



Impact Report 2024 - 2025





Foreward

“RHG are proud to be celebrating our first year as a B Corp! It demonstrates our commitment to balancing social and environmental impact with financial success. This past year has seen RHG embed the ethos of B Corp into every aspect of our work. Our articles reflect our founding B Corp principles and our active engagement with initiatives like the Better Business Act, and our commitment to governance and oversight ensure we are building systems and processes that reflect our values and determination to be a responsible business.

RHG’s Impact Report highlights our efforts across the primary B Corp impact areas of governance, our people, our customers, our communities and the environment; we look forward to sharing our journey with you.”

Lee Patterson
Managing Director

Sarah Douglas
Operations Director



About RHG

RHG Consult (RHG) is a B Corp certified private training provider delivering apprenticeships, commercial qualifications and bespoke training, nationally.

We work with a number of employers, ranging from SMEs to industry-leading global brands, to support the development of learners in roles within areas such as Business and Management, Health and Safety, and Education and Training.

Our friendly and dedicated team of industry professionals are passionate about providing our learners and employers with inclusive, high-quality training and support to enable them to thrive during their apprenticeships and beyond.

Our Mission

To grow with integrity.

Our Vision

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 became a certified B Corporation in May 2024. This report marks the end of our first year as part of the B Corp community.

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 required to complete the B Impact Assessment, which assesses 5 Impact Areas: Governance, Employees, Customers, Environment and Community. Organisations need a minimum score of 80 to certify.

Certified



Corporation

Our first verified
B Impact Assessment Score
was
121.1



- 121.1 Overall B Impact Score
- 80 Qualifies for B Corp Certification
- 50.9 Median Score for Ordinary Businesses

Why B Corp?

Impact

Our work focuses on producing a direct impact for learners, employers and national agendas. We support the development of individuals who often have not followed the 'traditional' education journey. In doing so, we strive to promote opportunities for diverse learners to earn while they learn, increase social mobility and close skills gaps. We also support those at varying points in their careers to upskill and shift careers, using their acquired skills in new and impactful ways. The work that our learners engage in positively affects their businesses, colleagues, communities and the environment.

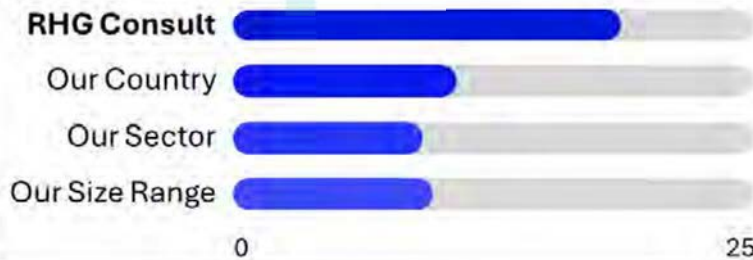
Transparency

We understand that our stakeholders want to support transparent businesses who care about people and the planet, and training providers are no exception. Our B Corp certification is another addition to a list of third-party verifications that we have obtained that demonstrate our commitment to transparency and rigorous standards.

Values

Put simply, our values align with those of the B Corp movement. We are now part of a global movement involving thousands of businesses that aim to use business as a force for good.

**our
score
18.4**



key achievements

- Became an Employee Ownership Trust.
- Joined the Better Business Act coalition.
- Developed an Ethical Procurement Policy.
- Improved our Quality Assurance processes to improve transparency.

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.

Governance

‘A company's overall mission, engagement around its social/ environmental impact, ethics, and transparency.’

"Becoming an EOT to me was an exciting piece of news, as I believe it will help RHG grow, as it will strengthen the culture, enable employees to feel more involved and engaged with future plans and how the company operates.

Being a trustee means that I hold a position of trust within RHG for safeguarding RHG values and culture and the long term goals. I can get closely involved with the thought process and decision making that happens within RHG, particularly around Finance.

I see my contribution as ensuring that decisions are made with transparency and fairness, and bring an employee perspective to the table.

It will also provide the opportunity for me to ensure the financial figures are more understandable to employees via my summary emails of the Trustee meetings.

During the forthcoming year, I am looking forward to educating our employees on the benefits of being an EOT and engaging them fully in the growth of RHG as an ethical and sustainable business."

Nick Severn, Employee Trustee Director



Governance

In October 2024, RHG Consult became an Employee Ownership Trust.

This means that our business is now owned by a trust that holds shares on behalf of our employees. As we grow, being an Employee Ownership Trust offers future-proofing and a clear succession plan.

Our employees have more say in decisions that impact our business, encouraging more engagement to drive our organisation's success, support more learners and increase our impact.

Our team also benefits more directly from our business' success through profit-sharing, which they receive as bi-annual bonuses.

our Trustees

Victoria Morely
(Chair Independent Trustee Director)

Lee Patterson
(Founder Trustee Director)

Nick Severn
(Employee Trustee Director)

**our
score
30.6**



key achievements

Published our Health and Wellbeing Commitment to our team and learners.

Two members of our team became trained Mental Health First Aiders.

Created a Mental Health and Wellbeing resources hub.

Developed a more comprehensive induction programme for new staff, including training on B Corp and EOT status.

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.

Our People

'A company's contributions to its employees' financial security, health & safety, wellness, career development, and engagement & satisfaction.'



Our People

We support our team by providing:

Wellbeing Leave

3 Wellbeing Days and annual Birthday Leave

Health Cash Plan

Access to a health cashback plan

Annual Away Day

An in-person team away day each year

Home office setup

Safe, accessible equipment for remote working

Remote working

More flexibility and better work-life balance

Learning and development

Professional qualifications, regular training and funded CPD

Wellbeing Resources

24/7 access to online resources to support mental health and wellbeing

"The past year has been full of exciting news and growth here at RHG. Our focus on nurturing a culture of continuous learning and development has been realised as we have empowered the personal and professional growth of our people through training, funded CPD, and professional coaching.

The fundamental value we place on each person's unique strengths, experiences, and ambitions is reflected in the expertise and depth of knowledge of each member of the teaching team. By valuing the individuality of each person, we empower them to recognise how their contributions impact the growth and strategic direction of the organisation.

Here at RHG, we lead with integrity and respect, and we empower our people to share their ideas and feedback so we can all grow and learn collectively. Our dedication to supporting all our people is reflected in RHG's Health & Wellbeing commitment, that we proudly published earlier this year."

- **Kelly Jackson, Head of People Development**



78%
of our team
were completing a
professional qualification
last year

**our
score
47.4**



Our Customers

‘A company’s stewardship of its customers through the quality of its products and services, ethical marketing, data privacy and security, and feedback channels.

key achievements

Introduced our quarterly employer newsletter.

Celebrated with our apprentices at award ceremonies.

Celebrated our Apprentices of the Month. Continued to invite employers and experienced professionals to discuss their roles and career journeys at learner forums.

Introduced a GDPR requirement for learners when completing assignment tasks.

Increased engagement with our alumni.

areas to work on

Continue to develop employer engagement.

Celebrate more of our learners’ and employers’ successes.

Capturing learner feedback.

Capturing employer feedback.

Customers Learner Stories

Terry Rouse,

Facilities Manager / Health and Safety Coordinator / Non-Clinical Information Governance Coordinator, Nuffield Health

Safety, Health and Environment (SHE) Technician

Terry joined Nuffield Health Hospital in 2023. While he had previous Facilities experience, moving into this industry presented him with a new challenge.

Through the SHE Technician apprenticeship Terry has developed key skills, such as time management, working under pressure and communication. His confidence has also increased, which enables him to question decisions and processes.

“Doing the sessions with RHG, and understanding more about the Health and Safety at Work Act and the PPE regulations, allows me to then push back within my role. The additional Accident Investigation course built my confidence up because it made me understand that my decisions were right.

I receive comments on how well I organise my reports and how detailed they are. I really enjoyed the GROW Academy webinar on Presenting with Confidence, because I've always shied away from standing in front of people, but within this role I run a number of committee meetings where I have to stand up and deliver presentations, look at data trends, etc. and that course gave me that little bit more confidence in myself.”

Terry is passionate about promoting inclusion and is a member of Nuffield Health's Sustainability Committee through which he has been involved in impactful work:

- Promoting blood tests to support his local community's health
- Implementing Tiger Offensive Waste bags to limit clinical waste sent to landfill
- Removing single-use plastic cups
- Conducting spot checks to ensure PCs, radiators and lights are turned off
- Introducing new thermostats to improve energy efficiency
- Understanding Fire Risk Assessment Auditing to ensure individual and environmental safety

“There was no cost to me. For me as the apprentice, it's free of charge and I can gain a qualification out of it. So the value for me was what the end result would be. I'll be qualified as Level 3. It opens the doors to move on to a potential level 6. So, I can continue my career development within Health and Safety.”



Customers

Learner Stories

Annie Willoughby,
Operations Centre Manager, PHS

Level 3 Improvement Technician

The Level 3 Improvement Technician Apprenticeship aligned well with both Annie's goals and her employer's.

The programme supported her in building on her foundation of knowledge, managing her time more effectively and developing her ability to communicate complex ideas in simple ways.

"I'm very fortunate that I've got a good team that was supportive of me taking the time out to concentrate on the apprenticeship.

I really enjoyed the storytelling of journalling what I'd done and documenting everything.

I didn't do super great at school; I wasn't overly academic. I felt such a great sense of achievement to come out with a qualification. I was pleased as punch to share that news with my friends and family, because it is a big deal. I was very proud at the end - it really meant a lot."

Annie completed her apprenticeship at the end of 2024 with a Distinction.

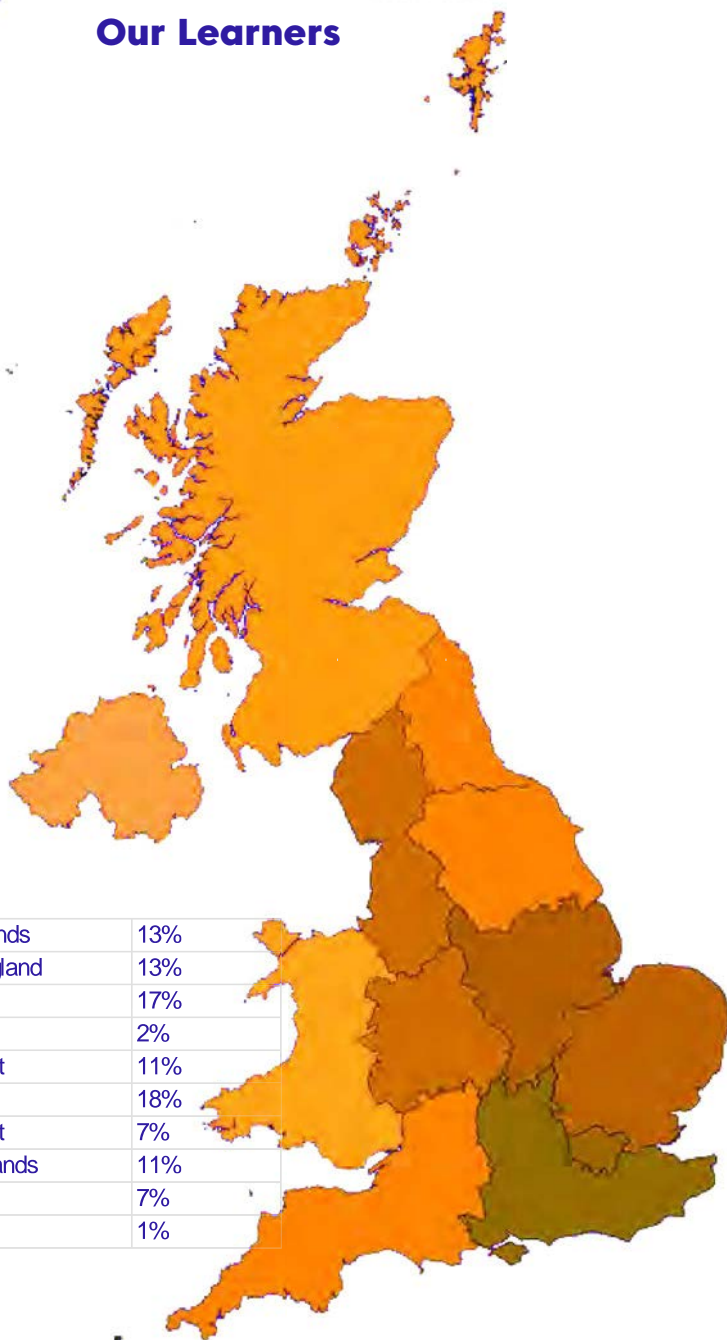
"I have a better understanding of project management. I'd never had to think about things like time frames, Gantt charts, who's invested, who's not invested, what my budget is and how I'm going to distribute that. I've got a better understanding now to say, 'let's think about what we need to do; let's map it out, look at time frames, look at people impact'. The difference now is that I've got the knowledge and the know-how."

During the apprenticeship Annie was involved in projects that produced significant outcomes for PHS, such as reducing costs resulting from parking tickets by nearly 50%.

Annie continues to support colleagues by developing a training strategy and sharing her knowledge across the business. As a result of the work that Annie has been involved in, her depot has seen significant improvements in performance and is now looked to as an example of best practice within the organisation.



Our Learners



24%

were from
ethnic minority
backgrounds

50%

of our learners
were female

16%

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



Customers - Our Learners

We include individuals from all backgrounds in our mission to support learners to grow and thrive.

Our diverse learners drive innovation through contributing a broad range of experiences and perspectives to their learning journeys, organisations and industries.

212
learners

attended our
GROW Academy
workshops

21%
of which
were
non-apprentices

We are continuously impressed by our learners and employers' dedication, and enjoyed celebrating their achievements with them throughout the year.

Customers Learner Outcomes

Our Progression Survey
found that of our
2024-2025
apprenticeship
alumni.....



54%

have received
a salary
increase



97%

are in full time
employment



86%

felt that the information,
advice and guidance
recieved helped them understand
career pathways



89%

have improved understanding
of wider issues, such as EDI
and environment



100%

have remained
with their
apprenticeship
employer



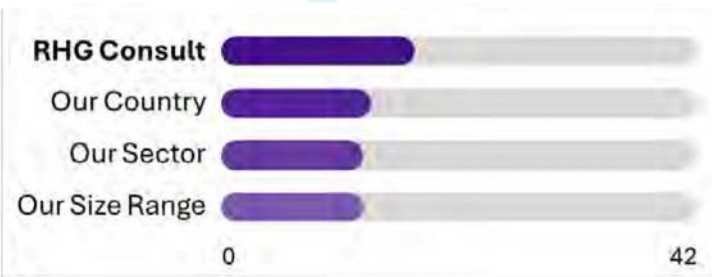
86%

feel increased
job satisfaction

They have developed their:

- Subject matter knowledge
- Confidence
- Communication
- Change Management skills
- Data management and analysis
- Research skills
- Leadership

**our
score
16.9**



key achievements

Donated £700 to Pancreatic Cancer UK.

Maintained engagement in staff volunteering days.

Chose our Charity of the Year, Little Gate Supported Employment.

Introduced monthly themed activities to promote team engagement and allow staff to choose causes that they would like RHG to donate to.

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.

Our Community

‘A company’s engagement with and impact on the communities in which it operates, hires from, and sources from.

Topics include EDI, economic impact, civic engagement and charitable giving.

Our Community

We're very proud of the valuable contributions that our team made in their local communities this year through their annual volunteering day. Taking time to contribute to local causes not only expands our community impact, but also allows the members of our national team to feel more connected to their communities, learn more about and contribute to causes that are important to them.

"I was so proud to be a volunteer for the NSPCC's clay pigeon shooting event in the rolling Cheshire countryside in October 2024. Volunteering for the NSPCC has really opened my eyes to some of the challenges that children and young people face, and together we were able to raise over £5000 on the day to help support those in need!"

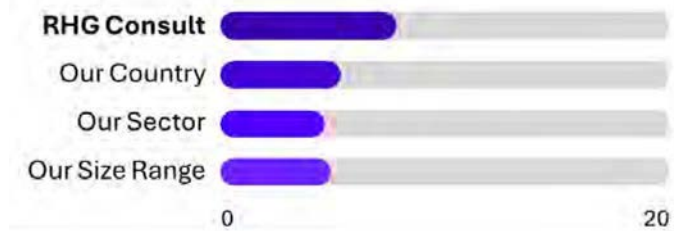
**-Kylie Thompson,
Business and Management Learning Coach**

Increasing involvement in annual volunteering days is something that we are continuing to work on. Moving forward, we are going to provide more resources and explore collaborating with our Charity of the Year to support our team in identifying and taking part in volunteering opportunities.

"VASL is a local charity to me, and close to my heart as they helped my parents getting to hospital appointments when I was unable to take them myself. They also offer a befriending service, either in person or crucially through lockdown via telephone calls. I was grateful to be able to give something back, talking to one gentleman on a weekly basis. The things we take for granted are put into perspective; we've shared some laughter and all in all I feel like I've made a friend too."

**-Marcia Blagg,
Digital and Content Manager**

**our
score
7.7**



key achievements

Delivered sustainability team training to further embed our sustainability culture.

Shared resources with our team to promote sustainable practices.

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

Our Environment

‘A company's overall environmental management practices as well as its impact on the air, climate, water, land and biodiversity.’

“It has been a pleasure to see how our team has embraced our B Corp status.

Our focus has been on developing our Responsible Business strategy and increasing staff awareness and engagement around social and environmental impact. The team enthusiastically participated in these conversations and shared best practice to create more sustainable home offices, embed sustainability into their personal working practices, and incorporate social and environmental topics into their training delivery.

The innovative projects delivered by our learners across our programmes are a testament to the commitment of our Learning Coaches, apprentices and employers to making a difference for their organisations and stakeholders.

I am excited to move into our second year as a B Corp, explore new approaches to measuring our impact and learn even more from the B Corp community to continue to use business as a force for good.

- Dr Beth Warman, Head of Responsible Business



Our remote working model ensures that our emissions and environmental impact remain low, through reduced energy consumption and travel. We also reduce e-waste by providing our old electronic devices with a second life through donating them to schools or ensuring that they are responsibly recycled.

This year we focused on further embedding our sustainability culture through internal training. Our team shared best practice for creating sustainable home offices, which we collated into accessible resources that are available to all staff through our intranet.

Our aim for the remainder of this year will be to identify a software to measure our emissions. A better understanding of our current emissions will mean that that we can pinpoint further areas within which to reduce our environmental impact..

We also aim to make the most of our remote working model to increase our sustainability efforts through engaging our national team in nature-focused initiatives. These initiatives will aim to tackle environmental issues, such as biodiversity, while contributing to the wider fight against Climate Change.



Our Goals for 2025 - 2026

We are immensely proud of our achievements during our first year as a certified B Corp. Like our learners and employers, we know there is always space to grow.

Our main goals for the rest of the year are:

Improve Impact measurement –

Explore new tools for social and environmental impact measurement to increase transparency and identify areas for further improvement.

Boost Staff Engagement –

Involve our team more in decision making and implement staff initiatives to increase and diversify our environmental and community impact, including volunteering.

Develop Feedback Processes –

Review how we obtain and implement feedback to ensure our training provides the best outcomes for our learners and employers.

Advocate For Change –

Engage more in advocacy to drive wider change through the Better Business Act.



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Certified



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