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Shifting the Paradigm of Success – Convergence of
ESG and BPO: A Case Study

James Donovan, Group CEO of ADEC Innovations

#GSAFestivalofSourcing2023



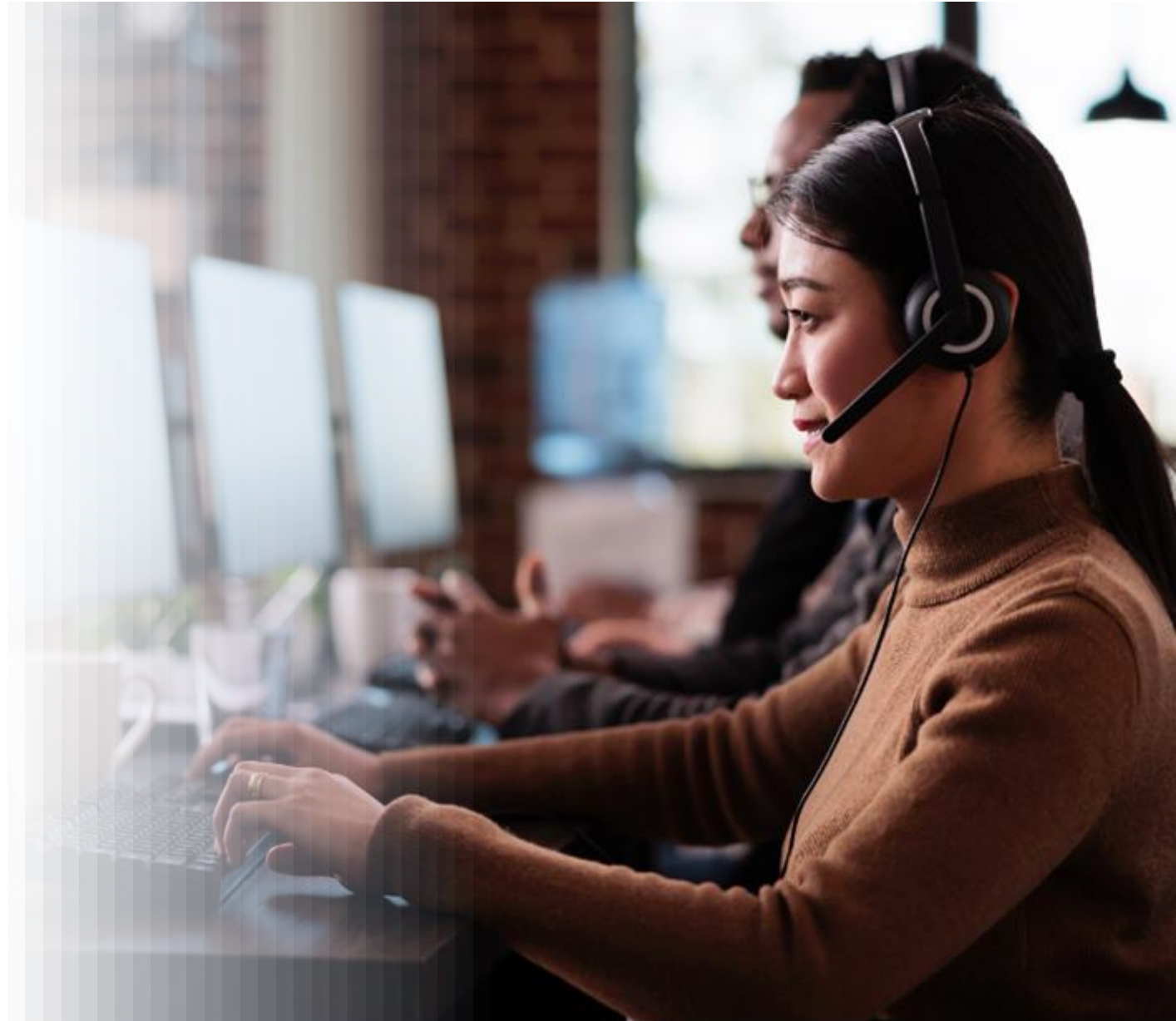
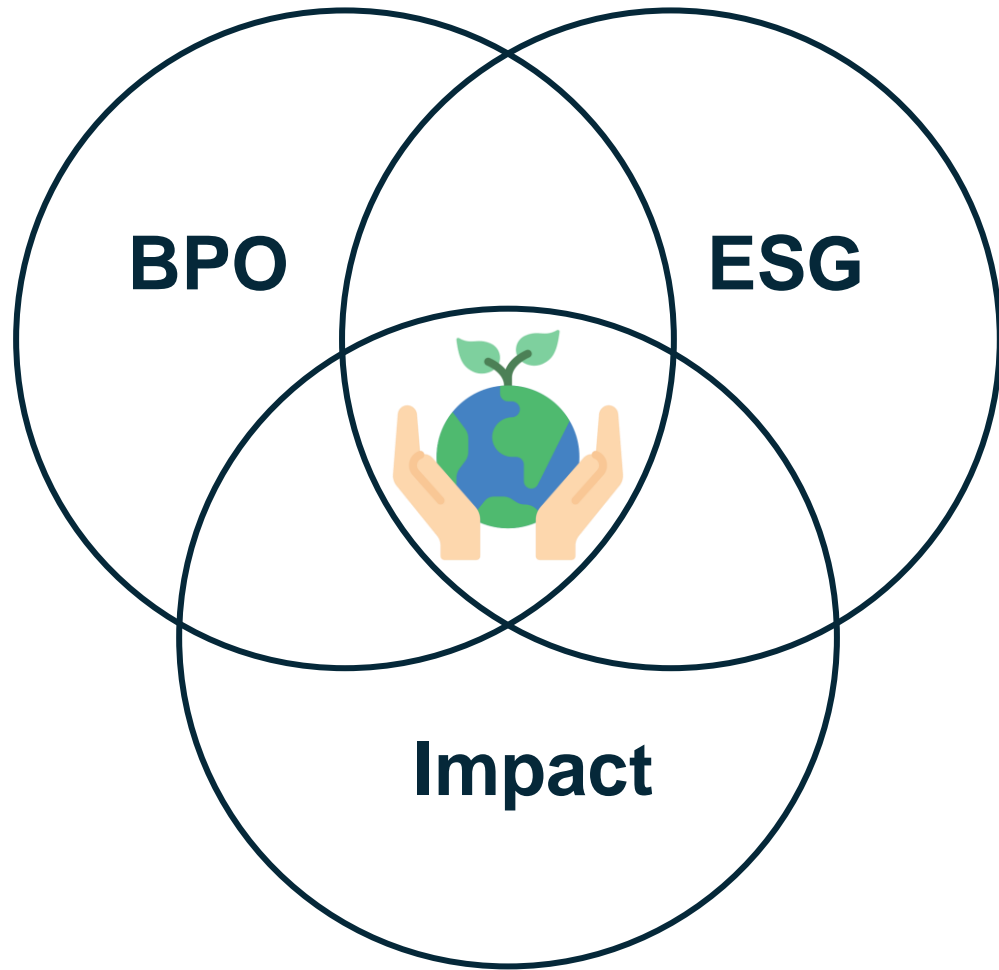
Shifting the paradigm of success – Convergence of ESG and BPO

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ADEC INNOVATIONS
WHERE IMPACT MATTERS

Driving impact across the board



The paradigm shift

70%

CEOs say ESG improves financial performance (up from 37% last year)¹

2024

IFRS new standards
General Sustainability- Related Disclosures
Climate-related Disclosures

77%

Employers report talent shortage in 2023.
55% willing to hire abroad to close the gap ²

1 – KPMG
2 – ManpowerGroup



The paradigm shift



2024 Will Test Companies' Commitment to Social Responsibility ³

Workforce: Employees seek purpose-driven employers.

Customers: Purchase decisions are influenced by corporate purpose.

Investors: ESG actions mitigate risks, impact financial outcomes.

Reputation: Corporate purpose strengthens relationships and maintains trust.

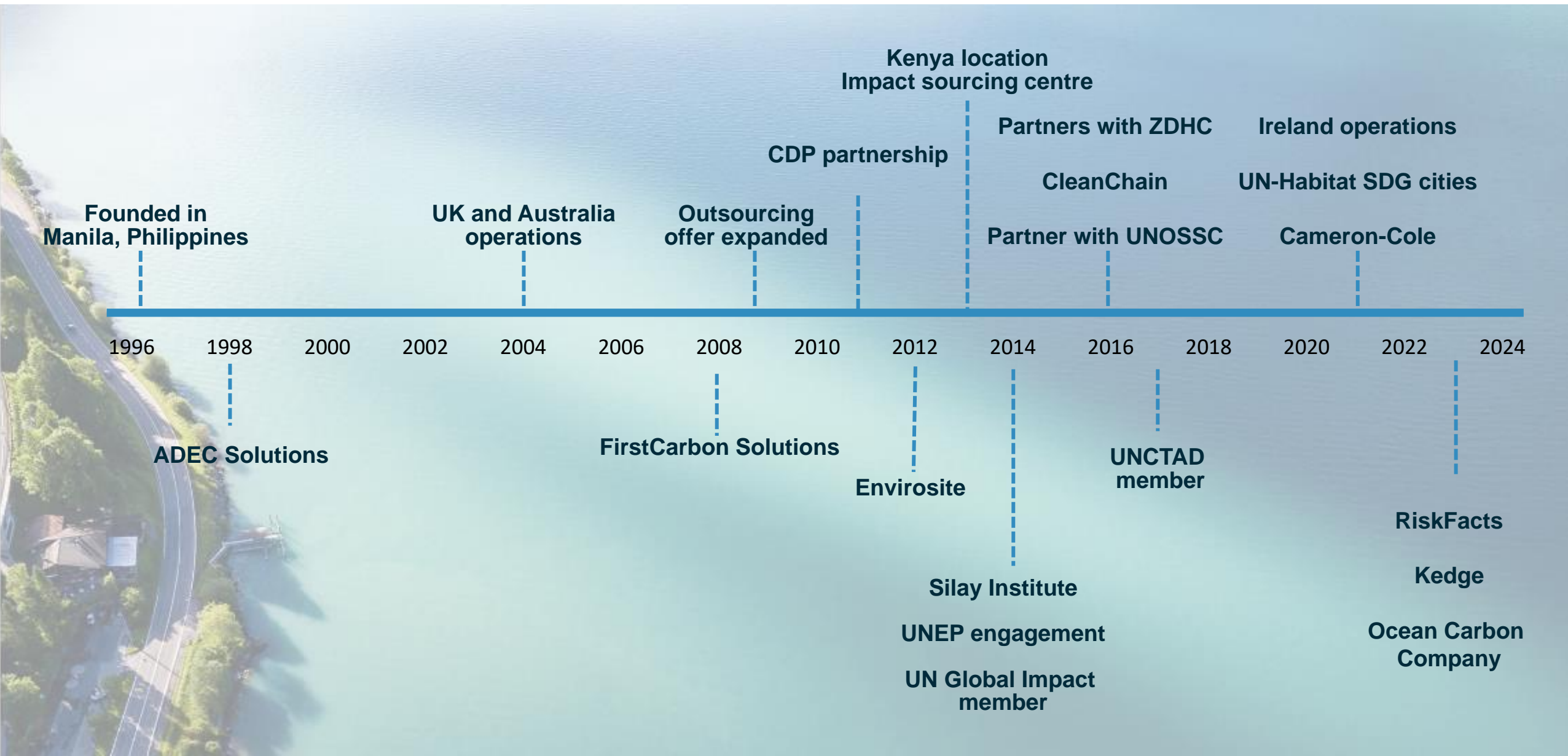
About ADEC Innovations

WHERE IMPACT MATTERS

ADEC Innovations is focused on making an impact and changing lives for the better. Expanding people's options and horizons. Improving the health of the planet. Transforming businesses to be more efficient, sustainable, and resilient.



The ESG and Sustainability journey



Looking forward – sustainability and workforce



United Nations

General Assembly report:

- Progress towards the 2030 Agenda for Sustainable Development is in jeopardy.
- Only 12% of the targets are on track.
- Extreme poverty, hunger, gender inequality, and the climate crisis are major concerns.
- Developing countries and vulnerable populations are disproportionately affected.
- Accelerated action, social cohesion, and green transitions are needed.
- Financial support, international financial reform, and strengthening the UN development system are crucial for progress.

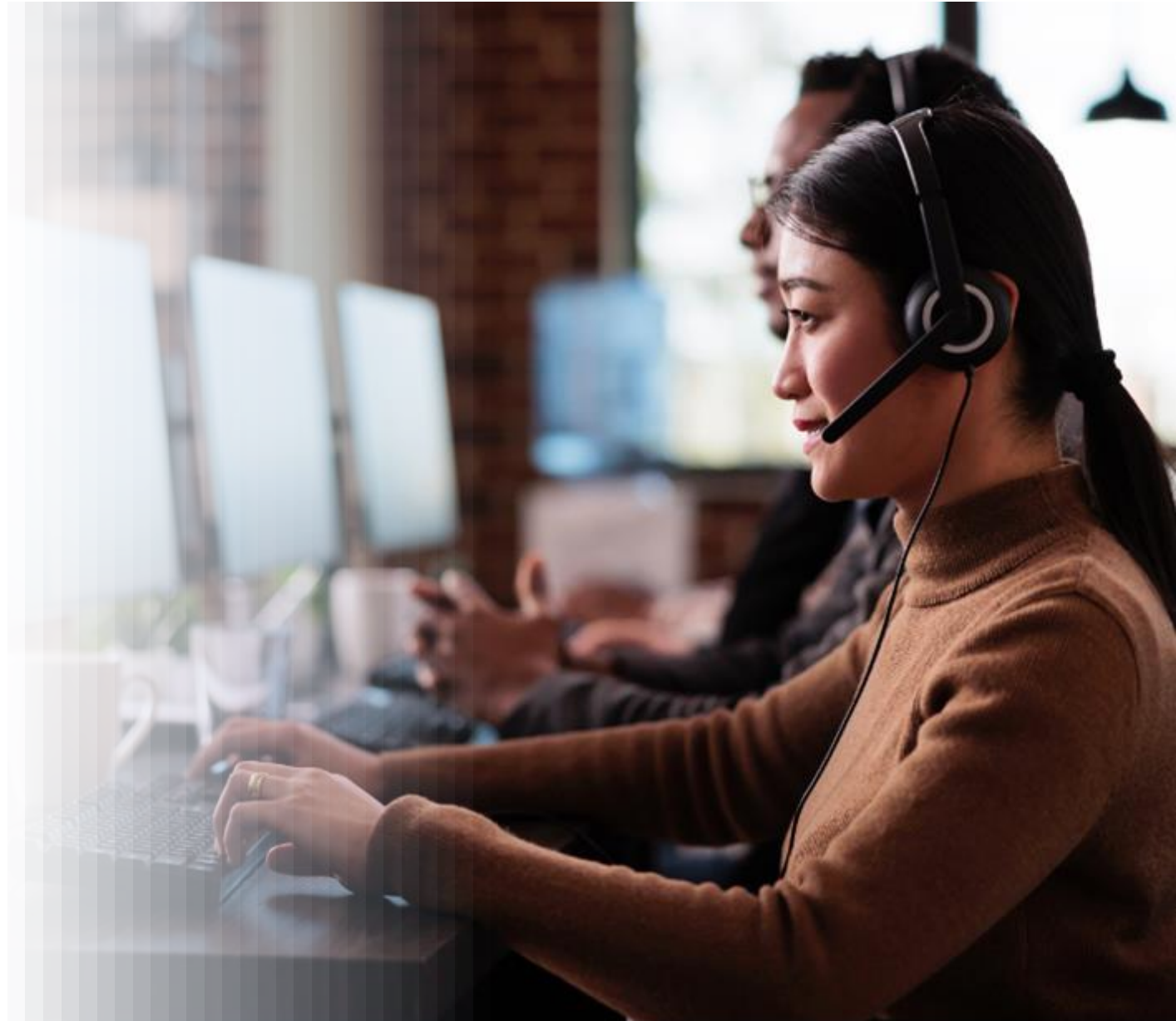
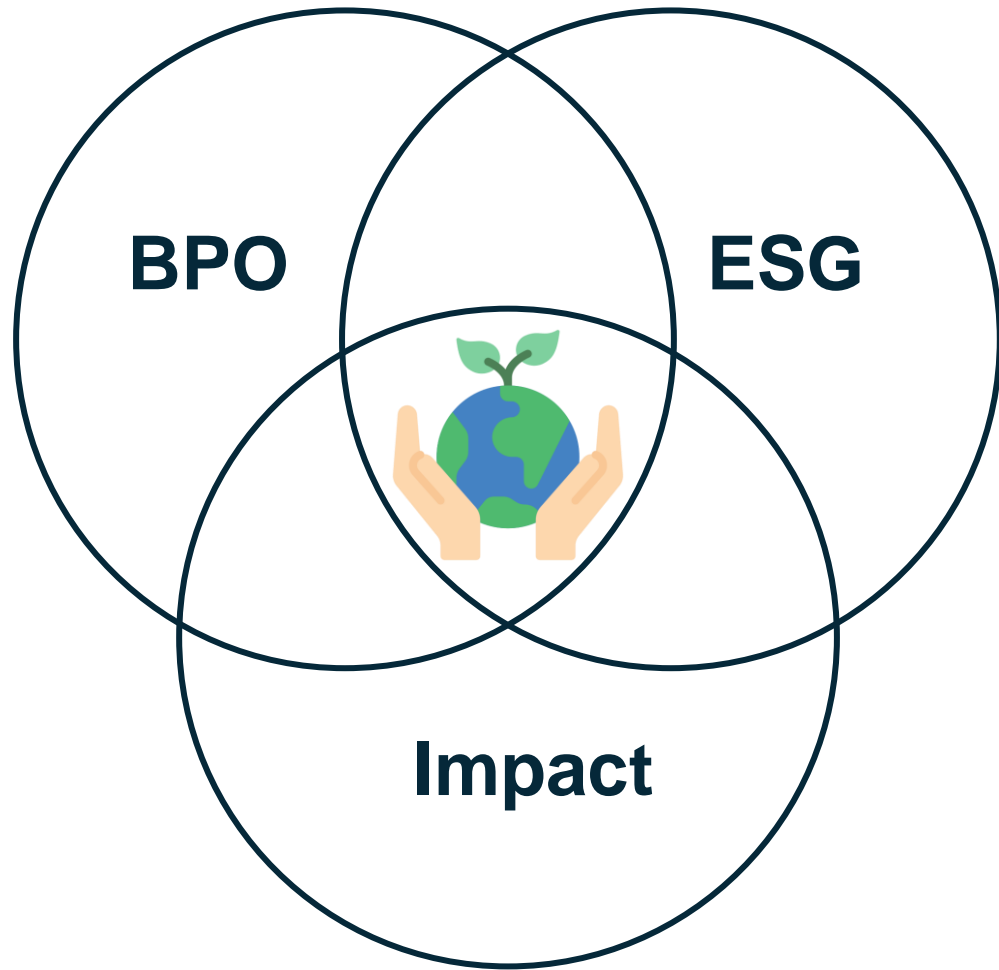


ChatGPT

- Recognising opportunities to optimise with generative AI
- Understanding where human-in-the-loop is needed
- Skills training for smart AI applications across processes

“Impact is about managing the change that technology will bring about, and outsourcing will need to take the lead on how to manage this”

Driving impact across the board



Thank you!

