

Certified



Corporation

IMPACT REPORT

2025-2026



**REACH
HIRE
GROW.**

Foreword



"RHG are proud to be celebrating our second year as a B Corp, marking an important milestone in our journey to balance purpose with business objectives. Over the past year, we have continued to build on our foundations, strengthening our commitment to delivering positive social and environmental impact alongside sustainable financial success.

This year has seen RHG deepen the integration of B Corp principles across our organisation. From embedding responsible business practices into our governance structures, to expanding our impact through meaningful collaboration and advocacy, including our continued support for initiatives such as the Better Business Act. We remain focused on using our business as a force for good.

We have made significant progress in developing robust systems, processes, and accountability measures that reflect our values and guide our decision-making. Just as importantly, we have seen our people embrace and champion these commitments, ensuring that our social purpose is lived day-to-day across the business.

RHG's Impact Report highlights our achievements and ongoing efforts across the key B Corp impact areas: governance, our people, our customers, our communities, and the environment. We are proud of how far we have come, and we look forward to continuing our journey, driving meaningful, measurable impact in the years ahead."

Lee Patterson
Managing Director

Sarah Douglas
Operations Director

About RHG

RHG Consult (RHG) was founded in 2003 as a business consultancy supporting large and small organisations with identifying their training needs and writing bids and tenders to support their growth. In 2015 RHG took over an independent training provider and focused on the delivery of commercial qualifications and apprenticeships. From an initial cohort of 20+ apprentices, we now have over 350 apprentices on a wide variety of programmes including the Level 4 Corporate Responsibility and Sustainability Practitioner which was chosen as a Green Apprenticeship, hand-picked by industry experts to celebrate the Coronation of His Majesty King Charles III.

OUR VISION

To grow with integrity

OUR MISSION

To be a leader in sustainable and ethical training and development, empowering individuals and organisations to thrive while contributing positively to society and the environment.

OUR VALUES

Sustainable
Ethical
Inclusive
Innovative

Our B Corp Journey so Far



RHG Consult achieved B Corp certification in May 2024. This report highlights our key achievements 2 years on.

What is a B Corp?

A B Corp is a type of for-profit company that demonstrates high standards of social and environmental performance, accountability and transparency.

To certify as a B Corp, we were assessed in 5 Impact Areas: Governance, Employees, Customers, Environment and Community.



121.1 Our first verified B Impact Assessment score

80 Qualifies for B Corp certification

50.9 Median score for ordinary businesses

Why B Corp?



Our values and approach align with the B Corp movement in many ways, including...

Creating direct impact for our learners, employers and their communities

Supporting social mobility for individuals who don't follow the 'traditional' education journey

Helping individuals thrive in their professional development and personal wellbeing

High standards reflected through third-party verifications

Training for Today's World

As national agendas and global priorities evolve, so do the programmes that we deliver.

This year we have added new qualifications to meet changing organisational and societal needs.

Level 4 AI and Automation Apprenticeship

In today's constantly evolving digital and employment landscape, developing digital skills is critical. We train professionals in how to implement AI, automation and digital solutions responsibly to enhance productivity, streamline processes and facilitate continuous improvement.

Level 6 Service Innovation Leader Apprenticeship

This programme equips individuals with the skills to improve and design services to identify innovative solutions and meet the ever-changing needs of the user, businesses and other stakeholders. Delivering this programme allows us to support future ways of working and frontline staff in a range of sectors, including the health sector and government.

Training for Today's World

Level 3 Multi-Channel Marketing Apprenticeship

The way businesses reach consumers has changed significantly. This apprenticeship supports the development of essential digital and communication skills to deliver customer-focused marketing activities that comply with regulations, such as GDPR.

Lean 6 Sigma qualifications

The suite of Lean 6 Sigma qualifications equips individuals to eliminate waste and improving quality and consistency in business processes within their organisation. This increases efficiency and optimises return on investment, both crucial in a competitive and sustainable world.

Governance

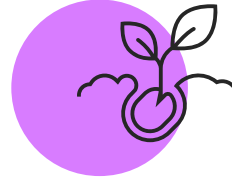


Last year's areas to work on

Increase employee education and engagement regarding our EOT status.

Increase our engagement in the Better Business Act.

Distribute our newly developed Ethical Procurement Policy.



Key achievements

Provided information and frequent EOT updates to our team to improve transparency around strategic and financial decision-making.

Senior Leaders reached out to their local MP to advocate for the Better Business Act campaign.

Distributed our newly developed Ethical Procurement Policy in line with procurement framework annual compliance.

Employed a Head of Quality, Compliance and Impact, and reinforced our quality assurance strategy, processes and training.



Areas to work on in 2026

Publicly publish our commitments and policies for making a meaningful positive impact, respecting human rights and responsible lobbying.

Continue to increase our advocacy for the Better Business Act.

Governance

We have deepened our commitment to providing a high-quality service for all our stakeholders. Employing a Head of Quality, Compliance and Impact (from within our existing team) has increased accountability and aided in developing a clearer road map for continuous improvement.

Since October 2024, our team has benefitted from us becoming an Employee Ownership Trust (EOT) through profit-sharing and the opportunity to have more say in business decisions. Monthly Town Hall meetings provide our team with regular business and industry updates, as well as opportunities to ask questions and share their ideas for business operations and growth.



Senior Leadership Team

60% Female
20% Non-binary
20% Male

Our Trustees

Victoria Morley

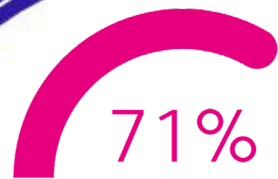
(Chair Independent Trustee Director)

Lee Patterson

(Founder Trustee Director)

Nick Severn

(Employee Trustee Director)



of our team reported feeling
that communication around
the EOT is clear and
consistent

Governance

Over this past year, our Board of Governors and Trustees have focused on making RHG's financial position and decision-making processes more transparent, through information sessions and frequent updates to the team via a dedicated Microsoft Teams channel and monthly Town Halls.

Our Board of Governors

Kym Sargeantson
(Chair)

Peter Coulam

Lee Patterson



“Being an EOT Trustee over the past year has given me a greater appreciation of the importance of employee voice, long-term thinking, and collaborative decision-making within the organisation. I have particularly valued the opportunity to contribute to discussions that help shape the future direction of the business and ensure colleagues feel represented. One of the highlights for me was the training session in December with Lee and Sarah, which provided valuable insight, encouraged open discussion, and helped strengthen our understanding of the Trustee role and responsibilities.

Looking ahead, I would like to see continued progress around succession planning, greater visibility and communication of future plans, and the completion of the SWOT analysis to help support the EOT’s ongoing development and sustainability.”

Nick Severn, Employee Trustee Director

Our People

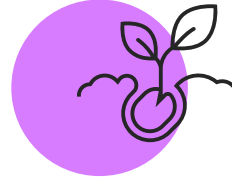


Last year's areas to work on

Refresh our Staff Handbook to reflect our growing business and diversifying team's needs.

Increase our team's involvement in wider decision making.

Develop our 'This is Me' internal team profiles to further individualise team support.



Key achievements

Reviewed our policies, Employee Handbook and 'This is Me' team profiles to use more inclusive language and inform tailored communication and support for each and every member of our team.

Replaced 3 Wellbeing Days with weekly early finishes for our whole team, amounting to 9 additional days of leave per year for our team to prioritise their wellbeing.

3 members of our team became 'B Keepers' to further embed our impact culture, drive team engagement and promote collaboration in developing responsible business initiatives.

Increased opportunities for the team to contribute to decision-making.



Areas to work on in 2026

Develop an Inclusive Communications Guide for internal and external resources and communications.

Identify further opportunities to support our teams' career development through upskilling and reskilling.

Improve JEDI knowledge and capacity among leaders through training and CPD.



Our People

We continue to support our team by providing:

✓ **Learning and Development**

Funded CPD, professional qualifications and regular training, in addition to mentoring and consistent opportunities to develop leadership skills

✓ **Health and Wellbeing Support**

Access to a health cashback plan, support from Mental Health First Aiders, mental health and wellbeing resources, and additional leave including weekly early finishes and Birthday leave

✓ **Competitive Pay**

Competitive salaries and profit-sharing

✓ **Employee Voice**

Frequent opportunities to provide feedback, including an annual Staff Survey

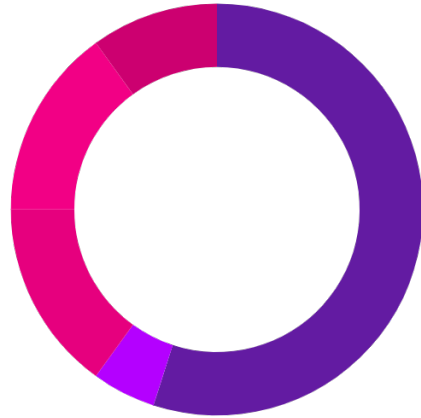
✓ **Remote Working**

Flexible working with safe home office equipment for better life-work balance

✓ **Gender Pay Gap:**

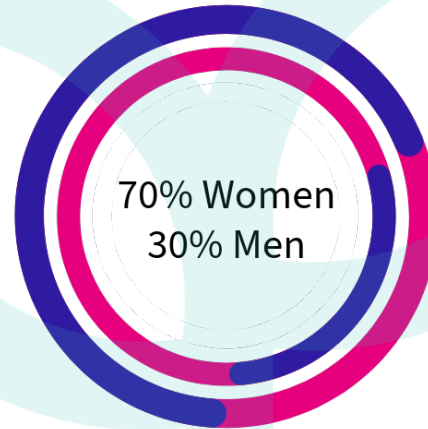
On average, women earn 6% more per hour than men

Our Team

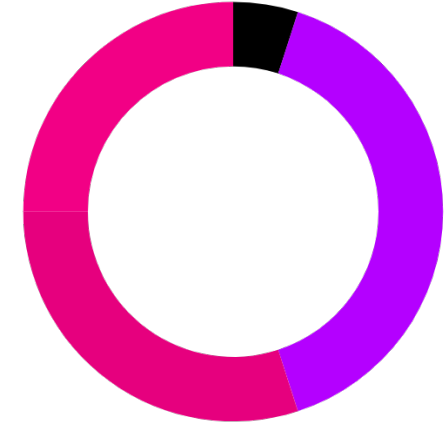


■ Central (55) ■ S. East (5) ■ South (15)
■ N. West (15) ■ N. East (10)

Location

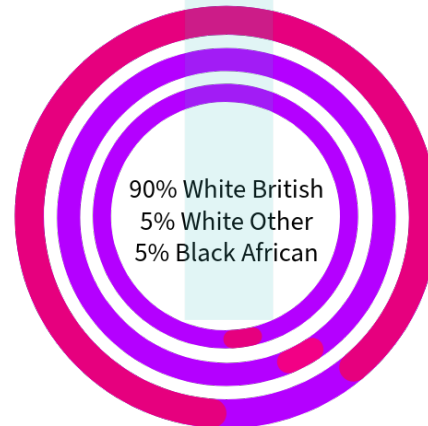


70% Women
30% Men



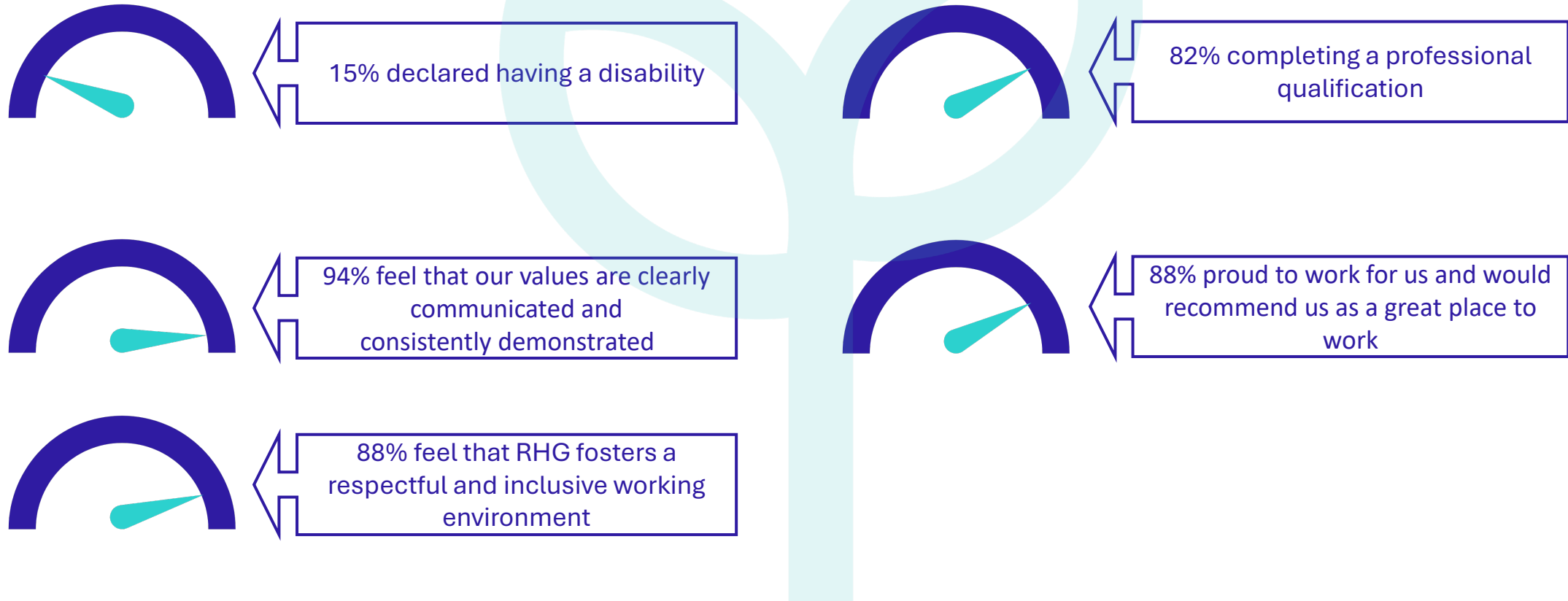
■ <25 (5) ■ 25-35 (40) ■ 36-45 (30) ■ 46-65 (25)

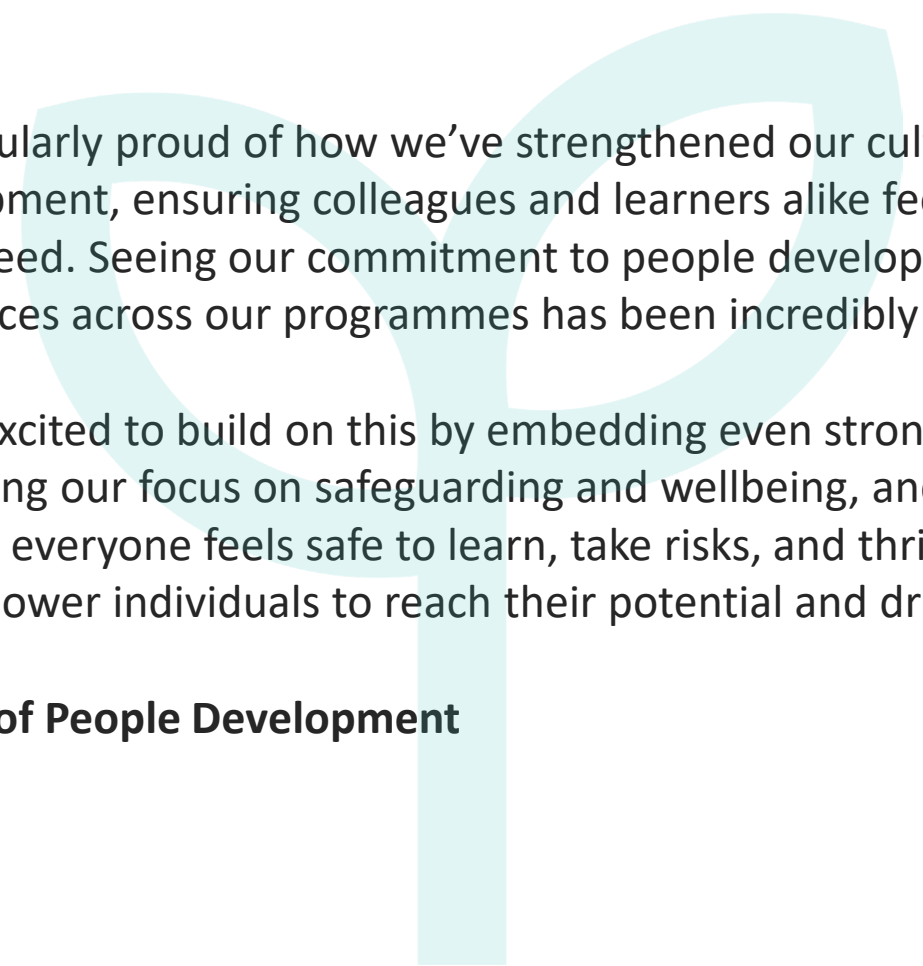
Age



90% White British
5% White Other
5% Black African

Our Team





“This year, I’m particularly proud of how we’ve strengthened our culture of inclusive learning and development, ensuring colleagues and learners alike feel supported to grow, contribute, and succeed. Seeing our commitment to people development translate into meaningful experiences across our programmes has been incredibly rewarding.

Looking ahead, I’m excited to build on this by embedding even stronger pathways for progression, enhancing our focus on safeguarding and wellbeing, and continuing to create environments where everyone feels safe to learn, take risks, and thrive. By doing so, we’ll further empower individuals to reach their potential and drive lasting impact.”

Kelly Jackson, Head of People Development



“Being a Learning Coach on the Corporate Responsibility and Sustainability Apprenticeship, I am always proud to tell my learners we are a B Corp company and practice what we preach in this programme. We take our B Corp commitments seriously and this is truly reflected in our transition to become an Employee-Owned Trust - where inclusivity and democratic decision making are key.”



Kylie Molony,
Business and Management Learning Coach



Perspectives after 2 years of certification...

“I’ll be honest, I didn’t really understand what B Corp was when we first heard about it. I’d seen the logo on products I buy, but I never really knew what it meant. Going through the process myself has made everything click into place.

‘Our Vision’, ‘Our Mission’ and ‘Our Values’

aren’t just nice-sounding phrases. They’re genuinely who we are at RHG. They reflect a team that works incredibly hard to be a force for good—especially in the world of apprenticeships—helping people grow, thrive, and reach their potential. And hopefully, they carry some part of our values forward with them too.

I’ve been part of RHG for seven years now, and I’ve seen a lot of change along the way. But one thing that’s stayed constant is Lee and Sarah’s commitment to our core values. They’ve carried those values through every step of the journey—and long may that continue!”



Marcia Blagg
Digital and Content Manager

Certified



Corporation

Perspectives after 2 years of certification...

“For me, life at a B Corp feels purpose led. There's a sense that decisions aren't just about numbers they're about people and impact, too. That creates a different kind of culture. It's important to me that we don't just talk about standards we hold ourselves to them. We're committed to maintaining standards and supporting learners well, rather than just doing the minimum. I really value that focus on integrity, improvement and long term impact over short term wins.”



Certified



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Perspectives after 2 years of certification...

Selina Chiarelli-Fry

Education & Training Professional Lead and IQA

Our Customers



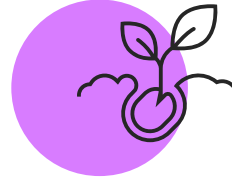
Last year's areas to work on

Continue to develop employer engagement.

Celebrate more of our learners' and employers' successes.

Capturing learner feedback.

Capturing employer feedback.



Key achievements

Developed employer engagement through the introduction of a new CRM system, quarterly newsletters and an event to connect with local SMEs.

Celebrated learners' and employers' successes through regular social media shoutouts, 'Apprentice of the Month' and a successful social media competition for National Apprenticeship Week celebrating the impact of apprenticeships.

Provided more tailored guidance and support, including dedicated young learner workshops, an accessible comprehensive induction guide and resources on progression pathways.

Stakeholder feedback a standing agenda item in senior leadership meetings to inform strategy and priority actions, such as improving inclusion and accessibility.



Areas to work on in 2026

Use demographic data to understand barriers to learning and success, and provide targeted support to learners.

Staff training to assess learners' needs to tailor support.

Review Exit Review feedback to support continuous improvement and ensure support for learners' next steps.

Our Learners are...

More confident...

“The apprenticeship has strengthened my confidence through the knowledge, skills, and behaviours I developed. In my role as a Continuous Improvement Manager, this has translated into a greater ability to lead meetings, present ideas effectively, and manage projects with confidence.” -

*Heather Buttery,
Junior Management
Consultant Apprenticeship,
Forterra*



More reflective...

“I feel more comfortable making decisions, presenting ideas, and justifying my approach. It’s also changed how I reflect on my own performance, as I now actively look for ways to improve rather than just focusing on outcomes” –

*Mike Lear, Operations Manager
Apprenticeship, University
of Nottingham*



Able to apply their learning in meaningful ways....

“What I valued most from learning with RHG was the practical and supportive approach to delivery. The learning was clearly linked to real workplace situations, which made it easier to apply theory directly to my role.” –
*Terry Rouse, SHE Technician
Apprenticeship, Nuffield
Health*

Our Learners are...



Able to support those around them...

“The IS5 programme has elevated my career by enabling me to better support and develop the teams around me. I’ve been able to identify opportunities with them, coach them through testing and delivery, and build their confidence in applying continuous improvement methodology.” –
Sam Cardew, Improvement Specialist Apprenticeship, Harrods

Pushed to reach their full potential...

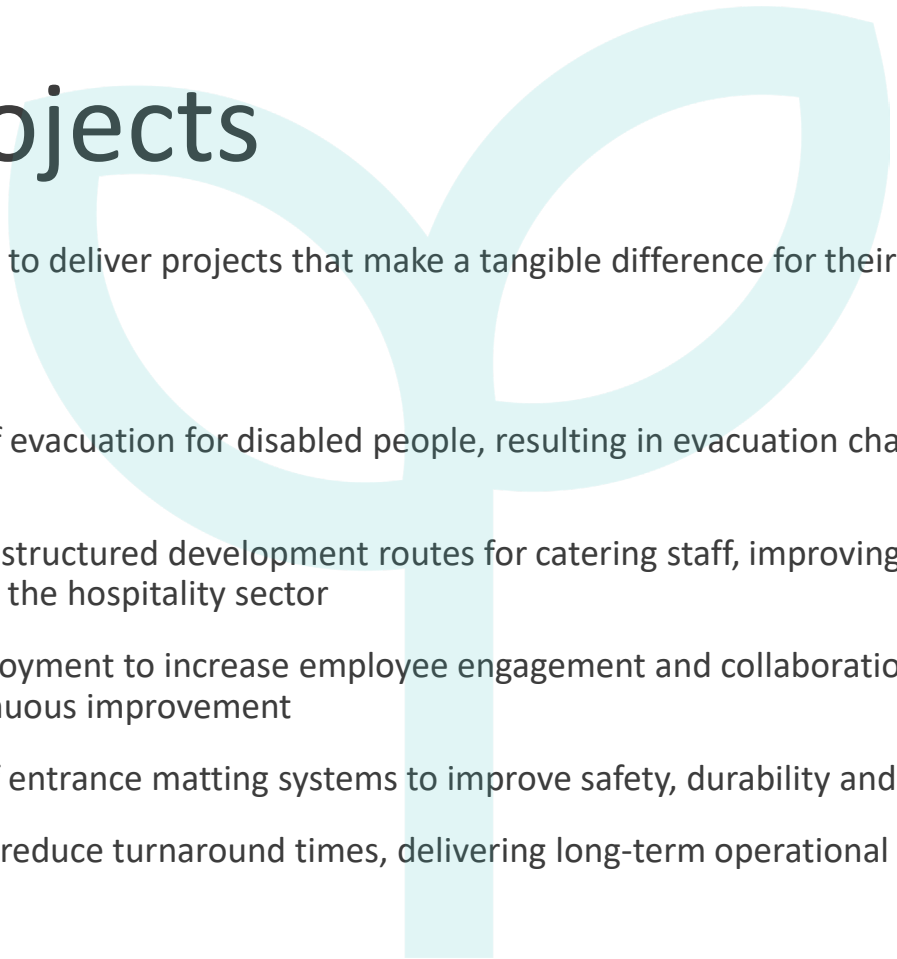
“even with my industry knowledge in this area I was still pushed to achieve better. The support as well from all levels in RHG was fantastic. Whenever I was ensuring or needed something clarifying the tutor response was never delayed.” –

Karl Davies, SHE Technician Apprenticeship, ISS World





Impactful Projects

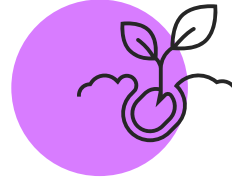


We encourage and support our learners to deliver projects that make a tangible difference for their organisations, communities and the environment.

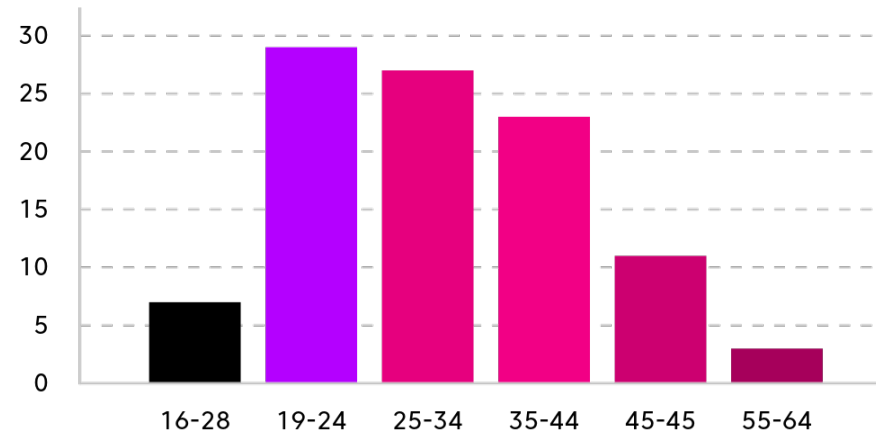
Our learners have....

- ✓ Established suitable means of evacuation for disabled people, resulting in evacuation chairs being placed in hospital restaurants to improve visitor safety
- ✓ Developed and implemented structured development routes for catering staff, improving skills, engagement, and long-term career progression for people within the hospitality sector
- ✓ Delivered Kaizen Culture deployment to increase employee engagement and collaboration, improvement governance and build a structured pathway for continuous improvement
- ✓ Evaluated the replacement of entrance matting systems to improve safety, durability and reduce risk
- ✓ Led improvement projects to reduce turnaround times, delivering long-term operational efficiency and demonstrating the value of cross-functional teamwork

Our Learners



Age profile (%)



350+ apprentices in learning

159 employers we enrolled apprentices from

254 GROW Academy attendees

53% female

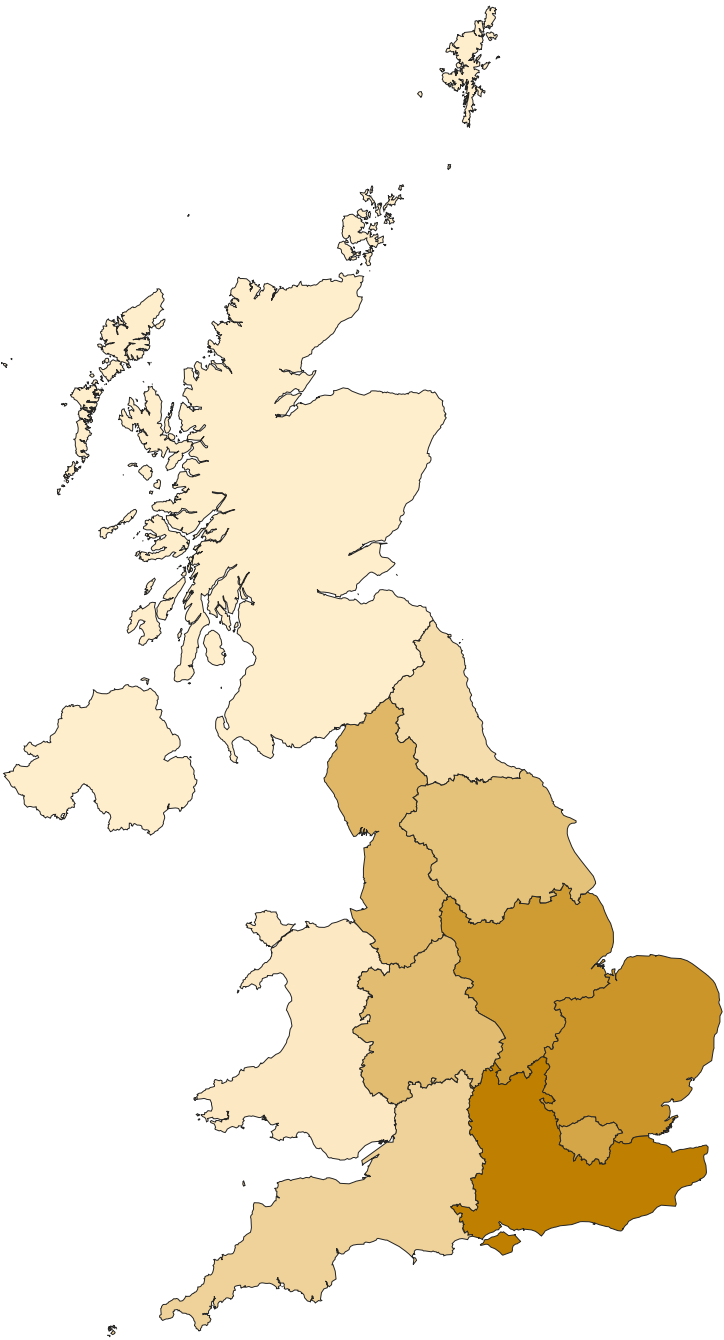
27% ethnic minority background

39% considered themselves to have a learning difficulty and/or disability and/or health problem

Our Learners

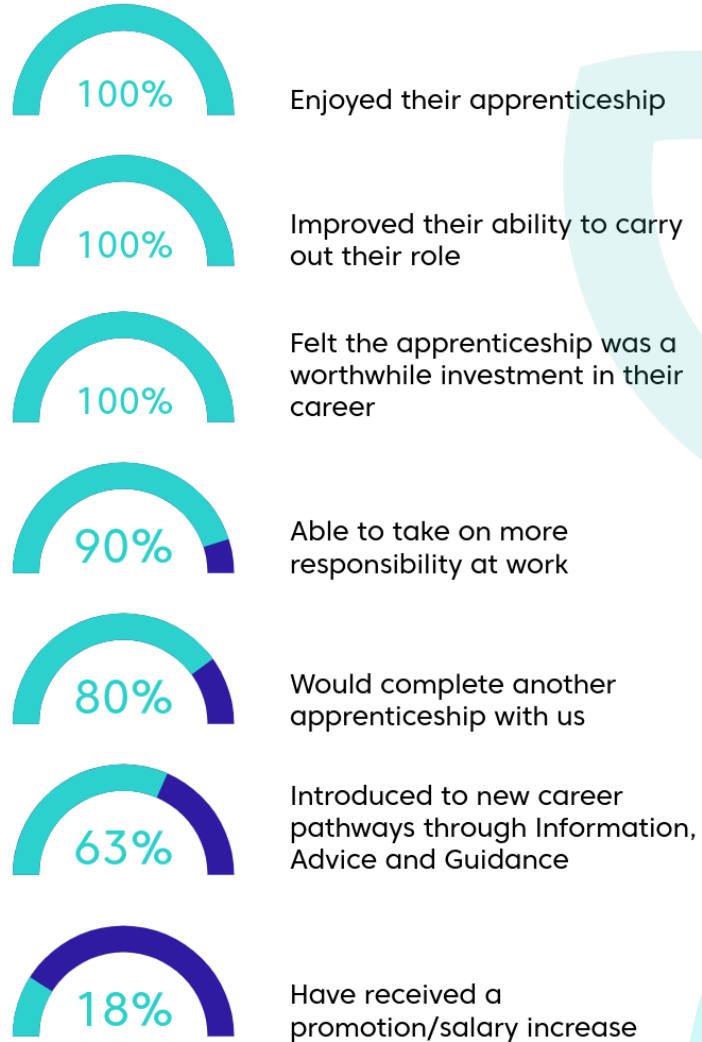
Geographical location

Country	Region	percentage
England	East Midlands	15.00%
England	East of England	16.00%
England	Greater London	13.00%
England	North-East England	3.00%
England	North-West England	10.00%
England	South-East England	20.00%
England	South-West England	5.00%
England	West Midlands	9.00%
England	Yorkshire and the Humber	8.00%
Wales	Wales	1.00%
Scotland	Scotland	0.00%
Northern Ireland	Northern Ireland	0.00%



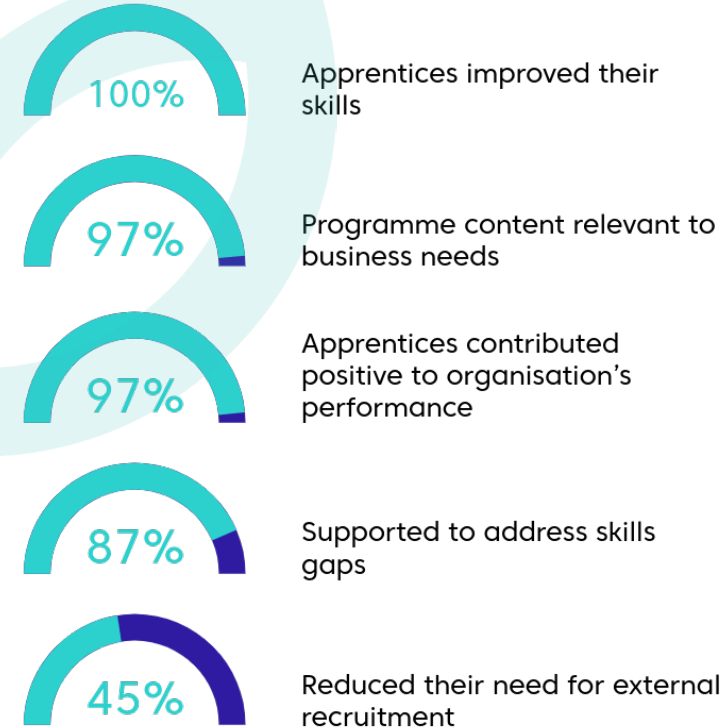
Learner Voice

Our 2025-26 apprenticeship alumni...



Employer Voice

Our employer partners...



9/10 rating
for quality of teaching
and support

RHG consistently described as
“supportive” and “professional”
100% would recommend
us to others

Employer Stories



Tyra Harris, Qualifications Coordinator, Ground Control

“Apprenticeships have strengthened our talent pipeline, helping us grow our own skilled people in specialist roles such as bid writing and health & safety. Apprenticeships have maximised the impact of our levy, ensuring we reinvest funds back into staff development. They contribute to a culture of learning, curiosity, and continuous improvement.

Our apprenticeships have had a wider positive impact by bringing people together from across Ground Control’s different divisions. Colleagues who wouldn’t normally work closely, are able to connect through shared learning.

This cross-division interaction is hugely beneficial. Apprentices share knowledge, compare experiences, and exchange best practice, strengthening collaboration and improving how we operate as one unified business.

Apprenticeships combine hands-on learning with current best practice, which is essential for an industry that constantly evolves with new environmental regulations, safety standards, and technologies. They reduce recruitment pressure by enabling businesses to invest in long-term workforce development rather than relying on external hiring.

RHG are incredibly responsive and supportive. Communication is clear, timely, and always solutions focused. Their trainers and assessors build excellent relationships with our apprentices, which boosts engagement, confidence, and completion rates. RHG provide reliable progress updates, making it easy for us to track development and support apprentices effectively. They are flexible around our business needs, adapting delivery to suit what our apprentices want and need more support with.”

Our Community



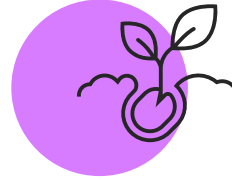
Last year's areas to work on

Develop our resources and support for volunteering.

Increase uptake of staff volunteering days.

Explore opportunities to collaborate with our Charity of the Year.

Improve our monitoring and measuring of social impact.



Key achievements

Provided volunteering guidance and resources, including FAQs, and increased annual staff volunteering day uptake from 14% to 18%.

Donated £350 to 7 charities chosen by our staff through our team 'Photo of the Month' competition.

Organised an event at our head office to educate local SMEs on apprenticeship opportunities.



Areas to work on in 2026

Continue to promote volunteering and increase uptake of staff volunteering.

Increase our engagement with local SMEs to promote apprenticeships, B Corp and positive social and environmental impact.

Continue to improve our monitoring and measuring of social impact.

Our Community

15% of GROW Academy attendees were external

Our monthly photo competitions have brought our national team together, to share more about their interests and lives with one another, and providing the opportunity to support a number of causes close to their hearts:

- CHUMS baby bereavement service
- Secret world - animal hospice
- Brain Tumour research
- British Heart Foundation
- Great North East Ambulance Service
- Cancer research
- St Pilgrims hospice palliative care

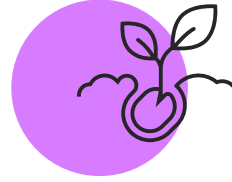
“Volunteering on a walk with the local primary school gave me a valuable insight into the everyday features that shape children's understanding of where they live and their sense of safety. It reinforced for me the importance of creating inclusive, sustainable environments and I felt proud to play a small part in supporting their learning beyond the classroom. As a result of this positive experience, I will be volunteering again with the school. Having the opportunity to volunteer through work has also encouraged me to do more volunteering in my own time, and I've since reached out to a local charity that is close to my heart.” - *Selina Chiarelli*

Our Environment



Last year's areas to work on

- Identify a framework and software to measure our emissions.
- Support more sustainable alternatives in our supply chain.
- Introduce employee engagement initiatives with our national team to support biodiversity across the country.
- Map our operations and courses to the Sustainable Development Goals.



Key achievements

- Engaged employees in sustainability initiatives, including providing pollinator-friendly seeds, and introducing B Keepers to advocate for sustainability across the business.
- Amplified sustainability events through our socials and Diversity, Wellbeing and Environment Calendar on our website.
- Delivered 4 more 'Being Socially Responsible' GROW Academy workshops to educate learners and the public on today's environmental and social challenges, and the individual and organisational actions to help tackle them.



Areas to work on in 2026

- Publish our Climate Action Plan, including supporting more sustainable alternatives in our supply chain.
- Conduct a materiality assessment of our procurement decisions, taking into account human rights and environmental impacts.
- Continue to increase employee education and engagement initiatives relating to sustainability.

Environment

- ✓ Our B Keepers are 'buzzing' around developing initiatives to connect our team to sustainability issues in meaningful ways to increase engagement and encourage our team engage in more sustainable practices, both within and outside of the workplace.
- ✓ This year we have amplified nature and sustainability events through our socials and monthly Diversity, Wellbeing and Environment Calendar on our website. We aim to further this over the next year through internal and external initiatives and communications.
- ✓ We have maintained reduced travel needs and energy consumption through our remote business model and we to continue responsibly recycle and donate our old electronics.
- ✓ With the many significant updates to apprenticeships this year, we weren't successful in fully mapping our operations and programmes to the Sustainable Development goals. However, this is something we aim to explore in future.
- ✓ Our focus in 2026-27 will be on developing and publishing a Climate Action Plan to create a clear road map and increase accountability.

Environment

“Becoming a B-Keeper has been both professionally rewarding and personally transformative. I was passionate about wellbeing, inclusion, and responsible business, but that’s grown into something much bigger. It's influenced not only how I work, but how I live, parent, and view the world around me. Seeing sustainability values embedded into my young children's education has been especially powerful. It’s made me more conscious of my own choices, the values we model as organisations, and the future we’re shaping for the next generation. It's made me realise that creating a better future is a responsibility that belongs to all of us. As both an employee and a parent, I now feel a real responsibility to support more sustainable, people-first and planet-first ways of living and working.”

– Jade Taylor, Business & Management Learning Coach, B Keeper





“I am very proud of our team and the hard work they have put in to continuously improve the quality of our service, and deliver and advocate for positive social and environmental impact. The impactful learner projects and feedback we receive from our learners and employers are a testament to the dedication of our learners, employers and our team, and the safe learning environment our staff have fostered.

The enthusiasm and creativity of our new ‘B Keepers’ has been inspiring. I am excited to support them in realising their innovative initiatives to support our stakeholders and increase our positive impact.

I look forward to implementing and evidencing our actions to recertify under the evolved B Corp standards in 2027. The new standards offer a new level of accountability and transparency, which not only strengthens the certification, but requires businesses to continuously strive for better. I am so grateful to be part of a community of businesses and people that share this mission.”

Dr Beth Warman, Head of Quality, Compliance and Impact

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Corporation

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