



# 2022 Annual Benefit Report Coraggio Group



coraggiogroup



## Introduction

**We're frequently asked, "Why did you name your firm Coraggio?"** It's a great question and one we enjoy answering. Coraggio is the Italian word for courage. It serves as a daily reminder of the first commitment we make to every client: to have the courage to challenge them to reach beyond what might be comfortable or easy so that they can achieve their full potential. "Coraggio" is also the first of the four consulting principles that unite us in how we approach our work:

**Courage, Truth, Grace and Humility.**

Since our founding in 2005, we've placed these ideals at the center of our work. They represent the foundation of the experience our clients have with their Coraggio project teams and are why, over the years, so many of our clients have chosen our firm over and over again to help them take their next big leap forward.





Coraggio is part of a growing movement of businesses nationwide that believe in and practice the Triple bottom line of People, Planet and Profit. We take pride in having met the Benefit Corporations for Good certification standards each year since 2018 and we are committed to continuing our efforts to create better communities, be responsible stewards of our planet, and help businesses reach their full potential.

# Our Values and Culture

## Our Values

Courage

Passion

Collaboration

High Bar

Healthy Relationships

## What it's like to be part of our team

**Coraggio is a fun, upbeat environment in which people can be themselves, do their best work each day, and learn and grow personally and professionally.**

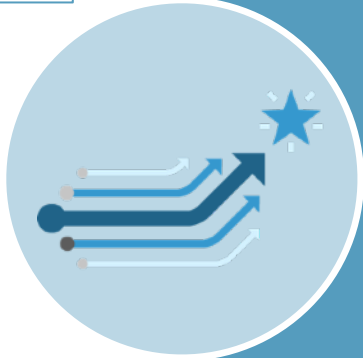
A day in the life at Coraggio is never the same and never boring. In fact, some days are just plain crazy. We love what we do and genuinely enjoy working with one another—whether it's as teammates on a client project or as an entire firm working on a community volunteer project. We have zero patience for office politics, prefer good judgment over bureaucratic policies and respect the uniqueness of every individual.

## Our commitment to Diversity, Equity and Inclusion

We envision a world where the voices of those affected by systems of racism, oppression and injustice are not only heard and valued but also lead and shape conversations on how to make our collective futures and communities better. A world where Coraggio is a diverse, equitable and inclusive organization that works for social justice and accepts intersectionality in all its dimensions. A world where we show courage and humility to nurture meaningful dialogue and education to help us, our clients and our community continuously reflect and grow.

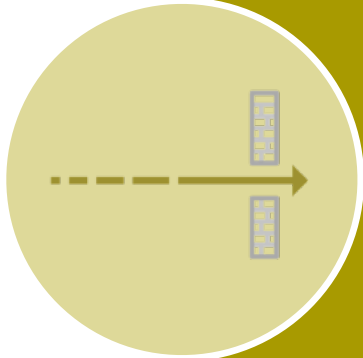
We accept responsibility and ask to be held accountable. At Coraggio, we believe what makes us different makes us great. We are committed to creating an inclusive environment where everyone, from every held identity, can do their best work in service to one another, our clients and our community. We understand equity is a journey, and we will continue to learn and evolve as an organization.

# Our Services



## Strategy

We help our clients make their most important strategic decisions and then turn those decisions into action.



## Change Management

We help leaders and their organizations break through the complexities of organizational change.



## Leadership & Culture

We help develop stronger leaders and healthier organizational cultures.

# 2022 in Review

## Our Community

Like so many other businesses, ours was certainly not immune to the raft of challenges that came with the COVID-19 pandemic. As we look back on that past couple years, we're grateful for the opportunity to reimagine the way we work. A bright spot for us has been the exponential access to talent nationwide. While we still retain staff in Oregon, we now have Coraggio team members who live in other states, including Arizona, Colorado, Wisconsin, Florida, New York and Texas. Using our company values as guidance and collective commitment to the importance of volunteerism, all our team members are actively encouraged to become involved in their local communities in ways that feel inspiring and enriching to them personally. Each Coraggian is encouraged to volunteer in their communities during work-hours to ensure flexibility and respect people's work/life balance.

## 2022: Where we volunteered

- SOLV Oregon Clean Up
- All Hands Raised
- Transition Projects
- Portland Mayor's Roundtable
- Colorado Tourism Leadership Journey
- Afghan Support Network
- THRU Project
- Golden Bond Rescue
- Bend/La Pine Schools
- Oregon Humane Society
- Blanchet House of Hospitality
- Portland Public Schools

# 2022 in Review

## Our Environment

### We participated in the Team Green Initiative

In 2022, Coraggio became an active participant in our parent company's ([Miles Parntership](#)) new Team Green initiative. Team Green is our Sustainability Committee that is focused on improving the sustainability firm's operations and business activities. It is our investment in accelerating our own journey toward a more sustainable business, while we are expanding our external services and consulting on sustainability and stewardship in tourism. This will help demonstrate both our commitment and credibility in talking about and helping our clients' own journey toward stewardship.

### We supported global Climate action

Because we work extensively in the travel & tourism space, in November of 2022, Coraggio supported our parent company's involvement in creation of the 27 for COP27 conference's two-part [white paper](#) on 27 actions destinations and the tourism industry to address Climate Change and become more sustainable, livable and welcoming to visitors. We are inspired by the tourism sectors plans to achieve its climate action ambitions of reaching Net-Zero carbon emissions by 2050.

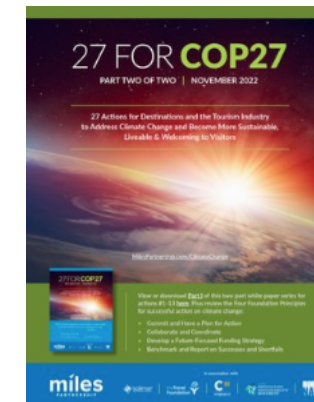
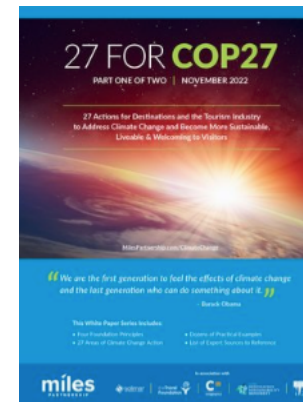
### We incorporating stewardship in our service offerings

As part of our growing nationwide travel & tourism work, we Create our first promotional video to showcase our commitment to **people, planet, profit principles** that include creating prosperity for all, enhancing quality of life for residents, honoring community culture & heritage and respecting the environment and natural resources. See the video at [www.coraggiogroup.com](http://www.coraggiogroup.com).



### We continued supporting the City of Portland's Sustainability at Work Program.

Since 2018, Coraggio has been a certified Sustainability at Work company by the City of Portland. We utilize many strategies to minimize the environmental impact of our business, including recycling and composting. Though this certification program is due to sunset at the end of 2023, we will continue implementing its principles and practices.





# A few activities we have planned for 2023

## Our Community Prosperity Practice

We will refocus one of our practice areas to better reflect our passion for creating healthy, thriving communities. Our commitment to Community Prosperity stems from the belief that access to opportunity and well-being should be available to everyone in a community, regardless of background, experience, or perspective. As systems-thinkers and change leaders, we're committed to addressing disparities and helping our clients reinvest in the foundations of a prosperous community: livable-wage jobs, an innovative spirit, access to education, training and career development opportunities, and housing affordability.

Target Volunteer Hours for 2023: 160

## Our Travel & Tourism Practice

In our Travel & Tourism practice, we will redouble our commitment to ensuring our destination project team members have access to the learning and development they need to remain at the top of their craft.

Connected to our commitment to destination stewardship and sustainable tourism practices, we will invest in training for all Coraggio travel & tourism practice members to become trained Global Sustainable Tourism Council practitioners.

Our firm will also continue its involvement in the CoP global Climate Action program in partnership with the UNWTO.

## Diversity, Equity, and Inclusion

In close partnership with our parent company, and as we continue implementing Coraggio's DEI action plan we will be focused on a few things, including:

- Launching our 2023 Internal DEI 12-Part Education Series supported by an internal learning management system (LMS) that will host customized, live and on-demand sessions and resources for Miles team members
- Welcoming a new slate of DEI Committee members in early January  
Releasing of our first internal DEI Style Guide produced by the DEI Committee
- Launching our Supplier Diversity Program

CORAGGIO

Thank You.



coraggiogroup