



Stakeholder Capitalism Metrics

World Economic Forum

BAIN & COMPANY 

Governance

Description	Reference or additional information
Governing purpose	
Setting purpose	<p>Bain is where aspiration meets innovation, candor fuels collaboration and impossible surrenders to teamwork. We champion the bold to achieve the extraordinary.</p> <p>See also: About Bain; Letter from our CEO</p>
Quality of governing body	
Governance body composition	<p>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.</p> <p>Globally, we have made significant progress toward reaching gender parity, particularly among our leadership team—a third of our global leadership team and almost 40% of our US leadership team identify as women. We are also proud of the increasing number of employees who feel safe to identify openly as LGBTQ. For example, BGLAD, our LGBTQ affinity group, now nearly 500 strong, has grown 154% overall over the past five years and 175% outside of North America within the same time frame.</p> <p>We report our sustainability progress to the Global Risk Committee annually, which is a Board Committee.</p> <p>See also: Our People</p>
Stakeholder engagement	
Materiality assessment	<p>It’s imperative that we cover every aspect of the business that affects our company’s sustainability, so we developed an exhaustive list of environmental, social and corporate governance (ESG) topics by analyzing Global Reporting Initiative (GRI) standards and benchmarking against other companies in our industry. We were then able to define our final list of material topics.</p> <p>See also: Comprehensive materiality assessment is available here: Our Sustainability</p>

Governance

Description	Reference or additional information
Anti-corruption	
Anti-corruption training	<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> <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. Our goal is to have 100% of employees complete this step by 2023. We follow up this annual communication with monthly reminders on specific professional standards practices (including anti-corruption) to 100% of our colleagues.</p> <p>Business ethics (including anti-corruption) is a central part of our 10-part risk framework. 100% of Bain offices are evaluated annually across this framework with mitigating actions implemented where required.</p> <p>Our anti-corruption policy is communicated to our suppliers and external business partners in our Supplier Code of Conduct. We make this Code available to all stakeholders on our website.</p> <p>See also: Supplier Code of Conduct, Bain GRI Index</p>

Governance

Description	Reference or additional information
Incidence reporting	We consider ethical complaints, if any, and corrective actions to be confidential. We take any such allegations very seriously and conduct appropriate investigations.
Ethical behavior	
Ethics advice and reporting	<p>Employees at Bain are always encouraged to discuss problems, ideas or questions with a manager or another individual with whom they feel comfortable, without fear of retaliation or impact on their employment. Because retaliatory conduct hurts our ability to work as a team, Bain does not allow any form of retaliation against any person who has reported a possible violation in good faith.</p> <p>We set a high standard for how we respond to employee complaints and concerns – respect, confidentiality and consistency are key guiding principles. In 2020, we launched a global hotline – our True North Line – to allow whistleblowers and other concerned colleagues to report potential issues. The hotline is a means to raise concerns in a secure environment regarding possible violations of our values and standards, which can lead to negative consequences for our clients, employees or the firm. The True North Line is a secure and anonymous two-way communication channel which is provided by an external service provider. Bain takes these issues very seriously and seeks to take prompt, effective corrective actions.</p>
Risk and opportunity oversight	
Risk framework and processes	<p>Bain’s Global Risk Committee is 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>Bain conducts a thorough risk assessment of its operations annually for 100% of its offices. The risk analysis is undertaken across all domains and sub-domains of Bain’s comprehensive 10-part risk framework (including environment, corruption, business ethics, IT/information security and employee health and safety) and is presented to the Board of Directors.</p>

Governance

Description	Reference or additional information
Climate change	
GHG emissions	<p>Bain has long been a sustainability frontrunner in our industry, achieving carbon neutral status for the past ten years in a row. Since 2011, we have reduced our scope 1 and 2 emissions by 78% by converting to 100% renewable electricity, improving the energy efficiency of our office spaces and finding ways to reduce waste from our operations. In 2014, we set a goal to get to a 90% reduction by 2030.</p> <p>Since 2012, Bain has been formally certified by Natural Capital Partners as a CarbonNeutral® company across its global operations. We offset 100% of all our Scope 1 & 2 greenhouse gas emissions and all business travel emissions, including all flights, hotels and taxis.</p> <p>Scope 1 emissions for 2020 were 2.01 KtCo2e. Scope 2 emissions (location-based) for 2020 were 6.09 KtCo2e. Scope 3 emissions for 2020 were 79.72 KtCo2e. Our footprint has been independently verified by The Carbon Trust in line with ISO 14064-3.</p> <p>GHG emissions intensity ratio for Bain was 8.15 tCo2e/FTE in 2020. (Scope 1, 2 & 3 included). The denominator chosen was Full Time Employees (FTEs).</p> <p>See also: Bain Environmental Policy; Supplier Code of Conduct, Chapter 9, Environment; Environment at Bain</p>
TCFD implementation	<p>Bain supports and publicly endorses the TCFD framework for climate disclosure.</p> <p>In 2020 we signed the Business Ambition for 1.5° C commitment letter with SBTi, publicly reiterating our commitment to safeguarding the environment and advancing sustainable development. We also set a target to be net-zero carbon across all operations by 2030.</p> <p>Our environmental sustainability program received an A- (leadership level) from CDP in 2020. A comprehensive description of our approach to environmental sustainability is available in our CDP disclosure, available here: Bain CDP Disclosure</p> <p>See also: Business Travel Reduction: Press Release</p>

Planet

Description	Reference or additional information
Nature and biodiversity	
Land use	<p>Bain’s offices are primarily leased and located in urban, densely developed areas. As a result, we do not currently measure our impact on land use.</p> <p>We set high standards for the efficiency of our operations. Since 2011, on an FTE intensity bases, we have reduced our scope 1 emissions by ~12%. In 2020, 100% of our energy was sourced from renewable sources.</p> <p>Globally, Bain has reduced its hardware footprint (leading to reductions of power consumption and lower e-waste) through the virtualization of its servers (using “virtual” servers on one physical piece of hardware instead of multiple servers). This has created a savings of ~181.7 kW of energy (physical servers would have consumed 240 kW, virtual servers consume 58.3 kW).</p> <p>Within our local offices, Bain has an extensive network of Green Teams in >85% of our operations. These teams implement sustainability initiatives such as encouraging use of video conferencing systems, powering down office equipment during off hours, usage of smart power strips/lighting and recycling/composting.</p>
Water consumption	
Water use	<p>As a strategic consulting firm, Bain’s water usage is not extensive and as such we have not tracked it historically. In 2021, we will ask our network of local carbon data managers to collect and report water consumption in all our offices.</p>

People

Description	Reference or additional information
Our people	
Diversity & inclusion	<p>We are a global company powered by the insights of extraordinary teams of individuals from diverse backgrounds and with unique experiences. Diversity, equity, and inclusion (DEI) makes us a better partner to our clients, a better employer, and a better corporate citizen. Our legacy of DEI work dates back more than 30 years to the founding of our first employee affinity groups and has expanded over time to encompass efforts to make our firm more inclusive and mitigate bias. We are proud of our progress and the consistent recognition we receive for how we support our people in 61 offices across 38 countries.</p> <p>Globally, we have made significant progress toward reaching gender parity, particularly among our leadership team—a third of our global leadership team and almost 40% of our US leadership team identify as women. Across the globe, our newest Bainees are more diverse than ever before. In the US, for example, almost 50% of new hires identify as Black, Latinx, Asian, or multiracial, and 46% identify as women. We are committed to making further progress for diverse representation within our leadership team and to retaining and developing our pipeline of diverse future leaders.</p> <p>Complete data on our progress is available in our DEI report: 2021 DEI Report</p> <p>See also: Awards & Recognition</p>

People

Description	Reference or additional information
Compensation	
Pay equality	<p>Bain’s approach to equality (including wage equality) is summarized in our code of conduct: “To support a diverse and inclusive workforce, we each do our part to ensure that Bain attracts, develops and retains highly qualified people. Each and every one at Bain receives equal opportunities for success— based on merit. Bain does 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> <p>The notion of meritocracy – equality of opportunities and rewards for all our team members – is a fundamental principle of our culture. Bain has 3 basic compensation principles: Alignment, Meritocracy & Exceptional Economics.</p> <p>All information pertaining to compensation (including bonus) is conveyed to 100% of employees both before joining and through the annual performance assessment and review process. All employees are given a detailed breakdown of their compensation annually. As a part of the compensation process, the complete process and approach behind the calculation of base pay is conveyed to all employees.</p> <p>See also: Striving for Parity</p>

People

Description	Reference or additional information
Compensation	
Wage level	<p>Compensation is a key component of a highly attractive overall employee value proposition for top talent. Our compensation philosophy is rooted in our aim to be the best place to work for top talent. We must have a highly attractive value proposition overall – and within that, we will ensure that we have highly attractive compensation.</p> <p>In the United States, the minimum of our base pay range for regular employees* exceeds \$20 per hour, over three times the federal minimum wage. Most of our roles are paid well above that level and significantly above what is mandated by applicable federal, state, and local laws.</p> <p>Bain is a high-performance culture. We reflect this both in our approach to career progression and promotion and in our approach to compensation. In our compensation we provide strong incentives for performance. All regular employees across all career levels are eligible for the annual individual performance bonus.</p> <p>In addition to base pay and individual annual bonus, all Bain regular employees in the US are eligible for 401k contribution made by Bain.</p> <p>We undertake a formal benchmarking exercise each year, and sometimes more frequently when needed. We participate in several compensation benchmarking surveys to ensure we have the latest and best market intelligence to set our competitive pay structures for base salaries and bonuses. Bain follows a systematic approach for reviewing jobs and classifying them into a pay grade structure based on the function of the job/role. This allows Bain to ensure our programs and structures are assigned to roles across the grades in a consistent manner, and thus reflect the competitive wages specific to the job/role in a given market.</p>

People

Description	Reference or additional information
Human rights	
Child/ forced labor	<p data-bbox="453 583 1443 737">As a leading global management consulting firm we uphold the highest moral, ethical and legal standards in all we do. This includes ensuring that slavery, unlawful child labor and human trafficking are not taking place in our business or in our supply chains.</p> <p data-bbox="453 762 1443 915">The nature of the services we provide and the policies and procedures we already operate mean that we consider ourselves to be at ‘low risk’ risk of slavery, unlawful child labor or human trafficking existing within our own business.</p> <p data-bbox="453 940 1443 1178">In our supply chains, we make little use of services demanding unskilled labor and those products and services we do consume are sourced from reputable suppliers. We will continue to remain vigilant to ensure that this remains the case and that our Supplier Code of Conduct, that sets out the high standard of ethics that we require from our vendors and contractors worldwide, ensures our suppliers are complying with the legislation where required.</p> <p data-bbox="453 1203 1443 1314">We review our vendor contracts and sourcing processes periodically to ensure that our zero-tolerance policy towards slavery, unlawful child labor and human trafficking is upheld.</p> <p data-bbox="453 1339 1443 1419">See also: Supplier Code of Conduct; Sustainable Procurement Policy, Anti Forced Labor Statement</p>

People

Description	Reference or additional information
Wellness	
Health and safety	<p>At Bain, employee’s safety and security is taken very seriously. Each employee undergoes safety and emergency training during onboarding and understands the protocols that are to be followed in case an unforeseen event were to arise. In 100% of our offices, Bain has a designated Office Safety & Response Team (OSRT) along with First Aiders, Fire Wardens and provides regular updates on office safety and security plans.</p> <p>Bain conducts a comprehensive risk assessment of its operations annually for 100% of its offices. This includes an assessment of multiple topics related to employee health and safety (e.g., health/occupational safety processes).</p> <p>As a professional-services firm, our risk from work-related injuries and fatalities is low. As such, we do not publish specific incidence numbers globally.</p>
Healthcare and benefits	<p>Bain has a variety of benefits in place for the health care coverage of its employees. All benefits at Bain are aligned to a common global standard but may differ by market based on local needs/regulations.</p> <p>All employees working a regular schedule of 20 or more hours per week are eligible for healthcare benefits. Employees may also choose to cover their spouse/ domestic partner and/or children. In countries without universal healthcare, Bain pays a major portion of the premium for healthcare coverage. The employees pay the remaining portion of the premium through payroll deductions.</p> <p>Health at Bain includes both physical and mental health. Bain provides 100% of its employees with counselling services for employees and their family members. In addition to personal counseling sessions, information and support is accessible via phone, text, email and online chat 24x7x365 for an employee or their family member.</p> <p>Bain offers a wide range of flexible working opportunities to its employees, including part-time work, LOAs, job sharing, externships, internships, internal rotational assignments and international transfers. In 2020, approximately 11% of our staff participated in a flexible option for some portion of the year.</p>

People

Description	Reference or additional information
Professional development	
Training	<p>All roles at Bain have formal training programs. Every 18-24 months, every member of the consulting staff has access to a multi-day, focused training event. More than 15K employees have attended a formal training event since 2019. In 2020, more than 1200 training days were offered across Bain. We also have on-line training platforms which provide access to training modules on a wide range of topics. Since 2019, more than 460K modules have been viewed by our global team.</p>

Prosperity

Description	Reference or additional information
Employment and economic contribution	
Employment size and rate	<p>Bain has approximately 12,500 employees.</p> <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%.</p> <p>See also: About Bain</p>
Employment and economic contribution	
Economic value generated	As a private company, Bain does not report financial information.
Employment and economic contribution	
Financial assistance	As a private company, Bain does not report financial information.
Financial investments	
Capital expenditure	As a private company, Bain does not report financial information.
Share buybacks	As a private company, Bain does not report financial information.
R&D	As a private company, Bain does not report financial information.
Taxes	
Taxes paid	As a private company, Bain does not report financial information.

Bold ideas. Bold teams. Extraordinary results.

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

Across 61 offices in 38 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. We earned a gold rating from EcoVadis, the leading platform for environmental, social, and ethical performance ratings for global supply chains, putting us in the top 2% among other consulting firms. 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

AMSTERDAM • ATLANTA • AUSTIN • BANGKOK • BEIJING • BENGALURU • BERLIN • BOGOTÁ • BOSTON • BRUSSELS • BUENOS AIRES • CHICAGO • COPENHAGEN
DALLAS • DENVER • DOHA • DUBAI • DÜSSELDORF • FRANKFURT • HELSINKI • HONG KONG • HOUSTON • ISTANBUL • JAKARTA • JOHANNESBURG • KUALA LUMPUR
KYIV • LAGOS • LONDON • LOS ANGELES • MADRID • MANILA • MELBOURNE • MEXICO CITY • MILAN • MINNEAPOLIS • MONTERREY • MOSCOW • MUMBAI
MUNICH • NEW DELHI • NEW YORK • OSLO • PALO ALTO • PARIS • PERTH • RIO DE JANEIRO • RIYADH • ROME • SAN FRANCISCO • SANTIAGO • SÃO PAULO
SEATTLE • SEOUL • SHANGHAI • SINGAPORE • STOCKHOLM • SYDNEY • TOKYO • TORONTO • WARSAW • WASHINGTON, DC • ZURICH