



AURIENS

C H E L S E A



ESG STRATEGY 2025



Contents

- 4** A message from our CEO
- 6** Vision, Mission & Governance
- 8** Strategy
- 12**
 - Auriens Buildings
- 16**
 - Auriens Communities
- 24**
 - Auriens People
- 28**
 - Auriens Purpose
- 30** Roadmap / Successes
- 34** Sign off


A Message From Our CEO

At Auriens, we set high standards for how people live. This ESG strategy is about holding ourselves to equally high standards for how we operate as a business - environmentally, socially, and ethically. This strategy details our achievements through 2024 and outlines our targets and objectives for 2025 and beyond.

We already have strong foundations. Our building was designed with sustainability in mind, and we're proud of its performance so far - BREEAM Excellent, on-site renewables and high-quality materials. We've also built a culture that values people: our residents, our team, and our wider community. From our approach to care and wellbeing, to how we train and support staff, ESG isn't a separate function here - it's part of who we are.

That said, this document is just a starting point. It gives structure to the work we're doing, sets targets for where we want to go, and lays out the values that guide our decisions along the way. Some of those decisions will be straightforward. Others will involve trade-offs. But having a clear framework means we can hold ourselves to account and make progress in the right direction.

Julie Fawcett
Chief Executive Officer
Auriens

A portrait of Julie Fawcett, CEO of Auriens. She is a woman with shoulder-length blonde hair, smiling warmly at the camera. She is wearing a dark blue jacket with red piping and gold buttons over a white collared shirt. The background is a blurred indoor setting with large windows and greenery.

“WE KNOW EXPECTATIONS ARE RISING — FROM RESIDENTS, INVESTORS, AND REGULATORS. THAT’S A GOOD THING. WE WELCOME THE SCRUTINY. OUR AIM IS NOT ONLY TO MEET THOSE EXPECTATIONS, BUT WHERE WE CAN, TO LEAD.”



Vision, Mission & Governance

Auriens strives to embody the gold standard in later living. Attaining such an ambition is only made possible through dedication and diligence in every facet of our operations. To this end, we have created an overarching vision and mission which lays the foundations for our wider strategic aims.



Vision

Redefining later living

Mission

Auriens enriches the lives of our residents through exquisitely designed properties, unparalleled services and an exceptional health and wellness offering.

Governance

Effective governance is the cornerstone of Auriens’ strategy. By conceiving and upholding rigorous governance standards, we are creating a solid foundation upon which our ESG initiatives can thrive.

We will instil trust and confidence in our practices, internally and externally, to maintain a decision-making process that is transparent, accountable, and ethical.

Our strategy includes a multitude of aims ranging from shorter-to longer-term objectives. Auriens’ commitment to robust governance procedures will ensure our investments in sustainability, social impact, and ethical conduct are not only impactful but also enduring.

Values

Our values are the guiding principles that shape our actions and decisions; they reflect what we stand for as an organisation.

We want to ensure that our values play an active role in our operations and our culture more widely, providing an unwavering sense of direction and helping hone decision making and best practice.



Excellence

CONSTANTLY IMPROVING, REDEFINING AND SETTING OURSELVES HIGHER STANDARDS TO MEET

We strive for standards of excellence in all that we do. To embody this value, every member of our team must be a self-starter and a proactive problem solver. Can-do attitudes and an entrepreneurial spirit lie at the core of the company and drives its future. Suggestions on how we can improve – however small – are encouraged from both colleagues and residents alike and the entire team is empowered to contribute to the business and its evolving vision.



Empowerment

SHARING RESPONSIBILITIES ACROSS THE WHOLE TEAM, COMMITTING TO THE SUCCESS OF THE BUSINESS AND CONTRIBUTING TO ITS VISION

Never satisfied to settle for good enough, we strive to achieve higher standards that exceed our residents' and our staff's expectations. Going the extra mile is a given. Every member of the team has a collective responsibility to do the best they can to ensure the wellbeing of every person in our community. We are dedicated to creating a strong and connected work community.



Integrity

STRIVING TO ACT TRANSPARENTLY AND ETHICALLY ACROSS THE BUSINESS

Auriens is about people first and foremost; therefore, trust is an essential value that defines all our relationships. This means putting ethical considerations at the heart of all our dealings as well as striving to minimise our environmental impact wherever possible. We are prepared to go above and beyond to help others when the situation requires it, honouring all commitments made while ensuring never to overpromise. We own our mistakes and are open to constructive feedback.



Respect

VALUING AND CARING FOR COLLEAGUES AND RESIDENTS, RECOGNISING THEIR SKILLS, UNIQUE ABILITIES AND LIFE EXPERIENCES

As a business built around meeting the emotional, physical and social needs of different people, empathy, appreciating diversity and approaching each situation with sensitivity and objectivity is vital. We make sure to take time to understand others and listen to opinions, including those that differ from our own. Embracing a collaborative and positive approach to value the input, as well as taking into account the life experiences of each and every one of our residents and colleagues is part of our approach everyday.

Strategy

Auriens ESG strategy is a working embodiment of our company values. Empowerment resonates at the heart of our thinking. We are fostering a culture where responsibilities are shared, and every team member is invested in ensuring we are maintaining the highest standards of service, whilst making the world around us a more equitable and sustainable place. This collaborative ethos sees individuals not just as employees but as contributors to the larger vision.

Integrity forms another vital part of our thinking, shaping the business's current and future actions through transparent and ethical practices woven into every facet of our operations. The pursuit of excellence is ingrained in the company's DNA, with a commitment to continual improvement. Finally, respect serves as a guiding principle, nurturing a supportive environment that values and cherishes the diverse skills, unique abilities, and life experiences of both our colleagues and residents. These values have been woven throughout this strategy.

Building on this foundational thinking, we have conceived a strategic framework which augments the delineation of environmental, social and governance concerns. As a people-centric business, we have conceived a more human approach. Informed by the above and guided by industry best practice, we have identified four key areas of focus.

Our Pillars

1. AURIENS BUILDINGS
2. AURIENS COMMUNITIES
3. AURIENS PEOPLE
4. AURIENS PURPOSE

These pillars will guide our initiatives, decisions, and actions. Each pillar has been broken down into core themes and parsed out into an action plan to ensure we adhere to our objectives and ultimately achieve our wider strategic aims.



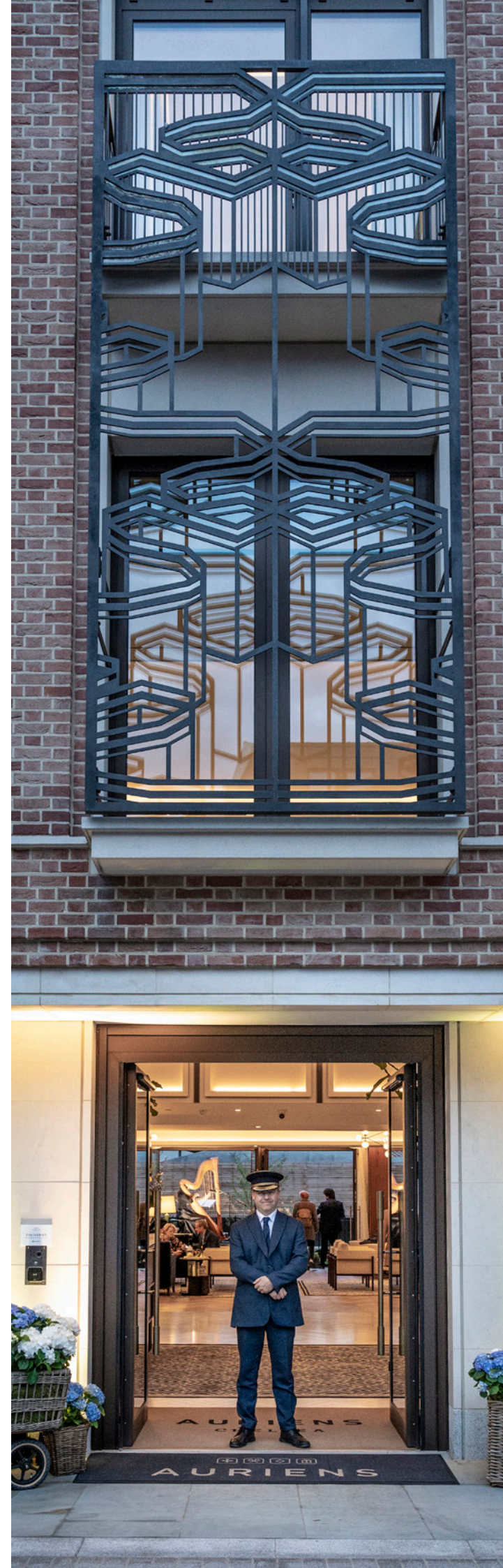
1. AURIENS BUILDINGS

12

The Context

There are over 30 million buildings in the UK. As the effects of climate breakdown are felt in real terms around the world, the buildings in which we all live and work have come under scrutiny. In 2022, buildings accounted for 17% of the total emissions in the United Kingdom, making it the second highest-emitting sector. The majority of these emissions are related to the heating of these buildings.

According to the Climate Change Committee, which advises the UK government on emissions targets, by the start of the Sixth Carbon Budget in 2033, all UK buildings should be energy efficient. The next ten years are crucial in our collective efforts to decarbonise and create policy frameworks, supply chains, and support infrastructure specific to buildings.



Our Response

Auriens will embrace innovation to embed sustainability within every element of our built environment and future-proof our buildings.

Our actions have been conceived to effectively reduce the environmental impact of our facilities while maintaining our levels of service.

620,000 kWh

Generated by our CHP unit since 2021

13

1. AURIENS BUILDINGS

CARBON

We pledge to understand, manage and mitigate our carbon footprint in alignment with the latest science and guidance. Our focus revolves around enhancing the energy efficiency of our buildings and embracing renewable energy sources to reduce our greenhouse gas (GHG) emissions. To achieve this, we’re planning several strategic actions.

We already have a lot to be proud of when it comes to our building. We completed an appraisal according to the Building Research Establishment Environmental Assessment Methodology (BREEAM). This comprehensive evaluation covered various aspects including energy, transportation, land use, and ecology. We are proud to announce that our building has already achieved a BREEAM Excellent rating. As well as achieving an Energy Performance Certificate (EPC) rating of A throughout all common areas.

Solar panels have been installed and have so far generated 66,000 kWh to date. Further on-site energy generation originates from our combined heat and power unit (CHP), which has generated 620,000 kWh since its commissioning in 2021.

The implementation of an energy monitoring & carbon reporting system in 2024 will help to amplify our efforts to fine-tune operational processes, minimise waste and optimise energy consumption further. To date, sub-meters have been installed in resident apartments and communal areas (individual meters in the swimming pool, kitchen, sprinkler system, restaurant, salon, cinema, landlord areas and main plant. Giving us great resolution on areas to target for further improvements.

We are also planning to establish a baseline operational carbon footprint in 2025 to aid in setting and achieving ambitious reduction targets. We will be guided by credible frameworks, including the Greenhouse Gas Protocol & report those emissions aligning to the International Organization for Standardization (ISO) 14064-1.

MATERIALS

In line with our commitment to sustainability, we’re dedicated to sourcing materials in a more environmentally conscious and sustainable manner. Over the course of this year, our transition to sustainable housekeeping products with low-waste packaging and removing the use of bleach in our processes minimised our environmental impact without compromising on our standards of cleanliness and hygiene.

ACTIONS AND TARGET DATES

	Focus Area	Action	Target Date
1	Renewable & Efficient Energy	Connecting All Apartments To Bms System	Completed
2	Renewable & Efficient Energy	Implement Energy Management System	2025
3	Renewable & Efficient Energy	Solar Panels/Provision Of Renewable Energy	Completed
4	Quantifying Impact	Energy Monitoring And Carbon Reporting Being Installed	2025
5	Quantifying Impact	Baseline Operational Carbon Footprint	2025
6	Responsible Sourcing	Using Sustainable Housekeeping Products	Completed
7	Responsible Sourcing	Circular Economy Strategy	2028

2. AURIENS COMMUNITIES

16

The Context

Auriens is dedicated to redefining later living. Our emphasis is upon enabling our residents to live life fully, and for longer. Today, we understand more than ever the interrelated components that feed into health and wellbeing.

Loneliness is a seemingly intractable 21st-century problem. The types and experiences of loneliness might vary, but its effects are profound and alarming. Many consider it to be one of the largest public health challenges we face today. Social isolation, defined as 'having few social relationships or infrequent social contact with others', is a separate but interrelated issue and of equal concern.

The UK population is undergoing a seismic age shift. There are currently over 11 million people aged 65 and over, which will increase to 13 million in ten years, making up 22% of the population. But our society has misguided or inaccurate assumptions about ageing. Auriens is dedicated to redefining later living across every facet of our residents' lives.

22%

Of the UK population are over 65



Our Response

We ensure that our residents' health and wellbeing is a core concern. We already facilitate healthy, social and engaging lifestyles. "Our vision is to create vibrant communities where residents experience an unparalleled quality of life, celebrating the wisdom that comes with age" says Tim Sheppard, Director of People & Culture.

However, in accordance with advice from authorities focused on healthy ageing, we will work to identify which aspects of our work address the psychology of loneliness, design future programmes of work to explicitly include psychological approaches to loneliness, and evaluate the impact of these programmes on reducing loneliness.

"AT AURIENS, COMPANY CULTURE REALLY IS EVERYTHING, IT IS IN OUR COMMITMENT TO REDEFINE LATER LIVING. OUR VISION IS TO CREATE VIBRANT COMMUNITIES WHERE RESIDENTS EXPERIENCE AN UNPARALLELED QUALITY OF LIFE, CELEBRATING THE WISDOM THAT COMES WITH AGE."

TIM SHEPPARD

DIRECTOR OF PEOPLE & CULTURE

17

RESIDENTS

Proactively protecting against loneliness is pivotal in our approach. We will continue to curate an enriched social program, offering an array of activities such as dinners, film screenings, cultural events, and talks by musicians, artists, sports personalities and more. We also encourage participation in external events like the RHS Chelsea Flower Show.

It is well documented that the proportion of people who are physically inactive increases with age. A recent study identified social connection as the strongest protective factor for depression. The World Health Organization (WHO) recommends supporting healthy

behaviours, including being physically active, as a key tactic to promote healthy ageing.

Tailored programs utilising our state-of-the-art facilities, including our swimming pool, sauna, treatment rooms for spa-style massages, and sessions with health practitioners. Our search for a forward-thinking wellness approach led us to the three founders of the Kyros Project, a consultancy specialising in the science of wellness. Our partnership champions active ageing with unique, enjoyable exercise, lifestyle and nutrition programmes.

Gideon Remfry, named among the top 25 trainers in the world, has worked with numerous elite athletes and transformed the lives of many clients in later life. Our physiologist, Ben Williams, is currently the Head of Human Performance for Sir Ben Ainslie's British America's Cup Team.

Our courtyard garden – designed by renowned designer Andy Sturgeon – offers an outdoor space and a serene retreat. Various social spaces, including a speakeasy bar, restaurant, and library, provide residents with opportunities to socialise.

Another strategy listed by the WHO for the promotion of mental wellbeing is the facilitation of a balanced diet. A recent study found that people who improved their eating habits in later life saw significant benefits, including at least an 8% reduction in mortality during the study period and a 7 to 15% drop in their likelihood of dying from heart disease, specifically. We prioritise high-quality nutrition through a comprehensive program, ensuring residents' dietary needs are met for their overall wellbeing. Our nutritional approach is led by medical nutritionist Aidan Goggins.

"In pursuit of sustainability, diversity and the wellbeing of our community, we consciously choose family-run local

suppliers, making local ingredients the heart of our menus" says Head Chef Panos Kotalakidis. "This deliberate choice not only supports local businesses but also nurtures a sense of community, of shared values and mutual growth. The decision to prioritise local sourcing isn't solely an environmental choice—it also translates to higher nutritional value in our offerings. By using local ingredients, we ensure that the nutrients remain intact, free from the deterioration that can occur during long transit times."

Another tenet of our offering for residents is our on-site healthcare. Draycott Nursing & Care, part of the Auriens Group, have nearly 30 years of experience in providing the highest quality in-home care. Clients and carers are carefully matched by a Care Coordinator. The needs, personalities, and wishes of our residents and their loved ones are taken into account to ensure the best match possible. When a little extra support is required, Draycott's experience and expertise ensures that our residents receive the relevant care and attention. In 2024 the role of Wellbeing Manager was introduced at Auriens to ensure the ongoing collaboration between all of Auriens services including Kyros and Draycott, are at the heart of everything we do to support the residents in their ongoing wellbeing.

"IN PURSUIT OF SUSTAINABILITY, DIVERSITY AND THE WELLBEING OF OUR COMMUNITY, WE CONSCIOUSLY CHOOSE FAMILY-RUN LOCAL SUPPLIERS, MAKING LOCAL INGREDIENTS THE HEART OF OUR MENUS"

PANOS KOTALAKIDIS
HEAD CHEF





INNOVATIVE FACILITIES

Our innovative thinking extends to enhancing our facilities. We're exploring initiatives to increase the biodiversity within our gardens, promoting environmental conservation within our community and beyond. Initiatives being considered include the introduction of new biodiversity-friendly species such as fruit trees, and labelling the plants in the garden to encourage participation from residents and staff.

With plans for the provision of electric car chargers and cycling infrastructure by 2026, we hope to further reduce the carbon footprint associated with our wider operations, including residents, staff and visitors.

We currently work with the Royal Borough of Kensington and Chelsea, which operate according to an ambitious ESG strategy. We are also in the process of partnering with the waste management & recycling company First Mile, who will be able to consult on initiatives to further streamline our waste management practices, including circularity in food and beverage services. An example of this practice in action can be found in our kitchen, from its sourcing decisions to the use of the garden for planting and waste.

"Our dedication to quality not only enhances the overall nutritional value of our offerings but also aligns with our commitment to promoting the health and wellbeing of our community.



2. AURIENS COMMUNITIES

Creating a symbiotic relationship with our surroundings, by sourcing locally, we not only contribute to the vibrancy of the local economy but also significantly reduce transportation-related emissions. Our conscientious use of technologies for recycling food waste and choosing eco-friendly cleaning products reinforces our dedication to minimising our environmental impact." - Panos Kotalakidis

We have implemented a comprehensive resident health tracking system that allows us to monitor various health indicators and patterns. This real-time insight aids in identifying potential areas for improvement and enables us to tailor our services and facilities to better support the specific health needs of our residents.

Platforming our residents' opinions will be integral to our success. In line with this, we introduced a regular resident satisfaction survey initiative in 2024. Leveraging the feedback acquired, we aim to continuously improve our services and amenities, ensuring that they align with the evolving needs and preferences of our residents.

We're creating an environment that not only supports healthy and vibrant living but also champions sustainability at its core. This holistic approach isn't just about creating a place to live; it's about cultivating a community where residents thrive physically, emotionally, and socially.



The key metrics for us show that engaging in the Auriens lifestyle has had the following impact on our residents;

70%

Reduced both body fat and visceral fat - showing we are supporting lowering risk of heart disease, type ii diabetes, high blood pressure & chronic inflammation

47%

Decreased mid-section body fat

47%

Increased skeletal muscle mass - showing we are reducing sarcopenia, risk of falls, and resilience

35%

Reduced cellular stress – showing we are positively supporting a holistic lifestyle to reduce mental and physical stress

30%

Weight and BMI improvement



“OUR AIM IS TO CULTIVATE AN ENVIRONMENT THAT PROMOTES WELLBEING, CONNECTION, AND ACTIVE AGEING”

TIM SHEPPARD
DIRECTOR OF PEOPLE & CULTURE

ACTIONS AND TARGET DATES

	Focus Area	Action	Target Date
1	Improving Health & Wellbeing	Resident Health Tracking	Completed
2	Improving Health & Wellbeing	High-Quality Nutritional Program	Completed
3	Improving Health & Wellbeing	Enriched Social Program	Completed
4	Improving Health & Wellbeing	Resident Satisfaction Survey	Completed
5	Innovative Facilities	Increased Biodiversity Of Gardens	2028
6	Innovative Facilities	Provision Of Electric Car Chargers	2026
7	Waste Management	First Mile Waste & Recycling	Completed
8	Waste Management	Circular Food And Beverage	2025

3. AURIENS PEOPLE

24

The Context

A business's greatest asset is its people. Yet, the statistics show that many workplaces around the UK fail to support and nurture their workforce. According to the latest figures, 67% of professionals are experiencing stress at moderate to high levels, and 1 in 7 people experience mental ill-health in the workplace.

The gender pay gap remains a critical issue in workplace wellbeing, with a 7.7% gap still present in the UK as of April 2023, despite a gradual decline. This disparity affects more than just pay, as women in full-time roles are nearly twice as likely to face mental health challenges compared to men. While sectors like health and social work report a lower median gap of 2%, the existence of any gap highlights ongoing inequities.

“WE ALWAYS HIRE AND PROMOTE THE MOST APPROPRIATE APPLICANT OR COLLEAGUE FAIRLY AND CONSISTENTLY THAT IS FREE FROM DISCRIMINATION”

TIM SHEPPARD

DIRECTOR OF PEOPLE & CULTURE

3. AURIENS PEOPLE

Our Response

Our success lies in cultivating environments where every person can thrive. We understand that workplace wellbeing is about creating and maintaining supportive, healthy environments for employees; where people from diverse backgrounds feel empowered, looked after and capable of growth.

We have already launched a comprehensive training and development program. The completion of management development programs by our Heads of Departments and colleagues at supervisory levels underscores our dedication to continuous improvement. Courses already completed include Common Age-Related Diseases and Conditions, Supporting Individuals with Communication Needs, Falls Prevention, Safeguarding Adults and Children, and Bereavement Training. Dementia Awareness training is in the pipeline.

We are dedicated to transparency and accountability. Tracking gender pay disparities in 2023 highlighted areas for improvement. While we've made progress, we acknowledge that the median gap between colleagues is, on average, 1% more for men than women. Going forward, we are committed to addressing the identified gaps and will continue to collect data on an ongoing basis to monitor progress on this front.

25



Our robust DE&I Policy, introduced in 2020 and reviewed in September 2023, underpins our stance as an equal opportunities employer. We continue to integrate these values at every stage of our operations, including in hiring, where we have created and upheld a recruitment policy since November 2023 to ensure that “we always hire and promote the most appropriate applicant or colleague fairly and consistently that is free from discrimination”. Upholding fair and unbiased recruitment practices is integral to this ethos, promoting diversity and inclusivity across our organisation.

Recognising the importance of measuring our progress, we conducted an updated Employee Wellbeing Survey in September 2023. The survey revealed encouraging results, showcasing increased employee happiness since March 2023.

However, it also helped identify areas for improvement. We will continue to work to create a more supportive and thriving work environment for all. The Wellbeing Surveys and Employee Satisfaction Surveys take place every 6 months.

“We have a lovely team at Auriens that we need to nurture and maintain,” says Tim. “I believe that focusing on honing our HR offering is key for next year. Alignment of our colleagues to our culture is instrumental in boosting our colleague retention, and this has implications for the overall success and sustainability of our mission. When colleagues feel a sense of belonging, alignment with our values, and a shared commitment to our vision, they are more likely to remain dedicated to their roles.”

3. AURIENS PEOPLE

SUPPLIERS

It is estimated that a company’s supply chains account for more than 80% of its GHG emissions. In 2026, we aim to establish a robust Procurement Policy and a Supplier Code of Conduct. These frameworks will guide our suppliers in embedding sustainability practices into their businesses.

We aspire to expand our impact beyond our immediate operations. Collaboration with stakeholders who share our ethos is a vital element of our approach, amplifying our collective efforts towards a sustainable future. By 2027, our goal is to engage all our suppliers on critical topics aligned with our code of conduct, including climate, wages, and diversity.

Ultimately, we aspire to align our suppliers with our ESG strategy. This collaborative approach not only encourages shared learning but also empowers suppliers to be an integral part of our sustainability solution.

Our commitment to nurturing our people, fostering growth, and aligning with suppliers towards sustainability forms the bedrock of our ESG strategy. Through continuous development, promoting equality, and collaborative engagements, we endeavour to create a thriving ecosystem that not only supports our team’s growth but also extends our positive impact across our network and communities.

ACTIONS AND TARGET DATES

	Focus Area	Action	Target Date
1	Exceptional Staff Welfare	Employee Wellbeing / Satisfaction Survey	2023
2	Exceptional Staff Welfare	Launch Training & Development Program	2026
3	Exceptional Staff Welfare	Tracking Gender Pay Disparities	2026
4	Exceptional Staff Welfare	Fair And Equitable Recruitment	2024
5	Raising Supplier Standards	Supplier Code Of Conduct	2026
6	Raising Supplier Standards	Supplier Engagement	2027

4. AURIENS PURPOSE

The Context

We are under no illusion about the hard work, diligence and transparency it will require to deliver on our ambitious ESG targets. Global ESG regulations have increased by 155% in the last 10 years. This statistic alone shows the high standards that have been set for companies in a time when social, environmental and governance concerns are of paramount importance to governing bodies, stakeholders and the general public.

We welcome this change. While operating with the best interests of our stakeholders in mind, Auriens believes in the power of data-led reporting to drive accountability and ensure we are doing the right thing for society and for our planet.

155%
increase in Global ESG regulations
in the last 10 years

4. AURIENS PURPOSE

Our Response

We are currently formalising our governance processes, driven by a vision that extends far beyond the boundaries of our walls. Our purpose transcends mere operations; it encompasses our residents, staff, suppliers, stakeholders, and our extended networks. We are committed to fostering sustainable, transparent, and ethical business practices across our supply and value chains.

Transparency is a guiding principle in our approach. We will hold ourselves accountable by conducting an Annual ESG Update, providing stakeholders with a clear view of our progress and our areas for improvement. Employing recognised standards and frameworks such as the GHG Protocol ensures the credible measurement and reporting of our greenhouse gas emissions. We will also conduct life cycle assessments on new buildings and measure our operational carbon footprint by

following frameworks including ISO 14040 and ISO 14064-1 respectively.

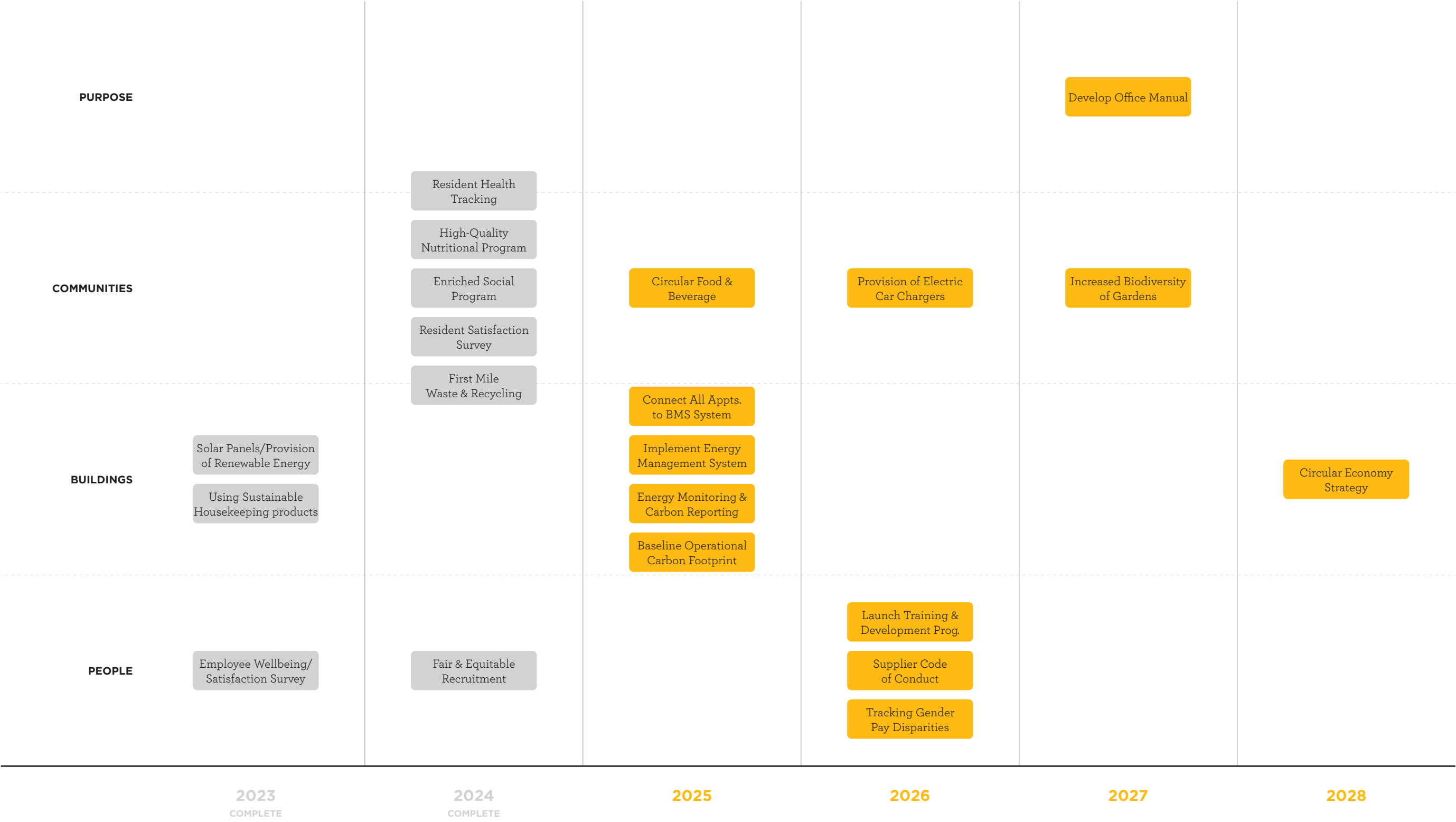
Setting the highest ethical standards to undergird our work is non-negotiable. We’ve laid the groundwork by introducing an Anti-Bribery and Corruption Policy in November 2020. Our commitment to ethical conduct is scaffolded by our comprehensive employment and Equality, DE&I policy. To ensure compliance and continuous improvement, we’ve established robust internal review and audit processes, fostering an environment conducive to success.

As we embark on this transformative journey, our commitment to purpose remains steadfast. We recognise that formalising governance processes is the initial step in a continuous evolution. Our dedication to sustainability, transparency, and ethics is not a destination but an ongoing pursuit.

ACTIONS AND TARGET DATES

	Focus Area	Action	Target Date
1	Transparency	Annual ESG Update	2026
2	Striving For Improvement	Develop Office Manual	2027

Roadmap / Successes





Sign off

At Auriens, our mission to redefine later living transcends mere rhetoric. In embracing sustainability, ethical conduct, and transparency, Auriens aims to set new benchmarks in sustainable practices, leaving a legacy of positive impact on our world and communities. Our journey is one of purpose, collective responsibility, and a commitment to shaping a better future for generations to come.

By practising transparency, adhering to recognised standards, and upholding ethical conduct, we not only strive to meet our commitments but also seek to inspire and collaborate with others committed to similar values. Our journey toward formalised governance is not just about compliance; it's about manifesting our purpose and leaving a positive impact on the world we inhabit.

We invite you to join us on this journey, and welcome any questions, queries or comments you might have. To be effective and authentic, this work requires investment from every individual in our network.

Join us, and be part of this change.



AURIENS

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