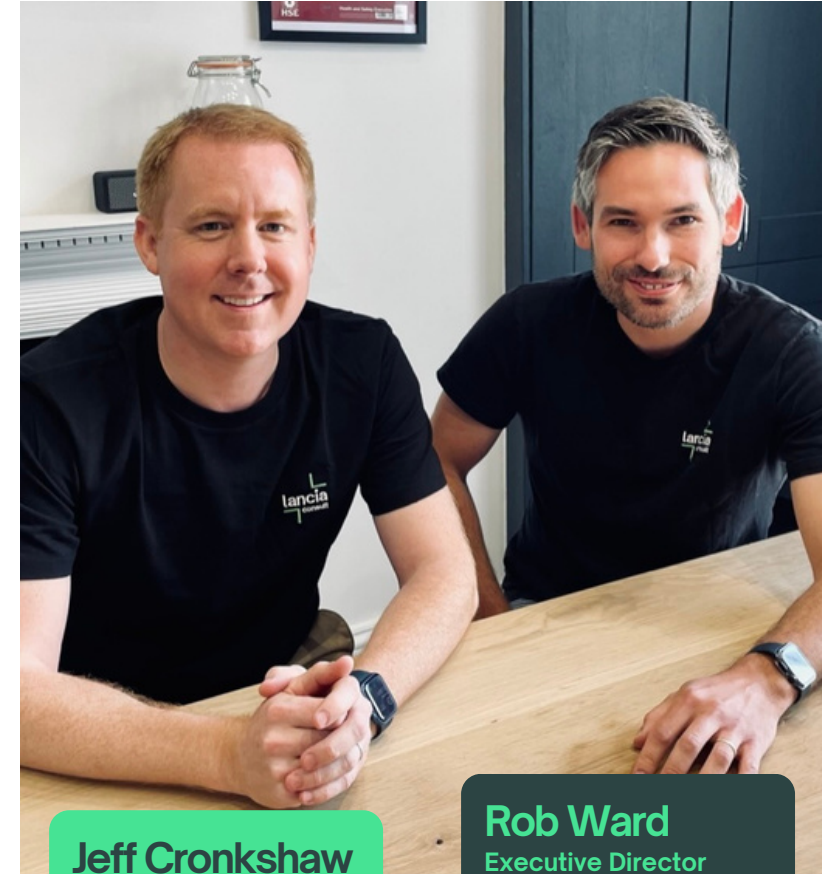
A note from Jeff Our CEO and Rob Executive Director.

Eleven years ago, we set out to establish a genuinely unique and diverse consulting business that is seriously invested in our communities. Our focus has been on growth, being a fantastic employer, and giving back practically to the societies we operate within. As we continue on our entrepreneurial journey, we are expanding our social impact alongside our team and company growth. These reports reflect the development of our impact, consistently guided by the themes of Education and Environment, which are broad and globally relevant. We are proud of the stories, partnerships, and positive actions taken by our team in 2023, and we hope you enjoy them!

-JEFF-

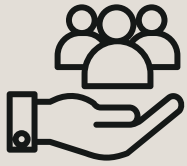
Social and Environmental impact have been constant themes in our business from day one. We're committed to doing good on both fronts as we grow our business. This year, we've worked hard to better our own business, worked with some fantastic impact clients at both low fees and no fees to amplify our impact through our consulting work, and been able to donate to causes close to our team's hearts in the communities in which we operate. This report is one of the highlights of our year and gives us a new baseline to take into next year and beyond. Thanks to all our team, clients and impact partners who've been part of this year's journey!

-ROB-



Jeff Cronkshaw
CEO

Rob Ward
Executive Director



All **5**

global office regions took part



11

non-profit partners supported through our consulting work

7

charities donated to

8%

of our time committed to pro-bono and low-bono work

OUR IMPACT NUMBERS

4,333km

ran and walked to raise money for 2 charity partners

20

social impact initiatives in 365 days



7,260

trees planted in partnership with

Ecologi

63

team members actively contributed to social impact projects and activities

\$41,000

SGD raised and donated to charity

-367.1 tonnes

Net Carbon Impact

Education

A blurred background image of a classroom. A teacher is standing at the front, and several students are seated at desks, with their hands raised in the air, indicating an interactive learning environment.

We understand the impact education can have as a force for good.

Our ongoing dedication to education is based on the belief that providing learning opportunities creates a positive ripple effect, enabling individuals and communities to flourish.

We have worked with various outstanding organisations that offer job readiness and life skills training to the next generation.



Tackling social mobility within consulting

In the consulting industry, many new consultants have had the advantage of private education or connections to the industry. We want to improve social mobility within the consulting industry to address this.



This year, we partnered with Purbeck School, a state school in Dorset, to provide work experience to some of their "pupil premium" students.

Our team organised and conducted workshops over the course of a week covering presentation skills, CV writing, learning about consulting roles, and gaining insights into our daily activities. We also arranged evening activities that allowed students to build relationships in a professional setting and experience life in Bristol. During the workshops, we taught essential skills such as teamwork, communication, time management, and prioritisation. Our efforts boosted the students' self-confidence and made them more aware of career opportunities in consulting.



"It has made the pupils more attuned to thinking about their future and realising that there are lots more opportunities out there, beyond the hills of Purbeck, and that they can set and achieve goals – it has raised aspiration."

The Purbeck School

Looking to the future, we are motivated to contribute to society by providing opportunities for underprivileged children to pursue careers in consulting. Our experience with Purbeck was a significant initial step towards offering work experience to children from similar backgrounds throughout the UK. We are excited to expand this programme and increase our impact in 2024.

"Giving these young people the opportunity to engage with our lives as management consultants was a genuine way that we could support the broadening of their aspirations. Whether these young women decide to push their careers towards consulting doesn't matter. What's important is that they see that they have many options and understand the kinds of careers available to them and the skills they might need to get there."

Rob Ward – Executive Director, LanciaConsult





SMALL CHANGE BIG IMPACT

How we inspired change in 2023.

Sharing tangible actions

We share ESG tips and updates during our team calls. Our weekly standup includes an 'ESG tip of the week' to encourage sustainability in our day-to-day.

Monthly all-hands meetings feature updates from ESG working groups on progress and milestones, such as changes to our carbon offsetting and sustainable travel policies.

Learning from others

We attended a workshop by Mun Wei Chan at the Open Farm Community about corporate sustainability, ESG trends, and local regulations. The Open Farm Community is an urban farm, restaurant, and educational community in Singapore that supports local and regional farmers and promotes sustainability.

MUN WEI CHAN



Our team is committed to sustainability and believes that educating ourselves on sustainability matters is crucial to making informed decisions that benefit our planet and communities. In 2023, we planned various channels and activities to learn about different sustainability topics collaboratively. We aim to empower each other with the knowledge needed to impact the environment positively.

Attending inspiring events

Earlier this year we participated in sustainability events such as the Blue Earth Summit and Wired Impact convention.

These events helped us learn about important sustainability issues and enabled us to share and discuss ways to reduce our impact on the natural world.

'Sustainability Smackdown'

In Singapore, we had a sustainability month. We visited the Sustainable Singapore Gallery to learn how to tackle climate change, water management, and waste reduction.

We also created our 'Sustainability Smackdown' challenge, encouraging us to reduce our use of single-use plastics, food waste, and meat consumption and promote sustainable transportation.



Supporting young people with XLP



XLP is a charity based in London that focuses on youth work. The charity aims to create a positive future for young people in London by delivering various youth work programs.

XLP faced challenges with their customer relationship management system, Salesforce. Having been implemented some years ago, it has not kept up with XLP's needs and has impacted their efficiency. Maintaining a single system to support the delivery of their youth work projects and manage impact reporting led to complex workflows that made it harder for youth workers to do their jobs.

We supported XLP by completing a technical assessment to transform their system and equip the team with the right tools and skills to work more effectively. We engaged in workshops to understand XLP's core business, youth work projects, and the supporting business teams such as finance, fundraising and HR.



We ensured our recommendation included a technical solution that met all teams' needs, standardised operating procedures, and defined roles and responsibilities. We then rolled out training to the team.

XLP are preparing for their wider transformation project, which will start in early 2024, and we can't wait to continue to support this excellent charity in our new home city of London.

“Working with Lancia has been a fantastic experience from the start. We were adamant we wanted to work with an organisation that would really understand our needs, our culture and our team and have the necessary communication skills and emotional intelligence to get the buy-in of the whole organisation. Robbie and the team were more than up to the task and have helped us move forward on a complex, organisation-wide project. On top of this, Lancia has been accommodating, flexible, professional, generous and added competency and technical ability that we either didn't have in-house or didn't have the capacity to muster up.”

Luke Watson – CEO, XLP

Environment

The climate crisis has reached unprecedented levels, marked by record-breaking heatwaves, wildfires, and floods. Our commitment to reducing carbon emissions and minimising our environmental impact remains unwavering.

We've developed a bespoke carbon tracking tool, expanded our options for carbon offsetting, and continued to raise awareness of the effects of our internal operations.

In 2023, we supported various non-profit organisations dedicated to safeguarding the future of our planet. Our initiatives included reducing plastic use and supporting the reforestation of the most endangered wildlife areas across the globe.



Proactively offsetting our carbon footprint

During the year, we took an opportunity to review our approach to offsetting our carbon footprint. Following a lot of activity in tracking and understanding our environmental footprint, we were in a far better place to make informed decisions about how we begin to mitigate this. Our primary goal is minimising our impact through initiatives led by our ESG working groups across our offices. In the areas where we cannot reduce our emissions, we offset this through carbon credits.

Our initial approach was to offset our carbon emissions through Ecologi, which allowed us to offset around 57 tonnes per month. However, this wasn't aligned with our actual emissions, which prompted us to explore other ways to enhance our sustainability efforts.

Through our collaboration with Durrell Wildlife Trust, we learned about Rewild Carbon, a carbon offsetting programme focusing on climate, communities, and biodiversity. Rewild Carbon is currently carrying out a project called "The Atlantic Rainforest" in Brazil, which involves restoring large forest corridors with local fauna, promoting sustainable land use practices for local farms, and rewilding the forest.



Spotlight on Rewild Carbon

Rewild Carbon offers an impact-offsetting programme with four key aims:

Reviving ecosystems - restoring 5,000 hectares of forest by planting over 7m trees of more than 100 native species.

Recovering species – restoring the forest habitat for over 100 mammals, 439 birds, and 30 amphibians (with an interest in endangered black lion tamarins).



Reducing carbon – sequestering almost 2 million tonnes of CO2 through the restoration of the forests.

Rebuilding livelihoods – local people are at the heart of the project, with a target for 250 local families trained and working in seedling production and forest restoration.

We have offset our previously estimated footprint for 2022 (250 tonnes) entirely through Rewild Carbon. Our approach going forward is to offset our Carbon footprint completely through Rewild Carbon, with an Ecologi licence for each team member.



City to Sea



City to Sea is an environmental organisation campaigning to stop plastic pollution at source. They work with communities, businesses, and everyday activists worldwide to provide practical solutions to the plastic problem.

Their Refill campaign has been one of the most successful ways they've reduced single-use plastic.

Refill targets individuals, communities, and businesses and focuses on reducing plastic by inciting behaviour change across the UK, encouraging the public to increase their use of reusable bottles, coffee cups, and containers.



Since the launch of Refill, City to Sea has collected a significant amount of data documenting the campaign's success. We worked with City to Sea to develop a streamlined process for generating impact metrics to highlight the campaign's success. Our objective was to create a long-term process that showcased Refill's achievements and provided a blueprint for their other campaigns.

We developed a data framework that serves as a guide for creating these metrics, establishing assumptions, and, most importantly, ensuring that these metrics are reliable and could be verified.

We built a tool in Excel that draws from live Refill campaign data and combines this with vetted assumptions to calculate essential metrics that support awareness or funding.

The resulting framework and tools have empowered City to Sea to articulate the success of Refill across a variety of platforms, from marketing initiatives to their annual impact report to grant funding applications.

It was a privilege to have the opportunity to help City to Sea transform their raw data into tangible metrics - illustrating the success of Refill.

"Our aim was to calculate the number of plastic bottles saved through the campaign and the carbon saved as a result. From the offset, Ben, Scarlett, and Immy were brilliant – really taking the time to understand the campaign and the data we had available. The result of this work is that for the first time, we've been able to create an external facing report that can be used to celebrate the work of everyone involved in Refill and hopefully support us in securing funding for the future".

Jo Morley – Head of Campaigns,
City to Sea

Next-level ESG tracking



Developing a carbon emissions tracking tool.

In the evolving landscape of environmental, social, and governance (ESG) considerations, developing practical tools to assess and manage these factors is becoming increasingly important for organisations. In 2023, we improved our carbon footprint analysis by creating a tracking tool that combines data from expenses, energy consumption, and surveys. It calculates our emissions and visualises them for the team to understand.

HERE'S HOW

DEVELOPED THE TOOL

We used KNIME, a low-code node-based platform to efficiently ingest and manipulate raw data. This transformed unstructured data into modular pieces of information. We evolved this workflow into long, rational problem-solving actions, node by node, logic rule by logic rule.

ENSURED DATA ACCURACY

Ensuring data accuracy and consistency is our top priority. To achieve this, we developed a series of steps that standardise all data inputs before they proceed through the workflow. Additionally, we established clear rules for auditing the automation process, which allows us to monitor the assignment of rules and maintain visibility throughout.

COLLATED A DATABASE

We compiled a database of verified carbon emission factors. These factors can be used to categorise input lines that have previously been handled. Each input line's associated emissions can be traced back to the source data.

ADDRESSED THE EXCEPTIONS

We implemented an exception handling mechanism that detects and collects any outliers and anomalies in the system. This ensures that the overall system remains intact and reliable.

In 2023, we were able to categorise more than 99% of our expenses, and all of them have accurate estimates of their carbon footprint.

DISPLAYED METRICS IN POWERBI

Our data processing efforts culminated in visualising ESG metrics, using PowerBI as our preferred tool for displaying the emissions for each expense analysed. This visualisation capability provided clear insights into carbon emissions and allowed stakeholders to interact with sustainability metrics.

This marks the beginning of our capability to build reduction plans for our carbon footprint, which will be our core focus in 2024. We will continue to evolve the tool to support this goal.

MEMO: WE'RE JUST GETTING STARTED AND CAN'T WAIT TO SEE HOW WE CAN USE THIS TOOL FOR THE BETTER!



Our 2023 Metrics Snapshot

Carbon Footprint: 395.9 tonnes

Carbon Offsetting: 763 tonnes

We achieved a 3.4% reduction in our per-person carbon emissions.

The beach clean team

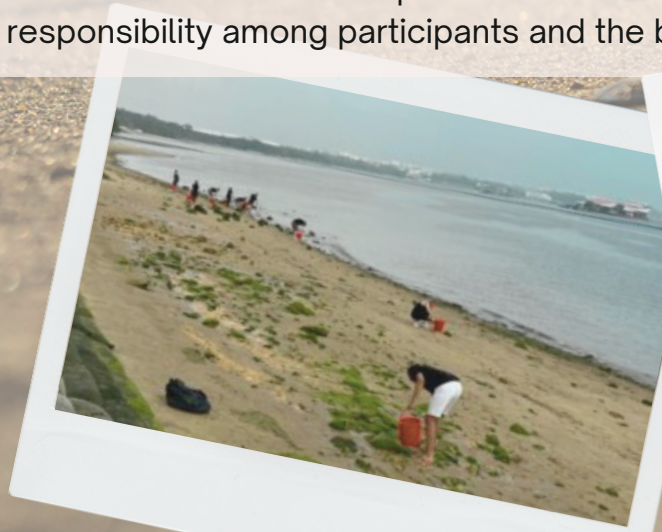


In March 2023, we organised a beach clean-up at the Pasir Ris Beach, Singapore. This event became a significant event in the team calendar, with 20 members of the team plus additional family and friends volunteering their time.

Through collaboration with partners such as the National Environment Agency and Public Hygiene Council, we were able to access equipment and coordinate efforts towards the cleanliness and well-being of our local environment.

Over three hours on a Sunday morning, the group collected an impressive 15 bags (that's around 1,200 litres!) of rubbish. We were thrilled to show the power of collective action, in action.

As well as having immediate impact on the beach's cleanliness, the clean-up raised awareness around the importance of environmental preservation and fostered a sense of responsibility among participants and the broader community.



20+ PEOPLE
>3 HOURS
~1,200 LITRES
OF RUBBISH

WE AIM TO INSPIRE
OTHERS TO JOIN US IN
SAFEGUARDING OUR
PLANET FOR FUTURE
GENERATIONS.

Planting trees with Bridgestone



Bridgestone are a top-tier global tyre manufacturer committed to sustainability. Through the Bridgestone E8 Commitment, they actively contribute to a sustainable society. We are proud to support them in this meaningful endeavour.

In July, Bridgestone invited us to plant trees as part of their OneMillionTrees movement, which aims to plant a million trees in Singapore over the next decade. The initiative is a key pillar of the Singapore Green Plan 2030.

We planted 50 trees at Telok Blangah Hill Park, including the *Ardisia Elliptica* and *Memecylon edule*, which are both beautiful and practical - their leaves and flowers can be used to make natural yellow dye. These trees will add life and diversity to the area.

The Bridgestone Group long-term 2050 Environment vision

1

In harmony with nature (Contribute to reducing more than 5x emissions)

2

Towards 100% sustainable materials

3

Contribute towards carbon neutrality and transform our regenerative business model towards "Nature Positive."



More impact stories close to our hearts





The annual 10/10 challenge

LC 10/10 is our annual 10th October World Mental Health Day tradition – a day devoted to walking, jogging, or running in aid of causes we care about. In 2023, we supported two important children's charities and raised money for every kilometre clocked.



Place2Be are a children and young people's mental health charity in the UK that works with children in schools through group and one-to-one counselling.

Over the Rainbow are a Singapore based charity that focuses on young people's mental wellness through community outreach and workshops.



What we achieved:

116 Employees, friends, and clients stepped up to the challenge

Spanning **4** continents and **13** countries

1,220.7

Kilometres covered



Or running around the circumference of Singapore 1.6 times!

\$10,000

SGD raised for Place2Be and Over The Rainbow



Working in concert with ENO



English National Opera (ENO) is a leading cultural institution based in the London Coliseum - the largest theatre in the West End, seating 2,300 people. ENO has a mission to create inspiring and accessible experiences for their audiences through affordable ticketing options and programs like ENO Engage, working with schools, community organisations, and health trusts to deliver meaningful projects through opera.

By singing in English, ENO brings the magical world of opera to wider audiences across the globe.

ENO was introduced to LanciaConsult in October 2023, when we were asked to provide technical advice for their CRM system remodelling. ENO's existing setup limited their ability to oversee their donors, members, and ticket buyers, which hindered relationships with current and potential contributors.

Lancia provided key expertise to safely extract, analyse and retain business-critical fundraising data, allowing for the retirement of the previous CRM tool.

ENO had selected the Salesforce Non-profit Success Pack (NpSP) as their desired CRM for ENO's fundraising activities. With progress in implementing Salesforce stalling during COVID, ENO were able to resume this venture with our support.

Our team investigated what had been developed three years previously and determined whether the system was still fit for purpose based on the requirements of today's ENO team. We hosted several workshops at the Coliseum with the ENO fundraising, events, and marketing teams to document the new requirements and identify the disparity of the existing Salesforce configuration. The outcome of these workshops was a final report of recommendations for implementing Salesforce, which supports the ENO's current needs and ensures a scalable solution for the future.

We look forward to working with ENO in 2024 to execute the transformational change, allowing ENO to streamline their day-to-day operations and continue to delight their audiences with the magic of the opera.



Supporting the differently-abled at SUN-DAC



SUN-DAC have faced several challenges with fundraising over the last couple of years. In particular, the outbreak of COVID-19 impacted fundraising opportunities, and low brand awareness posed barriers to securing corporate funding.

To help SUN-DAC, we developed a programme that focuses on three objectives:

1

Increasing brand awareness through a multi-faceted approach

2

Building passive income sources

3

Expanding the donor base



SUN-DAC is a non-profit social service agency that serves and cares for persons with disabilities in 3 Day Care centres across Singapore.



We kicked off the project with a one-day workshop to gather information and drill down the essential requirements. This helped us outline the scope and agree the timeline, working methods, and deliverables.

In phase two, we developed a brand awareness plan, including guidance on social media campaigns and a communication strategy to engage corporate donors. We audited SUN-DAC's website and suggested adjustments to better attract

corporate donors, as well as refining key messaging and implementing creative strategies to connect with key audiences. During the execution period, we continued to work closely with SUN-DAC's fundraising and marketing teams to execute the strategy, ensuring a seamless transition to their new way of working.

Together with SUN-DAC we achieved our goal: to equip the SUN-DAC team for future growth and success.

Enabling Digital Transformation at SIM



Serving in Mission (SIM) is a global Christian mission organisation with more than 4,000 workers serving in over 80 countries. The organisation works to spread word of Christianity and to aid those in need.

In 2023, we collaborated with SIM on two significant projects:

1

To lead a finance transformation initiative for their U.S. and U.K. subsidiaries, introducing group-level process enhancements and customised solutions tailored to the specific needs of these regions.

2

To integrate Ministry Management features into NetSuite to provide a comprehensive view of their ministries, projects, members, and allocations—a redesign that better reflects the dynamic nature of their operations.

WE LAUNCHED THE MINISTRY MANAGEMENT PROJECT IN TWO PHASES:

1. DELIVERING A MINIMUM VIABLE PRODUCT (MVP) IN JULY, BRINGING IMMEDIATE VALUE TO SIM'S OPERATIONS.

2. IMPROVING FEATURES AND INTEGRATING WITH BAMBOOHR AND NETSUITE MINISTRY MANAGEMENT TO ENSURE DATA GOVERNANCE AND INTEGRITY FOR SIM.

WE'RE COMMITTED TO ONGOING SUPPORT, UPGRADES, AND BETTER COLLABORATION BETWEEN SIM'S MINISTRY MANAGEMENT AND FINANCE TEAMS.



"Working with LanciaConsult has allowed our organisation to better plan, resource, and evaluate our programmes across the globe. Our Lancia team walked us through the development and implementation with a perfect blend of patience and precision, and we are incredibly grateful for all their efforts."

Tom Fifield – International Ministry Services Developer, SIM

Highlights of 2023

Giving back to our local communities, charities, and organisations is crucial to creating positive and lasting change. We're fortunate to be able to do this not only through financial contributions but also by investing our time.

While making donations can be an impactful way of enhancing a charity's facilities, resources, or skills, actively supporting the people leading these organisations is an equal focus and goal for us. As Lancia, we can give our time to offer various services and our consulting skills.

We choose new local charity partners every quarter. As a team, we organise fundraising events to raise money for these charities that we're proud to support. It's a fun way to bring our team from different parts of the world, such as Europe, Singapore, and Jakarta, together for a great cause.



INSPIRING CHARITIES WE PARTNERED WITH IN 2023:

- PLACE2BE
- OVER THE RAINBOW
- DEC TURKEY / SYRIA APPEAL
- HELP BRISTOL'S HOMELESS
- CITY TO SEA
- DURRELL WILDLIFE CONSERVATION TRUST
- THE SOIL ASSOCIATION

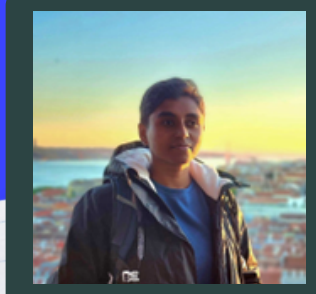


"One of my highlights from 2023 was supporting the team at Help Bristol's Homeless. Having the opportunity to visit the HBH site and learn about the amazing work they do was incredibly inspiring. The highlight for the team was finding out a housing unit would be named after Lancia due to our fundraising efforts."

Garin Withers

"I loved the Ironman challenge - we completed this fundraising event over the summer, making it much more enjoyable to get up and exercise! The challenge motivated me to join spin classes, attempt the odd 5k run, and (without any encouragement) swim at any opportunity. We got to see amazing pictures of the team doing the challenge across the globe; Rob running through the French countryside, Ben running in Bonn, and Ned and Will in the Swiss Alps."

Holly McCone



"Singapore sustainability month was amazing. Seeing the team sharing practical tips on being more environmentally friendly was my highlight. It was great to be a part of initiatives happening in Singapore, like reforestation and repair kopitiam."

Sonia Balamurugan

"I enjoyed the team picnic; having the opportunity to visit South and East Bristol foodbank to deliver and help arrange all the food we donated was really rewarding."

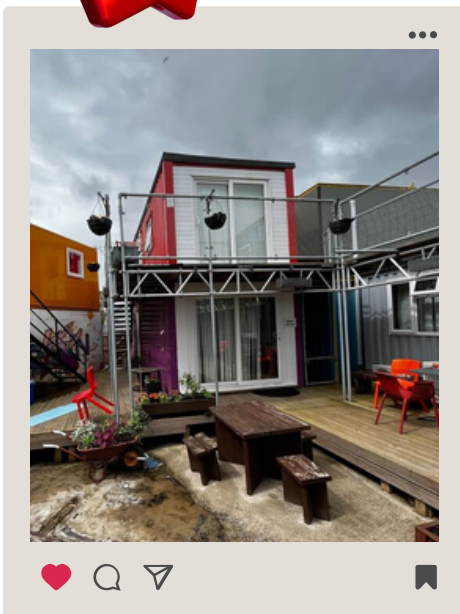
Dawit Tafari



More best bits of 2023

APAC Sustainability Month!

Visiting the Sustainable Singapore Gallery, participating in workshops, and kickstarting the Sustainability Smackdown - a month-long initiative to cultivate sustainable habits and take responsibility for our environmental impact.



BUILDING HOMES FOR BRISTOL'S HOMELESS

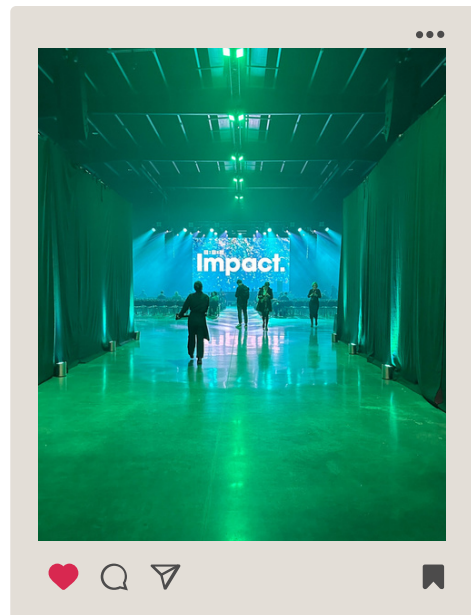
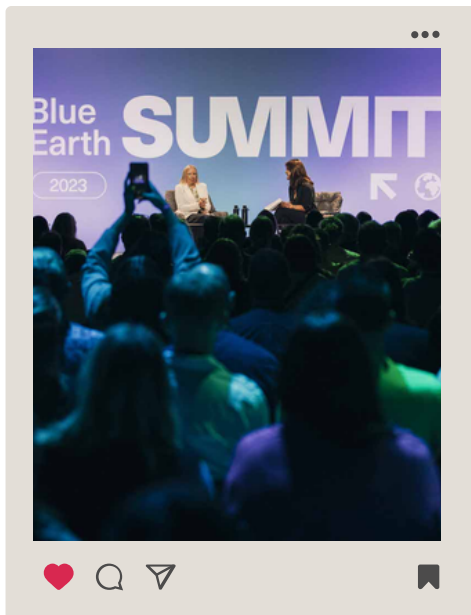
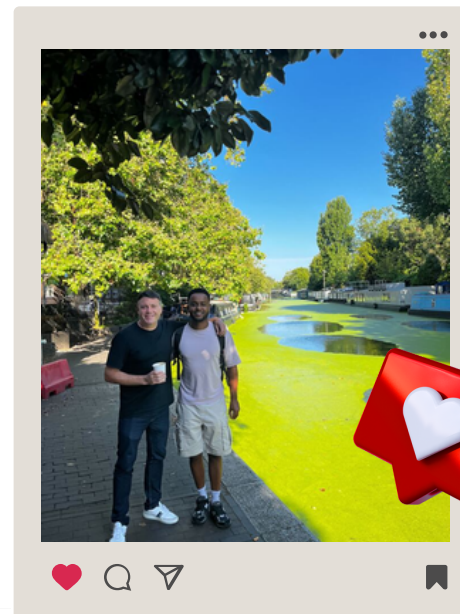
Taking part in the Jurassic Coast Ultra Challenge where we collectively hiked 150Km to raise £5720 for Help Bristol's homeless.



The Ironman Challenge!

In 6 weeks we;
Ran 1145km
Swam 50km
Cycled 1767km

Raising £3,500 for City To Sea.



Attending 2 climate and nature summits: The Blue Earth Summit, Bristol and WIRED Impact, London.

WIRED explored how the evolution of today's incredible technology can help to protect coral reefs across the globe, how houseplants can depollute air and reduce carbon emissions that are killing our climate.



2023 has been another transformative year!

We continue to be driven by providing our clients with tangibly different and refreshing consulting services that meet their every need. We are committed to delivering real impact with genuine care, enabling our clients to meet their potential, and succeed.

Practical | Entrepreneurial | Genuine | Invested

Follow our journey:

lanciaconsult.com



[Belfast](#) | [Bristol](#) | [Jakarta](#) | [London](#) | [Singapore](#)