



Bain GRI Index 2020

BAIN & COMPANY 

GRI – General disclosures

Organizational profile

Disclosure	Description	Reference or additional information
102-1	Name of the organization	Bain & Company
102-2	Information on activities, brands, products & services, employees and other workers	About Bain ; What We Do
102-3	Location of headquarters	Bain & Company, Inc., 131 Dartmouth Street, Boston, Massachusetts 02116, United States. For more information please see Headquarters Location .
102-4	Location of operations	Bain & Company has 59 offices in 37 countries, see the list of offices at Global Offices .
102-5	Ownership and legal form	Bain & Company is a corporation owned by the members of its partnership.
102-6	Markets served	Bain & Company has 59 offices in 37 countries; see the list of offices at Global Offices . Our experience spans ~22 industry verticals , giving us a unique perspective that we bring to every client relationship. We have 14 functions and capabilities .
102-7	Scale of the organization	Bain has approximately 12,500 employees: About Bain .

GRI – General disclosures

Organizational profile

Disclosure	Description	Reference or additional information
102-8	Information on employees and other workers	<p>In every office, on every team, you'll find passionate, collaborative people who care for our clients, our communities and our world. At the end of each client engagement, we survey all case team members to gauge their satisfaction. We also conduct an annual global worldwide employee satisfaction survey of all staff. The results are reviewed and discussed at all levels of the firm – our operating committee, our regions, our offices and our functions. In 2020, our global employee Net Promoter Score® was 70%. Our target is to increase this every year in all regions, offices and functions.</p> <p>Bain offers its employees multiple flexible opportunities and approximately 5% of our staff opted to work part-time for some period of 2020.</p> <p>In addition to our employees, we have a robust and diverse network of external advisors and experts who provide specialized support to our client work.</p>
102-9	Supply chain	Bain Sustainability Report, Our Stakeholders; Supplier Code of Conduct.
102-10	Significant changes to the organization and its supply chain	No significant changes.

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GRI – General disclosures

Organizational profile

Disclosure	Description	Reference or additional information
102-11	Precautionary Principle or approach	<p>Bain brings innovative, market-oriented solutions to environmental problems and is committed to reducing the footprint of our business operations. In 2019, we sourced 93% of our energy from renewable sources. Our target for 2020 is to reach 100%. 76% of our waste is diverted from landfills with a target of 90% by 2030. We have 40 green teams across our local offices focused on a variety of environmental sustainability initiatives. Our target is to have a green team in every office by the end of 2021.</p> <p>More information can be found in our Bain Sustainability Report; Environment at Bain; Bain Environmental Policy.</p>
102-12	External initiatives	<p>By signing the <i>Business Ambition for 1.5° C</i> commitment letter with SBTI, submitting a public response to CDP and participating in UNGC we publicly reiterate our commitment to safeguarding the environment and advancing sustainable development.</p>
102-13	Membership of associations	<p>Bain has enduring partnerships and affiliations with a number of like-minded organizations and leaders who are eager to help drive global change and deliver true results. For more information please visit Global Affiliations.</p>

GRI – General disclosures

Strategy

Disclosure	Description	Reference or additional information
102-14	Statement from a decision maker	Bain Sustainability Report, A Letter from Our CEO

Ethics and integrity

Disclosure	Description	Reference or additional information
102-16	Values, principles, standards, and norms of behavior	Our Mission ; About Bain ; What We Do ; UNGC participant page
102-17	Mechanisms for advice and concerns about ethics	Our Bain Code of Conduct and Supplier Code of Conduct, Section 5, Ethical Standards clearly outline our ethical standards and provide mechanisms for individuals to ask questions and express concerns.

GRI – General disclosures

Governance

Disclosure	Description	Reference or additional information
102-18	Governance structure	<p>Worldwide Managing Partner (WMP): Leads the Board and chairs the Global Operating Committee.</p> <p>Board of Directors (BoD): Sets the high-level strategy for Bain, including Bain’s overall agenda related to climate change and sustainability.</p> <p>Global Risk Committee: Empowered to predict our risks and help us be proactive in dealing with them. It also develops and updates our 10-part risk framework and evaluates Bain’s operational decisions against this framework.</p> <p>For more information please visit Bain CDP Disclosure.</p>

GRI – General disclosures

Stakeholder engagement

Disclosure	Description	Reference or additional information
102-40	Stakeholder groups	Bain Sustainability Report, Our Stakeholders
102-41	Collective bargaining agreements	<p>UNGC participant page</p> <p>We wholly support the protection of human rights overall and our employees' rights to participate in collective bargaining. Most of our global employees are not covered by collective bargaining agreements and we do not track this globally.</p>
102-42	Identifying and selecting stakeholders	Bain Sustainability Report, Our Stakeholders
102-43	Approach to stakeholder engagement	Bain Sustainability Report, Our Stakeholders
102-44	Key topics and concerns raised	Bain Sustainability Report, Material Topics

GRI – General disclosures

Reporting practice

Disclosure	Description	Reference or additional information
102-45	Entities included in the consolidated financial statements	Bain & Company has 59 offices in 37 countries; see the list of offices at Global Offices . Our financial and sustainability reporting covers all global locations and complies with local market requirements.
102-46	Defining report content and topic Boundaries	Bain Sustainability Report, Material Topics
102-47	List of material topics	Bain Sustainability Report, Material Topics
102-48	Restatements of information	This is our first annual sustainability report; no restatements are required.
102-49	Changes in reporting	This is our first annual sustainability report; there are no changes to report.
102-50	Reporting period	Information on GHG emissions are from calendar year 2019. For all other topics, we have referred to calendar year 2020 as the reporting period.
102-51	Date of most recent report	This is our first annual sustainability report.
102-52	Reporting cycle	Annually.

GRI – General disclosures

Reporting practice

Disclosure	Description	Reference or additional information
102-53	Contact point for questions regarding the report	Bain welcomes your comments and questions regarding this report. Please contact us at SustainabilityAtBain@Bain.com .
102-54	Claims of reporting in accordance with the GRI Standards	This report has been prepared in accordance with the GRI Standards: Core option.
102-55	GRI Index	This document, GRI Index 2020.
102-56	External assurance	Bain & Company works with external partners (Natural Capital Partners and Ecometrica) to calculate and offset our GHG emissions in line with The CarbonNeutral Protocol and the GHG Scope 2 guidance. This includes a rigorous and independent assessment of seven different greenhouse gas emissions, coupled with an offset-inclusive emissions reduction program. In 2020, we will work with The Carbon Trust to conduct third party verification of our full GHG emissions program.

GRI – Topic specific disclosures

Anti-corruption

Disclosure	Description	Reference or additional information
103-1	Explanation of the material topic and its Boundary	Bain Sustainability Report, Material Topics, Anti-Corruption ; UNGC Participant page
103-2	The management approach and its components	<p>Our commitment to anti-bribery and corruption and our expectation of all Bain employees and contractors in regard to anti-bribery and corruption are included in our employee Code of Conduct, relevant excerpts of which are included below.</p> <p>Bain believes in winning business through the strength of our people, our experience and expertise, our approach, and our commitment to excellence and integrity. We abide by all applicable laws, treaties and regulations that prohibit bribery and other corruption, including the US Foreign Corrupt Practices Act, the UK Bribery Act and equivalent laws in every country in which we do business. This means that we are all prohibited from any involvement in bribery with any person or company including any government official, government body, private person or company. Our prohibition against engaging in bribery or other corrupt behavior must be respected in all of our business practices, including our approaches toward offering any benefits, gifts or entertainment to clients, acquaintances or other third parties. We expect officers, employees, suppliers, clients and others with whom we conduct business to follow these principles as well.</p>

GRI – Topic specific disclosures

Anti-corruption

Disclosure	Description	Reference or additional information
103-3	Evaluation of the management approach	See section 103-2.
205-2	Communication and training about anti-corruption policies	<p>We abide by all applicable laws, treaties and regulations that prohibit bribery and other corruption, including the US Foreign Corrupt Practices Act, the UK Bribery Act and equivalent laws in every country in which we do business.</p> <p>Our anti-corruption policy is communicated to 100% of our colleagues annually through our Bain Code of Conduct. In 2020, 97% of employees completed a comprehension quiz on select elements of the Code which is included in the communication. We follow up this annual communication with monthly reminders on specific professional standards practices (including anti-corruption) to 100% of our colleagues.</p> <p>For 2021, our goal is to roll out an online training module focused on anti-bribery and corruption globally with a tracking mechanism for completion.</p> <p>Our anti-corruption policy is communicated to our suppliers and external business partners in our Supplier Code of Conduct, Section 12, Business Integrity, Corruption. We make this Code available to all stakeholders on our website.</p>

GRI – Topic specific disclosures

Data security

Disclosure	Description	Reference or additional information
103-1	Explanation of the material topic and its Boundary	Bain Sustainability Report, Material Topics, Data Security
103-2	The management approach and its components	<p>Supplier Code of Conduct, Section 4, Data Privacy and Confidentiality</p> <p>Our commitment to and our expectation of all Bain employees and contractors in regard to data security, data privacy and confidentiality are included in our employee Code of Conduct, relevant excerpts from which are included below.</p> <p>In the course of working with our clients, we are often granted access to their confidential information. We have an individual and collective obligation to our clients, to each other and to our company to ensure appropriate security for all confidential information and other information assets within our control.</p> <p>(continued on next page)</p>

GRI – Topic specific disclosures

Data security

Disclosure	Description	Reference or additional information
103-2 (continued)	The management approach and its components	<p>To fulfill our duties, we follow Bain’s “Golden Rules of IT Security”:</p> <ul style="list-style-type: none"> • Do not cause harm to our clients (for example, by circumventing user authentication, exporting software, introducing the network to malicious programs or installing or using personal file-sharing applications). • Do not cause harm to our company (for example, by using unapproved cloud-based applications, installing risky software, revealing passwords or forging emails). • Do not cause harm to others (for example, by misusing confidential information, sending chain or junk mail, or violating intellectual property rights).
103-3	Evaluation of the management approach	See section 103-2.

GRI – Topic specific disclosures

Data security

Disclosure	Description	Reference or additional information
418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	<p>Bain’s IT environment is aligned with ISO/IEC 27002:2013 standards, having well-established guidelines and principles for starting, implementing, maintaining and improving the management of information security. Our offsite global data centers are maintained in compliance with ISO 27001/2 and SSAE-16 SOC-1 standards.</p> <p>Our data security policy is communicated to 100% of our employees annually through Bain’s Code of Conduct. In 2020, 97% of employees completed a comprehension quiz on select elements of the Code which is included in the communication. Our goal is to have 100% of employees complete this step by 2023. Additionally, we communicate regular updates to 100% of our colleagues on specific topics regarding IT security, data privacy and information security. These updates also include comprehension quizzes.</p> <p>Bain considers data/privacy complaints, if any, to be confidential.</p>

GRI – Topic specific disclosures

Diversity and equal opportunity

Disclosure	Description	Reference or additional information
103-1	Explanation of the material topic and its Boundary	Bain Sustainability Report, Material Topics, Diversity and Equal Opportunity; Diversity, Equity & Inclusion at Bain
103-2	The management approach and its components	Council for Diversity, Equity & Inclusion at Bain; Supplier Code of Conduct, Section 7, Prohibitions Against Discrimination and Harassment

In 2020, Bain formed the Global Diversity, Equity & Inclusion (DEI) Council. Along with Bain’s Board of Directors, the council is a passionate, change-oriented group of internal leaders and external partners, focused on setting the global and regional strategy for DEI at Bain and embedding it within the broader firm strategy. See [Bain & Company announces three new leadership positions focused on Diversity, Equity & Inclusion](#).

Our stance on anti-harassment and anti-discrimination is communicated to 100% of our colleagues annually through our Bain Code of Conduct. In 2020, 97% of employees completed a comprehension quiz on select elements of the Code which is included in the communication. Our goal is to have 100% of employees complete this step by 2023. We reinforce this annual communication with monthly reminders on specific professional standards practices (including DEI) to 100% of our colleagues.

GRI – Topic specific disclosures

Diversity and equal opportunity

Disclosure	Description	Reference or additional information
103-3	Evaluation of the management approach	<p>Non-Discrimination and Equal Opportunities</p> <p>Our commitment to and our expectation of all Bain employees and contractors in regard to non-discrimination and equal opportunity are included in our employee Code of Conduct, relevant excerpts from which are included below.</p> <p>We believe that diversity and inclusion contribute to our excellence. We strive to recruit people from diverse backgrounds who have exceptional talent and ability. We celebrate our differences and believe that our different perspectives are a key factor in our success and the impact our work has in the world. We are committed to making Bain a place where everyone has the potential to succeed. We support active networks throughout Bain that foster an inclusive work environment by offering coaching, mentoring and professional development.</p> <p>To support a diverse and inclusive workforce, we emphasize to our employees that we must each do our part to ensure that Bain attracts, develops and retains highly qualified people. Each of us receives equal opportunities for success—based on merit. We do not engage in unlawful discrimination based on race, color, religion, national origin, sexual orientation, gender, gender identity, pregnancy, marital status, age, disability, social/economic status or any other legally protected status.</p>

GRI – Topic specific disclosures

Diversity and equal opportunity

Disclosure	Description	Reference or additional information
103-3 (continued)	Evaluation of the management approach	<p>Anti-Harassment</p> <p>Our commitment to and our expectation of all Bain employees and contractors in regard to anti-harassment are included in our employee Code of Conduct, relevant excerpts from which are included below.</p> <p>We define “harassment” to include all conduct that has the purpose or effect of creating an intimidating, hostile or offensive work environment for any person or group of people. Harassing conduct can be either sexual or non-sexual in nature. At Bain, harassment of any kind is not acceptable and will not be tolerated. While harassment based on an employee’s protected status (such as race, gender, religion, etc.) also may be unlawful in most locations, we consider harassment for any reason to be a violation of our Code of Conduct.</p> <p>Bain takes all allegations of harassment seriously; we will respond promptly to complaints of harassment and take action when inappropriate conduct has occurred. Individuals found in violation of these policies will be subject to disciplinary action, up to and including termination.</p>

GRI – Topic specific disclosures

Diversity and equal opportunity

Disclosure	Description	Reference or additional information
405-1	Employees by gender	<p>Gender diversity is a strategic priority for our firm. We invest deeply to ensure we are hiring the world’s most talented female business leaders and helping each one to thrive personally and professionally.</p> <p>Women represent 43% of our full-time work force and make up 30% of our leadership. During the reporting period, 41% of our new hires were women.</p> <p>We omit reporting on the percentage of individuals on our governance body and in each employee category by age group or other indicators of diversity such as race or vulnerable groups, as that information is not collected and/or subject to confidentiality constraints.</p>

GRI – Topic specific disclosures

Inclusion

Disclosure	Description	Reference or additional information
103-1	Explanation of the material topic and its Boundary	Bain Sustainability Report, Material Topics, Diversity and Equal Opportunity; Diversity, Equity & Inclusion at Bain
103-2	The management approach and its components	<p>Sustainable Procurement Policy</p> <p>Please see Bain Code of Conduct extract in Diversity section.</p> <p>As of 2020, we have conducted live Unconscious Bias (UB) trainings for 90%+ of our global offices, and we will reach 100% by mid-2021. In addition, we have UB mitigation training for 100% of new consulting team analysts and consultants joining the business from October 2020, and our goal is that 100% of new hires to Bain will go through UB mitigation training during their integration from Q4 2021.</p> <p>In addition to training on inclusive leadership for all participants of our new Senior Manager Training program, we measure 100% of our consulting case teams for inclusive team culture during our weekly pulse check.</p>
103-3	Evaluation of the management approach	Diversity, Equity & Inclusion at Bain

GRI – Topic specific disclosures

Inclusion

Disclosure	Description	Reference or additional information
406-1	Incidents of discrimination and corrective actions taken	<p>Bain believes that diversity and inclusion contribute to our excellence. We are committed to providing an inclusive working environment that is free from harassment. We encourage honest communication on these topics including the reporting of violations without fear of retaliation. In 2020, we launched a global hotline – our True North Line – to allow whistleblowers and other concerned colleagues to report potential issues. We consider discrimination complaints, if any, and corrective actions to be confidential. We take any such allegations very seriously and conduct appropriate investigations.</p> <p>In 2020, Bain formed the Global Diversity, Equity & Inclusion (DEI) Council. Along with Bain’s board, the council is a passionate, change-oriented group of internal leaders and external partners, focused on setting the global and regional strategy for DEI at Bain and embedding it within the broader firm strategy.</p>

GRI – Topic specific disclosures

Climate change

Disclosure	Description	Reference or additional information
103-1	Explanation of the material topic and its Boundary	Bain Sustainability Report, Material Topics, Climate Change ; Environment at Bain
103-2	The management approach and its components	<p>Bain Environmental Policy; Supplier Code of Conduct, Chapter 9, Environment</p> <p>A comprehensive description of our approach to environmental sustainability is available in our CDP disclosure, available here: Bain CDP Disclosure</p> <p>In 2020, we set a target to be net zero carbon across all operations by 2030. We will work to set science-based targets in 2021.</p> <p>Our approach to environmental sustainability is communicated to 100% of our colleagues annually through our Bain Code of Conduct. It is communicated to our suppliers through our Supplier Code of Conduct.</p>

GRI – Topic specific disclosures

Climate change

Disclosure	Description	Reference or additional information
103-3	Evaluation of the management approach	<p>Our environmental sustainability program received an A- (leadership level) from CDP in 2020.</p> <p>Our commitment to environmental sustainability is included in our employee Code of Conduct, relevant excerpts from which are included below.</p> <p>Bain has made a significant commitment to—and investment in—managing our own business in the most environmentally sustainable way possible. As good corporate citizens, we comply with all applicable environmental laws, rules and regulations in effect in the locations where we do business. We monitor the environmental impact of our business activities across the globe, as well as measure and fully offset our carbon emissions (via our CarbonNeutral® certification). Through our entrepreneurial network of office-level “Green Teams,” we champion and implement local sustainability initiatives that reduce our emissions. All Bain employees are encouraged to submit any suggestions and ideas for reducing our environmental impact to their local Green Team Leader or the Global Social Impact Practice Vice President.</p>

GRI – Topic specific disclosures

Climate change

Disclosure	Description	Reference or additional information
305-1	GHG Emissions (Scope 1)	Scope 1 emissions for 2019 were 2.95 KtCo2e.
305-2	GHG Emissions (Scope 2)	Scope 2 emissions for 2019 were 7.01 KtCo2e.
305-3	GHG Emissions (Scope 3)	Scope 3 emissions for 2019 were 114.08 KtCo2e.
305-4	GHG Emissions intensity	GHG emissions intensity ratio for Bain was 12.87 tCo2e/FTE in 2019. (Scope 1, 2 & 3 included). The denominator chosen was Full Time Employees (FTEs).
305-5	GHG Emissions reduction	Our emission reduction efforts have resulted in a decrease of our scope 1 & 2 emissions by 68% since 2011. Our emission intensity has been decreasing at 4% CAGR for the past 5 years.

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Bain & Company is a global consultancy that helps the world's most ambitious change makers define the future.

Across 59 offices in 37 countries, we work alongside our clients as one team with a shared ambition to achieve extraordinary results, outperform the competition and redefine industries. We complement our tailored, integrated expertise with a vibrant ecosystem of digital innovators to deliver better, faster and more enduring outcomes. Our 10-year commitment to invest more than \$1 billion in pro bono services brings our talent, expertise and insight to organizations tackling today's urgent challenges in education, racial equity, social justice, economic development and the environment. Since our founding in 1973, we have measured our success by the success of our clients, and we proudly maintain the highest level of client advocacy in the industry.



For more information, visit www.bain.com

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