

# Managing the S in ESG

Global Annual Review 2020



# Welcome to the Annual Review 2020

This year has been a year like no other. Covid-19, the Black Lives Matters movement and environmental emergencies forced businesses to pivot quickly in a host of unexpected ways. The speed at which practitioners and businesses adapted to homeworking, to becoming front-line responders supporting their communities, and ultimately to rewriting entire operational plans in a matter of weeks, was extraordinary to witness.

And throughout all of this, the unique power of the Network has never been more apparent. Our team across the globe witnessed the convening of social impact practitioners hungry to share knowledge and perspectives, participate in virtual meetings and events, and learn from each other. Which in turn allowed us to capture and translate these unique learnings into specialised guidance, events and reports.

The S in ESG has evolved over the years; initially referring to 'Safety' related to employee and product safety, it expanded to 'Stakeholders' in the value chain, and most recently the S has grown to include 'Social' issues linked to value creation. Looking to the future, the S will have a direct impact on a company's licence to operate; stakeholders will shape how companies behave, their policies, priorities and investments. There is no question that the S in ESG is quite firmly on the map, and the acceleration of stakeholders' interest this year will not slow down.

It is now timely, that the work started several years ago to broaden our reach through the inclusion of the Social Innovation and Social Procurement Frameworks, is this year combined with a newly developed self-assessment tool, to support businesses assess their social impact journey. And all this is underpinned with our change in name, to Business for Societal Impact.

It's especially important this year to thank our steering groups in EMEA and APAC, who have played and will play a vital role in our work and innovations. We also thank our incredible Network of practitioners for their continued support, and for recognising that during unprecedented change, participating and ensuring the Network thrives is a key benefit to all. And finally, I extend a huge thanks to my colleagues across the globe (and their families, friends and pets that joined our Zoom meetings by either intent or accident) for their amazing hard work and dedication; you are an inspiration. We look forward to an exciting year ahead with you all!



**Clodagh Connolly, Director**  
Corporate Citizenship

# From Measurement to Management: A year in review

This year has been a seismic year. We have seen once-in-a-lifetime events of unprecedented size and scale, which have changed the global landscape as we know it. As the challenges of 2020 – from natural disasters to a global pandemic – continue to highlight the importance of the S in ESG, it is timely that this year we unveil the evolution of LBG from measurement to management, with supporting tools to enable companies in the Network to authentically become a ‘Business for Societal Impact’.

## Learning from lockdown: Assisting organisations through Covid-19

Understanding the importance of knowledge sharing during times of crisis, Corporate Citizenship’s Global LBG team moved quickly to convene webinars and networking events for the LBG Network across the globe, allowing practitioners to share insights from their responses to Covid-19. Our engagement with the Network unearthed a wealth of insight, and resulted in the development of several additional resources, including our Measuring and Reporting Covid-19 Contributions guidance manual, aimed at helping businesses define the support they are providing to society in managing and recovering from the pandemic.



## B4SI: Representing the S in ESG

As the world endures a second pandemic wave, while simultaneously entering a period of unprecedented economic and social uncertainty, a new direction for social impact has been set. These events have accelerated stakeholder capitalism and expectations for companies to play a leading role in creating a more inclusive and robust society. The S in ESG has become more important than ever. Given this ever-changing global landscape, LBG’s transformation to a holistic management

model rooted in the social impact space is timely. The past year has seen some key milestones in this transformation.

## Tools for better management and implementation

As part of the new Business for Societal Impact offering, we provide a suite of tools to aid in the management of social impact programmes.

Part of this suite of tools includes the already expanded LBG Framework, allowing companies to develop and measure programmes against ‘Business Innovation for Social Impact’ and ‘Procurement for Social Impact’. These two new routes recognise the increasing demand for companies seeking to create social impact, while also meeting their commercial objectives. Since their launch last year, many of the companies we work with have started to use the expanded Framework; including Experian, which used it as part of the formulation of its recent Hackathon (case study later in this report). This year we also provided data collection tools to those who wish to measure across the new routes, and will continue our support to organisations that wish to apply it.

In addition, we are excited to announce a newly developed self-assessment tool, allowing companies to self-assess where they are in their journey towards social impact. Based on the pillars of plan, implement, measure, report & engage, this tool will provide a practical support to those in the process of becoming a ‘Business for Societal Impact’. A significant proportion of 2020 has been dedicated to development and testing with clients, and we look forward to launching a beta test in 2021.



## Continued global expansion

The global nature of this year's Annual Review, is reflective of the direction of change and the growing demand for us to support international companies across their global geographies. This year, we have been joined by, DJSI sector leaders from Spain and the Netherlands, our first cohort of LatAm headquartered companies from Chile, and see a continued interest in North America and APAC, where we already have a significant footprint. We will continue this expansion, providing support through our Corporate Citizenship office hubs, uniquely placed to provide a global perspective.

### Global benchmarking

Our annual private community investment benchmark continues to add value for our global clients. And this year marks the collation of data across companies headquartered in North America, LatAm, APAC and EMEA, a truly global picture. Our benchmark remains a significant added value to clients and is an incredibly useful management insight; we are proud that 2020 marks the first-ever global edition of our Annual Review. In addition, and in recognition of the sudden onset of the global pandemic, for the first year benchmark submissions were not mandatory and were deferred to later in the year. In reaching out to all clients, what we found is that in the main, all companies have submitted at least input data for benchmarking. Recognising that NGO partners were this year heavily involved in real-time responses to the crises, clients impact data is less important to collect.

### New name fit for purpose

Following our announcement last year, we engaged in a trademarking process throughout 2020. From 2021 onwards, the current name, London Benchmarking Group (LBG), will change to Business for Societal Impact. The new name and logo better reflect the changing nature of business involvement in society, and the increasing global footprint of the Network.

The use of the bold upper-case logotype was chosen to be brave and forthright, reflecting the ambition of our Network. The logo mark itself, reminiscent of a global footprint, or fingerprint, demonstrates the ripple effect that business can have within society. The use of clear demonstrable elements, the smaller pieces that make up the whole, signifies both data elements, as well as unity of businesses or organisations to make a greater whole.



### Global steering groups

Our steering groups continued to provide counsel on the changes being implemented and direction of the Network in 2020. The steering groups in EMEA and APAC, chaired by Linklaters and Australia Post respectively, comprised practitioners from ANZ, Australia Post, Barclays, Bupa Australia, DP World, EDP, JTI, Linklaters, Mirvac, PwC, Siemens, St James's Place, Stockland, Suncorp, Unite Students, Vicinity Centres and Woodside Energy. It is a credit to them all that in this time of upheaval in their own organisations, they maintained a strong and close involvement. We will embark in 2021 on the development of a new governance model, to better reflect our global reach. We look forward to welcoming several new members to the regional steering groups in 2021.

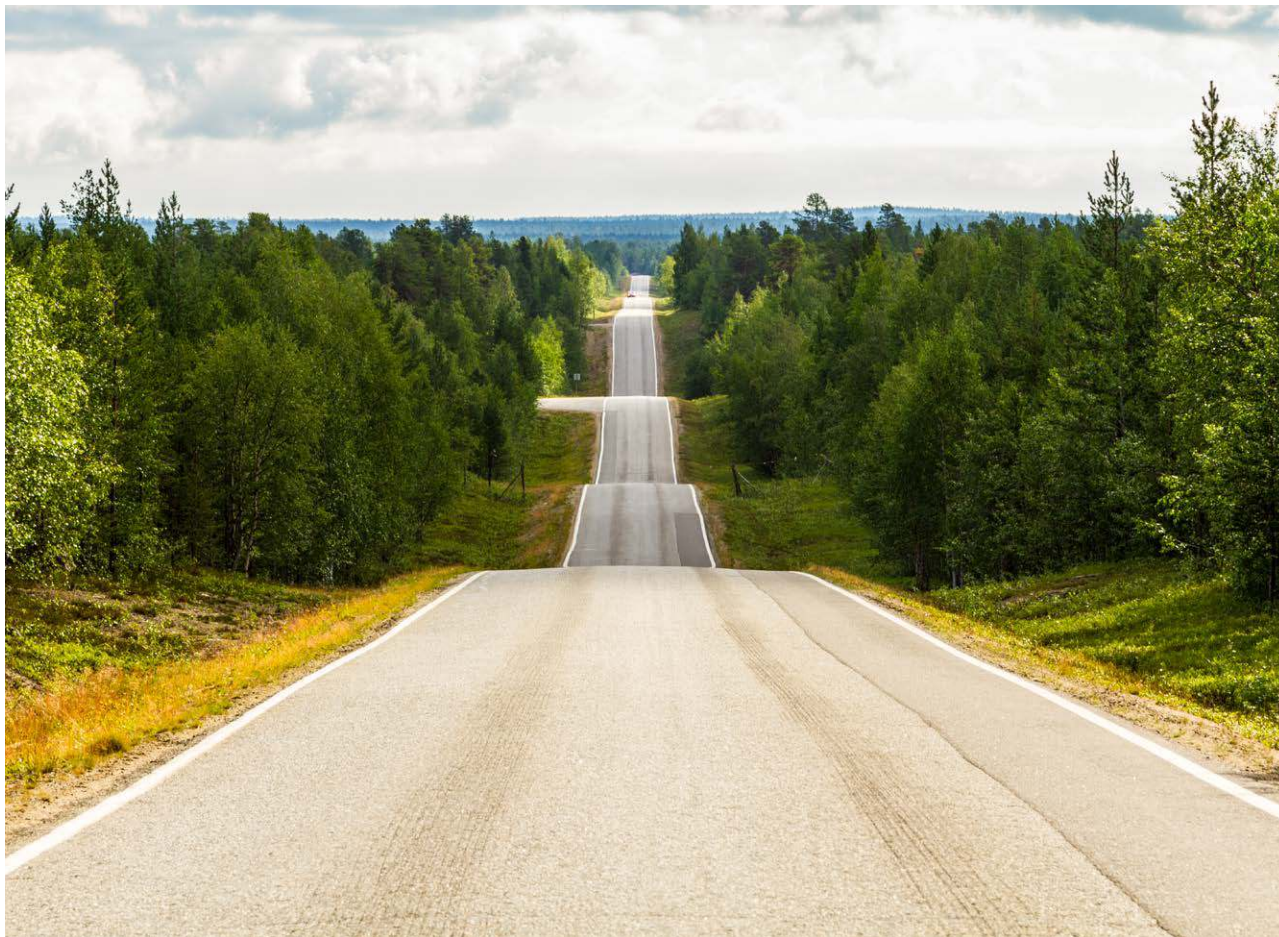


## Moving forward

As we write, 2021 is set to be a pivotal year in the development of Business for Societal Impact. Changing the name and logo, as well as the launch of our new self-assessment tool, is an exciting time for us and the Network. And we will continue to support those expanding their activities in the Business Investment for Social Impact space.

Our strategic partnerships continue to grow and develop, and as in previous years, the importance of LBG to the social aspect in ESG is proven, as those utilising LBG and reporting to the DJSI framework continue to score higher than those who do not.

There were two elements of our change programme directly impacted by recent global events:



### **LBG for effective partnerships**

While we had conducted significant work on the development of a toolkit, in the form of training, for community partners, the sudden impact of Covid-19 and the direct impact on the NGO sector has led to a pause in our work. Our key partners in the testing process have been responding locally and globally in support of their beneficiaries. But where the training programme is available, particularly in APAC, the benefit is apparent, and is captured in a case study later in this report.

### **Global tech revision and implementation**

Another area where considerable work carried out had to pause, was the implementation of a new global tech platform, to support the global benchmarking of data. Our teams spent a significant amount of time in the first quarter of 2020 on the development phase, but with the arrival of the Covid-19 pandemic, there was a realisation that to attempt such a significant piece of work at this time would be ill advised. We will revisit this work strand in 2021.

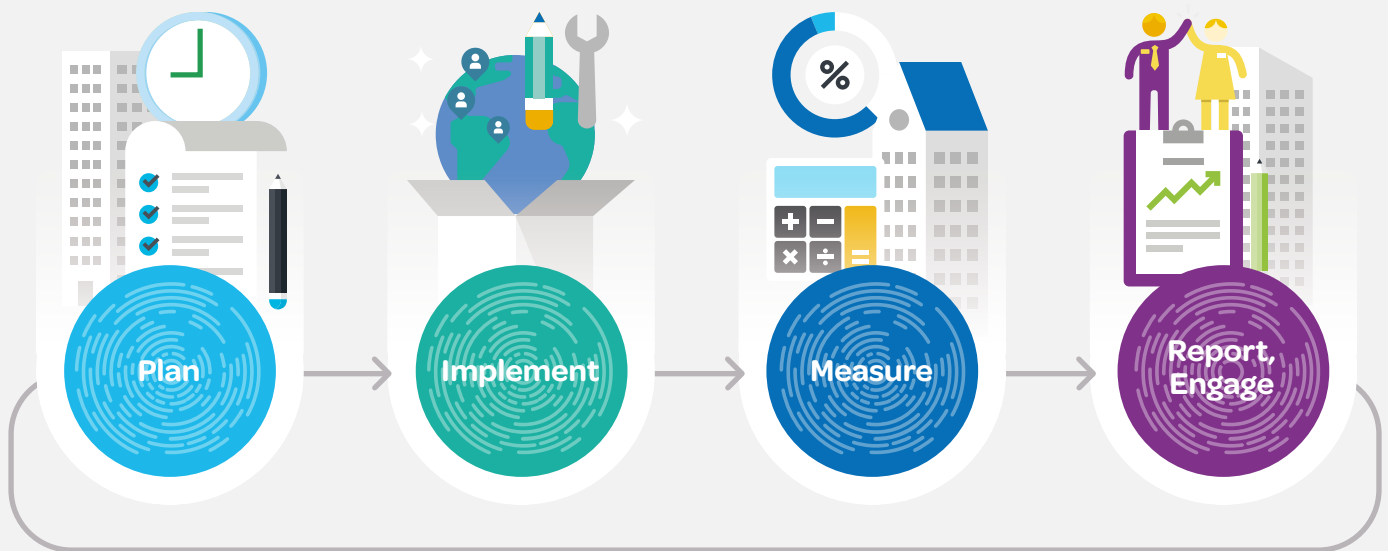
# Managing Social Impact

Our new name and offering, Business for Societal Impact, sees LBG broaden its focus from a measurement tool to a management model. The new identity better reflects the changing nature of business involvement in society, as well as our increasing global footprint and the supports available.

A key feature within this new offering is the newly developed self-assessment tool, based on the themes of plan, implement, measure, report & engage. The tool is designed to help clients assess their current social impact programmes, and understand where they are in their social impact journey.

Each theme has a simple set of indicators, to enable companies to identify gaps and make improvements in their current programme.

The 'Plan' theme assesses the initial stages of a social impact programme, including the need to define a vision and purpose, identify themes and formulate a strategy. 'Implement' evaluates the processes and accountabilities that align with and help deliver the goals set out in 'Plan'. 'Measure' examines the processes in place to monitor, review and strengthen initiatives and outcomes. And finally 'Report & Engage' assesses the reporting, communication and engagement of these programmes.



Alongside the self-assessment tool, we will provide a guidance manual to support the use of the tool. Designed to complement our three routes to impact: **Community Investment**, **Social Innovation** and **Social Procurement**, our tools, including the Impact Measurement toolkit, the private benchmark and expert support, now support the overall management of social impact programmes.

Additional support we provide outside the core offering remains, in terms of bespoke training, data assurance and support on any aspect of social impact; and through the use of these tools and services, businesses will be further enabled to authentically become a Business for Societal Impact.

The following pages feature B4SI client company stories from around the globe.



## Experian

### PROFESSIONAL SERVICES

At Experian, our social innovation programme aims to invest in and develop products designed to tackle financial exclusion, and improve financial lives for vulnerable communities across the world.

We've aligned our social innovation programme to our new innovation framework, while ensuring that, as an independent fund, it also aligns to the criteria in LBG's expanded Business Investment for Social Impact (BISI) framework.

A key aspect of our innovation framework, is the development of new concepts based on a significant amount of research and understanding of the audience. These early stages of development are critical, and we were pleased to provide funding at our first Global Hackathon in June 2020. Here, we invited our employees to get involved, connect, share knowledge and find new ways to help clients and consumers on the road to recovery from the Covid-19 pandemic. Over 1,000 employees across the organisation came together to innovate and be considered for one of five prizes of \$10,000 funding.

Among the five projects that were selected, were an employment fraud detection solution, designed to help those who have difficulty accessing unemployment benefits as a result of stolen identity; as well as a vulnerability bureau, aiming to help businesses understand a range of vulnerability factors, and ultimately offer better service and communication with their own customers.

The BISI guidance, alongside our innovation framework, provides a robust methodology for assessing these social innovation projects. It enables us to test the credibility and potential for impact of these products, and gives us confidence that we are asking the right questions throughout the journey.

**Richard Donovan**, Global Head of Social Innovation, Experian



## Maybank

### FINANCIAL SERVICES

Maybank has been a member of the LBG network since 2015 at a period when its corporate responsibility arm Maybank Foundation was going through a robust transformation from a unit that was largely philanthropic in nature to a more focused and impact driven organization. Consequently we then developed strategies that adopted industry-standard metrics to Corporate Community Investment as part of an expansionary framework.

As a leading financial services group in the Association of Southeast Asian Nations (ASEAN) region, we hear the clarion call to play a role in building a better community; a duty which we do not take lightly. The adoption of the multifaceted LBG framework into the mix allows us to strategize and benchmark our activities as we are cognisant that within ASEAN, there exists an opportunity for us to truly create impact.

The integration of data gathered from our programmes and the LBG metrics provides us with a different perspective and worldview; one that we are proud to be a part of as we continue to be driven by Maybank's mission of "humanising financial services" by putting the wellbeing of people at the heart of our business, to drive positive change and promoting inclusive and sustainable growth in the countries we operate in.

Given the learnings and more focused social impact investments, the natural next steps for us is to better leverage on what we have learnt – the input, output and the impact – to widen the economies of scale of our programmes thereby ensuring that we continue to effect changes meaningfully in the ASEAN landscape and its communities.

**Shahril Azuar Jimin**, CEO, Maybank Foundation



## Implement



### DP World UTILITIES & SERVICES

At DP World, our sustainability champions are responsible for engaging with their local communities, running projects on a grass-roots level and measuring data on these programmes. With 100+ sustainability champions globally, a consistent, streamlined approach to community investment measurement is key. By offering a common framework, LBG forms the basis of our community investment measurement systems and ensures we remain consistent across our 60 operating countries.

As a sustainability champion, it is important to understand how the Framework is used for measurement, and the role it plays in DP World's overall community strategy. Knowledge of the Framework is complemented by bespoke support from the LBG team, which has allowed us to develop an annual global training programme. This process ensures the Framework is implemented consistently across our global operations.

The training developed not only benefits DP World, but also acts as an incentive for employees who see the value in receiving dedicated training from a recognised partner. Alongside this now annual training, supporting LBG Guidance and training material further equip our sustainability team to provide refresher training throughout the year as needed.

Implementing a standardised approach to social impact globally has allowed us to manage and record our impact, which to date has included 1 million beneficiaries, a milestone made possible with the LBG Framework and support that comes with it.

**Kate Willoughby**, Head of Group Sustainability & Impact, DP World



### Suncorp FINANCIAL SERVICES

As a longstanding LBG member, we have been receiving support from the LBG team, to assist in the measurement of our community investment programme for over a decade.

At Suncorp, our community investment strategy focuses on making a positive impact on the most material social issues facing Suncorp, specifically financial resilience, social resilience and natural hazard resilience. In 2019-20, Suncorp commissioned a review of current research into interventions for these social issues. The results of this will inform the development of Suncorp's theory of change and impact measurement framework, and provide Suncorp and its community partners with a consistent approach to enhance the measurement of outcomes achieved for individuals and communities.

Through the AAMI brand, Victoria State Emergency Service (SES) has been a partner of Suncorp since 2002, and expressed interest in advancing its approach to impact measurement and learning more about the LBG methodology. It has since completed the LBG for Effective Partnerships training programme, gaining insight into the measurement and management framework. We're now working with Victoria SES to develop a clear impact reporting framework for the partnership, with key responsibilities on both sides. Together, we're identifying the outputs and impacts we want to achieve for the community and for both our organisations. Measurement will enable us to see the actual results of our partnership, and will help us strengthen the partnership over time, as we identify what is working well and what needs improving.

**Linda Henry**, Manager, Corporate Responsibility, Suncorp





## Walgreens Boots Alliance

### RETAIL & HEALTHCARE

At Walgreens Boots Alliance (WBA), we use the LBG Framework across our global operations, to ensure consistency and a robust approach to measurement and reporting.

When joining to form WBA in 2014, Boots was a longstanding LBG member, bringing with it more than five years of community investment measurement experience, and a history of measurement assurance, thus giving us confidence in our data collection processes.

All learnings from Boots have been adopted and expanded globally; today LBG has been implemented to measure our contributions across more than 25 countries in which we operate.\*

As can be seen in our WBA 2019 CSR Report, during our fiscal 2019 year we contributed \$33.3 million to the communities in which we operate, using the LBG Framework to break down our contributions into cash, employee time, in-kind and management costs.

With more than 21,000\* stores in 11\* countries, engaging with local communities is central to our sustainability and corporate responsibility strategy. We strive to promote societal health and wellbeing through healthcare access campaigns, education and prevention programmes, as well as through partnerships with community partners across the world. Going forward, the LBG Framework will be instrumental to the continued measurement and articulation of our contributions to these communities.

\* As of 31 August 2020, including equity method investments.

**Neil Jones**, Senior CSR Manager, Walgreens Boots Alliance



## BCI

### FINANCIAL SERVICES

Last year at BCI (Banco de Crédito e Inversiones), we launched our 2019-21 sustainability plan, with four pillars. As a family-owned bank, our Community pillar works across four focus areas: quality education, cultural heritage, children and the elderly.

This year, we have started applying the LBG Framework to help measure our contributions and articulate our improvement towards these strategy areas.

Through use of the globally recognised methodology, we have greater visibility of our strategy's impact across these areas, including that:

- 94% of our social investment corresponds directly to our four focus areas;
- our main focus area in term of investment is culture (36%);
- 71% of our social investment is attributed to corporate community investments (CCI);
- 96% of our contributions is in the form of cash.

Besides allowing us to have greater visibility of our social strategy, the LBG Framework enables us to have a more focused, collaborative and measurable approach. It also helps us to avoid overestimation of our social investment, identify opportunities to improve internal best practices, and ultimately, have a greater impact on our beneficiaries.

The LBG Framework and guidance have been crucial to applying a standardised approach to measuring our CCI data and evaluating our impact.

**Paola Alvano**, Manager of Corporate Affairs and Sustainability, Banco de Créditos e Inversiones



## Inditex

### RETAIL

In our Annual Report 2019, we committed to a target of reaching 6 million people during 2019-22. We communicate our Route to Impact through the LBG Framework, allowing us to articulate our measurement milestones through the 'inputs, outputs and impacts framework'.

Last year, our total corporate community investment exceeded €49 million. This contribution helped develop 670 community projects, benefiting more than 2.4 million people and 421 community organisations. Our projects focused on three priority issues: humanitarian assistance, employment and education.

We use the LBG Framework to report impact consistently across each of these 670 projects.

For example, last year, our Educate People, Generate Opportunities programme impacted 70,755 people. Through LBG's 'type and depth of impact framework', we could report that, of those beneficiaries:

- 67% experienced an improved quality of life;
- 52% improved their personal effectiveness skills;
- 49% experienced a change in behaviour or attitude;
- 74% experienced a substantial improvement in their lives;
- 22% reported an enduring change in their circumstances.

Our ability to capture inputs, outputs and impacts has improved since our implementation of the methodology in 2012. LBG helps us to effectively communicate with relevant stakeholders on key developments in our community investment strategy, developments such as our increase in investment and leverage, the alignment of our business drivers to the SDGs, and overall, ability to maximise effectiveness of our contributions and make a greater impact.

In short, using the LBG Framework is instrumental in managing our Route to Impact.

**Félix Poza**, Diversity, Inclusion and Community Investment Director, Inditex



## Lion

### CONSUMER GOODS

As one of Australasia's largest food and beverage companies, understanding and communicating the differences our contributions have made in society is very important to us. Earlier this year, we adopted the LBG Framework to measure and report on the positive impact we have within the communities in which we operate.

After many months of collecting and collating data, we had our data approved and verified by Corporate Citizenship. We then pulled this together in our first Social Impact Report, to celebrate the positive impact Lion has on the communities in which we live, work and play.

Application of the LBG Framework has not only enabled us to measure and understand our full community footprint for the first time, it has also given us the confidence to report our achievements, including what was contributed (inputs), what happened (outputs), as well as what changed as a result of these contributions (impacts). It has taken our corporate community investment disclosure to a whole new level, and has helped enhance our relations with stakeholders through [social media](#) and our [Social Impact Report](#).

Over the course of 2020, we will review our community investment strategy and partnerships through an LBG lens, and look forward to sharing the outcome of this in early 2021.

**Kathryn Wightman-Beaven**, Sustainability Director, Lion



# Articulating Social Impact: Community Investment

Our private community investment benchmark continues to provide value for our members across the globe. This year's benchmark provides a truly global picture, with data gathered from companies located across the globe, from North America and LatAm, to APAC and EMEA.

	➡ INPUTS	➡ OUTPUTS	📈 IMPACTS
<b>Community Investment Route</b> <i>Donations to, and partnerships with community organisations</i>	How, Why, What, Where	Social Output Business Output Leverage	Social Impact Business Impact
<b>Business Innovation for Social Impact Route</b> <i>Developing or adapting core business activities for defined social impact</i>	Financial Investment Additional Resources	Social Output Business Output Leverage	Social Impact Commercial Return
<b>Procurement for Social Impact Route</b> <i>Diverting procurement spend to suppliers that aim to have a social impact</i>	Spend, Time, In-kind, Management Costs	Social Output Business Output Leverage	Social Impact Organisational (supplier) impact Business Impact

## A recognised Framework

The benchmark is based on the CCI Framework, the globally recognised methodology used by hundreds of the world's leading companies to articulate and measure the positive impact they have in the world. It currently underpins the Community & Philanthropy question in the DJSI questionnaire, is reflected in the GRI standard, and is recognised by the UN Global Compact as evidence for a company's social impact narrative to stakeholders.

The Framework is a robust measurement standard, that any company can apply to understand the difference their contributions make to their business and society. It does this by enabling companies to measure their activities through three pillars: inputs (what's invested), outputs (what happens) and impacts (what changes).

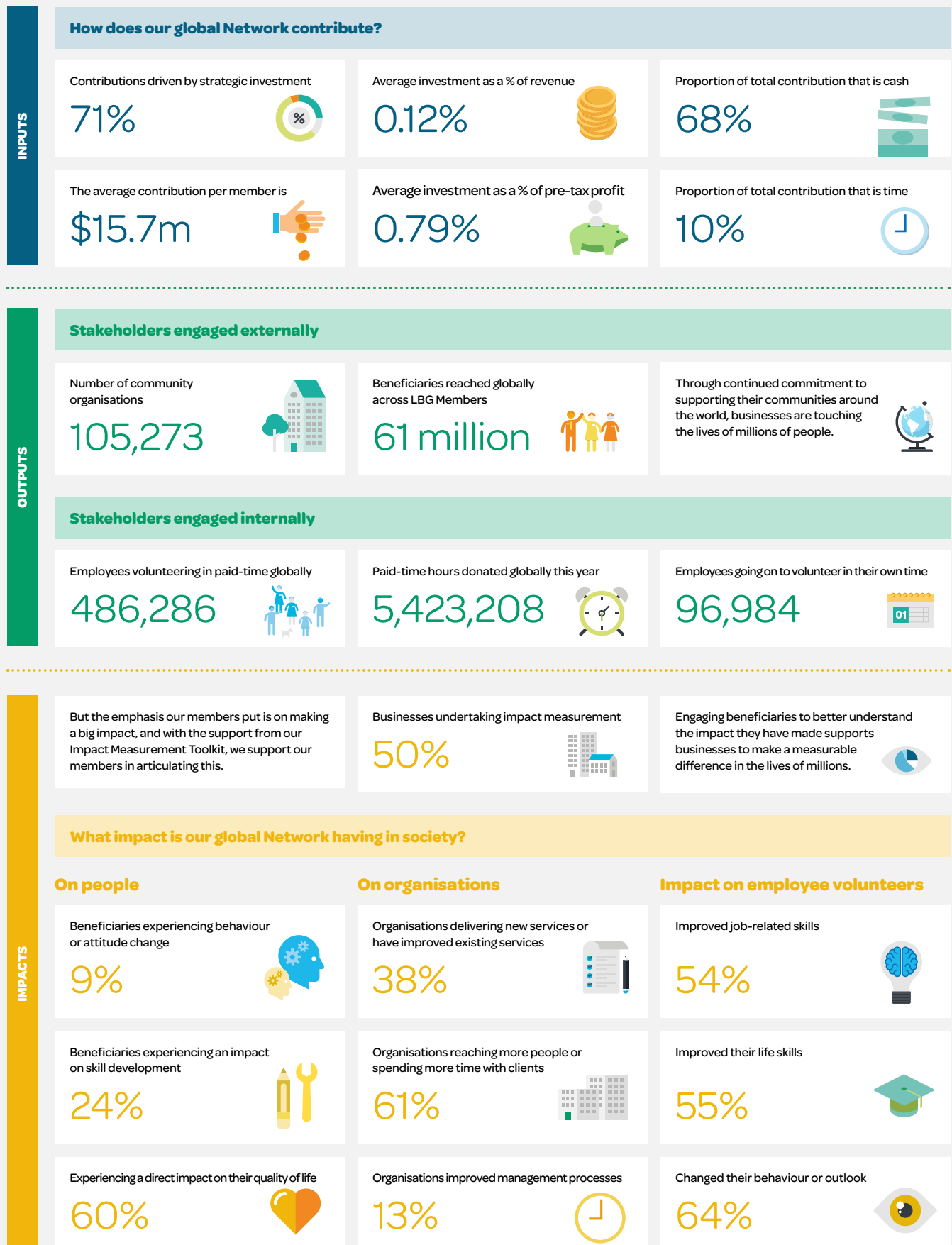
## Bespoke measurement support

Companies in the Network gain access to a suite of private tools, including our data collection spreadsheets, impact measurement toolkit and in-depth guidance on the Framework. This is complemented by expert support from a Corporate Citizenship consultant, which is key to the correct application of the Framework.

Participating companies also benefit from LBG insight reports, which provide businesses with a review of their own progress in community investment, comparing their information against their sector, three peers and the Network. Looking across the whole inputs, outputs and impacts Framework, providing commentary on trends and, where relevant, observations on their company's performance within these trends, gives organisations a holistic view of how their programme compares to others.

## Supporting communities around the globe

This year was undoubtedly challenging for many of our members. We were pleased that 100% of the Network still reported this year, cementing the value of the benchmark to our members as a key and important internal management tool.





# Businesses for Societal Impact: Collective Power of the Network

Never before has there been such a defining year for the Network and the organisations which make it up. Global events such as the Black Lives Matter movement and Covid-19, as well as natural disasters such as the Australian bush fires, placed immense pressure on global and local communities, and saw many companies take their position in the centre of the immediate response. LBG members have had to navigate a world where social impact programmes not only support existing communities and partners impacted by these issues, but have evolved and expanded to support a broader cross-section of society.

## Supporting members during Covid-19

The collective power and strength of the Network became apparent early in the response to Covid-19. Facing immense challenges, companies pulled together to learn from each other and take action to help those most impacted by the pandemic. While Covid-19 has hit many companies hard, it has also presented an opportunity for others to innovate, gain trust in their communities, and ultimately build resilience to facilitate the recovery of economy and society.

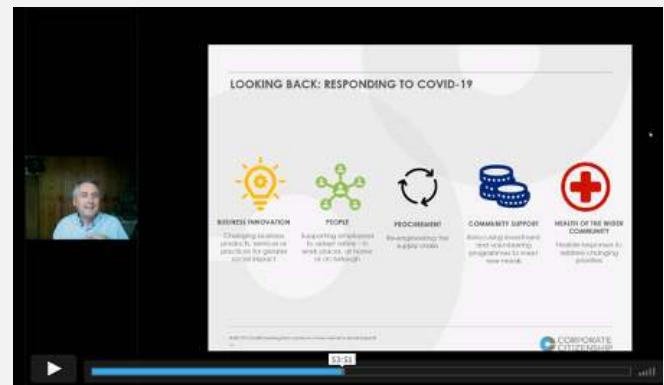
While businesses have been adjusting to the new reality of remote working, and dealing with the financial and logistical pressures created by the current global pandemic, the Global LBG team has been tracking the significant growth of social impact programmes through a dedicated series of webinars and knowledge exchange sessions.

### Knowledge sharing during a time of crisis

The Global LBG team moved quickly to convene a series of drop-in webinars, providing a 'virtual' networking space. These live knowledge exchanges have provided an opportunity for practitioners to share insights from their emergency response programmes, ask questions of peers to overcome roadblocks associated with the ever-shifting global landscape, and offer advice

to other organisations developing best practice. These sessions led to more in-depth, specialised sessions around issues which were identified as important during the pandemic, namely 'Financing charity partners', and 'Employee volunteering and wellbeing'.

Through these engagements, the Global LBG team facilitated peer-to-peer learning and connected companies with new knowledge partners.



In addition to the online gatherings, a dedicated online platform for sharing information and ideas was created, and a central repository was also created, where members shared resources to promote learning and best practice. These engagements saw many companies developing programmes based on inspiration provided by their peers.



The webinar series culminated in our June event: 'Learning from Lockdown – A new normal for social impact'. Here we looked beyond lockdown, taking lessons from corporate responses, and highlighting best practice. We were joined by speakers discussing the way forward in what is being called the 'new normal' – how business can respond to growing expectations for a positive social impact.

### Additional guidance and support

Through this global engagement with over 200 companies, a wealth of insight was unearthed, which was used subsequently to provide further support to the Network. The first of these was in the form of guidance aimed at supporting businesses to define, measure and report the support they have, and are providing to society in managing and recovering from the global Covid-19 pandemic.

Corporate Citizenship also produced a paper, 'Lessons from lockdown', which outlines three key actions that businesses should take, to ensure that their contributions create a recovery that breeds trust and loyalty in an authentic way, where all stakeholders benefit.

At time of writing, the crisis is not over, so the true extent and resulting impacts are yet to be fully understood. As the world faces into the second and third waves, while simultaneously entering a period of unprecedented economic and social uncertainty, new direction for social impact is set. We will continue to support the companies in our Network, which demonstrate leadership through their support for employees, supply chains, and their local and wider global communities. During 2021 we intend to chronicle this leadership, determination, dedication and strength in our 'stories from lockdown' publication.

### Continued core support

Apart from assistance during Covid-19, the team continue to deliver core support to our companies, including access to private tools to help in the measurement and management of social impact, as well as a calendar of member-only webinars and workshops to help in the practical application of these tools.

The LBG Global Newsletter continues to provide a platform to tell member stories, and share the latest news and events. All these engagement opportunities provide organisations a chance to network and share learnings with peers.

### Around the globe: the faces of LBG



Abi Frankfort



Alexandra Reece



Calum Love



Charlie Hodgkinson-Ashford



Charlotte Slaven



Chloe Good



Diana Ciriolo



Henry Frankis-Pyle



James Meacher



Jana Stewart-Richardson



Jennifer Saunders



Jessica Wettstein



Katie Vrylandt



Louis Castillo Olivares



Matías Aninat



Orlaith McGuinness



Richard Phillips



Simon Robinson



Tara James



Sarah Kehoe



# Businesses for Societal Impact

2020 saw the global expansion of the Network to include 20 new companies, including 9 from EMEA, 2 from LatAm, and 9 from APAC. The participating companies join together to apply the common Framework, share learnings, and ultimately, positively impact society.

## Consumer Goods

AkzoNobel Decorative Paints UK  
Bettys & Taylors of Harrogate  
Coca-Cola Amatil  
Coca-Cola European Partners  
Coca Cola South Pacific  
Diageo  
H&H Group  
Japan Tobacco  
JT International SA  
JTI UK (Gallaher)  
Lion Pty Ltd  
Philip Morris Int. Management SA  
Reckitt Benckiser

## Engineering and Manufacturing

BAE Systems  
RHI Magnesita  
Rolls-Royce plc  
Siemens  
Stora Enso Oyj

## Financial Services

ANZ  
Aviva  
Banco BCI  
Barclays  
Bupa  
Bupa Australia  
Deutsche Bank  
Generali  
GMHBA  
HSBC  
Intesa Sanpaolo  
Investec plc  
Lloyds Banking Group  
M&G plc  
Maybank

Medibank  
National Australia Bank Ltd  
NN Group  
Provident Financial Group  
Prudential plc  
QBE Insurance Group Ltd  
RBS  
Refinitiv  
RSA Group  
Schroders  
Standard Chartered  
Standard Life Aberdeen  
St James's Place  
Suncorp  
UBS  
UniCredit  
Virgin Money  
Zurich Community Trust  
Zurich International

## Legal

Freshfields Bruckhaus Deringer  
Linklaters

## Media

Australian Turf Club  
Liberty Global Europe  
Pearson  
RELX Group  
Tabcorp Holdings Ltd

## Pharmaceutical

AstraZeneca  
Pfizer

## Professional Services

Accenture  
Experian  
John Villiers Trust

KPMG

PwC

## Property, Construction, Housing & Facilities

BAM Construct UK  
Berkeley Group  
British Land  
Cadogan Estates  
Dexus  
Ferrovia  
Hammerson  
Intu Properties plc  
JLL  
Mirvac Pty Ltd  
Shaftesbury plc  
Stockland  
Tideway  
Unite Students  
Vicinity – Federation Centres  
Willmott Dixon

## Retail

Asda  
Coles  
Falabella  
Inditex  
Jéronimo Martins  
Kingfisher  
Southern Co-op  
The Co-operative Group  
Walgreens Boots Alliance  
Woolworths Group Ltd

## Sports

Carlton Football Club

## Technology and Telecoms

ARM  
BT

Fujitsu Australia

NBN Co

Nokia

Optus

Sage

Singtel

STMicroelectronics

## Travel and Hospitality

Amadeus  
Australia Pacific Airports Corporation  
Australian Rail Track Corporation  
Gatwick Airport  
London City Airport  
PPHE  
Sydney Airport Corporation Ltd  
Transurban

## Utilities and Services

AGL  
Anglian Water  
Australia Post  
Beach Energy  
Boskalis  
Deutsche Post DHL Group  
DP World  
EDP  
Galp Energia  
Jemena  
National Grid plc  
New Zealand Post  
Northern Power Grid  
NSW Ports  
SGN  
Southern Water  
Thames Water  
United Utilities  
Woodside Energy Ltd

### **B4SI is managed by Corporate Citizenship**

Corporate Citizenship founded LBG and we continue to manage the network and develop the Framework, now renamed Business for Societal Impact. Corporate Citizenship is a global consultancy and we are on a mission to harness the power of business to create a better future for everyone. We

work with companies to accelerate change towards a future where our society and planet can thrive. Corporate citizenship is more than just our company name. It is a statement about the role business should play in society.

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