



Corporate Social Responsibility (CSR) policy



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Introduction

Driven by accessibility, collaboration, and a passion to innovate, FutureLearn recognises its role as a key community partner within the regions it serves. It drives impact by transforming careers and shaping the future of education. FutureLearn is committed to reducing inequality, supporting recovery from economic and social challenges, and contributing positively to society through its operations, partnerships, and activities. FutureLearn acknowledges that its decisions and actions affect people, communities, and the natural environment. FutureLearn therefore aligns its work with the United Nations Sustainable Development Goals (SDGs) and seeks to maximise positive social, environmental, and economic impact.

Introduction

FutureLearn will:

- Support the principles of the UN Sustainable Development Goals as a global framework for action.
- Undertake research and innovation that provides solutions to sustainable development challenges through education.
- Provide learning opportunities that enable students to gain the knowledge and skills needed to promote sustainable development.
- Contribute directly to the achievement of the SDGs by ensuring its programmes, platforms, and operations are environmentally sustainable and socially inclusive.



Scope

This policy applies to all FutureLearn activities, including:

- Education and content development
- Research and partnerships
- Employment and organisational practices
- Procurement and supply chain management



Governance

Responsibility for the implementation of this policy rests with senior leadership, with oversight provided through designated governance structures. Progress will be reviewed regularly to ensure accountability and continuous improvement.



FutureLearn's principles



Education

FutureLearn is committed to expanding access to quality education and ensuring all its students gain essential knowledge for sustainable development.



Equity

FutureLearn is dedicated to fostering a diverse, inclusive, and equitable environment in our virtual learning environment, and at all levels of our organisation.



Environment

FutureLearn strives to reduce its environmental impact and enhance operational sustainability across our institutions.



Ethics

FutureLearn continually works to uphold and strengthen its ethical standards through transparency, data security, and responsible governance.

Sustainable progress

UN Sustainable Development Goals (SDGs)



SDG 1. End poverty in all its forms everywhere.

- Free courses and geo-course pricing available to encourage individuals to become more economically active.
- Developing employability skills across a wide portfolio of courses and programmes.
- Work experience opportunities made available at FutureLearn.
- All staff are given a charity work day dedicated to a charity of choice.



SDG 3. Ensure healthy lives and promote well-being for all at all ages.

- First aid training for staff.
- Offering staff personal re-charge days, healthcare plans, and financial contributions to visual aids.
- Access to mental wellbeing services.
- FutureLearn partners with King's College London to provide global health courses that focus on improving healthcare access and sustainable medical practices.

Sustainable progress

UN Sustainable Development Goals (SDGs)



SDG 4. Ensure inclusive and equitable quality education and promote lifelong learning opportunities for all.

- 100% of students have access to the knowledge and skills needed to promote sustainable development.
- Curricula are developed using an inclusive curriculum framework, providing a socially inclusive learning environment.
- FutureLearn's platform is compliant with Web Content Accessibility Guidelines and considers neurodiversity, disability support, and digital inclusion initiatives.
- Teaching observations ensure the teaching quality is equitable and inclusive.
- All FutureLearn staff have access to continuous professional development through open access to FutureLearn courses.
- Inviting topic specialist guest speakers for students' lectures, seminars, and workshops.
- Appointments of personal tutors within Psychology.
- Working with Trinity College Dublin, FutureLearn offers programmes on inclusive education, supporting teachers and learners in creating ethical and sustainable learning environments.

Sustainable progress

UN Sustainable Development Goals (SDGs)



SDG 5. Achieve gender equality and empower all women and girls.

- FutureLearn has offered free access to over 1200 courses for women and girls in Afghanistan. Over 44,000 learners have enrolled over the last two years, providing them with the opportunity to take control of their lives.
- An average of 51% of leadership positions are held by women.
- Maternity and Parental Leave benefits are available.
- Flexible working and sabbatical policies are in place.

Sustainable progress

UN Sustainable Development Goals (SDGs)



SDG 8. Promote sustained, inclusive, and sustainable economic growth, full and productive employment, and decent work for all.

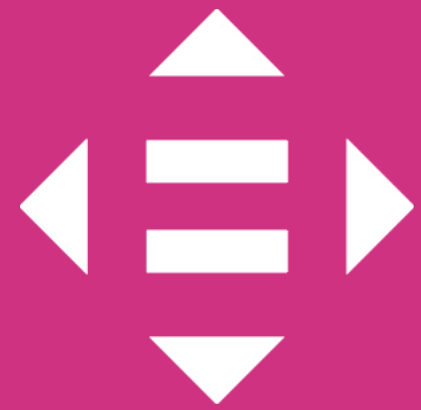
FutureLearn provides working conditions that enable economic growth, decent work and productive employment including having in place the following policies:

- Dignity at Work
- Anti-Corruption and Bribery
- Fair and Transparent Recruitment and Selection
- Conflict of Interest
- Modern Slavery Statement
- Supplier Code of Conduct
- Equality and Diversity
- Safeguarding
- Whistleblowing

FutureLearn practices ethical accounting and finance.

Sustainable progress

UN Sustainable Development Goals (SDGs)



SDG 10. Reduce inequality within and among countries.

- Respecting all religions and nationalities.
- Providing free education that is accessible across the globe.



SDG 11. Make cities and human settlements inclusive, safe, resilient, and sustainable.

- Providing all staff with a cycle to work scheme.

Sustainable progress

UN Sustainable Development Goals (SDGs)



SDG 12. Ensure sustainable consumption and production patterns.

- Choosing partners that align with FutureLearn's sustainability aspirations.
- Avoiding wasting food through sustainable procurement and purchasing.
- Zero claims submitted as a result of legal proceedings associated with advertising, marketing, or miscommunication.
- Monitoring and managing consumption and use of energy. Installing new energy-efficient equipment and lighting when updating.
- Reducing the consumption of water.

Sustainable progress

UN Sustainable Development Goals (SDGs)



SDG 13. Take urgent action to combat climate change and its impacts.

- Recycling available across FutureLearn offices.
- Reduction in the use of paper and greater use of digital tools, supporting Cloud-based partners to achieve net zero by 2030.
- FutureLearn works with Deakin University in Australia to offer courses on sustainability and environmental science, equipping learners with the knowledge to address global climate challenges.
- Implementation of revised work arrangements enabling staff to perform their duties primarily through remote and flexible working models.
- All students are studying entirely online, with no requirement for on-campus attendance or travel.
- FutureLearn partners with EIT RawMaterials to provide free access to courses on e-waste, public health and sustainable development for learners around the world.

Sustainable progress

UN Sustainable Development Goals (SDGs)



SDG 16. Promote peaceful and inclusive societies for sustainable development, provide access to justice for all, and build effective, accountable and inclusive institutions at all levels.

- FutureLearn provides staff and students at Ukrainian universities free enrolment on FutureLearn courses, enabling 60,000 students to continue their learning as part of a global community.
- In partnership with Amnesty International, FutureLearn provides human rights education that empowers individuals to advocate for justice and ethical practices in their communities.

Sustainable progress

UN Sustainable Development Goals (SDGs)



SDG 17. Strengthen the means of implementation and revitalise the Global Partnership for Sustainable Development.

- FutureLearn has formed a partnership with The International Platform on Sport and Development (sportanddev) to provide free access to online courses in multiple languages on sport and sustainable development for learners around the world.
- FutureLearn collaborates with the British Council to deliver free English language and professional development courses that support learners worldwide in building equitable and ethical career opportunities.
- Through its collaboration with Accenture, FutureLearn delivers free digital skills courses that promote fair access to technology-driven careers, fostering sustainable economic growth.

FutureLearn's commitments

Corporate & Society

- Embedding FutureLearn's commitments directly into policies, procedures, and everyday practice.
- Integrating ethical, environmental, social, global, and long-term equity considerations into governance, strategic planning, core and supporting strategies, marketing, and capital expenditure decisions.
- Ensuring all staff demonstrate commitment to social responsibility, sustainability, and ethical conduct.
- Encouraging its supply chain and partners to adopt the same standards, while providing sector leadership and influencing positive societal transformation.
- Tracking progress, learning from outcomes to strengthen resilience, and providing opportunities.
- Collaborating with others, actively listening to stakeholders, and co-creating effective and creative solutions.
- Encouraging transparency in business by openly addressing complex, entrenched, or controversial issues through dialogue, discussion, and action.



FutureLearn's commitments

Education & Awareness

- Promoting innovation across learning and teaching, enterprise, operational services, and collaboration with suppliers and partners to drive continuous improvement.
- Providing and accessing relevant training, sharing best practices, and raising awareness among all stakeholders.
- Encouraging a vibrant community where staff, students, alumni, and visitors can contribute both individually and collectively to shared goals.
- Recognising that every member of the student and staff community as well as suppliers, partners, and contractors has a responsibility to promote shared ownership and ethical and sustainable practice.
- Highlighting and celebrating the progress of students, staff, and alumni in these areas.



Implementation

- CSR principles are factored into strategic planning, operations, risk and performance management.
- Senior management provides good governance, leadership, and oversight, while every employee shares responsibility for upholding this policy.
- New partnerships and suppliers undergo a rigorous due diligence process.
- Progress is monitored, reported, and reviewed annually to ensure continuous improvement.



Monitoring

An annual review will assess progress, updates, and ensure alignment with evolving stakeholder expectations and global best practice. The policy will be reviewed annually by the Academic Registrar.

