



Our commitment  
to responsible  
business practices

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# Introduction

At Change Management Library (CML), we are committed to empowering, educating, and equipping organisations to thrive. Our dedication to responsible business practices is deeply embedded in our purpose and values, shaping every decision we make and every service we deliver.

We exist to drive meaningful change by enabling successful, people-centred transformations. Through our unique approach, we embed skilled Change Delivery Professionals into teams, deliver tailored work packages, and provide flexible training and e-learning solutions to build lasting internal capabilities. Our core values – passion, people, inclusion, innovation, and results-driven focus – define how we operate, build partnerships, and create value for our clients.

This document outlines the principles that guide our responsible business practices and the commitments that underpin our ethical, inclusive, and sustainable approach to change delivery and organisational success.



# Our beliefs and commitments



## People

### We believe

At CML, every individual has the right to be treated with dignity, respect, and fairness. We uphold the principles of equality outlined in the Universal Declaration of Human Rights and related international laws, safeguarding against discrimination based on characteristics such as race, sex, age, disability, religion, or socioeconomic status.

We are committed to creating opportunities for professional growth and development. By embedding fairness, inclusion, and respect into everything we do, we ensure individuals from all backgrounds can achieve their potential and succeed.

Every workplace should be free from harassment, discrimination, or prejudice. Through adherence to legal frameworks such as the Equality Act 2010, we create environments where individuals feel safe, valued, and supported – physically, mentally, and professionally.

### We are committed to:

#### Investing in growth and well-being

We provide opportunities for professional and personal development across our teams, collaborators, and partners. This includes:

- Tailored training and mentorship to equip individuals and teams with the tools to succeed.
- Support systems designed to help organisations achieve impactful, sustainable outcomes. We align our approach with ethical practices and labour laws to ensure meaningful and lasting results.

#### Championing diversity and equity

We build inclusive workplace cultures where diversity is respected and valued. By embedding fairness into our processes, we:

- Ensure equitable representation in recruitment, leadership, and workplace practices.
- Remove barriers and uphold anti-discrimination laws.

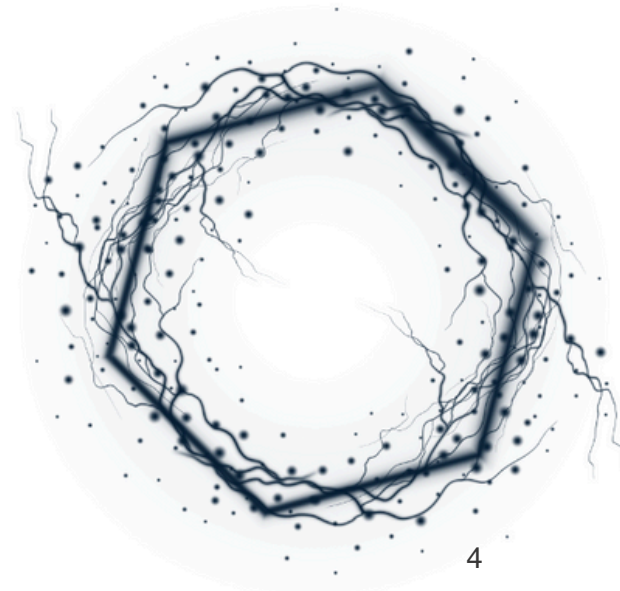
Our approach promotes fairness, inclusion, and respect across our organisation and in the change delivery services we provide.

#### Upholding fundamental human rights

We integrate respect for human rights into all aspects of our policies and practices, aligning with international standards such as:

- The UN Guiding Principles on Business and Human Rights.
- Ensuring privacy, security, and fair treatment in all environments.

We collaborate with organisations to help them apply these principles in their operations, ensuring dignity, respect, and equity are upheld.



# Our beliefs and commitments



## Society

### We believe

At Change Management Library (CML), businesses have a purpose that extends beyond profit. We play a crucial role in improving society by driving economic opportunity, promoting ethical practices, and building fair, inclusive systems that create lasting value.

Environmental responsibility is central to our work. Organisations must address climate change and protect the planet for future generations. This involves adopting sustainable practices, reducing waste, conserving resources, and minimising environmental impact.

We recognise that businesses have a responsibility to tackle global challenges, from reducing inequality to improving access to education, healthcare, and economic opportunities, especially for underserved and marginalised communities.

### We are committed to:

#### Championing diversity and inclusion

We address systemic inequalities by advancing diversity, equity, and inclusion across all sectors. Our tailored solutions enable organisations to embed inclusive practices and cultural competency, ensuring all individuals, regardless of background, are empowered to thrive.

#### Driving environmental sustainability

We prioritise sustainable operations and encourage partners to adopt eco-conscious practices. Our commitment includes promoting responsible resource use, reducing emissions, and integrating sustainable strategies into every aspect of our work.

Through our work, we collaborate with organisations worldwide to address systemic barriers and support underserved communities. By improving access to education, skills, and opportunities, we help individuals and communities thrive, building a fairer, more prosperous global society.



# Our beliefs and commitments



## Ethics & Sustainability

### We believe

Integrity is essential to building successful partnerships, driving meaningful transformations, and achieving impactful organisational growth. It ensures trust, transparency, and accountability in all interactions, paving the way for long-term success.

Sustainable practices are crucial for ensuring the resilience and longevity of organisations while contributing to the well-being of society and the planet. Businesses have a responsibility to integrate environmental, social, and economic sustainability into their strategies.

Ethical behaviour is at the core of every decision we make. By adhering to the highest standards of transparency, fairness, and compliance with laws, we help organisations build trust and credibility with their teams, clients, and communities.

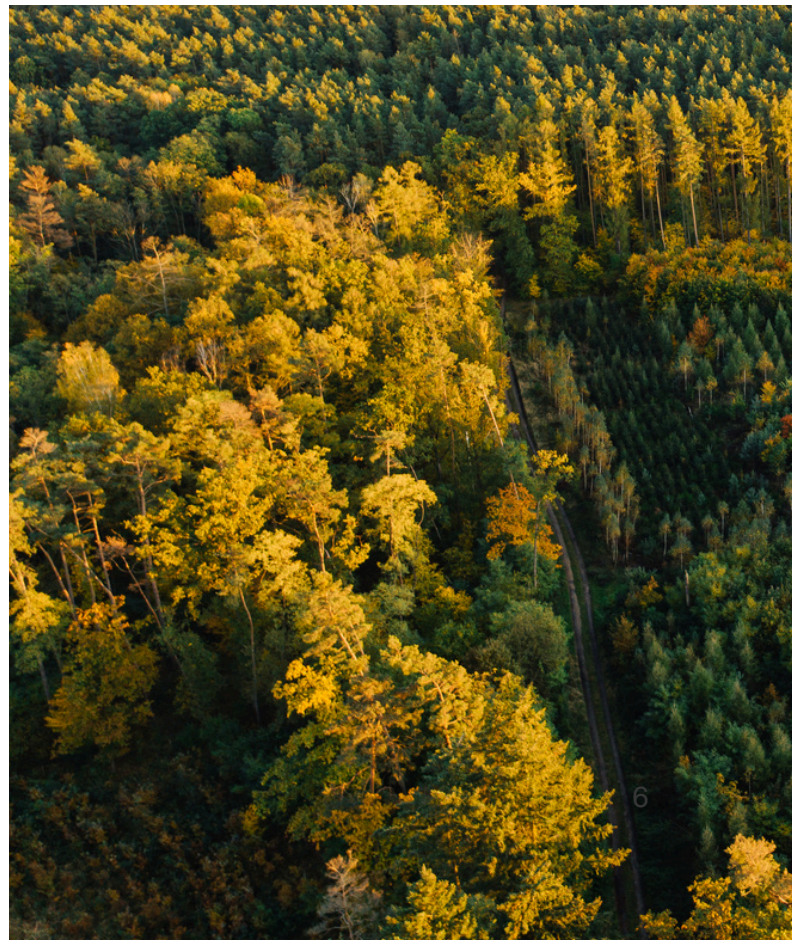
Embedding ethical standards into organisational culture is vital. We support organisations in adopting ethical principles and sustainable practices by offering solutions that integrate ethics into leadership, strategy, and operations. This approach creates cultures built on transparency, fairness, and responsibility while delivering long-lasting benefits for both organisations and society.

### We are committed to:

**Upholding integrity in all interactions.** At CML, we maintain the highest standards of ethics and transparency across every aspect of our work. We build honest relationships with partners and collaborators, ensuring that trust and accountability guide all interactions. By promoting ethical decision-making within our operations, we encourage organisations to do the same.

**Promoting sustainable practices.** Sustainability is embedded in everything we do. From reducing our environmental footprint to supporting organisations in adopting eco-conscious strategies, we are committed to advancing sustainability through actionable solutions. This includes advocating for resource efficiency, reducing waste, and implementing climate-conscious initiatives across all our services.

**Embedding ethical standards in organisational Culture.** We aim to inspire organisations to adopt ethical principles and sustainable practices. By offering solutions that integrate ethics into leadership, strategy, and operations, we help partners build cultures of transparency, fairness, and responsibility. These practices benefit organisations while contributing to the well-being of society and the planet.



# Governance

At Change Management Library (CML), we are committed to operating with integrity, transparency, and accountability in all that we do. While we are a growing organisation, we prioritise ethical decision-making and responsible business practices to build trust with our partners, collaborators, and communities.

We encourage open communication and value feedback from anyone we work with. If you have concerns, questions, or would like to raise an issue regarding our operations or services, you can email us at **info@changemanagementlibrary.com**. We are committed to addressing any matters promptly and professionally, ensuring that our actions reflect our values of fairness and inclusivity.

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For inquiries or feedback, contact us at  
[info@changemanagementlibrary.com](mailto:info@changemanagementlibrary.com)



[www.changemanagementlibrary.com](http://www.changemanagementlibrary.com)



[info@changemanagementlibrary.com](mailto:info@changemanagementlibrary.com)