



INTRODUCTION

Liverpool Chamber is the authentic voice of business in Liverpool, connecting businesses to enable them to thrive together.

They employ 16 staff from their head office in The Cotton Exchange.

CHALLENGE

ESG and Sustainability are topics the Chamber encourages its members to explore and develop.

Internally, the leadership team wished to understand its own ESG position and areas it could improve on and drive forward.

SOLUTION

Chamber employees were invited to participate in the ESG Awareness training online. Staff also completed a feedback survey to help the business understand current perceptions, behaviours and desired outcomes, together with volunteers to drive the business's ESG activities forward.



“Helping our team to explore the topic of ESG and how it relates to them, our business, society, and the planet has been an excellent exercise.

And understanding how our employees feel about our current activities, the amazing contributions they make outside of work, together with how they want to shape this for the future have brought great value.

We can confidently move forward with our employees' support and guidance, aligning our contributions with current positive behaviours.”



*Paul Cherpeau
CEO Liverpool Chamber*

OUTCOMES

- 88% of the business took part
- 71% are environmentally conscious when travelling to work
- 20% volunteer
- 20% fundraise
- 20% want to become ESG volunteers

EMPLOYEE FEEDBACK ON TRAINING

"Video was **clear and concise**"

"Well explained **without jargon** or acronyms!"

"**Great to reflect** a little more on being ethical and how it can be done, we don't usually have time to think about it"

"**I enjoyed learning** about social impacts and the different ways to contribute."

"Useful to be able to **complete at my own pace.** The video was well-structured and easy to follow."

"Great to learn how by **becoming more aware** you can impact people and the planet."