

Tracking and measuring our progress towards sustainable futures

Understanding the deliverables and progress of our corporate responsibility framework.

With our teams based in more than 30 countries, our goal is to harness the power of our people to impact the biggest challenges of our time. The [United Nation's Sustainable Development Goals](#) guide our work.

Our program, [Sustainable Futures](#), shapes our investment and focus towards making the world a smarter, greener and more equitable place to live.

The financial year of 2020 was the second year IDP set corporate responsibility objectives. Thirteen ambitious deliverables were set. Of these, twelve were delivered, one was delayed until the end of the financial year of 2021 due to the pandemic's impact.

We will continue to publish our yearly targets and deliverables on this site. For more information on our corporate responsibility program contact sustainablefutures@idp.com

FY20 Sustainable Futures Goals

	Target	Deliverable	Complete	UN SDG
ENVIRONMENTAL	Popularise environmentally friendly choices	All new offices/facilities and refurbishments to be: <ul style="list-style-type: none"> designed considering green building principles with supplier quotes to outline green building standards in local environment evaluated for environmental impact as part of the capital expenditure approval process 	✓	
		Establish a 'green award' as part of the annual Global Excellence Awards program to recognise outstanding actions taken to improve our environmental impact	✓	
		Internal communications strategy developed and implemented to educate our global team on the Company's actions to minimise its environmental impact	✓	
SOCIAL	Great employee experiences	Implement quarterly employee voice surveys, taking action on the feedback and insights gained to improve the employee experience	✓	
		Pilot an employee NPS in two business units	✓	
	Equitable and socially responsible labour practices	Conduct pay equity audits and implement action plans in 11 countries	✓	
		Develop and implement a globally consistent performance improvement process	✓	
	Contribute to Community growth, prosperity and development where we operate	Research a partnership with a community development organisation in Chennai, India to support gender equality and access to quality education for young women	⊗	
		Internal communications strategy developed, sharing the pillars of our corporate responsibility activities including support for gender equality, quality education for all and IDP's contribution to Nyumbani	✓	
		Establish a 'Community Action' award which recognises outstanding activities undertaken to support gender equality and quality education in the Global Excellence Awards	✓	
GOVERNANCE	Compliant and responsible business leadership	Implement a procurement system to 15 countries within IDP's global network	✓	
		Review the global internal audit model to address business growth and operational complexity	✓	
	Satisfied customers	Introduce Net Promoter Score to measure customer loyalty	✓	

⊗ Postponed due to impacts related to the pandemic