

ETI organisational social report

Our staff

Structure and governance:

ETI is led day-to-day by our Executive Director, Peter McAllister, who is responsible for the overall delivery of [ETI's Strategy 2026](#) and guiding the organisation. He is responsible for the line management of ETI's four heads unit—Membership (led by Kate Lewis), Operations (led by Louise Joseph), Global Partnerships (led by Hannah Bruce), and Collective Action (led by Paula Hamilton until February 2023 and then by Elisa Shepherd as interim Head). The Executive Director reports to a board (elected by ETI members), which is comprised of company, NGO, and trade union member representatives. The board chaired by Mary Creagh CBE since June 2022 — 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 2022/23 financial year with a total of 21 staff (15 female and six male). Five of these staff members make up our Senior Management Team (Four females and one male). We celebrated one staff member taking maternity/paternity leave in 2022/23 and said farewell to four staff; staff turnover in 2022/23 was mainly down to staff moving on to new careers, mutual agreements, and end of fix-term contracts such as maternity cover. In 2022/23, ETI's staff have taken a total of 1099 days in annual leave and TOIL, 174.5 family friendly days, nine study leave days & 305.5 sick days. Sickness absence rate in 2022/23 was at approximately 5.6% - this means that 5.6% of working days were taken as sick leave by ETI staff.

Our staff have predominantly worked remotely in 2022/23 as we operate within hybrid format. However, all are based in the organisation's UK office in London. At ETI we prioritise job security for our workers; in 2022/23 all were on permanent contracts, except for three fixed-term contracts on project-based contracts and maternity cover, with one changed to permanent contract mid-year. Alongside these, we engaged seven consultants working on specific time-bound tasks for different projects. ETI also has two 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 14 people who are not paid but receive expenses. Outside of the board, ETI has not had any volunteers in the 2022/23 financial year. We have a strict policy, in line with our position on workers' rights, not to employ staff on a volunteer basis or employ unpaid interns.

Staff development:

Every year ETI runs an anonymous staff survey to gain feedback from staff on key areas of: Empowerment, reward & recognition, Wellbeing, Information sharing, Instilling pride, Job satisfaction. In 2022/23 we have changed our staff survey provider to [WorkL](#). Following the survey, analysis is

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communicated back to staff and ETI's staff trade union representatives, who together develop a plan to address any issues identified via the survey. This is known as our 'People plan'. The survey was conducted in March 2023. The response rate was at 92% meaning 21 out of 23 eligible employees completed it. The overall score was at 79%, this is an average based on staff feedback across key areas.

As part of the learning and development objectives within ETI's People plan a new professional impact process has been established to monitor and develop performance management among staff.. Additionally, 18 staff received paid training or coaching as part of their targeted development.

There were seven companywide trainings provided, topics have included: Essentials to human rights, Microsoft Excel, Career & beyond coaching for line managers, Hybrid meetings training, Company values workshop, Developing an advocacy strategy course and mental health training for line managers and media and communication for specific staff members.

Practicing the ETI Base Code

The [ETI 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 practice what it preaches. Some key ways in which operate in line with the ETI Base Code include:

Worker representation:

ETI encourages worker representation. In 2022/23 ETI had one union representative (male) who represents ETI staff that are members of the union, Unite. Within the 2022/23 financial year the union have successfully negotiated:

£2000 COLA increase of everyone's salary. Additionally, Band A and B received £2200 one-off bonus, Band C and D received £2000 and band E and F received £1700. The negotiations were run by temporarily appointed trade union representatives Cara Casey-Boyce and Florence Batten-Turner. Alan Sadler continued as interim cover of the post of trade union representative.

The union representative meets with ETI's SMT and human resources whenever necessary, providing a direct line of communication on pertinent issues being negotiated. Mye Kallander served as worker representation to the board in 2022/23.

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 process has been reviewed and approved by the UK [Equality and Human Rights Commission](#). ETI does not discriminate on the basis of gender, caste, religion, ethnicity, race, national origin, disability, sexual orientation, or age.

No forced labour:

ETI has played a strong leadership role over the past six years in shaping the [UK Modern Slavery Act](#) and its implementation among our members. 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.

Our ways of working

Working culture:

We have a flexible approach to working with staff predominantly working from remotely and from home, with the occasional organisational, team or line management meetings occurring in person. In 2021 we removed core hours of 10:00-16:00m, allowing staff to work hours suitable to them, as long as it aligns with their team and business needs. This has proven to work well in 2022/23. 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 flexitime. In 2022/23 ETI introduced additional four study days and three volunteering days. In total eight employees requested and received a flexible approach to their working times this year.

Internal communication:

In 2022/23, as part of ETI's communications and digital strategy 2026, we rolled out new branding and introduced a new ETI communications toolkit, followed by six communication & digital training sessions to train staff on how to use it.

The company continued with 10@10 meetings on second, third and fourth Tuesday of the month which provide a valuable opportunity for everyone to meet for 10 minutes at the beginning of the working week and start off with positivity and a sense of collective purpose.

In 2022/23 ETI has taken a different approach to our all-staff meetings which are held at 10:00 every first Tuesday of the month. This is a companywide meeting, facilitating cross team communication.

We continued to work on creating an open, non-hierarchical, and sharing culture within which everyone feels valued, and connected both to one another and as a 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 organisational processes.

As part of our commitment to improving communication between SMT and staff, SMT continued to send to all staff weekly SMT updates. These include a 'highlights reel' of what has been covered in SMT meetings and what has been flagged as a top priority for the week ahead.

Our values and behaviours

At ETI we began a process of establishing our core values in 2022/23. Since, The ETI Way – a core value and behaviours model - has been developed and set to be embedded into ETI culture in 2023/24.

We continued endorsing 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). No formal complaints were made in 2022/23.

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 whistle blow 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 2022/23 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 their head of their unit or the Human Resources Manager. If an employee is a member of the union, they can approach the trade union representative who is 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 service 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 2022/23, the helpline was used in seven cases and there were 36 telephone and in-person counselling sessions 34 of which were attended. Primary assessed problems were related to bereavement, depression or anxiety, divorce or separation, workplace - end of employment and illness. Five cases indicated no risk with two indicated low risk.