



H I G S O N

How we are making a
positive impact

IMPACT REPORT

20
25



A FEW WORDS FROM OUR FOUNDER



2025 has been a challenging year for many. In times like these, it becomes all the more important to pause and recognise the progress that's been made, celebrate the wins (big and small), and keep sight of the positive difference we can make together.

At Higson, we've continued to do what we do best - helping great companies do even more great things. Despite the challenges, we've delivered really exciting, meaningful projects with our clients (old and new!), strengthened our impact and had a lot of fun as a team along the way.

We are incredibly excited for 2026 - continuing to learn, grow and make even more of a positive impact together.

Our values



We create a social and environmental impact



We continuously improve



We go above and beyond



We believe having fun makes for success



We create lasting behaviour change

Augusta Vivian
CEO

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Impact
snapshot



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Clients



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Impact review



2025 IMPACT

286

hours of
training

99%

would
recommend
our training



RE-CERTIFIED AS A  Certified B Corporation
WITH A SCORE OF 146.5

WE DONATED 573 HOURS
TO CHARITY

AWARD
WINNING
CULTURE



We're thrilled to announce that
we have been certified as a
'Top 1% Employer'
by Escape the City!

BUSINESS FOR GOOD

In 2025, we official received our new and even higher
B corporation score of 146!



We are delighted to have been able to work with other B Corporations who share our commitment to making a positive impact in the world.



1

CLIENTS

Thank you to all of the clients we have partnered with this year. We take immense pride in our work to help you achieve even more of a positive impact. We are so excited to continue building long-term trusted partnerships, and pursuing our mission to drive positive, lasting change.

We helped 20 clients this year

99%

of individuals would recommend our training

Schroders
greencoat

Schroders

Schroders | We
personalwealth | Change
Lives

\sifted/

Bates
Wells

CIL Strategy
Consultants



COOL
EARTH

itv

The
National
College

CONISTON
CAPITAL



sf.

catch
22

Words+Pixels

unifrog

spotted
zebra

Jack&Grace

1 SOME OF THE PROGRAMMES WE HAVE DELIVERED

STRATEGIC SELLING

Building relationships, uncovering opportunities and winning new work

CHANGE LEADERSHIP

Communicating change effectively and bringing your team on the journey

PITCH AND PRESENT

Structuring and delivering impactful and creative pitches/presentations

PERFORMANCE MANAGEMENT

Creating high performing cultures and navigating difficult conversations

WELLBEING

Building resilience and preventing burnout



SOME CONSULTANCY WORK WE HAVE SUPPORTED CLIENTS WITH

Building an objective setting framework to support leaders in cascading business strategy down to their teams while setting objectives that nurture development and inspire

Supporting a tech consultancy in building and delivering a pitch as part of an acquisition process

1 PROGRAMMES WE'RE LOOKING FORWARD TO IN 2026

INSPIRATIONAL LEADERSHIP

Galvanise and enhance engagement in teams

DECISION MAKING

Create a culture to empower decision-making in teams

PRODUCTIVITY

Prioritise more effectively and creating headspace in your working rhythm

EMOTIONAL INTELLIGENCE

Develop self-awareness, build emotional agility and stronger relationships

MANAGING UNDERPERFORMANCE

Support while providing a clear pathway

What truly set Higson apart was their **commitment to understanding our company's unique culture and needs**. They took the time to thoroughly engage with us, ensuring that the **training felt bespoke and highly relevant to our specific challenges and goals**. This tailored approach made a significant difference and was evident in how seamlessly the **content aligned with our firm's values and objectives**.

Andrew, Adviser Training Manager
Schroders Personal Wealth

CONSULTANCY BENCHMARKING

This year, we have used our benchmarking tools to help develop tailored solutions for our clients.

How it works: we benchmark your people processes, culture, and leadership approach. From this, we share practical recommendations to improve your culture, engagement and performance.

We would love to help more clients shape their People strategy for 2026. Please get in touch if you would like to learn more about how we can help

CULTURE ASSESSMENT

We can benchmark your culture holistically by assessing it against key categories including strategy, mission and values, recruitment, onboarding, feedback and career development.

INCLUSION BENCHMARKING

We can benchmark how inclusive your culture is, testing different dimensions of inclusion, sharing strategies and focus areas for enhancement and engagement.



CLIENT TEAM DAYS

We have absolutely loved supporting our clients by being on their team away days. We've been taken out of the City to Cornwall, Nottingham, and Berkshire.



COOL EARTH

We joined Cool Earth's team away stay to run a full day workshop focused on bringing the team together and aligning on ways of working.

Themes included building trust, navigating difficult conversations and adapting to different communication styles.

UNIFROG



Unifrog wanted an interactive and discussion based workshop for their leadership team to build and maintain wellbeing and resilience.

We gave them the tools to better navigate stress, competing priorities and manage overwhelm.



JACK & GRACE

We designed a full day workshop on the psychology of presenting.

Focusing on the presenting mindset, strategies to engage, and messaging and structure, to deliver impactful, thought provoking presentations.

Coming up in 2026...

Looking forward to supporting clients around:

- Leadership away days cascading their strategy
- Team trust and collaboration
- Mission, vision, values

COACHING CONVERSATIONS

We have run one on one coaching sessions with a number of our clients as well as mediation sessions between individuals for challenging conversations.

LEADERSHIP

Themes of situational leadership, confidence, self-awareness, communication and influence. This is adapted for new leaders or those experienced in leadership roles.

COMMUNICATION

This year, conversations focused on how to build trust, motivate others and work through specific communication challenges.

SALES

Build a prospecting cadence and plan, deliver a compelling pitch and boost confidence in winning new work.

[Higson coach] is very attentive to details and knows the right questions to ask. She always follows up on the progress and keeps the sessions on track. She knows how to explain complex topics in an easy way.

Manager, Ticket Tailor

1

WHAT OUR CLIENTS SAY

“

I wanted to say a massive thank you. I thought the content was brilliant and you were a dream team – so good. We’ve had SUCH good feedback. One person said it was the best workshop yet, and another said your session was really useful and you were excellent and engaging.

It really brought us all together.

”

CEO
Jack & Grace

“

I still think of the Higson training – genuinely some of the best training I’ve ever had.

”

Personal Injury Partner
Irwin Mitchell

“

It was one of the best training courses I've been on. Perfect balance of content, sharing stories and interaction - I learnt a lot.

”

Operations Manager
Anonymous

It was one of the best (if not THE best) training sessions I have attended and the time flew by. I got a huge amount from it, and the course leaders were fantastic. It was good to be challenged in a constructive way.

”

Head of Legal
Anonymous



AWARDS AND INTERVIEWS

AWARD OF EXCELLENCE 2025
PEOPLE DEVELOPMENT
CONSULTANCY



BRITISH TRAINING
AWARDS FINALIST



INTERVIEW WITH SALLY
PRITCHETT ON WHY INVESTING
IN LEADERSHIP MATTERS



INTERVIEW
WITH 'FEMALE
FOUNDERS
RISE' ON
AVOIDING
BURNOUT



BEING RELEASED IN 2026...



Feature on Yoti's
series on building
trust in the workplace



Guest appearance
on legendary
leaders podcast

1

OUR PODCAST LAUNCH



LISTEN HERE...



IN OUR NEW PODCAST WE UNPACK
WHAT MAKES ORGANISATIONS THRIVE,
AND HOW TO BUILD CULTURES WHERE
PEOPLE DO THEIR BEST WORK.



2 COMMUNITIES

We partner with and donate our time and expertise to a diverse range of charities who we believe are doing impactful work. We run pro-bono training programmes, coach leaders, organise fundraisers, and donate part of our profits to create positive impact in the community.

The charities we have worked with this year:



2

OUR SOCIAL IMPACT IN NUMBERS

£85,800

Training investment
DONATED

725

Pro-bono hours
GIVEN

£28,761

Raised for Free to Be
FUNDRAISER



2

PARTNERSHIP WITH FREE TO BE KIDS

**FREE
TO BE
KIDS**

For the fourth year running, Higson proudly supported the wonderful work Free to be Kids does, and organised their summer fundraiser.

Free to Be Kids uses the outdoors, adventure and psychologically informed youthwork to transform the mental health of vulnerable young Londoners experiencing immense challenges; situations like parental addiction, neglect, abuse, caring full-time for a parent, deep poverty or homelessness.

"Higson's drive, commitment, resourcefulness and willingness to go the extra mile created our most event yet, helping us transform the mental health of some of the most vulnerable children in London through joy, adventure and the outdoors. We're so grateful for everything they do."

Mike, CEO and Co-Founder of Free to Be Kids



HIGSON FUNDRAISED

£28,761

FOR FREE TO BE KIDS



2

OTHER KEY CHARITES WE HAVE SUPPORTED

YOU MAKE IT

You Make It



We are proud to be a part of the You Make It programme who transform the lives of young women.

Our workshop on Growth Mindset empowers women as part of an incredible series to be independent and fulfilled.

We also coach the **You Make It** team to support their personal and career development.

This workshop has real impact and it is really great that you keep on delivering for our women.

Asma Shah, Founder & CEO

COOL
EARTH

COOL EARTH

We take pride in our continued work with Cool Earth, empowering people to fight the climate crisis.

This year that included workshops on feedback and objective setting to help them achieve their organisational goals.

Higson has supported us for three years now and their commitment to our team and cause is clear. They are an invaluable partner to our charity.

Sophie, Head of Operations



2

PRO-BONO COMMUNITY WORKSHOPS

We have also run workshops to support our local community in White City, tailored charity workshops, and sessions for the global B Corp community. We share practical tools and learnings on core skills to boost individual performance and development.



2

THE HIGSON FOUNDATION

Mindset



Productivity



Behaviour
styles



Goals



Wellbeing



Our Higson Foundation is a pro-bono programme that provides training and mentoring for individuals who would not otherwise have access to, or be able to afford the development.

We supported 12 individuals through the 2025 programme and have just launched another programme for 2026.

💡 Thank you so much for your support and guidance over the last few months, it's been truly invaluable. I'll keep reflecting on the learnings from our sessions together and the workshops to ensure I carve out time for my development and honour it each week. And of course, eat plenty of frogs! 💡

Sophie, Higson Foundation 2025

Our 2023 cohort at
their graduation!



3 PEOPLE

When your people thrive, so does your business. That's why we are committed to building a culture where people feel supported, motivated, engaged and importantly really love the work they do.

We believe that fun leads to success - so we make time to have fun and celebrate together.



3

WHAT OUR TEAM SAY

9.2 /10
score

"I understand and believe in the company strategy"

9.1 /10
score

"I feel as though I continuously learn from my experiences at work"

9.9 /10
score

"I believe our leaders are authentic"

💧 Really proud to work for Higson and be part of such a brilliant team. Very grateful for the energy and effort that goes into making it an amazing place to work and the kindness and commitment that means we can focus on making an impact. 💧

"Higson has been my first 'employed' experience and I think it would be a very hard one to beat. Love the culture!"

"Really happy with where we are as a team. I enjoy my role and the responsibility I have!"

"I think our vision and values are really clear and we genuinely believe that if we demonstrate these behaviours we can be successful."

Carbon
Literate
Organisation

3

TEAM DEVELOPMENT

We believe in continuously improving, that is why we invest in our own development.



LEARN DAYS

To develop specialist knowledge on particular topics and explore industry themes to keep our content cutting edge



CONTENT COACHING

To keep improving how we facilitate workshops and structure learning

KEY STATS

795

hours of learning and development across the team in 2025

518

hours dedicated to coaching and upskilling each other

4

Learn days run internally

3

OUR BENEFITS PACKAGE



UNLIMITED HOLIDAY

We believe everyone deserves the flexibility to take the time off they need to rest and recharge fully. In 2025, the team took an average of 41 days holiday.



STRATEGY AWAY STAY

The team played a key role in building and shaping the Higson strategy during our 3-day trip to York.



TIME BACK TO VOLUNTEER

We encourage our team to commit their time and expertise to help charities and social organisations. In 2025, we supported a number of charities whose key cause, ranged from conservation, youth empowerment, to animal welfare and more.



SUPER FLEXIBLE AUGUST

We know how valuable flexibility at work is, which is why we give the team full autonomy over their time and location during August. You will often see our team use this time for holiday, volunteering, and also internal collaboration.



PERSONAL DEVELOPMENT

We encourage everyone to prioritise their learning and development. In 2025, we dedicated over 500 hours to team development - building internal training and supporting our team's further development and growth.



HIGSON GO-GIVER CHARITY PROGRAMME

The team are able to choose 1 charity to offer 4 hours of work to. This contributed to our total of 20 pro-bono workshops delivered in 2025.

3 TEAM FUN HIGHLIGHTS



DINNERS OUT



GAMING



FUN IN THE SUN



BOARD DAY



TEAM RUNS



PUB LUNCH

WHAT WE'RE EXCITED ABOUT



Strategy away stay

We are so excited for our annual trip to York, setting out what we want to achieve in 2026 and having fun as a team!



B Corp month

We always love to meet and reconnect with fellow B Corps, and are so excited for B Corp month in March.



New programmes

We are so excited about all the new programmes we are launching with clients - including sales, performance management, and change leadership.



4

PLANET



We are a carbon literate organisation,
committed to reducing our carbon
footprint and supporting Cool Earth to
tackle the climate crisis.

We genuinely care about the impact we
have on our planet, and are committed to
always doing the right thing while
supporting our clients to do this too.

**Carbon Literate
Organisation**
Bronze



better business
act

Certified



Corporation

4

OUR COMMITMENT TO THE PLANET



- **We donate 15% of our profits** to Cool Earth and commit skills to charities best placed to tackle the climate emergency.
- As a **certified carbon literate organisation**, we embed climate change into our policies and deliver carbon literacy training to our clients.
- **We are proud supporters of the Better Business Act**, lobbying for a cleaner, greener and fairer future by changing the Companies Act.
- Every team member has measured their personal carbon footprint and **set actions to reduce it** and improve our overall impact.
- As a business, we choose to travel by train to work with our clients, opting for this **low-carbon option to minimise our impact**.
- As a purpose-led B Corporation, we understand our responsibility to track and reduce our carbon footprint.
- We are working closely with our clients, team members, and other stakeholders to lower both their carbon footprint and ours, **now and into the future**.

4

OUR CARBON ACCREDITATION

Carbon Literate
Organisation
Bronze



As a Carbon Literate organisation, and with the Carbon Literacy Project, Higson created a bespoke training programme to build awareness of the impact of carbon emissions in everyday life and the workplace.

We created pledges to reduce carbon emissions on both an individual and organisational level.

I am engaging our office space in carbon literacy lunch and learns to educate our office community

MIMI

I sit on the executive board of a Social enterprise that delivers climate and conservation education programmes for young people

As head of fun and wellbeing, I am conscious of where we source team gifts, what types of activities we do and that we only eat at plant based restaurants

EM

I run quarterly carbon updates with the team, sharing the most recent updates and what we can do to tackle it.

ELOISE

As head of strategic partnerships, I critically assess potential clients to make sure they are value-aligned

CORAN

CHARLOTTE

Interested in becoming a certified carbon literate organisation?

Get in touch to learn more about our carbon literacy training

I hold Higson accountable to our pledges and care for the world. Ensuring the planet has a place at our board table.

AUGUSTA

4

CLIMATE TRAINING

In 2025, we continued building on our existing climate training programme, refreshing key tools and themes.

To date, we have run Climate Activation training, with over 100 people attending small discussion groups.

The training empowers teams to take meaningful climate action and supports organisations in advancing their sustainability strategies.

Sessions build a clear understanding of the climate crisis and explore practical ways individuals can embed sustainable thinking and behaviours into their everyday work.



4

CHARITY PARTNERSHIP



WE DELIVERED TRAINING ON

NEURODIVERSITY

Our neurodiversity workshops look at how you can create workplace environments that allow for everyone to thrive.

They are built around the central premise that adaptations are 'good for everyone, essential for some' e.g.

- flexible working
- clear communication
- quiet spaces

We delivered these workshops to the global Cool Earth team; Papua New Guinea, Peru and UK.

TEAM BUILDING

We spent a full day with the Cool Earth UK team during their team trip to Cornwall, creating action plans around:

- Individual and team strengths
- Adapting to different communication styles
- Navigating difficult conversations



Snap from our morning
swim in Falmouth



GOVERNANCE

WHAT WE SAID WE WOULD DO

- Collaborate as a team on our Higson strategy for 2025
- Empower our Social Impact team to further enhance our impact
- Improve our social impact goals as part of our annual strategy
- Give nature a seat as a Higson board member
- Continue providing employees with visibility over company financials

WHAT WE DID

- Co-created the Higson strategy for 2025 with the whole team to align on purpose, goals, and impact
- Expanded governance resources on our internal system, adding best practice guides on account management, new business, handovers, meetings, problem solving, and AI use
- Updated the employee handbook to meet latest employment law, B Corp standards, and company values
- Refreshed key policies, including Anti-Bribery and Corruption, DEI, Harassment, Environmental, IT Safety, Social Media, and Remote Working
- Maintained full financial transparency, sharing company performance and plans with all of the team
- Empowered the Social Impact team to shape decision-making and track progress on impact goals
- Introduced the principle of giving nature a seat at the table in strategic and client decisions

PLANS FOR 2026

- Embed nature's voice in decision-making through practical frameworks and accountability measures
- Strengthen impact data collection and reporting across social, environmental, and governance goals
- Increase team involvement in governance through rotational roles and policy reviews
- Enhance financial literacy and transparency through regular business updates and workshops
- Review and refine AI governance to ensure ethical and secure use across all work

COMMUNITY

WHAT WE SAID WE WOULD DO

- Organise another Free to Be Kids fundraiser
- Launch another cohort of Higson Foundation
- Continue to support our charity partners through profit share and expertise
- Host multiple pro-bono workshops on topics we believe can make a positive impact in the world

WHAT WE DID

- Donated 573 hours and donated £39,200 worth of training to charities we support
- Raised £28,761 directly for Free to Be Kids by organising and hosting a fundraiser event
- Developed a refreshed Higson Foundation Programme based on feedback from previous cohorts
- Delivered workshops, coaching and mentoring sessions tailored to participants' focus areas for growth
- Allocated a percentage of profits to partner charities in line with agreed commitments
- Offered ongoing consultancy, mentoring, and advisory support to strengthen partner operations
- Designed and delivered pro-bono workshops covering inclusive leadership, climate, neurodiversity, women's health, mindset and resilience
- Gathered participant feedback to evaluate impact and improve future sessions

PLANS FOR 2026

- Seek new partnerships with new organisations aligned with our mission
- Launch another cohort of Higson Foundation focused on individuals that charities support
- Organise our 5th Free to Be Kids fundraiser
- Deepen collaboration with existing charity partners

TEAM

WHAT WE SAID WE WOULD DO

- Continue embedding DE&I into every aspect of our team and business
- Expand our wellbeing initiatives to create a healthier, happier workplace
- Develop a clear career pathway for our new People Operations role

WHAT WE DID

- Ran facilitated sessions to align the team on shared DE&I commitments and behaviours
- Facilitated a lunch and learn in our workspace on neurodiversity
- Strengthened relationships with charity partners supporting underrepresented groups
- Established a structured wellbeing calendar with monthly initiatives and themes
- Built wellbeing check-ins into monthly big team meets to normalise open conversations
- Encouraged flexible working practices to support individuals' needs and reduce burnout
- Gathered team feedback through surveys and conversations to continually improve wellbeing and support
- Mapped out the People Operations Role, defining key responsibilities, capabilities, and success measures
- Benchmarked the role across similar organisations to shape a realistic progression framework
- Introduced regular development conversations and a tailored learning plan

PLANS FOR 2026

- Deepen DE&I integration through measurable accountability
- Evolve Wellbeing from initiatives to a fully embedded wellbeing infrastructure
- Strengthen team capability and growth, support autonomous and empowered decision-making across the team

CLIENTS

WHAT WE SAID WE WOULD DO

- Continue to support our existing clients and work with more B Corps to develop and invest in their people
- Launch new programmes to support current employee challenges
- Launch our Higson podcast to support clients with people challenges

WHAT WE DID

- We helped 21 clients this year, with a 99% recommending Higson
- We ran 29 different development projects
- We supported 12 new clients this year, 4 of which were B Corporations
- We delivered 286 hours of training across 11 different countries
- We have launched new programmes to support employee challenges including how to lead inspirationally through change, enhance emotional intelligence, manage underperformance, accelerate opportunities and win new work
- Launched our Higson podcast to offer more in-depth advice on topical people challenges e.g. getting individuals to see the value of intentional office time
- Featured on 3 guest podcasts to increase our reach and share our expertise on leadership and culture

PLANS FOR 2026

- Develop our partnerships with our existing clients and be their trusted advisor to support in any people-related challenges
- Work with an even wider range of client industries to create positive impact
- Enhance our specialist knowledge across our core content areas

ENVIRONMENT

WHAT WE SAID WE WOULD DO

- Continue to support the amazing work of Cool Earth
- Measure and improve our carbon footprint
- Continue our commitments as a Carbon Literate organisation
- Maintain our commitment to travel green and eat plant-based food
- Follow our new guidance for environmental responsibilities when working remotely

WHAT WE DID

- Reinforced our commitments as a Carbon Literate organisation
- Embedded Carbon Literacy training for Bates Wells
- Ran a team off-site with Cool Earth, supporting them to reach their goals
- Assessed how we travelled and chose the option that minimised our carbon emissions
- 75% of the Higson team used our Travel Green incentives
- Ran an engaging Climate Awareness session for our local community network
- Continue to support the Better Business Act
- Promoted plant-based eating at all Higson team events
- Lived by our guidance on environmental responsibilities when working remotely

PLANS FOR 2026

- Support more of our clients to be proactive in minimising their carbon footprint
- Support the amazing work and mission of Cool Earth
- Maintain our commitment to travel green and eat plant based food



H I G S O N

Please get in touch

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