

Communication on progress 2020





#### The commitment

# from the Leyton Group's founding Chairman:

As a member of the United Nations Global Compact since 2019, I am pleased to confirm that the Leyton Group remains committed with the ten principles of the UN Global Compact on human rights, labor rights, environmental protection, and anti-corruption.

By further embedding environmental and social dimensions into our strategy and processes, we are building the fundamentals for sustainable growth. At Leyton, we believe that by fully understanding and managing our impact on people and the environment, while being an engaging employer that exceeds our clients' expectations, we create the basis for long-term sustainable profitability.

For this reason, sustainability remains one of Leyton's key priorities. We will therefore continue this work in order to improve our CSR policy from year to year and make Leyton a company that is not only fully committed to these values but also a committed player for change. You will find below our second COP, which we will try to improve in the coming years.

François GOUILLIARD
CEO and Founder

## Summary



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# A. Introduction to the Leyton Group

Founded in 1997, our Company is an international consulting firm with teams around the world devoted to the economic, ecological and social development of organizations. Our consultants are all technical experts and provide concrete solutions which contribute to the growth and enduring success of our clients' businesses. Our 1,800 employees are passionate about their work and share the values of teamwork, innovation and sustainability. Most of our managers come from within their ranks, meritocracy being another core value of the group.

We are present in 12 countries in Europe, North America and North Africa. Our company just opened a branch in Sweden after Germany in 2020, continuing to benefit from strong growth in all the markets we are present.

#### **B.** Introduction

#### Progress in the group in 2020

This year has been very challenging considering the unstable circumstances due to the COVID-19 pandemic which has been spreading and affecting all countries, impacting our daily lives and the well-being of people around the world.

From the outset of the pandemic, we have put in place all necessary measures to ensure that we can continue to operate while maintaining uninterrupted communication with our employees, business partners, and clients. Following the advice of public health experts and institutions, we have severely limited our travel and personal presence in the office and at business meetings and have also curtailed/canceled several campaigns and events.

As of today, we continue to operate by using virtual communications thanks to our efficient IT infrastructure.

All these measures have allowed us to maintain a complete support of our customers, partners and collaborators.



#### Strategic work on the company's mission

The DNA of our group is constituted of our mission, our values, our beliefs and ambition. The men and women of our company are the foundation of those strong values. Our commitment is long-lasting, as reflected notably in the fact that one of our Founders, François Gouilliard, still holds the position of CEO and that almost all of our Managing Directors across the world are from the field.

In order to ensure an alignment of our development around the world with the group DNA, we launched an explorative work with an expert, Kohe Management.

May
Kick Off meeting with Top Management
June
Interviews with Top Managers
July
Writing 1st draft of Leyton's DNA Correction of the draft with FG
September
Correction of the draft with FG
Meeting with Top Management: sharing draft of Leyton's DNA
October
Workshops with Top Management: Correction of Leyton's DNA draft
Meeting with Top Management: alignement with final version of Leyton's DNA before implementation in the countries

Thanks to this collaborative work which was conducted within 6 months in 2020, we are now able to share the mission and values of our company with all our teams, job candidates, clients and partners. A reference tool that will help to build our future keeping our teams involved.

The study concludes that sustainable development is at the heart of our DNA and our business. That is how we want to lead and embody the transformation of our ecosystem.

2021 will be the year to align the company's strategy with this mission.

#### **Ecovadis**

Once again, this year, we appealed to the French ECOVADIS rating agency to measure our corporate social responsibility policy. EcoVadis is a rating agency that helps to manage the system, both upstream and downstream. This assessment by an independent third-party organization (ITO) allows a critical evaluation of our actions in France and help us identify our areas for improvement while continuing to capitalize on our strengths.

Despite the difficult health crisis, we have been rewarded for our efforts in favor of a more sustainable performance with a score of 62, just like in 2019.



#### 2018









#### 2019



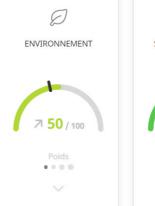






#### 2020











**Principle 1:** Businesses should promote and uphold the preservation of international human rights law.

**Principle 2:** Businesses should make sure that they are not complicit in human rights abuses.

## Facing the COVID-19 crisis Financial support to the COVID research campaign

Coronavirus has caused more than just physical and emotional stress. It has also induced financial stress. That is why we have set up financial support for the COVID-19 research campaign, which is committed to helping people and institutions in need, including housing, food, health care, and helping research institutions investigate the new virus.

In Belgium, we donated €3,500 to the King Baudouin Foundation's Care Support Fund. This fund helps hospitals and other residential care institutions that support the elderly, the young, and the disabled, among others. This initiative aims to continue to support these institutions after the COVID-19 crisis by implementing more sustainable care programs, helping health care staff to cope with the strain of this long crisis by highlighting the lessons we have learned, and so on, to maintain the highest quality.

We also donated €3,500 to VIB, a leading life sciences research institute whose laboratories are conducting important research on COVID-19.

In Canada, we donated \$2,000 to two charities. The decision came from our teams to donate 50% of their April bonuses to worthy causes. In Toronto, a donation was made to Nellies, an Emergency Shelter for women and their children who have faced difficult situations including violence, poverty, and homelessness. And in Montreal, a donation was made to families who have been directly impacted by the pandemic.

In France, we donated 1% of all fees collected by our company between April 20 and May 20 to the **Institut Pasteur**, a French non-profit foundation dedicated to the study of biology, microorganisms, diseases, and vaccines. The institute is currently developing a vaccine for COVID-19 with all researchers in Paris and at the 32 institutes around the world.

**In Spain**, we donated 1% of all fees collected in April to the CSIC, Spain's national agency for scientific research and technological development, to help fight COVID-19.

In the UK, the charity project «St George's COVID Shield» led by a leading consulting ENT surgeon, Dr. Hamid Daya, was the recipient of our 1% revenues donation to the NHS for 3 months. The project aims to design, produce and distribute first-rate protective equipment for use by NHS practitioners who are looking after patients during the COVID-19 crisis. The equipment includes the COVID-19 shield which is currently in use for tracheostomies. This innovative project went from concept to practice in just three weeks and provides an important additional layer of protection during complex operations.

**In Italy**, our business development team in Milan organized a Blood donation on March 2020.



#### Free advice and support for companies during the COVID crisis

In Canada, UK and Spain we provided free in-depth R&D tax and funding advice and support to businesses helping to fight COVID-19, to help them facilitate crucial cash flow, reclaim costs such as staffing and consumables, and benefit from the full tax relief they are eligible to receive.

In Italy, the government launched the «Italia Start-Up» website, which brought together 50 start-ups and SMEs that present solutions or services to help combat the COVID-19 crisis. We proposed to these companies free and in-depth R&D advice, studying the feasibility of their projects, reviewing, modifying, and possibly improving them, and helping companies solve their cash flow problems.

Also **in UK**, our associated specialist employment **law firm**, **LexLeyton**, conducted **free consultations** to businesses needing advice around key topics such as working from home policies, sick pay, risk mitigation, and recovery planning. They also created a comprehensive Coronavirus FAQ for Employers hub, covering a huge range of COVID-19 related employment issues.



#### The Thank You Campaign!

We asked our employees to thank someone for their help or action during the COVID-19 crisis. Those 200 employees 'heroes' got their name written on the boat's sails and accompanied our skippers during their outings at sea.

A dedicated video was filmed for this campaign and shared on our social networks.





**Employee welfare** 



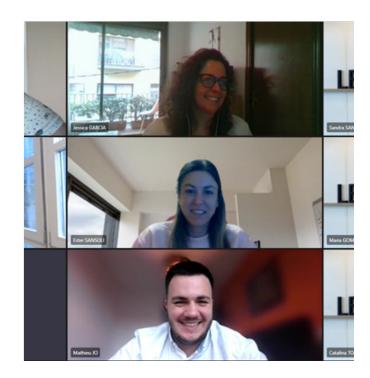
**Principle 3:** Businesses should uphold the freedom of association and recognize the right to collective bargaining.

Annually, in France, we issue our mandatory national collective bargaining agreement within the legal timeframe.

This year, we have responded to the economic situation and have enabled all our employees to adapt their working hours to personal constraints due to the health crisis, in agreement with the collective representatives.

All those decisions were previously discussed with the staff representatives and the management responded to each question and proposal from the staff representative bodies.

Video conferences took place in each country in order to share information about the new organization and answer our Leytonians' questions.



**LEYT®N** CONNECT



We encourage our employees to come together, in particular through the creation of internal Think

In 2020, a new Think Tank was created called LEYTON CONNECT, after LEYTON4ALL and GREEN LEYTON.

Each Think Tank's member is a one of our employees who volunteers to exchange and pass on ideas to the general management. This «bottom-up» organization allows suggestions for improving life within our company that comes directly from our employees.

Each group has a theme. Our group LEYTON4ALL reflects on how to improve inclusion as well as the quality of life at work. Our GREEN LEYTON works on integrating sustainable development in Leyton's economic model and LEYTON CONNECT aims at improving business interactions between our clients.

**Principle 6:** Businesses should work towards the elimination of discrimination in respect of employment and occupation.

#### The professional equality index

In France, it is compulsory to publish an annual professional equality index. It allows companies to measure the equality between men and women out of 100 points, based on the following criteria:

- The gender pay gap
- The difference in the rate of individual salary increases
- Number of female employees receiving raises following maternity leave
- Parity among the 10 highest salaries
- The difference in promotion rates

In 2020 we achieved an overall score of 77/100 (above the regulatory 75/100). This result strengthens our determination and our will to promote gender equality. In the years to come, our improvement in the index will attest to the effectiveness of the initiatives implemented within the gender equality area.

#### **Equal Employment Opportunities**

We provide equal employment opportunities to all qualified employees and applicants. We prohibit discrimination and harassment of any type, including race, color, religion, age, sex, country of origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state, or local laws.

We comply with all applicable federal, state, and local laws regarding recruitment and hiring.

Our policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation, and training.

Additionally, our compensation benchmarking project ensures comparable pay for comparable work, reducing age & gender biases in our compensation philosophy.





#### Maternity / Paternity Leave

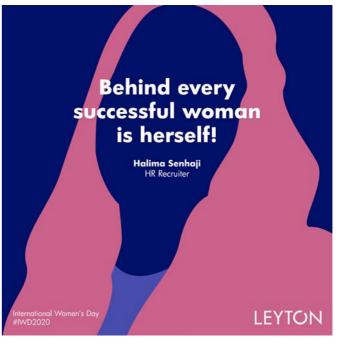
As part of a transparent and employee-oriented continuous improvement process, in France, we conducted a survey among our employees concerning parental leave. Our survey aimed at identifying our employees' expectations and needs on the subject. A total of 129 employees took part in our survey, allowing them to give their impressions and suggestions.

Some of the recommendations and improvements have been added to the process of leaving and returning from parental leave like, for example:

- Two interviews with managers organized after the leave, to discuss with our employee his/her needs, expectations, new constraints,... to help him/her achieve more successful results for their role.
- An adapted evaluation grid.











#### International Women Day Campaign

In 2020, International Women's Day took place at the beginning of the COVID-19 pandemic, thus the activities we held to commemorate this special day were very limited.

Given the circumstances, 17 superwomen working at our Company, from different backgrounds, functions, and levels of seniority, were asked what is it that they would do to promote equality.

We recognize the creativity, kindness, leadership skills, and efforts of all our female employees to innovate and contribute to the success of our business.

We shared their responses on our intranet and social media to showcase these champions.





#### **Inclusion**

#### Disability Awareness Campaign

In France was launched a Disability Awareness Campaign in 2019, with the aim to lift the veil of prejudice within the work environment. This year, the campaign was organized in collaboration with «Graduate» and «Goods to Know» from November 16 to November 27 through a challenging Handiscover game and a webinar on disability in the workplace. More than 150 Leytonians took part in the game and more than 250 attended the webinar.

#### Inclusion campaign in France

The firm Just Different, specialized in inclusion, worked alongside Leyton to create indicators to promote inclusion within Leyton France. For this purpose, the firm Just Different established a methodology and training which was followed by all directors and managers.

All Directors and Managers were trained for two days on the following model:

- Presentation of the different models of inclusion.
- Modeling the measurement of inclusion.
- Presentation of possible indicators.
- Group implementation.
- Individual scoring.

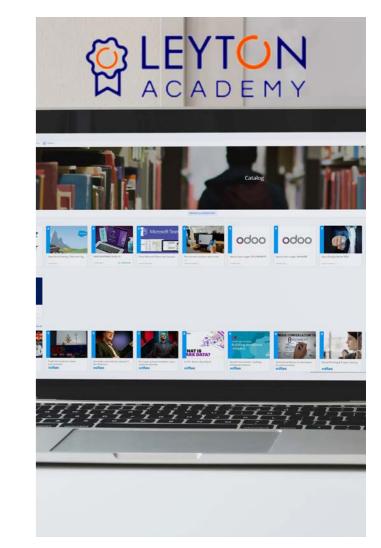
# **Employees well-being**Leyton Academy The group training platform

Every year, we set up face-to-face/distance and e-learning courses.

Each Leytonian around the world has access to the Leyton Academy platform. On our platform, our employees can follow an onboarding program and compulsory or non-compulsory training courses.

From our Leyton Academy platform, our employees can also consult the Edflex catalog, the «Netflix» of the training course. This catalog gives them access to exciting training courses on a wide range of subjects. The topics are very diverse: general culture, HR, accounting, payroll, marketing, general culture... The training courses are 100% e-learning in the form of Mooc, Podcast, articles, videos...

For traditional training courses, we work in France with the supplier All Set For which provides us a platform and a training catalog.



## Creation of a collaborator experience unit

A dedicated unit has been created within our HR teams in order to listen to our employees' expectations and their needs in terms of professional development.

#### Employee book

We have created an open and responsive work environment. Keeping open communication with our employees and making sure they have the information they need is an ongoing process designed to establish a culture of respect.

This year, we successfully published a book for all our employees in most countries. In this book, we explain our policies, culture, brand awareness, ethics, values, and standards. Our book has been distributed virtually to all our employees for their reference.



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#### Support to employees during COVID

We work every day to provide to our employees an environment in which they can thrive, which is why, at our company, we put safety first.

We care about their health, including their mental, physical, and social well-being. Therefore, during this time of crisis, we have implemented a series of measures and campaigns to ensure the safety of our employees.

#### **COVID Awareness Campaign**

At Leyton, the human resources department has created a process to send weekly information on COVID awareness and rules to follow on site:

- Help to keep a 2-meter distance around common appliances.
- Strictly respect COVID rules.
- Adhere to and regularly consult barrier gestures and safety measures.
- Strict adherence to barrier gestures.
- Always maintain a 2-meter distance from others from the start of your day to the end.
- Avoid direct contact for greetings and give preference to the use of alternative practices.
- Do not share anything, if you must, please disinfect between each use. Ensure your surroundings are cleaned regularly.
- Hydroalcoholic solutions cleaning wipes will be made available in each office.

#### 2020 Work from Home Policy

We fully understand the definition of workplace is evolving, and we are changing right along with it. Our flexible working arrangements allow staff members to have a more flexible schedule, as opposed to a standard workday in our international offices.

#### **LEYTON**

#### POUR GARANTIR LA SANTÉ ET LA SÉCURITÉ DE CHACUN,

- DE VOUS LAVER LES MAINS EN ARRIVANT ET EN PARTANT
- DE NE PAS PARTAGER DE DOCUMENT OU D'OBIET
- DE NETTOYER LES ÉLÉMENTS COMMUNS UTILISÉS OU TOUCHÉS (TABLE, CHAISE, MICRO-ONDES, FRIGO...)
- D'AERER LES LOCAUX EN QUITTANT LA SALLE
- DE RESPECTER LES GESTES BARRIERES ET LA DISTANCIATION SOCIALE DE 2 METRES ENTRE CHAQUE COLLABORATEURS PENDANT LES REPAS













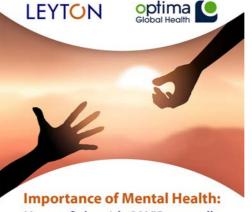
#### **LEYTON**







**EMARGEMENT OBLIGATOIRE** 



How to fight with COVID mentally

#### Optima Session with A **Psychologist**

In an effort to promote good health and wellbeing among our employees in Canada and Italy we organized a "Webinar on The Importance Of Mental Health: How to fight with COVID mentally", open to all employees. Optima's team carefully considered a range of activities to help our employees find support and ideas for making healthy choices during the pandemic and made a presentation on November 16th.



#### Italy: Guida Alla Quarentena

The period of lockdown was the hardest. To help Leytonians during this exceptional period spent at home, the Italian Human Resources team prepared a «Guida alla Quarantena per Leytoniani». This virtual guide includes tips and ideas for getting away from the daily grind and staying motivated. It offers several activities such as virtual museums. music to listen to, movies to watch, sports tips, etc.



#### Virtual Internal Meetings

During the lockdown, our French HR team offered all Leytonians in France a lunch delivered by Uber Eats. A virtual team lunch from home to relive the old rituals and to recall old times.

In Italy, our business support team also organized: Pizza and spritz night via video call, a one hour Meditation night with a Reiki expert for all the team; and virtual motivational training.

In the UK, we offered a box of chocolates, jam, a bottle of prosecco... to all our employees at Christmas.

For the holidays, we set up several virtual activities to bring our colleagues together and have a good time together. Christmas was certainly different this year, but that did not mean we could not celebrate Christmas together.

## Solidarity and skills patronage

#### Giving Tuesday

We are part of the Giving Tuesday movement. This solidarity movement seeks to express our generosity in favor of associations around the world.

All countries where our company is situated chose an association to which our employees would donate funds for one month. In addition to their donation, Leyton doubled the funds raised for the associations.



## The following is a list of the associations we are currently helping per country:

Country	The organisations we support
France	L'Agence du Don en Nature
Canada	Black North
USA	Compass Family Services and The Greater Boston Food Bank
Morocco	Noujoum
Italy	AIRC
UK	Make a Wish, Glasgow's Spirit of Christmas, Edimburgh Children's Hospital Charity and Center Point «Give homeless young people a future
Scotland	Beatson Cancer Charity and Glasgow's Spirit of Christmas
Spain	Bancos de alimentos
Poland	Szlachetna Paczka
Belgium	Le Logis asbl
Germany	Regenbogenland



#### Renewal of our support to Agence du Don en Nature (gift in kind agency)

Leyton is committed to fighting against exclusion and poverty, notably by being a founding partner of the Agence du Don en Nature in France. The Agence du Don en Nature acts as an interface between businesses and the voluntary sector by collecting new unsold products from manufacturers and redistributing them to partner charities that hand them to those in need.

This year, Leyton renewed its partnership with the Agence du Don en Nature for three additional years and is committed to provide financial support to carry out actions and assist competencies through skills patronage, particularly in digital.

Beyond financial and technical support, we welcomed young beneficiaries of the association on the Leyton boat in Marseille, a good way to offer them a great moment out of their difficult day to day life.



#### Workshops with the association Sport dans la Ville

The association «Sport dans la Ville» provides children living in disadvantaged neighborhoods with a real opportunity for development through sports programs to raise awareness of the professional world.

We have joined the "Sport dans la Ville" association to provide young people with physical, moral, and intellectual values that are fundamental to their personal development and professional success.

Therefore, in 2020, we carried out 4 missions:

- DISCOVERY WORKSHOP: sell and promote yourself: A team from Leyton spent a morning with 6 young high school students, training them in sales and best practices for marketing.
- As part of their projects, a workshop was organized with a group project of high school students to give them good business practices to develop and market a monthly box of organic household products.
- Leyton organized another coaching session under the theme «Learning how to promote yourself» to teach some best behavioral practices to high school students.
- «Improving its commercial impact» was the subject of the 4th workshop: 4 project leaders conducted an individual meeting with our consultants to get advice and good recommendations tailored to their projects



**Principle 8:** Businesses should take initiatives to promote greater environmental responsibility.

## Sustainable mobility at Leyton

We are committed to improve the carbon footprint of our activity according to 3 main levers:

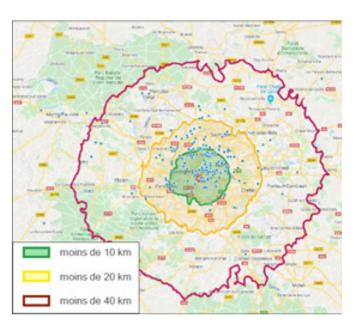
- Impact related to transportation.
- Impact related to infrastructure.
- Impact related to waste.

To respect our commitment, in France, we are engaged in a sustainable transformation of the mobility of our employees. To achieve our objectives, we called upon the leading consulting firm in this field, EKODEV.

In 2020, we partnered with EKODEV to set up a concrete action plan that can be deployed over the year 2021. To achieve this result, we have thought of the best way to transform the habits of our 229 employees to have responsible and sustainable mobility.

This campaign enabled EKODEV to carry out an extremely accurate accessibility study of our agencies:





Based on the study's results, 17 volunteers from our GREEN LEYTON group took part in a co-construction workshop of the sustainable mobility plan led by EKODEV.

Featuring more than 4 workshops on the following themes:

#### 4 fields of work to focus on:

Communicate about mobility

Encourage physical activities

Improve public transport commutes

Optimize business trips and organizational practices

EKODEV and our Green Leyton team were able to present more than 19 actions promoting sustainable mobility that could be implemented. A selection of them should be deployed in 2021.

Our sites in Canada, the UK, and the United States are ready to follow, taking advantage of our French experience.



**Principle 9:** Businesses should promote the development and dissemination of environmentally friendly technology.



#### Ban plastic from offices

In the environmental field, we had decided to launch our «Green Leyton» initiative in November 2019. This initiative aims to deploy specific actions in each of our businesses.

In 2020, the initiative continued to be driven by good practices implemented daily by all Leytonians to reduce our waste collection impact. For example, in France, we bought 850 "ecocups" for our employees and in Belgium, there is no longer the option to use disposable plastic cups in our office.

#### Protect the ocean

Our sponsorship with the Pure Ocean Foundation has been extended for another 2 years. This demonstrates our commitment to research and innovation. Pure Ocean's mission is to support cutting-edge applied research projects to preserve marine biodiversity, protect and restore fragile marine ecosystems, increase knowledge of the oceans and contribute to the fight against global warming.

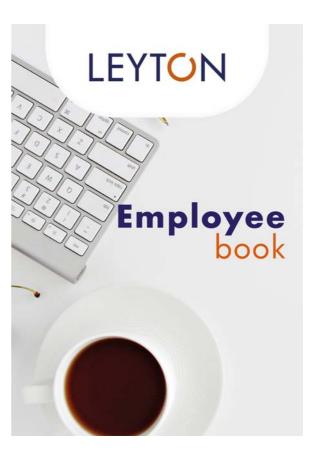


## The New Era of Online Videoconferencing

With the Health crisis, we accelerated reforms in our customer processes, internally and externally, to keep a continuous and uninterrupted communication as well as to meet the needs of our customers in optimal conditions.

We provided training courses on the use of videoconferencing with our customers via our internal training platform LEYTON ACADEMY. Subsequently, we systematized the process of using videoconferencing at all stages of a consulting assignment.

Internally, we also organized our team meetings via videoconferencing, thus reducing the impact of travel between our agencies and countries.



## **Eco Friendly:** E-Documents Instead of Paper

Welcoming a new employee at our company is vitally important but being eco-friendly is also essential for us.

Environmental protection is one of our main concerns/priority currently. That is why, as part of the onboarding of a new hire, the switch from sending paper training documents to email/online delivery was undertaken.

Our handbook will help our new entrants to think about what they need to do before the start date and how they can better manage their work.

Moreover, our new hire kits include recycled notebooks, and reusable tote bags, and water bottles.



## The Ecological Transition of Territories CTR-Leyton France Info Odoxa

On the Salon des Maires (Mayors Fair), held on Tuesday, November 24th, with conferences on the theme of the environment and the ecological transition of territories, we presented the results of the first French «Barometer of the ecological transition» with the survey organization Odoxa.

3000 French people & 200 Mayors were questioned on their perceptions and actions taken to initiate the ecological transition in their territories. Our study, the first of its kind, also reveals that mayors are expressly asking for stronger support in the implementation of concrete actions to renovate their cities, buildings, school, and sports facilities, and 94% of mayors state that the ecological transition will be the priority of their mandate.

Also, it revealed that 66% of French people who were surveyed put the ecological transition, along with cleanliness, at the top of their priorities for municipal action.

Given the results of this survey, Leyton developed a new offer "Ecoterritoires" to help cities accelerate their environmental transformation.

### **Exclusive Webinar:**Sustainable Innovation

Last September, we partnered with France Digitale, the leading startup organization in Europe, to offer an exclusive webinar labeled as: "Sustainable Innovation".

The webinar aimed at helping start-ups and consider how to obtain research tax credits, with a notable presence of our company mediator and the chief of staff of the Secretary of State for Social and Solidarity Economy.



#### Exceptional Webinar Sustainable innovation

Impact activities, supportive Star-ups Soft science stakeholders and from the ESS With the participation of the State Secretary for Social Solidarity Economy and the mediator for innovative companies



#### Jécologise

Through the Jécologise offer in France, we help reduce the energy consumption of households by offering them energy renovation services targeted. A service that has a direct positive impact on the environment.

#### **Energy saving certificates**

Among other projects, our Energy team contributes to the financing of the development of the use of sails for maritime transport via the energy saving certificates. Given the expertise of our teams on the subject, Leyton has taken the lead of the ATEE Transport working group, in collaboration with Windship association and ADEME (French National agency for ecological transition)



## Sailing & Ecological transition

The 1st Sustainable Organizations Summit was held in September 2020 in Marseille for two weeks and brought together various stakeholders to exchange ideas on various subjects including: sustainable mobility, sustainable innovation, the ecological transition for territories, etc... while allowing those present to experience an exceptional moment aboard our Trimaran with the engaged skipper Arthur Le Vaillant.

For this stopover in Marseille, we had the pleasure to receive decision makers committed to environmental protection, in our TV program called «Vela Latina». The program was about discussing ways to combine performance and sustainability and how every sector of activity can evolve towards a more sustainable business and find ways to do it responsibly.

In Italy, we organized a hospitality event in La Spezia around sustainability and our role in ecological transition: all guests attended a presentation on Circular Economy, the European Green Deal, Life Cycle Assessment (LCA), and all support available to companies in order to make a green transition.

### **APD Congress** Empresas con Proposito (companies with purpose)

In Spain, we participated to the APD Congress, bringing together companies impacted by the health crisis. Leyton organized a round table on sustainability and shared our role as a facilitator for sustainable economy development.

#### **Blue Marine Foundation**

In the UK, we are a corporate Partner of the Blue Marine Foundation, a charity dedicated to restoring the ocean's health by addressing overfishing, one of the world's biggest environmental problems.

#### **Tree planting**

In the UK, we organized a tree planting day, a community tree planting event on the field of ecology, in collaboration with Trees for Cities on February 25, 2020.





**Principle 10:** Businesses should fight against corruption in all its forms, including extortion and bribery.

Everyone at our firm is held to the highest professional standard and any action that discredits the professional is evaluated and then, the appropriate disciplinary action is taken in accordance with our staff handbook when necessary.

We undertake frequent training sessions and continual professional development to ensure that we are at the forefront of legislative changes and maintain professionalism and accuracy in the work we undertake.





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