**Ed Dwan talks about the value of feedback**

Feedback is a key part of how we do business at BDO. It underpins the continuous professional development that all of our people enjoy, and it involves both giving and receiving feedback.

The pinnacle of that is undoubtedly partner-upward feedback, which we do regularly, where the leaders in the business, our partners, are subjected to feedback from everyone they touch throughout the business.

That feedback will highlight the good things, the things where they might be able to improve, and also the things where potentially they have a negative impact.

Those partners will then sit down with their managers and peers to work through how they can improve things.

That sets the benchmark for the rest of the business, and ultimately will provide the whole business with the resilience you need to continually give and receive feedback and progress accordingly.