

# Sustainability Report 2024/25



## Providing long-term value for our clients along with positive social and environmental change

Operating as a responsible business and integrating environmental, social and governance (ESG) considerations is at the core of who we are at Oaklin. Our fundamental ambition is to deliver value to our clients and teams, whilst having a positive impact on the world around us.

By championing and positively addressing the issues important to the sustainable success of our business, from data security and leadership diversity to carbon reduction and charitable giving, we are providing long-term value for our clients, whilst building a sustainable future for our team and wider society.

As a business, we have a long history of driving positive change and I'm proud of the many, wide-ranging activities and initiatives our firm has engaged in. We are all motivated at Oaklin to be making a difference and finding our own unique ways to make meaningful contributions, however big or small.

Aligned with ISO 26000 social responsibility standards, this report encapsulates the range of initiatives we have recently undertaken to address a variety of topics related to the operations of our business and our commitment to driving positive change.



A handwritten signature in black ink that reads "Ben Parsons". The signature is fluid and cursive, with the first letters of the first and last names being capitalized and prominent.

Ben Parsons,  
Partner, Oaklin Consulting

“Wild about ideas,  
serious about business.”

Oaklin Mission Statement

## Overview

Oaklin is a full-service management consultancy business. We provide highly-skilled professional services to the private and public sectors, focused on bringing about lasting and successful change for our clients. We work with the utmost ethical, social, and commercial integrity, supporting our clients to define strategies, solve complex problems, design and structure their organisation, execute programmes of change, and make the best use of the latest digital technologies.

**Our Mission Statement: Wild about ideas, serious about business.**

At Oaklin, we exist to make a real difference by combining innovative thinking with rigorous delivery. Guided by our commitment to people and the planet, we hire exceptional individuals and empower them to solve society's biggest challenges. Partnering with our clients, we deliver outstanding results, drive sustainable growth, and strive to leave the world a better place than we found it.

We are wild about ideas, serious about business, and always focused on delivering what our clients truly need.



## Sustainability Goals

Oaklin is driven by doing business in the right way. This not only helps build trust with our clients but also forges sustainable value for Oaklin and delivers positive social and environmental outcomes.

For a while now, we have been committed to these four objectives.

We're making good progress against these but in reality, sustainability is never 'done' — there will always be more we can do and further gains that can be made.

Through our ESG governance, we also regularly reassess the issues most pertinent to our business. Conducting a "materiality assessment" each year ensures we continue to prioritise issues with the greatest impact on our communities and the environment, and those that matter most to our stakeholders.

This is where we place our greatest focus and try to make the biggest impact. But that doesn't mean everything else isn't important — there's value to be added across the entire ESG agenda, and we continually reassess where there's opportunity for us to make a positive difference.

1

Identifying opportunities to actively reduce our carbon footprint and promote environmental sustainability throughout our operations and value chain.

2

Promoting ethical business practices and responsible governance, thereby creating value through transparent and accountable decision-making.

3

Fostering enduring relationships with clients, suppliers and communities through community investment, charitable giving, and addressing economic inequality.

4

Cultivating a diverse and inclusive workplace culture that nurtures wellbeing, encourages professional development, and offers equal opportunities for all.

## Our Governance

We deliver on our corporate mission and robust commitment to accountability and ethical business practices through our leadership oversight and management governance structures. We are committed to operating responsibly and with integrity, and our core values of ‘Genuine’, ‘Exceptional’, ‘Inclusive’, ‘Team’ and ‘Connected’ are at the core of our firm’s work and guide all that we do.

### Anti-Bribery & Corruption

As part of our commitment to ethical business practices, we ensure our zero-tolerance attitude and approach towards bribery and corruption is consistently shared across the organisation, and fully understood and embodied by our people. To reinforce this, our staff handbook includes our Anti-Bribery and Corruption Policy, outlining what constitutes bribery and/or corruption, the potential penalties for the business or individuals if such practices are identified, and guidance on navigating risk areas, such as gifts and hospitality, in a compliant manner.

In FY24/25, we adopted an even more proactive approach in this area. We introduced two key anti-bribery and corruption initiatives this financial year: firstly, the implementation of an anti-bribery and corruption risk assessment procedure, supported by clearly defined roles, responsibilities, and a new business process; and secondly, the launch of a company-wide training programme to enhance employee awareness and continued adherence to our policy.

### Supplier Management

We are committed to building and maintaining strong relationships with our suppliers and ensuring each supplier we use upholds high ethical, environmental, and social responsibility standards. We want to make sure we are making correct and informed decisions when it comes to choosing suppliers that will not only benefit Oaklin, but society as a whole. We believe we have a moral duty to make the world better as a result of our actions in it.

Our Supplier Management Policy outlines how we source, engage, and procure suppliers to support our environmental and social commitments, and wider business goals. This includes a due diligence process whereby we thoroughly investigate a potential new supplier or partner before entering into a business relationship with them. The vetting of these organisations includes evaluating their market reputation, financial stability, compliance with regulations, quality standards, reliability, and ethics. Importantly, we insist that all our suppliers pay all of their staff at least the London Living Wage.

### Financial Stewardship

We are committed to financial transparency and ensuring our people have full oversight of our financial progress, key operational challenges and strategic goals.

We are committed to the practices of Open Book Management, whereby we aim to provide clear, effective and open financial and operational information to all employees throughout all levels of an organisation.

Aligning with the principles of Open Book Management, we foster a culture of shared responsibility and empower our team to make informed decisions that directly contribute to our collective success.

## Equal Opportunities

Our Equal Opportunity Policy underpins our commitment to fostering a diverse and inclusive workplace. This policy encompasses all aspects of employment, including recruitment, hiring, training, promotion, compensation, benefits, and workplace conduct. The principles of non-discrimination and equality of opportunity also apply to the way in which staff treat visitors, clients, customers, suppliers and former staff members.

Everyone at Oaklin is committed to applying inclusion to everything we do. Our Diversity, Equity and Inclusion Working Group regularly explores how we can continue to push ourselves to bring diversity, equity and inclusion to life.

The group manages a range of activities from reviewing employee benefits to looking for unintended bias in messaging to planning events that celebrate diversity.

## Human Rights

Human rights risks are regularly reviewed as part of our overarching governance and risk management processes. Whilst the risks for our business are small, we continue to take extensive measures to identify, manage and mitigate against these.

Any new risks to human rights are raised and reviewed by the Leadership Team. Any risks and mitigation actions are captured and assigned to a member of the Leadership Team for positive action, monitoring, and eventual closure.

Oaklin's risk assessment policies and procedures are proportionate to our size, structure, location and the nature of our business and supply chain. These are kept under review and adjusted as necessary. We continue to put people at the centre of our risk-based approach.

## Anti-slavery & Human Trafficking

Our Anti-slavery and Human Trafficking Policy reflects our unwavering commitment to eradicating modern slavery and human trafficking in all aspects of our operations. The policy establishes a comprehensive framework to identify, prevent, and mitigate risks related to slavery and human trafficking within our business and supply chains.

Our zero-tolerance approach to slavery and human trafficking is communicated to all employees, contractors, suppliers and business partners at the outset of our business relationship with them and reinforced as appropriate thereafter. Training is provided as necessary.



## Data Security

We prioritise the confidentiality, integrity, and availability of data as a cornerstone of our business operations. Our comprehensive Information Security Management System (ISMS) encompasses policies, procedures, and technical controls to ensure the highest standards of data protection for our clients, partners, and employees, and is certified to the ISO 27001:2022 standard.

We are committed to maintaining compliance with UK GDPR and other relevant data legislation and hold the CyberEssentials certification. We manage sensitive data, including that of our clients, partners, and employees through secure, cloud-based enterprise applications with role-based access control (RBAC), multi-factor authentication (MFA), and SAML single sign-on. All data is encrypted both at rest and in transit, hosted within enterprise-grade SaaS solutions.

To further enhance our security posture, we conduct annual penetration tests, monthly reviews of our electronic perimeter, and leverage advanced Security Operations Centre (SOC) monitoring and reporting.

Data risks are assessed at the start of all client engagements, with periodic reviews and an escalation process for high-magnitude risks that ensures prompt attention from senior leadership.

We foster a strong security culture through comprehensive employee training upon joining the organisation, supplemented through a monthly security awareness programme, and annual re-training. Our incident management process ensures timely reporting and resolution of security issues, with open and transparent communication to our stakeholders.

Data security aligns with our sustainability efforts by incorporating energy-efficient cloud hosting and enterprise solutions. Furthermore, our commitment to secure and ethical data handling reflects our broader dedication to responsible business practices, ensuring trust and transparency with all stakeholders.



### Our Data Security Objectives

- Safeguarding ours and our clients' sensitive data.
- Adhere to all relevant data protection regulations such as UK GDPR.
- Foster a security-conscious culture in our workplace through continuous training and awareness programmes.
- Proactively identify, assess, and mitigate potential security threats.
- Maintain robust processes for detecting, reporting, and resolving security incidents.
- Ensure data security extends to our vendors and partners through thorough risk assessments and secure integrations.
- Regularly review and enhance security policies, controls, and technologies to stay ahead of emerging threats.
- Leverage energy-efficient technologies in security operations to align with broader sustainability goals.



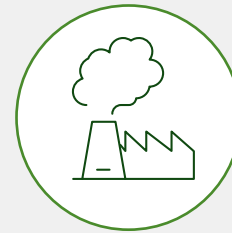
# Environmental Responsibility

We take environmental responsibility seriously at Oaklin. We know how important it is that organisations of all types embrace a proactive approach to mitigating their impact on the world around us. We make concerted efforts, and have in place a range of measures, to help us to monitor, control, and ultimately reduce our environmental impact.

**We set ourselves ambitious targets at Oaklin — our goal is to achieve net zero by 2030.**

As a professional services firm, business travel to our clients represents the biggest contributor to overall carbon emissions. By comparison, our own internal operations have a much smaller impact, but nonetheless an impact we are equally committed to reducing.

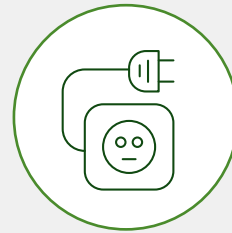
We committed to achieving net zero and want to reach this as soon as we can. We aim to achieve this through a variety of means and actions.



Reducing our emissions per FTE by 20% against baseline by FY25/26.



Reducing our business travel footprint per FTE by 15% against baseline by FY25/26.



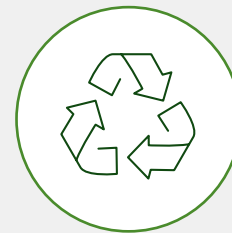
Reducing our energy consumption per capita.



Continuing to offset 100% of our emissions with a certified scheme (as we have done since 2015).



Monitoring and recording our water consumption each year.



Improving our storage and recycling of waste generated.



Reducing the amount of paper we use.

**“100% of our energy use is produced from renewables.”**

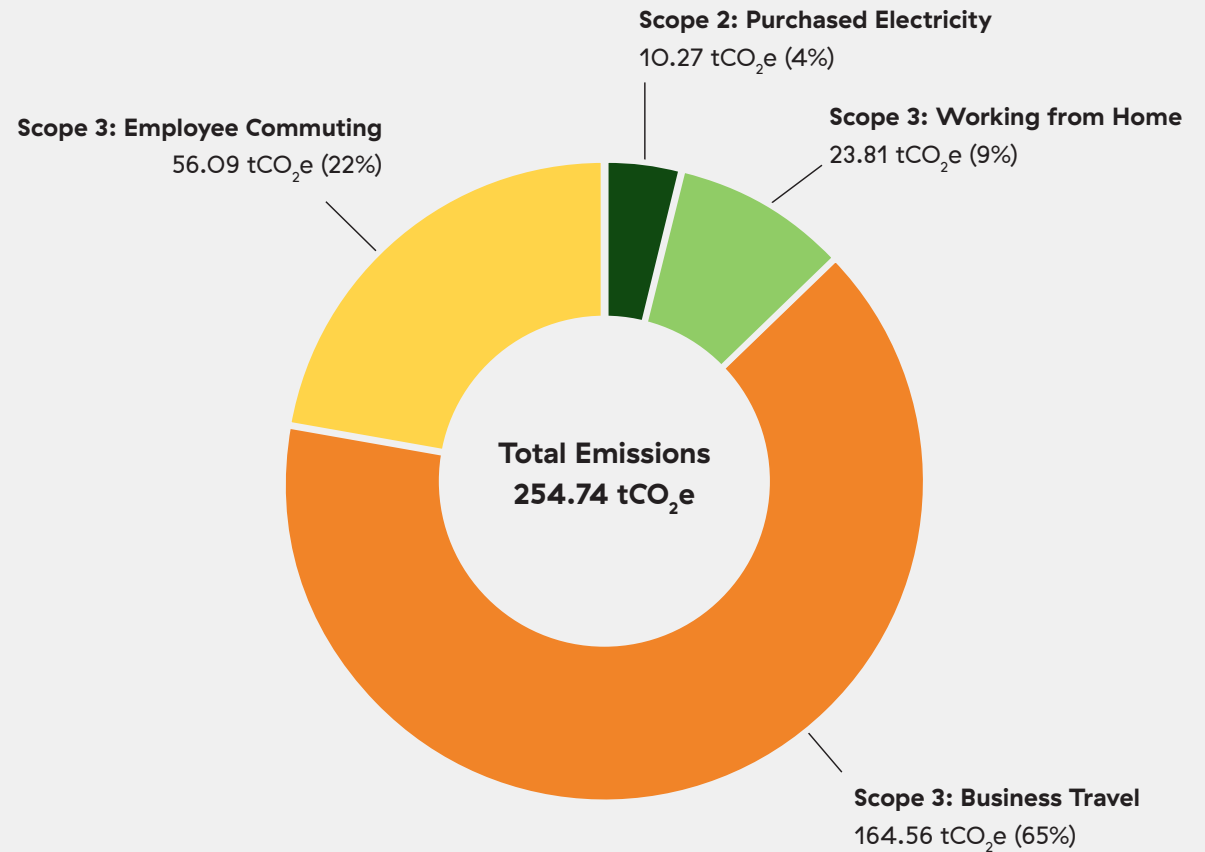
Oaklin sourced energy in 2024

## Carbon Management

To meet our Net Zero goal, we prioritise both internal actions and external influence. We are shifting to more accurate data-driven emissions calculations and have integrated environmental responsibility into our business operations. For instance, we've moved to an office that runs entirely on renewable energy and implemented a pension scheme focused on sustainable investments for employees. Additionally, we are proud of our close working with renewable energy clients, driving projects that contribute to the global energy transition.

Our baseline year for carbon emissions was FY2019–2020. Our total emissions stood at 283.44 tCO<sub>2</sub>e, primarily driven by business travel and employee commuting. By 2023–2024, we successfully reduced our emissions to 254.74 tCO<sub>2</sub>e, thanks to focused reduction efforts and more precise emissions tracking. We have also reduced our carbon intensity since our baseline year by 42%, representing a significant positive change.

Looking forward, Oaklin is committed to encouraging sustainable practices within our operations and supply chain. This includes defining minimum sustainability standards for partners and continually refining our carbon reduction initiatives. By improving the accuracy of our emissions data and promoting sustainable travel practices, we will continue to reduce our carbon footprint and support broader sustainability efforts globally.



## Carbon Offsetting

To further support our aim of becoming a carbon neutral business, we fully offset our carbon emissions on an annual basis. Through offsetting, we support avoidance measures and clean/renewable energy generation projects across the globe. Our carbon offset practices have been recognised by the Carbon Footprint standard, an international standard for demonstrating low carbon credentials.

You can read more at [oaklin.com/social-value](https://oaklin.com/social-value)



# Mitigating Our Environmental Impact

## Our Office Building

In September 2023, we moved to our new office at 90 Whitfield Street, W1T. This was an exciting moment for Oaklin, with our new facilities helping us further support our clients and our team.

Embracing the principle of circularity, we wanted to ensure we were taking a range of measures to limit unnecessary purchases, from reusing furniture and technology, to ensuring all suppliers we used upheld the highest possible environmental standards.

## Sustainable Pensions

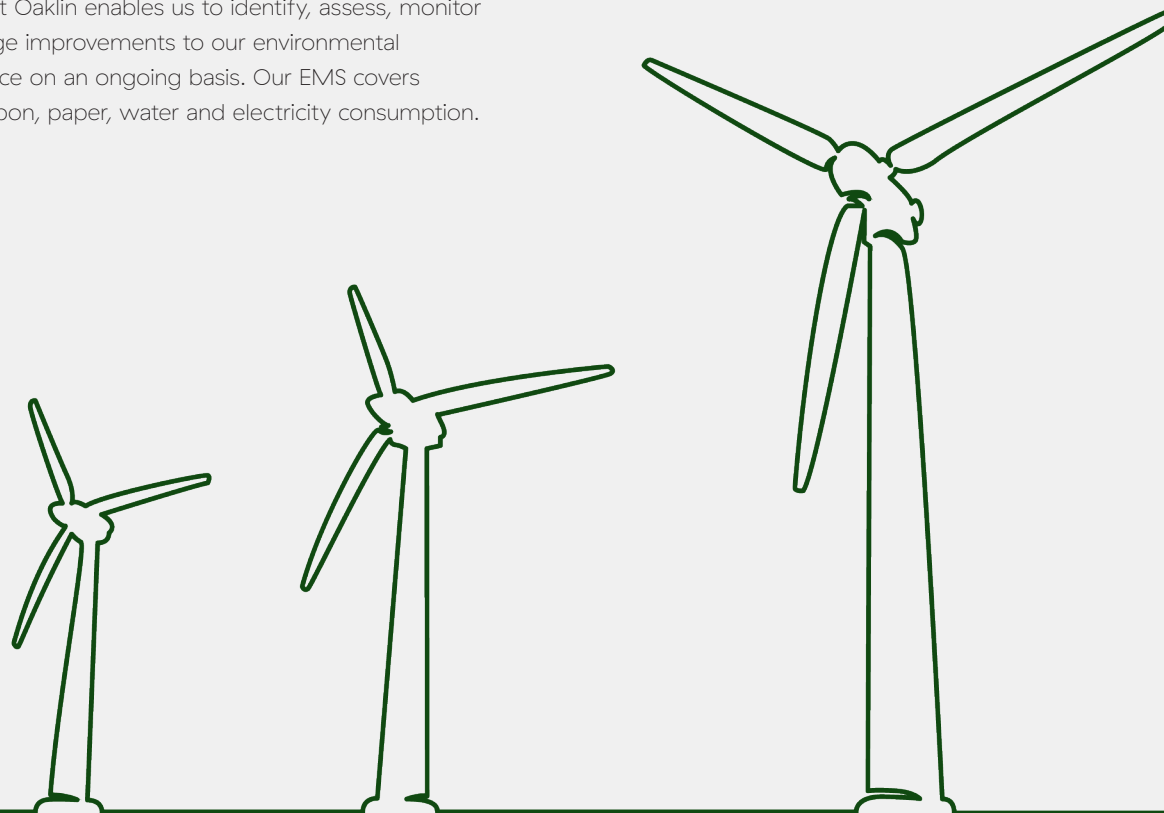
All of our new employees are put onto the sustainable pension plan by default, which not only supports ethical divesting but also offers a diversified portfolio with consistently strong returns. Employees have the option to move their existing pension pot and future contributions across to this.

Managed by Aviva, the funds are well placed to benefit from the asset manager's environmental, social and governance (ESG) resources, which include a dedicated team of more than 50 sustainable investment analysts. They work alongside the fund managers responsible for the Sustainable Stewardship Funds. The Sustainable Stewardship Funds are aligned with the United Nations (UN) Sustainable Development Goals.

## Environmental Management System

A key mechanism for managing our environmental impact is through our Environmental Management System (EMS). An EMS is collection of environmental objectives, procedures and records for how an organisation manages its interactions with the environment.

Our EMS at Oaklin enables us to identify, assess, monitor and manage improvements to our environmental performance on an ongoing basis. Our EMS covers waste, carbon, paper, water and electricity consumption.



## Looking Ahead

In the future we hope to implement further measures to continue to reduce our emissions each year:

1

Obtain accurate data about our business travel emissions to minimise the need for estimation and enable better tracking of emissions reduction initiatives.



2

Actively encourage more sustainable methods of travel, for both employee commuting and business travel, reducing our business travel footprint per FTE by 15% against baseline by FY25.



3

Support further client organisations in their journey towards achieving environmental sustainability.



4

Engage our supply chain to define minimum standards for emissions and environmental sustainability.



## Philanthropy & Volunteering

Oaklin strives to build meaningful and sustainable relationships with a range of organisations based around trust and shared values. We are passionate about being active members of our community and aim to build long-term relationships with organisations where we can have real impact. Our current partners include:



A UK-based environmental and education charity which addresses the impacts of global warming by planting rapid-growth, predominantly food-bearing trees in tropical areas. Their efforts extend to supporting women's empowerment, constructing classrooms and fostering education in local communities. Additionally, they promote environmental awareness and conduct tree-planting initiatives in the UK. The Oaklin team have dedicated hundreds of hours to helping Word Forest gain carbon offsetting gold standard accreditation.



A non-selective co-educational secondary school in Maida Vale, Westminster, for students aged 11–18. Recognising the challenges disadvantaged students face when entering the workforce, we collaborate with Paddington Academy to offer career advice, support, work experience and coaching. Our commitment is to enhance career opportunities for students from diverse backgrounds, supporting the local youth community and aspiring to aid more students in achieving their goals. We have supported Paddington Academy in a variety of ways, including leading workshops on employability skills, providing talks at the school's career fairs, and hosting students for work experience, helping to prepare young people for the workforce.

## YOUNGMINDS

Acknowledging the vital role of mental health in the emotional and intellectual development of young people, we take pride in supporting vulnerable populations through our flourishing Young Minds partnership, established in February 2018. As part of our pro-bono consulting services, in 2019, we supported the development of Young Minds' new strategy. Our impact extends further to community events, bake sales, Tough Mudder participation, sweepstakes, and contributions to strategic initiatives, ensuring our collective efforts are impactful, sustainable and beneficial for our communities.

# Hello Yellow initiative for YoungMinds





## Why Volunteering Matters to Oaklin

Volunteer work is integral to Oaklin's commitment to corporate social responsibility (CSR). We aim to bring our staff together to deliver tangible, sustainable value for our local community.

By empowering our staff to give back, we not only strengthen our relationships internally, but also extend our reach to the wider community.

In April 2024, we introduced a new Volunteer Time Off (VTO) benefit, allowing every employee to take one paid day per fiscal year for volunteer work. Internally, we refer to this as a "Space Day", as it provides employees the space and time to focus on meaningful volunteer efforts. In line with its release, we launched a "Volunteer Hub" where employees can find vetted opportunities that are aligned with Oaklin's mission and values. This ensures the volunteer work we engage in is both impactful and meaningful.

We encourage our employees to take the lead in initiating their own volunteer projects, allowing them the opportunity to volunteer for a cause close to their hearts. In July, one staff member organised a street litter pick in Central London, covering 8 km and collecting over 30kg of litter.

We also plan a range of other volunteering initiatives for our team to support and get involved with, including volunteering at Euston Food Bank and assembling critical food packages for their clients, or with Soup Kitchen London and their Street Outreach programme, which supports homelessness in London.

We are very proud of the impact our employees are continuing to make. In 2024, Oaklin staff volunteered a total of 218 hours. As of 2025, we've already contributed 28 hours to our local community, and are on track to surpassing 2024's total efforts.



“ Our team is our business; alone we are but talented individuals, together we are an award-winning team, beating the competition, and delivering the most complex challenges our clients can throw at us. ”

Dominic Hurndall, Partner, Oaklin Consulting

# Our People

As a management consultancy, our people are our business, and their wellbeing, professional development, and safety are vitally important to us. We are dedicated to fostering a supportive and enriching work environment, ensuring our employees are consistently fulfilled and developing through their work.

We also provide a comprehensive array of benefits, incentives, and growth opportunities, all designed to enhance the professional experience of employees, irrespective of seniority, gender or role.

We are committed to promoting high standards of support and ensuring each team member feels valued, motivated, and empowered.



## At Oaklin you can:

**Be Yourself.**

**Have freedom to succeed.**

**Expect challenging, exceptional and varied work.**

**Turn your ideas into action.**

**Be part of a team that forges real connections and has each other's backs.**

## In return, Oaklin asks you to:

**Be understanding of each other. Be an ally. Match your behaviour to the setting.**

**Celebrate each other's achievements.**

**Strive to learn, enjoy being challenged and deliver exceptional quality work.**

**Contribute to our joint success.**

**Support those around you. Show respect. Lift people up.**

# Diversity, Equity & Inclusion

Our goal is to be a consulting employer of choice for diverse talent. A place where people can bring their whole, authentic selves to work, develop fulfilling careers and take pride in their individual contributions at Oaklin. Oaklin's dedicated internal Diversity, Equity & Inclusion (DE&I) Working Group was established to further our goals of being a consulting employer of choice for diverse talent. Our overall strategy is designed to achieve three specific outcomes.

## Driven by Data

**Collect diversity data to formulate goals and action plans at an organisational level.** We recently began collecting Gender and Ethnicity data through our new HR system. The tooling features a detailed breakdown, enabling us to benchmark against official government statistics. We also recently launched our anonymous DE&I Survey covering gender, identity, race/ethnicity, disability status and socio-economic background to help track and enhance our workforce diversity. This granular data collection is essential for creating meaningful benchmarks and helping us to achieve our DE&I goals.

## Attract & Retain Diverse Talent

**Reflect the diversity of our benchmarks by putting policies, processes and programmes in place to support recruitment and retention.** In addition to our work with upReach, we have introduced an allyship programme, supporting our colleagues to become better allies and help our diverse workforce feel safe and included at work. We also have in place a reverse mentoring programme, whereby our leaders take advice and guidance from colleagues with less experience but are able to provide a unique and powerful perspective from their own lived experiences.

## Foster an Inclusive Workplace Culture

**Ensure everyone has a sense of belonging and is an advocate of the DE&I agenda for our business.** We regularly celebrate different community events across the year, building a strong foundation of DE&I awareness and engagement across the organisation. We are also proud to have a series of communities and networks across the organisation, enabling people to come together and celebrate diversity as well as provide opportunities to learn and promote inclusion at Oaklin.





## Diversity, Equity & Inclusion

Looking ahead, within the Working Group we are establishing new pillars against a three-year roadmap to further support our vision and outcomes.

### Data

- Collect quantitative and qualitative data across different groups.
- Provide insights and support to other workstreams in prioritising work and tracking progress.
- Track success of DE&I initiatives.

### Engagement

- Deliver inclusive communications and celebrations throughout the year.
- Champion DE&I, sharing successes and messaging.
- Drive aligned DE&I strategy across Oaklin.

### Recruitment

- Support initiatives to enable increased attraction and recruitment of diverse candidates.
- Review and refine recruitment processes.
- Utilise data for targeting recruitment channels.

### Policies & Programmes

- Ensure Oaklin's policies reflect up-to-date DE&I principles and reflect data outcomes.
- Initiate a programme of activities to foster workplace culture of inclusivity and support.

### External Presence

- Identify opportunities to attend events and earn accreditations.
- Highlighting initiatives and successes on social media.
- Support increasing supplier/vendor diversity.

**“Over 75% of employees receive life skills training each year for personal growth.”**

# Developing Our People

## Training

We understand the importance of professional development to continue to nurture the skills and knowledge that makes our employees exceptional at delivering work for our clients. We offer a broad mix of internal and external training opportunities, including core skills and capabilities, cross-job skills such as presentation, organisation and successful communication training, and a thorough induction process to support the integration of new employees into the company.

We have received Chartered Management Consultant (ChMC) Accreditation for our training programme; testament to the quality and breadth of the learning and development opportunities we offer at Oaklin. Furthermore, Oaklin is committed to supporting our consultants to gain individual ChMC chartership.

In addition to structured training, we offer a variety of ad-hoc activities and events aimed at further encouraging personal development, from our annual pensions support service, to inequality in the workplace and strategies for overcoming these challenges through effective practices and techniques.



# Developing Our People

## Career Mentoring & Skills Development Framework

We recognise the significant impact access to an experienced mentor can have on career progression, particularly in the early stages of one's professional journey. We have established a comprehensive career mentorship program, whereby each employee is assigned a career mentor. The mentor plays a pivotal role in overseeing and advising on key areas such as career progression discussions, feedback collection, and providing general guidance on the next steps the mentee might consider in order to advance and grow in their chosen direction.

In addition, we recently refreshed our Skills Development Framework, a thoughtfully designed tool that employees, in collaboration with their career mentors, can utilise to structure and enhance their conversations. This framework enables employees to proactively identify new learning needs and outlines the steps necessary for personal and professional growth in targeted areas.

## Feedback and Goal-Setting Culture

Another crucial element of professional development at Oaklin is maintaining a strong feedback culture and encouraging career and personal goal setting to drive meaningful individual growth, both of which extend across all layers of the organisation. We believe giving and receiving feedback is a fundamental contributor to career development, and have mechanisms in place to request, give and receive feedback on a continual basis.

Most  
fulltime workers  
get 10+ days of  
professional  
development  
annually

Over 75% of  
employees receive  
life skills training  
yearly for personal  
growth

50%+ of  
employees  
participated in  
external professional  
development over  
the last year







## Internships & Work Experience

In line with our commitment to supporting the communities around us, we have an internship and work experience programme in place aimed at helping young individuals develop their skills and gain early experience within the management consulting industry.

These opportunities provide valuable insight into our firm's work and allow participants to develop and practice critical cross-functional skills at an early stage in their careers.

In addition to our formal internship programme, our DE&I Working Group oversees a specialised initiative known as Pathways Work Experience. This programme offers university students from underrepresented or less advantaged backgrounds the opportunity to acquire meaningful, practical experience in management consulting. Throughout the week-long programme, participants engage in volunteer-led training sessions, practical exercises such as case study analysis, and client shadowing, providing them with invaluable exposure to our industry and supporting their future employability.

Additionally, through our Corporate Social Responsibility (CSR) partnership with a local school, Paddington Academy, our employees engage in a series of volunteer-led initiatives aimed at supporting sixth form students as they prepare for their post-graduation pathways. Since the establishment of our partnership, we have hosted numerous students for week-long work experience programmes, during which they received training in essential skills and participated in employability workshops, including mock interviews and assessment centres.

## Remuneration & Benefits

We continually check to ensure that our financial and non-financial employee remuneration package is competitive and meets the changing needs of our employee base to enhance employee satisfaction and promote long-term retention. We ensure all employees receive competitive and fair wages, aligned with industry standards and cost-of-living adjustments.

### Financial Incentives

To ensure our team is compensated fairly and competitively, we conduct an annual review of all employee remuneration, ensuring compensation packages reflect our people's skills and contributions to the firm's success.

Our remuneration package also includes a two-part meritocratic bonus scheme. The Part 1 bonus is a bonus paid on a half-yearly basis and it is structured to fairly reward exceptional contributions to the firm's success. The Part 2 bonus is distributed yearly and it is directly tied to Oaklin's overall financial performance. This approach ensures that when Oaklin grows, everyone shares in the success, reinforcing our collective commitment to continued growth.

We also encourage saving through our pension contribution matching scheme, which includes socially responsible investing plans, and offer employees a tax-efficient give-as-you-earn (GAYE) system to encourage charitable donations.

### Benefits and Non-Financial Rewards

We aim to provide employees with a rich benefits and rewards package to demonstrate our commitment to the needs of employees, help cultivate a motivated workforce, and reinforce a sense of value and belonging within the company. We offer employees market-leading private healthcare and an Employee Assistance Programme for legal, financial and bereavement support. Additionally, we focus on creating an environmentally friendly culture through our electric car scheme, cycle to work scheme, and efficient office recycling practices.





## Delivering Exceptional Services for our Clients

### Customer satisfaction and feedback

Doing exceptional work for our clients is core to our values. Whether it's a significant client deliverable or an internal team update, we want everything we do to be exceptional.

This commitment drives us to deliver services that consistently meet high standards of quality and customer satisfaction. And this starts with hiring the best people — Oaklin is a group of smart, energetic individuals, all driven to solve our clients' biggest challenges.

We are also working towards fully embedding the ISO 9001:2015 Quality Management System (QMS) across our engagements, setting the strongest-possible foundation for delivering consistent, high-quality results that align with industry-leading benchmarks.

The QMS represents our evolving framework for ensuring that quality assurance is integral to our client engagements. As implement this system, we strive to proactively measure and monitor customer satisfaction, using valuable client feedback to drive continuous improvement. This iterative process allows us to refine our services and respond to client needs dynamically, ensuring we deliver measurable impact and value.

Our commitment to embedding quality goes hand-in-hand with our focus on maintaining high standards across the range of industries and sectors we provide services in.

The QMS is designed to guide us in applying consistent approaches to quality, ensuring that we meet the requirements of ISO 9001:2015. While we work towards broader adoption, we remain focused on delivering exceptional work through careful attention to quality in every interaction.

Customer feedback plays a critical role in our approach, and we actively listen and adapt based on insights we receive. This allows us to continually improve how we deliver services, creating opportunities for enhanced client satisfaction and long-term success. By embedding these principles into our culture, we create an environment where exceptional work is not just expected but celebrated. This ongoing commitment to improvement allows us to stay agile, provide innovative solutions, and maintain our position as trusted advisors who deliver measurable, long-term impact.

## Further information

If you would like any more information regarding our Sustainability, DE&I or CSR policies, or if you would like to see some more case studies, please do get in contact.

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