

## **Social and Environmental Decision-Making**

Design Works (Cumbria) Ltd integrates social and environmental performance into decision-making through defined roles, structured reviews and documented operational standards. Our team receives annual training that includes sustainability, accessibility and ethical digital best practices that are material to our service delivery. Management roles include written job descriptions that embed accountability for environmental impact, client outcomes, workforce development and community contribution. Annual performance reviews for all five team members formally include wellbeing, inclusion, learning, sustainability and mission alignment objectives, with outcomes recorded internally. Our Board equivalent, formed by the two Managing Directors, conducts a formal annual review of social and environmental performance including KPI progress, workforce development, supplier standards and customer outcomes. All training records, role descriptions, and review notes are retained internally for verification and continual improvement.