

ETI organisational social report

Our staff

Structure and Governance:

ETI is led day-to-day by Executive Director, Peter McAllister, who is responsible for the overall delivery of the ETI strategy and guiding the organisation. He line-manages the heads of the four units that make up the ETI secretariat—Membership Services Unit (headed by Kate Lewis), Operations (headed by Louise Joseph), Global Partnerships (headed by Hannah Bruce), and Collective Action (headed by Paula Hamilton). The Executive Director reports to a Board (elected by ETI members), which is comprised of Corporate, NGO and Trade Union member representatives. The board — since June 2022, chaired by Mary Creagh CBE — provides advice on and monitors risks related to strategy, budget, and safeguarding. Our board also includes a Worker Representative position, held by Mye Kallander, ETI's STITCH Programme Manager.

Staffing:

ETI has finished the 2021/22 financial year with a total of 25 staff (19 female and 6 male). Five of these staff members make up our Senior Management Team (4 females and 1 male). We have celebrated one staff taking maternity/paternity leave in 2021/22 and farewell to 7 staff; staff turnover in 2021/22 was mainly down to staff moving on to new roles outside of ETI and followed Change Management process which resulted in no redundancies. In 2021/22 ETI's staff has taken in total 501.5 annual leave days, 192 family friendly days & 172 sick days. Sickness absence rate in 2021/22 was at approximately 2.6% .

Our staff have mostly worked remotely from home due to pandemic and a flood at the office that took place in August 2021. However, all are based in the

organisation's UK office in London, with the exception of our Regional Director South Asia, Alok Singh. ETI prioritises job security for its workers; all are on permanent contracts, except for 3 fixed-term contracts on project-based contracts. Alongside these, we have in the 2021/22 financial year engaged 6 consultants working on specific time-bound tasks on a project. ETI also has 2 longer term consultants based in India, who will be transferred to permanent contracts once the registration of legal entity in India has been finalised.

Volunteers:

ETI is a membership organisation and as such the members elect a Board to oversee the governance of the company. This currently consists of 11 people who are not paid, but receive expenses. Outside of the board, ETI has not had any volunteers in the 2021/22 financial year. We have a strict policy, in line with our position on workers' rights, not to employ staff on a volunteer basis or employing unpaid interns.

Staff Development:

Every year ETI runs an anonymous staff survey to gain feedback from staff on areas relating to office environment, support, leadership, work culture, and training opportunities (among others). Following the survey, analysis is communicated back to staff and ETI's staff Trade Union representatives, who together develop a plan to address issues identified via the survey. This is known as our 'People Plan'. The survey was conducted in March 2022 and audit survey has been submitted to GPTW. The response rate was at 96% meaning 24 out of 25 employees completed it. The overall score was at 80% which resulted in ETI

becoming officially recognised as Great Place to Work-Certified™.

As part of learning and development of ETI's People Plan a new induction and onboarding process has been developed and implemented in 2021/22. Additionally, 8 staff have received targeted learning and development (L&D) support in 2021/22 (out of a total 8 staff that requested L&D). Topics have included: Line Management training; coaching; Employment Law; finance for non-finance. ETI has also provided all staff with Essentials to ethical Trading training that was divided into 4 sessions and 3 has been provided. All staff has also been provided with HRDD training in February 2022. There are further plans for finance, Excel and hybrid meetings training to be provided to all staff in 2022/23.

Practising the ETI Base Code

The base code is founded on the conventions of the International Labour Organisation (ILO) and is an internationally recognised code of labour practice. ETI members sign up to constant improvement in line with the base code. ETI as an employer also aims to practise what it preaches. Some key ways in which we achieve attainment of the base code include:

Worker representation:

ETI encourages worker representation within its workforce. In 2021/22 ETI had two Union Reps (both female) who represent the majority of ETI staff that are members of the union, Unite. Within the 2021/22 financial year the union have successfully negotiated: in recognition of the effort during gratuity of £2200 for each employee that served during 2020/21 that was included in November salary; a 2.9% increase to all staff pay as part of the cost of living allowance (COLA) from June 2021; review of grievance and disciplinary policies and procedures. As one TU rep has resigned in January 2022 and another has decided not to proceed with the role of TU rep, Alan Sadler has stand up to temporary cover the post of TU representation.

The union reps have monthly meetings with ETI's Head of Operations and HR Officer, providing a direct line of communication on pertinent issues being negotiated. They also attend Senior Management Team (SMT) meetings once a month.

Living Wages: ETI has been awarded the living wage employer mark by the Living Wage Foundation.

No discrimination:

Inclusivity and working in an environment of non-discrimination is critical to the values of ETI. We strive to be an equal opportunities employer, and our employee recruitment application and process has been reviewed and approved by the UK Equality and Human Rights Commission. ETI never discriminates on the basis of gender, caste, religion, ethnicity, race, national origin, disability, sexual orientation, or age. ETI has a dedicated Gender and Social Inclusion Advisor who is responsible for supporting the membership base, as well as championing gender equality within the organisation.

No forced labour:

ETI has played a strong leadership role over the past five years in shaping the UK Modern Slavery Act and implementation amongst our membership base. In turn, we have also ensured that we look within our own supply chains to mitigate risks of forced labour within procurement decisions relating to goods not for sale, and services. We released our [first Modern Slavery Statement in 2017/18](#), despite not being required to under the law.

Our way of working

Working culture:

We have a flexible approach to working and in 2021 it has been decided to remove core hours of 10am-4pm, allowing staff to work hours suitable to them as long as it aligns with their team and business needs. This approach allows greater flexibility with staff invited to start and finish their days at times that suit their needs and allow employees to adjust their workload accordingly. The majority of staff also undertake a regular day working from home with possibility of working from the office for team meetings or for their individual work. In a bid to widen our approach to flexible working, ETI provides opportunity to apply for job share, condensed hours, part-time work, staggered hours and flextime. In 2021/22 ETI provided 7 employees with flexible approach to their working times.

Internal Communication:

We are delighted in 2021/22 we have introduced MS Teams as platform for internal communication for ETI employees. The training has been provided and continues to be provided with updates and new features being introduced.

In 2021/22 the company reintroduced 10@10 meetings on 2nd, 3rd and 4th Tuesday of the month. It provides a valuable opportunity for everyone to meet at the beginning of the working week, and start off with positivity and a sense of collective purpose.

In 2021/22 ETI has also introduced All Staff Meetings which are held at 10am every 1st Tuesday of the month. This is companywide meeting allowing ETI's teams to cross communicate.

Internal Comms Committee has also been working on creating an open, non-hierarchical and sharing culture within which everyone feels valued, and connected both to one another and to the whole. Fostering an environment where it's easy to contribute, where

people *want* to do so because they not only see *why* they should, but also enjoy tangible benefits from engaging with processes.

As part of our commitment to improving communication between SMT and staff in 2021/22 we begun to send to all staff weekly SMT updates. Those include a 'highlights reel' of what was covered and what has been flagged as a top priority for the week ahead. We also include a 'round robin' update from a selected Secretariat team each week.

Our values and behaviours

ETI is founded on values of honesty, integrity and respect as well as a set of behaviours that staff are expected to aspire to: collaboration, commitment to learning, commitment to ETI's vision, a willingness to communicate and influence with impact, striving for excellence, demonstrating judgement, and displaying leadership.

Integrity:

ETI has a *code of conduct* which outlines to employees, contractors, consultants and partners the expected behaviours and shared values of the organisation, and the expectation that these values govern all interactions with other employees and ETI's external stakeholders.

Where there is evidence of the code of conduct not being followed, there are policies in place that enable both the employee and employer to raise a complaint (via the *Grievance Procedure* or *Disciplinary and Appeals Policy* respectively). So far in 2021/22, ETI had no formal complaints made.

Safeguarding:

Under the *Public Interest Disclosure Act 1998*, workers receive protection against victimisation or dismissal

should they reasonably and in good faith report concerns. ETI supports this through our *Whistleblowing Policy and Procedure* which encourages staff to whistleblow on matters such as a criminal offence, miscarriage of justice, or misappropriation of funds (among others). ETI offers anonymity to those that wish it, by using a third-party helpline as well as providing the opportunity to report to the nominated safeguarding representative on the board. In 2020/21 there was no instance of whistleblowing.

Support for staff:

ETI has five channels through which staff can access support: the first port of call is a staff member's line manager. If this is not appropriate or the employee

does not feel they can approach their manager, they can go to the HR Officer. If an employee is a member of the Union, they can approach one of the two Trade Union reps who are on hand to support our staff with any employment related issues. Finally, ETI has an external *Employee Assistance Helpline*, which is an impartial, confidential and external helpline that staff can contact for work and non-work issues. The helpline, open 24/7 365 days a year, provides counselling and advice as well as confidential support for all ETI staff and their families. In 2021, the helpline was used in 6 cases and there were 18 telephone counselling sessions.