



The Prince's
Responsible
Business Network



ADVISORY SERVICES

We work with organisations like yours to design and deliver responsible business advisory support that meets your identified needs. We offer short-term, targeted interventions, training or longer-term strategic change programmes.

THE RIGHT ADVICE, AT THE RIGHT TIME TO DRIVE POSITIVE IMPACT

Business in the Community is the oldest and largest business-led membership organisation dedicated to responsible business. We inspire, engage and challenge members and mobilise the collective strength of our network as a force for good in society to:

- Create a skilled, inclusive workforce today and for the future
- Build thriving communities in which to live and work
- Innovate to repair and sustain our planet

We support our members to start, develop and lead on responsible business and in doing so, become more efficient, resilient and successful businesses. To achieve this, we work with you to design and deliver the advisory support that is right for your needs, through short-term, targeted interventions; training; or longer-term strategic change programmes.

We create a support plan tailored to your priority responsible business areas at the depth and timescales that you require. Our support ranges from workshops and training to engage senior leaders and staff, through to long-term strategic projects and partnerships.

Now a few months on from completing the Responsible Business Management Training, I can say with certainty that it has changed my approach to working in responsible business. The content in each of the modules is tangible and actionable – regardless of where you are on your responsible business journey – and always evidenced through case studies. The course is facilitated by an engaging leader, with each module delivered by true subject matter experts – both from within BITC and wider. The insight, openness and support from the other delegates proved invaluable not only during the course but afterwards too – staying in touch, asking questions and sharing progress. Thank you BITC – a wonderfully composed and delivered course.

Mary Howard, Responsible Business Manager, Veolia

We have access to shared best practice across industry sectors and real expertise in the field which is key to bringing about change within any organisation. The advice and support is helpful, targeted, relevant and inspirational.

Kirsti Massie, Partner, White & Case LLP

As DWP Race Lead I have been working closely alongside my BITC Workplace Adviser. I have felt thoroughly supported. We have collaborated on a variety of events across the breadth of my department. BITC have provided that vital plank between DWP and private industry that would otherwise be missing, giving DWP a much needed window into the work of other D&I leads and Race Champions in the corporate world!

Sonia Tate, Race Equality Lead, Department for Work and Pensions

WORK WITH US ON YOUR RESPONSIBLE BUSINESS JOURNEY

- Our team of expert advisers create advisory solutions, tools and reports to meet your needs and help progress you along your Responsible Business journey.
- We create a support plan tailored to your priority areas at the depth and timescales that you require.
- Advisory support can be issue area specific or intersectional and draws on our proven interventions and approach. It is output and outcome driven and measured by impact and engagement.

SOLUTIONS TO MEET YOUR NEEDS

LIGHT TOUCH SUPPORT

- Your membership includes one day of Advisory time, which can be used by our expert Advisers to identify your needs and agree an action plan.
- It also provides you with the opportunity to identify an issue area to focus on throughout the year. BITC will support you with access to issue specific resources and research, inspiring and informative events and development opportunities from our issue experts; as well as direct access and networking opportunities with peers and industry experts.

DEEPER SUPPORT

- We encourage you to become a Champion for one or more of our Inclusion or Wellbeing issue areas. This will provide you with four days of additional Advisory time to meet your needs through bespoke support.
- Becoming an issue area Champion will provide you with access to flagship issue area programmes, forums and additional profiling opportunities including hosting events or sponsoring awards, thought leadership and research.
- It also includes preferential invitations to Leadership Team vacancies.

STRATEGIC PROJECT SUPPORT

- You may need greater depth of support on a Responsible Business topic, or support to deliver a programme at scale.
- We will work with you to scope this project and agree stakeholders, outcomes, timelines and key milestones.
- This includes supporting you to build the case for a strategic approach to Responsible Business, linking your work across or within any issue area to your organisational purpose and culture.

TRAINING AND WORKSHOPS

- We offer workshops and training days across all issue areas that will be adjusted to meet the exact needs of your team when we deliver to your organisation.
- We offer a six-module training programme for professionals designing and delivering responsible business strategies and corporate responsibility programmes, accredited by the Institute of Leadership and Management.

Our membership offer includes access to BITC expertise through issue specific advice, content, factsheets and events. To help us work better together, we ask that you respect the scope of the agreement. Further information can be found in the membership Terms & Conditions. We have outlined some important Questions and Answers below:

- **Who is my key point of contact at BITC?** Your Adviser works in conjunction with your Relationship Manager to regularly review your journey with BITC, to agree what advisory support best meets your needs and bring in the right expertise . We will endeavour that this adviser is responsible for delivery of agreed sessions and for support with BITC initiatives, such as Times Top 50 Employers for Women, but may bring in other experts if it will benefit our support to you.
- **How can we work well together?** Your expert adviser will arrange regular check-ins with you. For light touch support this is normally twice a year, and for Champion partnerships we would expect to check-in with you quarterly. Please do keep us updated with your availability and we welcome you sharing any agenda points you would like to cover. Please also let us know if your key contact changes so we can update our records accordingly.
- **What if I need more extra help from BITC?** If over the course of working with us you find that you would benefit from additional support, we can discuss this at a regular check-in or in a separate meeting.
- **How can I ensure I am aware of all upcoming events and content?** Your BITC key contact will share relevant events and content from campaigns and opportunities. Please also sign up to the BITC Keeping in Touch newsletter by visiting <https://www.bitc.org.uk/>.
- **How can I feed back to BITC about my experience?** We make continuous efforts to improve our work, please do look out for evaluation surveys and requests for feedback to help us do this.
- **If I would like further information, who can I get in touch with? Please email info@BITC.org.uk or Harriet Walker (Director, Advisory Services) harriet.walker@bitc.org.uk.**

BITC: EXPERTS IN COLLABORATION

In the last year, following the launch of the Principles for Responsible Banking, BITC embarked on a journey to convene retail banks in the UK to discuss what it really means to be a responsible bank today. Supported by Santander UK, the purpose of the initiative is to bring together key players in the UK retail banking industry to explore how the sector as a whole can rise to the challenge of supporting a socially inclusive and environmentally sustainable model of economic prosperity. As part of this initiative, we also commissioned a report, written by think tank Volans, which has been used as a basis for roundtables that we have held with participating banks. In the projects first year, the banks met three times. The participant group includes representatives from pretty much all the major high street banks in the UK, plus several challenger banks and smaller players in the industry.

BITC: EXPERTS IN ARTICULATING THE BUSINESS CASE FOR CHANGE

'Over the past year we've been hard at work at TSB creating our first responsible business strategy – the Do What Matters Plan. We proudly launched it at the end of July 2020, mid-way through a global pandemic, with clear aims and actions. I'm very pleased to say that BITC helped us with our journey. Through the Responsible Business Management training programme they encouraged us to consider how we could anchor our strategy on stakeholder feedback and meet the priorities of our business. We also took advantage of their Environmental Advisory service as this was an area of priority for our customers, employees and stakeholders. We had thought provoking one to one sessions to help us sharpen our thinking, access to tried and tested tools to land on meaningful and measurable actions, a facilitated workshop for a wider group in the organisation, and the benefit of peer learning. A thorough package of support I'd recommend for anyone – whether you're just starting your sustainability journey or want to test out what you're already doing. A big thumbs up from me.'

Federika Coll, Corporate Responsibility, TSB

BITC: EXPERTS IN TARGET DRIVEN STRATEGY FOR CULTURAL CHANGE

After PepsiCo had delivered a 3-year D&I strategy they needed to evaluate progress, challenges faced but also how to accelerate progress by developing a 5-year D&I Strategy to build a more inclusive and diverse workforce. BITC worked with PepsiCo to design this strategy for Race and Gender Diversity. This involved data collection, gap analysis, developing the Business Case for a D&I Strategy, and designing the strategy with underpinning elements including examples of good practice; identification of short and long term priorities; target setting; action planning; communications; progress report and measures of success.

PepsiCo said "you have given us a lot to think about" and "The insights you have provided are perfect to help us move forward with our D&I Journey"

Business in the Community

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