

Sustainable futures

# Environmental, social & governance report





**Bryony Wilde**  
Purpose Director

**As our companies came together this year to form TPXimpact, we have had a unique opportunity to embed our environmental, social and governance goals into the foundations of the new business.**

We have been able to take a step back and examine whether our systems, processes and behaviours are helping to set us apart as a purpose led business that is truly delivering value to all of our stakeholders.

Our response has been to double down on our commitment to our people, planet and community.

You can see this through our new industry-leading employee value proposition, our submission to become a certified B Corp and our further investment in the measurement and reduction of our emissions.

As we grow, we have greater leverage and more opportunities to create social impact. However, the scale of responsibility to ensure that our operations are being run in a way that is net positive to our people, environment and communities also increases exponentially.

# ESG report

## Sustainable futures

**We're committed to radical transparency when it comes to our ESG reporting. We want to lead the way in terms of the quantity, quality and frequency of our data that we share. Our non-financial KPIs track the progress we're making in building sustainable futures for our people, planet and communities.**

We align our sustainable futures strategy with the UN Sustainable Development Goals. We focus on SDG8 'Decent Work and Economic Growth' and have identified the targets 8.1, 8.4, 8.5 and 8.6 as priorities.

We use the World Economic Forum's (WEF) standard for consistent ESG reporting to identify the recommended metrics aligned with these targets. The WEF released a white paper in September 2020 to develop a core set of common metrics and disclosures on non-financial indicators for investors and other stakeholders. This framework incorporates all of the major existing ESG standards and splits the metrics into four pillars; principles of governance, people, planet and prosperity.

This table shows where you can find each metric, as described in the WEF framework within the ESG report. It also shows which SDG each metric relates to and which standard we have used to capture the data.

Theme	Metric	Reporting standard	SDG Target	FY2021	FY2022	See page
PEOPLE						
Dignity and equality	Ethnicity pay gap (mean)	GRI 102-38	8.5	4%	12%	52
Dignity and equality	Ethnicity pay gap (median)	GRI 102-38	8.5	0%	15%	52
Dignity and equality	Gender pay gap (mean)	GRI 102-38	8.5	16%	19%	52
Dignity and equality	Gender pay gap (median)	GRI 102-38	8.5	19%	20%	52
Dignity and equality	Inclusion gap – Disability	GRI 405-1b	8.5	3%	12%	51
Dignity and equality	Inclusion gap – Gender	GRI 405-1b	8.5	0.00%	5%	51
Dignity and equality	Inclusion gap – LGBTQI	GRI 405-1b	8.5	0%	0%	51
Dignity and equality	Inclusion gap – Minority ethnic	GRI 405-1b	8.5	13%	9%	51
Dignity and equality	Inclusion gap – SEB	GRI 405-1b	8.5	1%	7%	51
Dignity and equality	Inclusion score – Overall	GRI 405-1b	8.5	85%	76%	51
Dignity and equality	Modern slavery statement		8.7	–	–	53

Theme	Metric	Reporting standard	SDG Target	FY2021	FY2022	See page
Dignity and equality	Overall representation – Black	GRI 405–1b	8.5	3%	6%	50
Dignity and equality	Overall representation – Disability	GRI 405–1b	8.5	6%	7%	50
Dignity and equality	Overall representation – Female	GRI 405–1b	8.5	48%	47%	50
Dignity and equality	Overall representation – LGBTQI	GRI 405–1b	8.5	12%	16%	50
Dignity and equality	Overall representation – Minority ethnic	GRI 405–1b	8.5	13%	19%	50
Dignity and equality	Risk of incidents of child and forced labour	GRI 408–1b, GRI 409–1	8.7	0	0	53
Dignity and equality	Senior representation – Black	GRI 405–1b	8.5	0%	0%	50
Dignity and equality	Senior representation – Disability	GRI 405–1b	8.5	6%	4%	50
Dignity and equality	Senior representation – Female	GRI 405–1b	8.5	36%	34%	50
Dignity and equality	Senior representation – LGBTQI	GRI 405–1b	8.5	13%	13%	50
Dignity and equality	Senior representation – Minority ethnic	GRI 405–1b	8.5	9%	8%	50
Dignity and equality	Wage level % (CEO:Median)	GRI 202–1, Adapted from DoddFrank Act, US SEC Regulations	8.5	4.7:1	4.9:1	76
Health and wellbeing	% employees participating in well-being programmes	Adapted from GRI:2016 403–2a	8.8	80%	68%	47
Health and wellbeing	Employee satisfaction score		8.5	7.6	7.1	46
Health and wellbeing	Employee wellbeing score		8.5	7.4	6.8	46
Health and wellbeing	Injuries and Fatalities	GRI:2018 403–9a&b, GRI:2018 403–6a	8.8	0	0	46

# ESG report

## Sustainable futures

continued

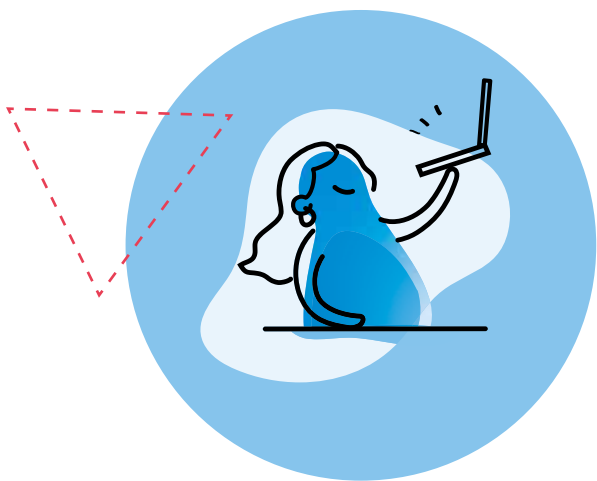
Theme	Metric	Reporting standard	SDG Target	FY2021	FY2022	See page
PLANET						
Climate Change	Carbon offset total	GRI 305:1-3, TCFD, GHG Protocol	8.4	1,915 tCO <sub>2</sub> e	2,742 tCO <sub>2</sub> e	57
Climate Change	Reduction of energy consumption	GRI 305:1-3, TCFD, GHG Protocol	8.4	29.9 tCO <sub>2</sub> e	39.88 tCO <sub>2</sub> e	57
Climate Change	Energy Intensity ratio (per £1m revenue)	GRI 305:1-3, TCFD, GHG Protocol	8.4	37.32 tCO <sub>2</sub> e	34.28 tCO <sub>2</sub> e	57
Climate Change	Energy Intensity ratio (per FTE)	GRI 305:1-3, TCFD, GHG Protocol	8.4	4.3 tCO <sub>2</sub> e	5.01 tCO <sub>2</sub> e	57
Climate Change	Scope 1 emissions	GRI 305:1-3, TCFD, GHG Protocol	8.4	6.41 tCO <sub>2</sub> e	3.84 tCO <sub>2</sub> e	57
Climate Change	Scope 2 emissions	GRI 305:1-3, TCFD, GHG Protocol	8.4	23.5 tCO <sub>2</sub> e	36.04 tCO <sub>2</sub> e	57
Climate Change	Scope 3 emissions	GRI 305:1-3, TCFD, GHG Protocol	8.4	1,885 tCO <sub>2</sub> e	2,702.22 tCO <sub>2</sub> e	57
Freshwater availability	Water consumption	SASB CG-HP140a.1, WRI Aqueduct water risk atlas too	8.4	-	-	60
Nature loss	Land use and ecological sensitivity	GRI 304-1	8.4		-	60
PRINCIPLES OF GOVERNANCE						
Governing purpose	Stated purpose		8.1	-	-	26
Protected ethics advice and reporting mechanisms	Protected ethics advice and reporting mechanisms		8.8	-	-	53
Quality of governing body	Governance body composition		8.5	-	-	88
Risk and opportunity oversight	Disclosure of risks		8.8	-	-	55
Stakeholder engagement	Material issues impacting stakeholders		8.8			80

Theme	Metric	Reporting standard	SDG Target	FY2021	FY2022	See page
PROSPERITY						
Community and social vitality	Careers kickstarted		8.6	602	686	65
Community and social vitality	Charities Supported		8.6	50	114	65
Community and social vitality	Community Investment total	GRI 201-1,	8.1	£36,960	£59,368	65
Community and social vitality	Community Action hours		8.6	1,654	1,970	65
Community and social vitality	Tax paid	Adapted from GRI 201-1	8.1	£341,928	£1,739,983	117
Community and social vitality	Unique volunteers		8.6	72	119	71
Employment and wealth generation	CapEx	As referenced in IAS 7 and US GAAP ASC 230	8.1	£716,819	£1,590,394	121
Employment and wealth generation	Dividends paid	As referenced in IAS 7 and US GAAP ASC 230	8.1	£138,445	£652,000	34
Employment and wealth generation	Employee turnover	GRI 401-1a&b	8.1	18.46%	30.6%	46
Employment and wealth generation	Employee wages and benefits	GRI 201-1,	8.1	£24,171,021	£30,692,000	76
Employment and wealth generation	New hires (FTE)	GRI 401-1a&b	8.1	192	240	46
Employment and wealth generation	New jobs	GRI 401-1a&b	8.1	55	63	76
Employment and wealth generation	Operating costs	GRI 201-1,	8.1	£44,084,331	£68,146,681	117
Employment and wealth generation	Revenue	GRI 201-1,	8.1	£51,145,880	£79,708,628	117
Employment and wealth generation	Workforce Growth	GRI 401-1a&b	8.1	53%	22%	46
Innovation of better products and services	% revenue from controversial clients		8.1	1.9%	3.10%	79

# ESG report

## Sustainable futures

continued



### Sustainable futures for our people.

**What**

We are closing the gaps that exist in our business and wider industry.

**How**

Decreasing pay gaps, representation gaps and gaps in inclusivity.

**By contributing to SDG**

8.5 – Decent, equal work opportunities for all.



### Sustainable futures for our planet.

**What**

We are leaving no trace.

**How**

Measuring, reducing and offsetting our footprint.

**By contributing to SDG**

8.4 Decoupling economic growth from environmental degradation.

**By focusing on**

**By focusing on**

Our **people**  
benefit from

Satisfied and happy employees

Greener lifestyles

Our **planet**  
benefits from

Socially responsible employees

Reduced emissions

Our **communities**  
benefit from

Diverse talent pipelines

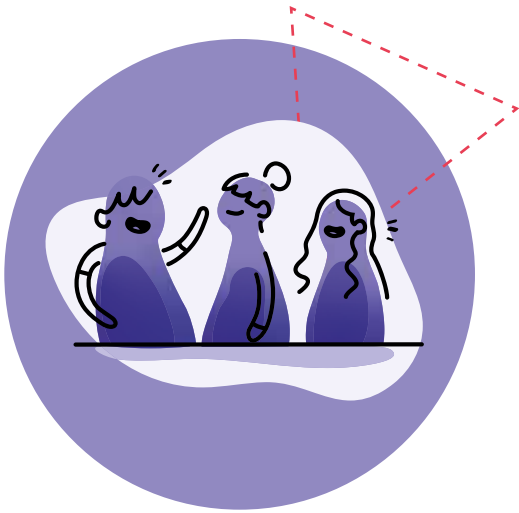
Collective climate action

Our **clients**  
benefit from

Top quality talent

Sustainable clients and industry





## Sustainable futures for our communities.

### What

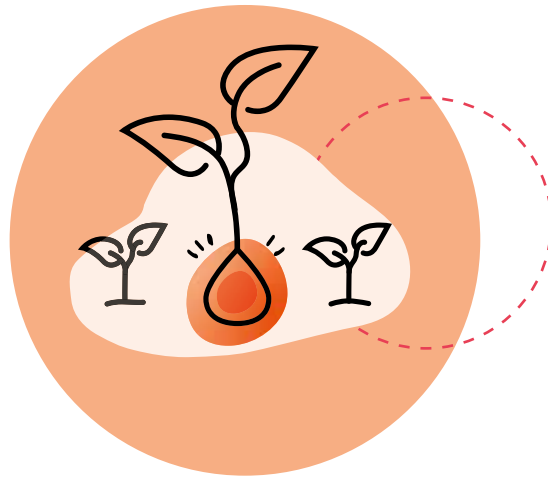
We are equipping our communities with future-proof skills.

### How

Kickstarting 5,000 digital careers.

### By contributing to SDG

8.6 – Youth education and training.



## Sustainable futures through prosperity.

### What

We are delivering impactful work.

### How

Making a positive difference to how individuals and society experience the world.

### By contributing to SDG

8.1 – Sustainable economic growth.

### By focusing on

Community engagement

Climate action

Community investment

Pro bono work

### By focusing on

Meaningful work

Green service offering

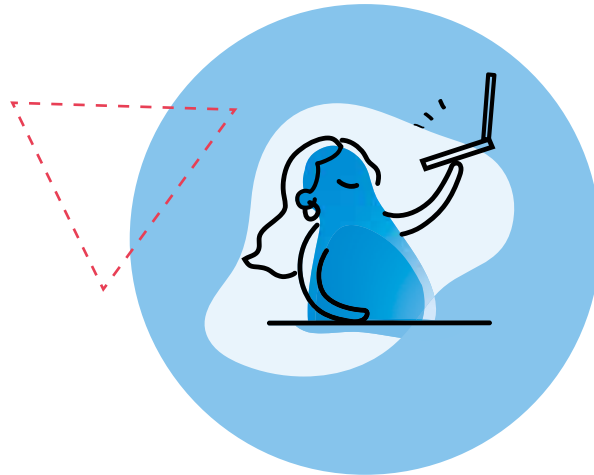
An ethical business

Reputational safety



## ESG report

### People



# People

Closing the gaps that exist  
in our business and wider industry

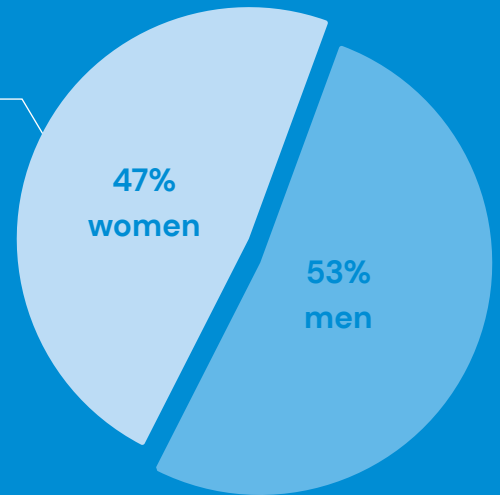
We're working to ensure sustainable futures for all of our people through a focus on employee wellbeing & satisfaction and workforce diversity, inclusion & equity.

As a professional services organisation, we don't underestimate the importance of the health, wellbeing and satisfaction of our workforce. We're creating an environment that helps diverse talent to thrive. We are a high growth, high impact business that relies on competent, committed and high performing employees. In return, we foster a positive work environment that supports personal and professional growth and respects work-life balance.

## GENDER

# 47%

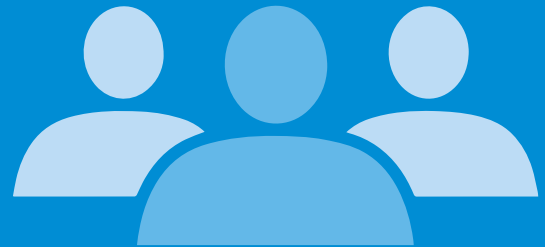
of our workforce are women



## ETHNICITY

# 38%

Increased minority ethnic representation by 38% (13% to 19%)



## BENEFITS

# 30

Increased holiday to 30 days + bank holidays.

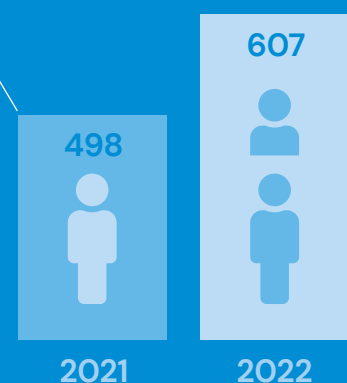


## GROWTH

Our workforce grew by\*

# ↑ 22%

\*Based on FTE



# ESG report

## People continued

**“So happy to be part of a company with such great values. The people focus was really apparent in all of the changes and decisions shared. We should be proud that the business we work for, puts people at the heart of everything.”**

*Anonymous, from our Diversity & Inclusion survey*

### Employee wellbeing & satisfaction

This year has come with a lot of change for our employees. We have brought together multiple different cultures and ways of working and asked a lot from our people. Within that time, we have continued to grow and have welcomed 240 new starters into the new company. Our employee turnover stood higher than we would have liked at 30.6% but we expect to see this settle as the new business and culture establishes itself.

This year, employees scored their satisfaction as 7.1 out of 10 on average (down from 7.6) and their wellbeing as 6.8 out of 10 (down from 7.4). We know it will take some time for teams to feel as comfortable within their new teams and with the new ways of working as they were within their smaller agencies, highlighting how important employee engagement is for us.

#### Our new employee value proposition

We recently launched our new employee value proposition which is designed to give responsible, autonomous employees the flexibility and support they need to thrive. We believe that this proposition sets us apart from our competitors as an employer of choice. Some highlights are:

- 30 days holiday each year on top of bank holidays to allow our people to reset, recharge and do the things that they love.
- a flexible approach for employees to choose when and where they work.
- better support for new parents with six months full pay for maternity, adoption and surrogacy leave and three months full pay for paternity

- at least two paid days off a year to volunteer and a further two for professional development
- a focus on health and wellbeing through our EAP, health plan and generous sick leave policy
- green incentive schemes to encourage sustainable living such as an electric vehicle leasing scheme
- shares in the business for all employees through a joining bonus and a tax efficient share incentive plan.

We are a low risk business in terms of occupational health and safety issues and had no serious injuries or fatalities at work last year.

#### Employee Assistance Programmes

TPXimpact provides free access to an Employee Assistance Programme (EAP) for all UK employees. We provide the EAP as a confidential resource designed to help our people to deal with personal and professional problems that could be affecting their home life or work life, health or general wellbeing. As part of this service, every employee is entitled to four free counselling sessions each year. This year the service received 56 calls and delivered 18 counselling sessions for our people.

#### Fitness challenge

Our annual steps challenge aims to boost employees' physical activity after the Christmas holidays. This year, the company clocked up more than 14 million steps and covered 6,717km over the course of three weeks. Their efforts helped to raise £5,200 which the winning team donated to the Ukrainian charity "Voices of Children", supporting young people affected by the war.

## Wellbeing

We continued the Wellness Wednesday initiative which started during the first lockdown with more webinars hosted by external experts on educational topics like nutrition for gut health, breathing techniques for building resilience and energy management during the menstrual cycle. Overall 68% of our employees engaged in our wellbeing activities this year.

## Diversity, inclusion and equity

The work that we are doing is helping to shape how societies experience the world, from their digital experiences, to how they access and navigate local services. We do not underestimate how important it is therefore to have a workforce that is representative of the communities that they are serving so that we can ensure our solutions work for everybody.

We are proud that our UK business is representative of the population when it comes to gender, ethnicity, sexual orientation and neurodiversity. We have had a real focus on ethnic diversity this year, through our recruitment, the launch of our Origins employee resource group and running a Future Leaders accelerator specifically for young Black people. This has resulted in us doubling our Black representation and increasing our overall minority representation from 13% to 19%.

We will continue to ensure that the quantity, quality and frequency of our DEI reporting is best in class and be totally transparent about our results and our progress. We truly believe that this is the most valuable thing that we can do, not only to hold ourselves to account but also to encourage our peers to acknowledge and address the issues that exist within our industry.

TPXimpact is working hard to intentionally build a culture that is inclusive of the diversity of talent that we want to attract. We intend to help change the composition of the tech sector by continuing to raise the standards of our DEI initiatives, raising awareness of issues and investing in a pipeline of diverse talent.

Here are some of the things we have been working on this year;

### We set up ERGs

We set up the Employee Resource Groups (ERGs) to help amplify the voices of underrepresented employees and make sure our workplace is inclusive for everyone. We kicked off with three groups; Women, Origins and LGBTQI+. Some highlights from the first year are:

- monthly 'Coffee and Current Affairs' sessions have become a popular drop-in session to talk about issues affecting women, with everything from Britney Spears' conservatorship to the drinks spiking epidemic being discussed
- the Origins committee hosted a series of insightful lunch and learns over Black History Month and for Diwali exploring and celebrating these cultures
- women shared their experiences within the workplace and the ERG produced a report with recommendations and an accompanying video
- a series of meet-ups took place for LGBTQI+ employees and allies
- a new allyship channel was set up for those interested in learning from the ERGs and the first two events took place this year



# ESG report

## People continued

As the new organisation is taking shape, we will work to make sure that the ERGs are properly represented in the governance structure and there are clear links of escalation and accountability for issues or ideas that are raised by those communities.

### **We launched a board mentoring programme**

We launched a board mentoring programme to champion and support diverse talent within the business. In our pilot year, we paired five ERG chairs with a member of the TPXimpact board, helping them to navigate the role of committee chair and supporting them more broadly in their career development.

This programme has served to:

- reward employees who have volunteered their time to help us achieve our DEI targets
- raise aspirations, particularly around securing a board level position in the future
- develop skills, through mentorship and guidance

### **We've made leaders accountable**

We have built DEI requirements into the share award eligibility for all leaders. We want DEI to be a priority and therefore we are going to use it as a metric to measure the performance of senior leaders within the business. Performance on these metrics for leadership are now linked directly to their remuneration.

### **We made sure we were buying more diverse companies**

We built DEI requirements into our mergers and acquisitions (M&A) process at the end of 2021. We request DEI data when we first start speaking to potential targets so that we can build this into the qualification and valuation process. This reflects our belief that good DEI practice does not only limit risk but adds value to the bottom line.

Alongside commercial and financial metrics, we will now base valuations on diversity and equity data, community investment and engagement and the environmental impact of potential acquisitions. Not only will this help us to achieve our own DEI targets, it should have a wider effect in recognising and encouraging positive behaviours for small business owners.

### **We've been investing in people from diverse backgrounds**

We take a long-term view in investing in diverse talent pipelines. Our community investment strategy is based around equipping young people from diverse backgrounds with future-proof skills. You can read more about what we have been doing in that space on page 67.

This year, we launched a partnership with Code First Girls to place four women or non-binary people on a Full-Stack Nanodegree. After training, the successful candidates will join TPXimpact as full time Associate Engineers. The organisation is dedicated to helping more women & non-binary people break into and excel in the tech industry. We will focus on people from underrepresented communities, beginners to tech, those who identify as neurodiverse and those who grew up with no financial advantage.

## How do we measure diversity, inclusion and equity?

We have developed a methodology that we call 'Gap Reporting' for measuring our diversity, inclusion and equity performance. Diversity can be complex. We are measuring lots of different and overlapping characteristics and the goalposts move all the time. That's why we use Gap Reporting — so we can easily identify how much work we have to do in each of the areas we report on.

### What are our DEI goals?

We currently track over 25 gaps that we have identified across representation, pay and inclusion. We appreciate that diversity is about far more than just gender and skin colour and therefore try to be as thorough and expansive in our reporting as possible to get a full picture of the workforce and identify what the contributing factors might be for those who feel more or less included in the workplace.

Our end goal is that we have no gaps. No pay gaps, no difference in how included employees feel and no gap between our workforce and community diversity. We know we have a lot of work to do to get there but have put in place an ambitious target in the meantime to half all gaps from our benchmark year in FY2021 by 2025.

## Our results

### Notable Takeaways

Overall, we are a more diverse organisation than we were last year, particularly in terms of ethnicity.

We continue to measure, track and disclose more DEI data than any of our competitors.

We have really strong LGBTQI+ and neurodiversity representation at 16% and 14%, more than the general population.

We are a multicultural organisation, with over 20% of employees being foreign nationals.

We have not made the progress we would have liked in terms of senior representation.

Employees felt less of a sense of inclusion and belonging across all community groups.

# ESG report

## People continued

### Diversity at TPXimpact

#### Senior Leadership

Women

**34%**

(FY2021: 36%)\*\* ↓

Population 50%

Minority Ethnic\*

**8%**

(FY2021: 9%)\*\* ↓

UK Population 14%

Black\*

**0%**

(FY2021: 0%)\*\*

UK Population 3%

Disability

**4%**

(FY2021: 6%)\*\* ↓

Population 16%

LGBTQI+

**13%**

(FY2021: 13%)\*\*

Population 3%

Neurodiverse

**15%**

Population 14%

Lower Socio Economic Background\*

**30%**

(FY2021: 26%)\*\* ↑

UK Population 39%

Foreign Nationals

**25%**

#### Overall

Women

**47%**

(FY2021: 48%) ↓

Population 50%

Minority Ethnic\*

**19%**

(FY2021: 13%) ↑

UK Population 14%

Black\*

**6%**

(FY2021: 3%) ↑

UK Population 3%

Disability

**7%**

(FY2021: 6%) ↑

Population 16%

LGBTQI+

**16%**

(FY2021: 12%) ↑

Population 3%

Neurodiverse

**14%**

Population 14%

Lower Socio Economic Background\*

**28%**

(FY2021: 23%) ↑

UK Population 39%

Foreign Nationals

**22%**

\* for ethnicity and socio-economic background we have just used UK demographic data and included our UK employees

\*\* last year we used the top pay quartiles of each business within the group to get to the senior representation number. Since merging, we are now on one payroll and therefore have used the top pay quartile of the combined payroll. In order to show progress we have adjusted FY21 numbers as if we were operating one payroll



## Diversity

We measure overall representation and senior representation (top pay quartile) for employees from underrepresented communities. We have increased the number of communities that we measure this year to include neurodiverse employees and foreign nationals.

Our overall representation improved this year across most categories, most notably our ethnic diversity has improved with the percentage of Black employees doubling from 3% to 6% and minority ethnic employees as a whole increasing from 13% to 19%. We made less progress in diversifying the senior leadership team. This is in part due to the leadership teams that have been acquired throughout the year.

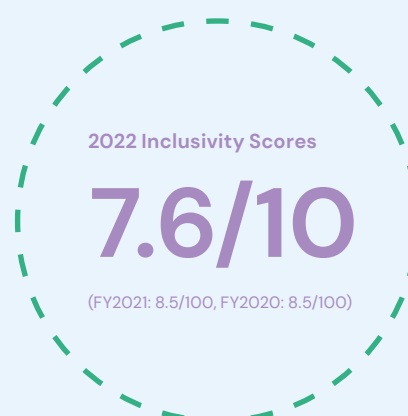
## Disclosure

75% of our employees participated in our 2022 DEI Survey, up from 73% last year. For pay gap analysis we now have 100% of gender information and 93% of employees have disclosed their ethnicity. This increase (from 92% and 82% last year) is largely due to the implementation of our new HR system.

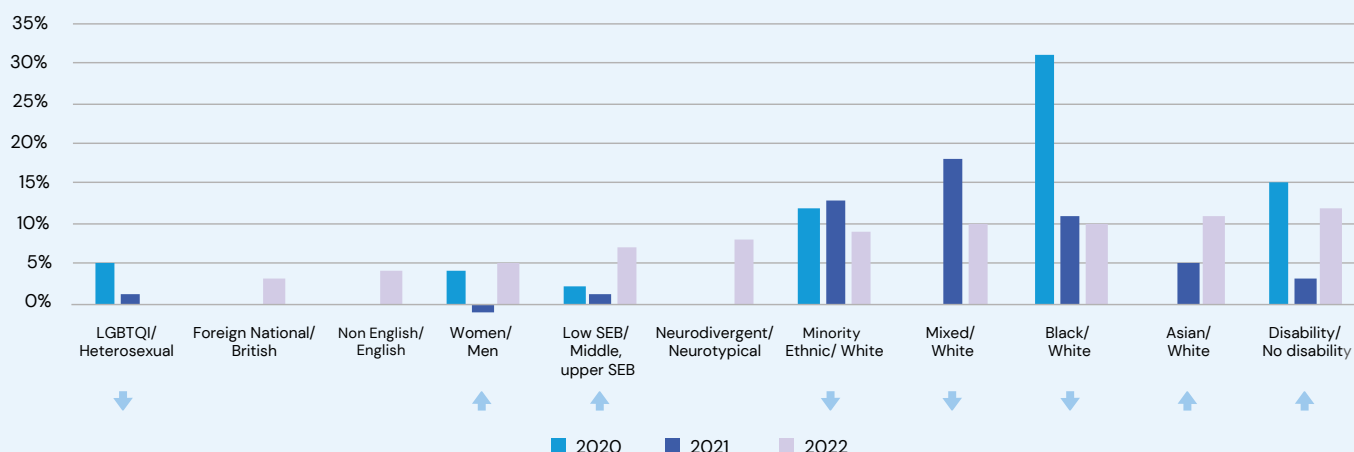
## Inclusion

We work out inclusivity scores based on the average responses from inclusivity questions asked in the annual DEI survey. These questions and the methodology are based broadly on Kantar's inclusivity index.

Overall inclusion scores went down for all groups this year. Inclusion scores are based on questions around belonging at work and we therefore expected to see a bit of a dip in sentiment at this stage of such a large change programme as we moved people into new teams and asked them to build new relationships. Despite this, we managed to make progress in closing half of the gaps in how included employees feel based on their background/characteristics, particularly for minority ethnic groups.



## Inclusion Gaps



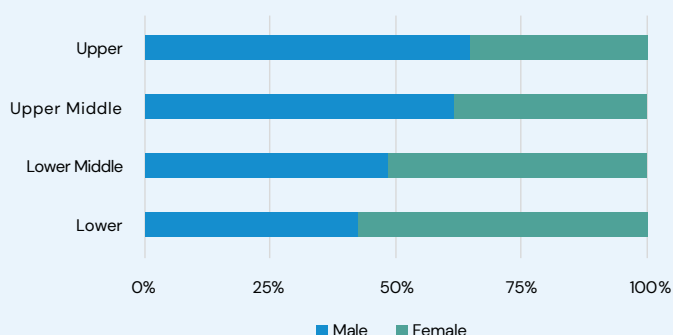
This chart shows the percentage difference in inclusivity scores for the communities below over the last three years. The arrows show whether the gap in inclusivity scores has increased or decreased year on year.



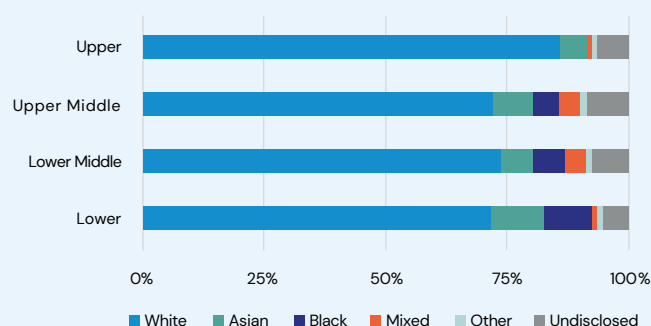
# ESG report

## People continued

### Pay distribution by gender



### Pay distribution by ethnicity



## Equity

This year we continued to produce quarterly pay gap reports for both gender and ethnicity across the business.

Our gender pay gap has grown over the last 12 months. This is in part due to higher disclosure of gender, particularly for those in the top pay quartile, due to our new HR system. It is also due to a lack of female leadership in the new acquisitions. Our ethnic pay gap also grew fairly substantially. We have seen higher levels of representation but mainly within the bottom two pay quartiles. This is likely due to our focus on recruitment but also due to increased disclosure of ethnicity (within the bottom two pay quartiles) following the launch of the Origins ERG and the new HR system.

#### Mean Gender Pay Gap

**19%**

2021: 16%, 2020: 16%

#### Mean Ethnicity Pay Gap

**12%**

2021: 4%

#### Median Gender Pay Gap

**20%**

2021: 19%, 2020: 17%

#### Median Ethnicity Pay Gap

**15%**

2021: 0%

## What's next?

1. Formalise the role of the Employee Resource Groups and help to amplify the voices of underrepresented communities
2. Focus on finding, recruiting and retaining diverse senior people
3. Equipping leaders with the right tools they need to create a culture of inclusion, psychological safety and empathy at TPXimpact



**"I think TPX have been fantastic at fostering an environment where being a brown woman and a parent I feel comfortable and supported in my work which also allows flexibility and the ability to be able to work autonomously. I feel proud to be part of this company so thank you."**

Anonymous, from the DEI Survey

## Human rights

TPXimpact is fully committed to preventing modern slavery and human trafficking in our operations and supply chain. We do not tolerate modern slavery in any of its forms and have taken concrete steps to tackle and prevent modern slavery as stated in our Modern Slavery Statement statement.

In the past year, we conducted a risk assessment of the capacity of the organisation to manage and prevent the risks of modern slavery based on the Global Slavery Index and the UK Government's Modern Slavery Assessment Tool (MSAT) framework.

As part of the assessment, we mapped of our supply chain by taking into account:

- The risk profile of individual countries based on the Global Slavery Index
- The business services rendered by the suppliers falling under high risk services (e.g. cleaning service suppliers within personnel services)
- The presence of vulnerable demographic groups

In addition to this, TPXimpact includes Modern Slavery Training as part of the onboarding material for any new member of staff as well as existing and have a Whistleblowing Policy that encourages all employees, customers and suppliers to report any suspicion of slavery or human trafficking without fear of retaliation.

## ESG report

# Planet



# Planet

## Leaving no trace

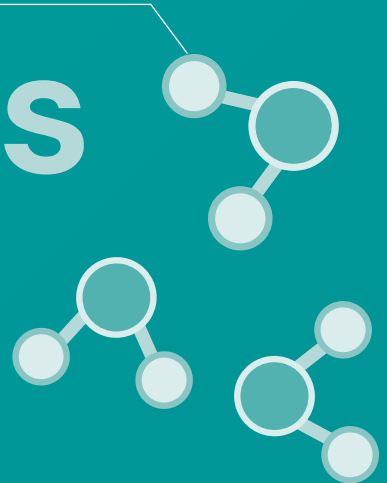
We are working to decouple our economic growth from environmental degradation by measuring, reducing and offsetting our impact on the planet. We are funding and supporting climate action, removing barriers for our employees and raising awareness of the climate emergency.

We understand the enormous threat that business as usual poses to our planet, our people and our communities. As we set the foundations for TPXimpact, we have the benefit of doing so with the knowledge that our planet is a crucial stakeholder. We are working hard to ensure that our operations are doing no harm and that our work is contributing to a more sustainable society.

## CO2 EMISSIONS

# 2,742 tonnes

Total CO2e emissions



## SCOPE 1

# 40%

Absolute reduction in our Scope 1 emissions



## RENEWABLE ENERGY

# 82%

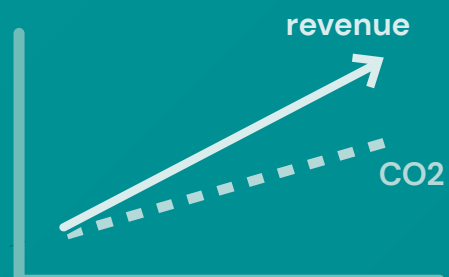
Of our UK electricity is from renewable energy suppliers



## EMISSIONS BY REVENUE

# ↓ 8%

reduction in CO2 emissions per £1m revenue





# ESG report

## Planet continued

### Our planet strategy

We understand that our impact on the planet includes more than just our emissions. The climate and ecological emergency needs an enormous number of solutions, ranging from regenerative and restorative programmes, big shifts in behaviour as well as commitments to reducing our footprint. We look to make a positive impact right across our sphere of influence; from the people who work for TPXimpact, to our industry peers, to those organisations we work for and those who supply us.

We have therefore looked at our environmental impact as; company impact, collective action and client and partners.



### Breakdown of emissions by category



Purchased goods and services  
**86%**



Remote working  
**10%**



Business travel  
**2%**



Electricity and district heating  
**1%**



Employee commuting  
**0.6%**



Other  
**0.3%**



Gas  
**0.1%**

### Company impact

The most significant part of our Planet Strategy is to reduce the carbon emissions contributing to the climate emergency. There are three stages to this; measure our carbon footprint, actively reduce emissions wherever possible, and offset any residual emissions.

This is the third financial year that we have fully measured emissions across all categories of Scope 1, 2 and 3. This has helped enormously with our collective knowledge. Our carbon accounting approach is as extensive as it is possible to have. We have shown our commitment to this by hiring an in-house Sustainability Analyst to work full-time on carbon footprinting and planet-related initiatives, alongside our existing Planet Officer. This will allow us to understand our footprint more deeply as well as report with more regularity, accuracy and reach in the future. As a result of this we can see what impact our activities are having on our carbon footprint on a monthly or quarterly basis and can act to reduce these impacts faster.

	FY2022	FY2021	FY2020
<b>Scope 1 (tCO<sub>2</sub>e)</b>	<b>3.84</b>	6.41	3.55
UK	3.84	6.41	–
Norway	0	0	–
Bulgaria	0	0	–
<b>Scope 2 (tCO<sub>2</sub>e)</b>	<b>36.04</b>	23.49	43.85
UK	11.52	4.79	–
Norway	5.70	4.87	–
Bulgaria	18.82	13.83	–
<b>Scope 3 (tCO<sub>2</sub>e)</b>	<b>2,702.22</b>	1,867.69	1,472.38
Purchased Goods & Services	2,344.99	1,662.63	1,210.59
Employee Commuting (and Remote Working)	285.74	180.57	60.61
Business Travel	64.21	10.90	184.59
Fuel and Energy Related Services	7.17	13.59	15.45
Upstream transportation and distribution	0.11	0.27	1.14
<b>Total Scope 1, 2 and 3 (tCO<sub>2</sub>e)</b>	<b>2,742.00</b>	1,915.00	1,531.00
tCO <sub>2</sub> e per £1m Revenue	34.28	37.32	48.61
tCO <sub>2</sub> e per Full Time Employee (FTE)	5.01	4.30	4.05
Percentage of Renewable Scope 2 Energy (UK)	81.9%	–	–
Percentage of Renewable Scope 2 Energy (Global)	29.4%	–	–

# ESG report

## Planet continued

### Scope 1 and 2 Emissions (tCO<sub>2</sub>e)



#### Scope 1 – direct emissions

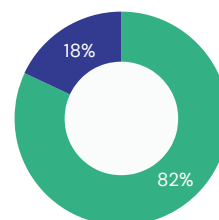
We have achieved an absolute reduction in scope 1 emissions, in FY21 we had scope 1 emissions of 6.4 tCO<sub>2</sub>e which has been reduced to 3.8 tCO<sub>2</sub>e in FY22 representing a 40% decrease. This is due to our long-term strategy of moving away from offices with gas usage as it is not a renewable source of energy. Only three of our seven offices use gas to heat the building and we do not exercise operation control over the building in these leases. Therefore, under the GHG protocol this could be classed as indirect energy emissions (scope 2) but we have decided to still report them as direct scope 1 emissions to allow easier comparison to previous years. We are looking to eliminate scope 1 emissions entirely in the future.

#### Scope 2 – indirect energy emissions

Scope 2 has seen increases across the board for all three countries we are based in. Total scope 2 emissions have increased from 23.5 tCO<sub>2</sub>e in FY21 to 36.0 tCO<sub>2</sub>e in FY22 but they are still down on FY20's pre-covid levels of 43.0 tCO<sub>2</sub>e.

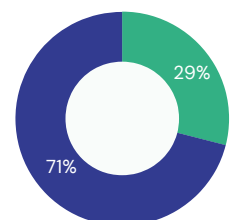
This can be explained by two factors. The previous financial year was heavily impacted by the pandemic and our offices saw much less footfall and therefore drew less electricity from the grid which led to lower scope 2 emissions. As a result of us moving away from gas heating in offices, electricity must be used to heat them instead, which in turn also increases scope 2 emissions. However, electricity is becoming increasingly decarbonised and is much more manageable as a source of sustainable energy than gas.

#### UK scope 2 energy from renewable suppliers



■ Renewable Energy suppliers ■ Other suppliers

#### Global scope 2 energy from renewable suppliers



Three of our five UK offices use renewable energy suppliers, meaning 82% of our UK electricity usage, and 29% of our global usage, is from renewable energy suppliers. However, we report the headline numbers using a location-based approach based on the carbon intensity of the electricity grid where the office is located.

Total Scope 1 and 2 emissions (39.9 tCO<sub>2</sub>e) are up on the previous year (29.9 tCO<sub>2</sub>e) but are still significantly lower than pre-covid FY20 (47.4 tCO<sub>2</sub>e) numbers despite the large growth of the company's revenue and an 86% increase in FTEs over the past 2 years.

#### Scope 3 – purchased goods and services

Purchased goods and services remain the large bulk of our total emissions. They account for 86% of our total emissions. A steady growth in absolute emissions is due to the growth of the business. The 41% increase in purchased goods and services emissions from 1,662 tCO<sub>2</sub>e to 2,345 tCO<sub>2</sub>e is smaller than the

### Average emissions of a working day per employee (kgCO<sub>2</sub>e)



58% increase in revenue over the same period, and although we are working to decrease the annual growth in purchased goods and services emissions we can see the continuation of the decoupling of economic growth and increase in carbon emissions. We are also beginning to ask suppliers directly for their real emissions data and taking a longer-term view on decarbonising our supply chain. By moving away from being heavily dependent on spend-based estimates, we can directly compare suppliers in the same industry and make sensible procurement decisions for the good of the planet.

#### Scope 3 – employee commuting (and remote working)

Employee commuting emissions also include emissions associated with remote working. As part of our methodology this year we have decided to count contractors working on behalf of TPXimpact as employees for emissions purposes. In previous years they had been listed as suppliers in purchased goods and services and assigned a spend-based emissions factor which did not give a representative amount of emissions per contractor. This year we counted their home working and commuting emissions as if they were employees. The total commuting/homeworking emissions this year is 286 tCO<sub>2</sub>e, a significant increase on the 180 tCO<sub>2</sub>e from the previous year.

There are three factors explaining this:

- the inclusion of contractor's emissions
- the growth in the number of FTEs (22%)
- a 59% increase in employee commuting from the previous year which was heavily affected by the pandemic.

In FY21 the average commuting/remote working emissions per employee was 0.45 v 0.41 tCO<sub>2</sub>e in FY20. This slight increase is mainly due to more commuting taking place as more

employees work from the office following the large impacts of the pandemic on FY21. Commuting to the office is more intensive than working from home in most cases so it increases the amount of emissions per employee for FY22.

#### Scope 3 – business travel

Business travel has increased from 11 tCO<sub>2</sub>e in FY21 to 64 tCO<sub>2</sub>e in FY22. This is still significantly lower than pre-Covid-19 levels of 185 tCO<sub>2</sub>e in FY20. The increase from the previous year is due to the return of regular business travel following the easing of restrictions. Despite large growth in the business we have still reduced business travel emissions from 2 years ago and are attempting to keep them as low as possible by changing the way we work. Teleworking and videoconferencing is always the priority, and if employees must travel then they are urged to use public transport. We are attempting to reduce flights as much as possible and they should only be taken in business critical situations.

#### Summary

Scope 1	Scope 2	Scope 3
0.14%	1.31%	98.55%

Overall our emissions have increased by 43% compared to a 58% increase in revenue. Scope 3 still remains the overwhelming majority of our emissions which is to be expected for a largely remote professional services business. The vast majority of scope 3 emissions come from the purchased goods and services category. Within this category the most common supplier types are IT, consultancy and recruitment firms. Although we began to adjust our estimations of contractors emissions this year, we believe many more suppliers within those categories are also contractors. Going

# ESG report

## Planet continued

forward we will be looking to reclassify more suppliers as employees if the activity is only that of a contractor working on behalf of TPXimpact so we can continue to make our emissions estimates more accurate.

Our economic intensity dropped for another consecutive year going from 37.32 to 34.28 tCO<sub>2</sub>e/£1m revenue, a drop of 8%. The decoupling of economic growth with carbon emissions is a key goal for us, and we will be looking to repeat this decrease in future years to bring our economic intensity down to levels aligning with the 1.5°C Paris Agreement science based target.

### Ecological impact

As a digital native professional service company, we don't manufacture or sell physical products that negatively impact nature, land use, ecological sensitivity, freshwater availability or water consumption. However, we accept that in order to operate we need buildings and infrastructure, which will negatively impact those things.

We therefore donate time and money to organisations who are tackling the ecological emergency to try to ensure that we are having a positive impact. We have continued to support Rewilding Britain this year, contributing towards many different direct rewilding projects as well as research, education and policy influencing.

### Our offsetting approach

We have continued to offset our annual emissions using Verra verified projects and offset 2,742 tonnes, equivalent to our total emissions. This year we will settle our historic footprint offset bill, taking into account all acquired businesses from the date of incorporation, not the date of acquisition.

### Collective action

There are approximately 29 million payrolled employees within the UK. We believe that there is a huge amount of collective power that could be leveraged if employers properly encourage and incentivise climate action and behaviour change amongst their workforce.

We don't think that businesses should expect employees to carry the burden of solving the climate and ecological emergencies on their own. Therefore, we have been delivering the following initiatives to facilitate positive environmental impact through the power of our employees:

- Our **Octopus Electric Vehicle (EV) leasing scheme** opens up the possibility of EV ownership to a wider range of people through a tax efficient salary sacrifice scheme. This year, 12 people signed up. Given that lifetime emissions from an EV is over two thirds lower than a vehicle with a combustion engine, these 12 cars are contributing to the decarbonisation of the transport industry.
- Our **Cycle Scheme** remains well used with an upper limit of £10,000 per person. This financial year, 10 more people have made use of the scheme helping to decarbonise employee travel.
- We launched a dedicated **Planet Employee Resource Group (ERG)** as a community for climate activists to advocate on behalf of the planet. The ERG rolled out its first campaign, taking on the subject of fashion. Tips were shared around how to reduce the impact of your wardrobe on the planet, culminating in a clothes swap in one of our London hubs.

- We organised a **planet philanthropy workshop** with Impatience Earth attended by over 100 employees. This helped highlight the importance of donating money to organisations specifically helping with all of the aspects related to climate and ecological emergencies. This resulted in £13,000 donated to planet related organisations such as Rewilding Britain, WWF, Sheldrick Wildlife Trust and Wiltshire Wildlife Trust.
- Over 140 **community action** hours (14% of the total) were donated to planet related projects or organisations this year including lake and river clean ups, preparing logs and planting trees in Vitosha mountain.
- We have continued to encourage the use of **Ecosia** throughout our business as a search engine and have our own dedicated sign up link to track the number of trees planted as a result of the actions of our employees. As of the end of FY2022, 67,236 searches by TPXimpact employees have financed the planting of 1,212 trees.

## Client and Industry

### Planet focused projects

We are growing our portfolio of planet focused client projects both in terms of revenue and impact.

Client work with a direct planet focus and work for organisations specifically helping the planet, made up 1% of our overall revenue this year and our total income from this work has increased by 50% since financial year 20/21. The impact of this work has also significantly increased. We're involved directly with the research, recommendations and implementations that will help our clients address the climate and ecological emergencies. We intend to increase the percentage of our revenue that comes from planet focused projects and clients this year and improve our reputation as the go-to professional services company for clients concerned about their environmental impact.

Some examples of work from this year;

- We have concluded our work with **Innovate UK and Emergent Energy** which helped identify previously unknown insights into smart local energy systems, from the perspective of local authorities, landlords and residents. Particularly pertinent was the work to design the future customer experience journey with layers of support to help residents manage their budget and household energy use.
- We worked with Open Innovations Leeds on a project sponsored by **Connected Places Catapult (CPC)**, the UK's innovation accelerator for cities, transport, and places. We designed prototypes showing how data and technology can promote collaboration, enable coordination and unlock net zero action in regards to retrofitting homes and bulk EV charging points. The bulk EV charging points data tool identifies the best locations for rolling out bulk charging infrastructure for fleets of vehicles and is helping planners see the benefit of collectively considering data from local authorities, the energy sector and net zero commitments.
- For **NHS Digital**, we analysed the rapidly growing digital sustainability market. The digital industry is now responsible for more emissions than the airline industry, which for NHS Digital is a very important issue. We defined the culture, approach and tooling needed to make the planet a stakeholder and sustainability a non-functional requirement throughout the delivery of their digital estate. Having been given a BIMA 10 Award for our groundbreaking work with reducing the emissions from The **Climate Group** website, this is an area we will continue to lead on.

# ESG report

## Planet continued

- Wild Ingleborough is a partnership project partnership between **Yorkshire Wildlife Trust, WWF-UK, Natural England, The University of Leeds, United Bank of Carbon and The Woodland Trust**. It is an ambitious, landscape-scale project working with the community to bring about nature's recovery in an area of the Yorkshire Dales. We enabled local people to help develop a community vision and co-design the project ensuring Wild Ingleborough provides benefits for local people, communities and businesses, whilst welcoming more diverse groups of visitors to enjoy the area.
- In partnership with **Knowledge Network on Climate Assemblies (KNOCA)** we have developed practical guidance for policy officials who are organising climate assemblies. The focus is on ensuring the process results in positive policy changes, with guidance across how to set up, facilitate and action an effective climate assembly.

### Industry collaboration

As for our wider industry, we're playing leading roles at the BIMA Sustainability Council and the Sustainable Digital Infrastructure Alliance (SDIA). The BIMA Sustainability Council is helping BIMA member organisations (UK based advertising, digital and technology agencies) measure, understand and reduce their carbon footprint as well as understand and take action on the emissions caused by the digital products they build. We're actively partnering with the SDIA to release a tool that will measure the emissions caused by software running in data centres.

The student-led research projects we set for groups of Masters students at Loughborough University London highlighted that the impact on the planet caused by the digital industry is not taught in university education. This is especially worrying given

the subjects being studied by the people taking part in the research were engineering, marketing and general business. These are our next generation of leaders, coming into the world of work with no appreciation of how to discuss, measure or reduce the carbon footprint of the digital industry. In the summer and autumn of 2022 we will be working with a Masters student who will focus her dissertation on this problem.

### What's next?

- **Science based targets** – We will be committing to setting short and long-term Science Based Targets to align with the Science Based Targets Initiative Net-Zero Standard.

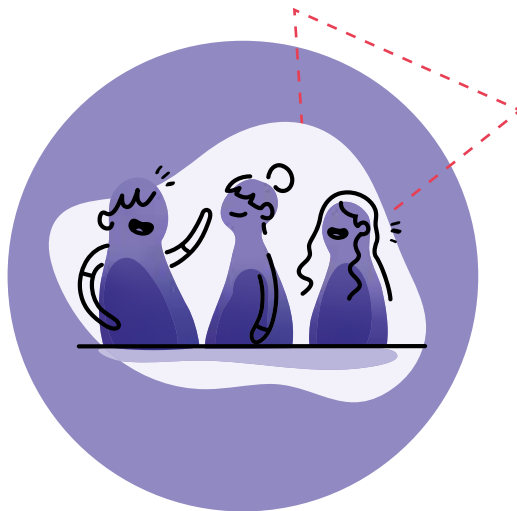
Therefore, we will be committing to:

- An absolute reduction in our Scope 1 emissions
- Using 100% renewable electricity
- Reducing the economic intensity of our scope 3 emissions
- **New funding model for our planet strategy** – To ensure that our investment in measuring, reducing and offsetting our impact on the planet keeps pace with our commercial growth, we will be ringfencing 0.5% of our pre-tax profits each year going forwards.
- **Historical emissions offset** – In our FY2021 annual report, we committed to offset all of the historical scope 1, 2 and 3 emissions of the various companies that came together to form TPXimpact. Given recent acquisitions, we now have more historical emissions to offset. We have done the calculations and our offsets will be purchased later in 2022. Emissions are a debt to the planet that we will pay back.





## ESG report Community



# Community

Equipping our communities with  
future-proof skills

We have kickstarted over one thousand careers, investing both our time and money in activities which are equipping our communities with the skills they need to contribute to, and benefit from, the fourth industrial revolution.

We believe that everyone should have equal opportunities to participate in the world that we're helping to create. The tech sector is growing at an exciting pace and we need to make sure that we are making opportunities accessible to talent from all backgrounds. That is why we donate 1% of our time and 1% of our profits to invest in our local communities.

## CHARITIES SUPPORTED

# 114 charities

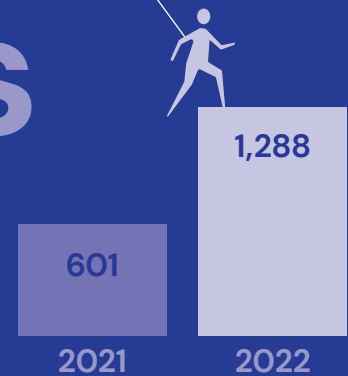


50  
2021

## SKILLS

# 686 careers

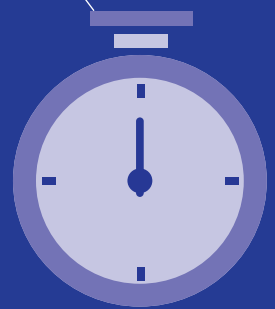
kickstarted with future-proof skills



## HOURS DONATED

# 1,970 hours

donated to community action this year



## FUTURE LEADERS PROGRAMME

# 10 entrepreneurs

supported through our Future Leaders programme



# ESG report

## Community continued



### Community investment

Our philanthropic giving keeps pace with our commercial growth through our 1% pledge.

This year, we donated £59,368 to charities through our community investment and employee-led giving programmes. We understand that a large part of the value that we can offer to beneficiaries comes from our expertise, services and time, which is why we try to leverage all of our investments with additional non-financial support. This year we are proud to have supported 114 charities. Our key community investment partnerships year include;

**Ada College** – This year we ran not one but two Future Leaders programmes in partnership with ADA College, supporting 10 digital entrepreneurs from underrepresented backgrounds. You can read more about Future Leaders on page 68.

**Arkwright Scholars** – We continued our partnership with Arkwright Scholars to sponsor diverse students looking to get into engineering. We currently fund two scholarships and complement the grants with work experience and mentoring.

**In2Science** – We sponsored In2Science for the first time this year. They work to promote social mobility and diversity in science, technology, engineering and maths. Specifically we supported a cohort of students through a work experience programme in the summer and hosted a Robotic Process Automation workshop that was attended and viewed by over 200 young people.

**Telerik School Academy** – Telerik School Academy is the largest free IT education initiative for children in Bulgaria. We are delighted to have sponsored the educational activities for 1 academy for the 2021/2022 school year and supported the digital education of more than 20 children in the small town of Montana.

We have supported

**10 Digital entrepreneurs**

from underrepresented backgrounds

We have donated

**£59,368**

to charity this year

Sponsored the Digital Education of

**20 Children**

in the small town of Montana



## Careers Kickstarted

Some companies excuse poor diversity on a lack of representation in the wider market. We don't. We recognise and embrace our responsibility to help diversify talent pipelines much earlier on. That is why we are committed to kickstarting 5,000 digital careers by 2025. We do this through a range of interventions that focus on both scale and depth of impact; from long-term transformative programmes to light-touch educational events that might just inspire somebody to get started in STEM. Our programme of activities touches young people between the ages of 11 to 30 and we break them down into Inspire, Upskill, Experience and Accelerate.

This year, we kick-started 686 careers, taking our total beneficiaries to date to 1,288.



### Diverse Talent Pipelines

**Brief but powerful engagements to whet the appetite of potential future talent.**

#### Example Activities

Careers talks, workshops, panel discussions.

**Opportunities to build and explore technical engineering and entrepreneurial skills.**

#### Example Activities

Coding clubs, bootcamps.

**Real life work experience which gives a taste of what life is like within the tech industry.**

#### Example Activities

Placements, live briefs.

**Bespoke and substantial support to champion high potential upcoming talent.**

#### Example Activities

Accelerators, grants, board mentoring programmes.

## Inspire

Future First, Founders for Schools

## Upskill

Telerik Academy

BIMA Digital Day, FutureCoders

## Experience

ARKWRIGHT  
Engineering to Inspire Learning

In<sup>2</sup>science™

## Accelerate

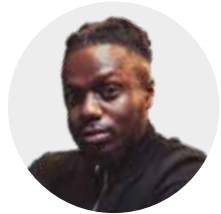
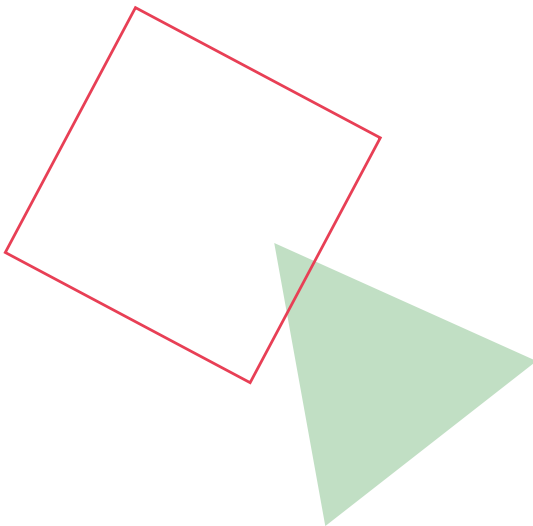
cdc  
Centre for Digital Change

Future Leaders, Board mentoring

\*1 career kickstarted = 1 unique beneficiary from our community action or community investment programmes who has benefited from at least 1 hour of skills development training.

# ESG report

## Community continued



“

**“There is a huge need for programmes like this because it reaches to hard to reach entrepreneurs that just need that guidance and help to take their business to the next level – that be financially or in helping a young person build knowledge about how they are going to achieve their goals.”**

Daniel, founder of Talk2Dan

### Future leaders

Future Leaders is TPXimpact’s flagship programme supporting young entrepreneurs from underrepresented backgrounds through funding, coaching, professional development training and networking. In 2021 we delivered our third and fourth programme with a new charity partner – Ada National College for Digital Skills.

This year, we ran an open programme for all underrepresented communities and one specifically for Black entrepreneurs to acknowledge the unique challenges that they face when starting out.

Between the two programmes we received 107 applications. Of those who disclosed 95% were from minority ethnic, 74% were from low income backgrounds and 33% had a disability.

To reflect the changing context of the last year, we ran one programme fully remote and another as a hybrid. The programme is largely delivered by experts within the business with 56 volunteers donating a total of 285 hours to support the entrepreneurs last year. We continue to improve the programme every time we deliver it and are attracting a high calibre of applicants that have real potential to diversify boardrooms of the future. As we come together as TPXimpact we will continue to deliver the Future Leaders programme, and invest more in championing our brilliant entrepreneurs and our alumni.

“



“This programme is a life changing experience where you will get all the support you need to follow your passion with a business mindset.”

Camille, founder of The Black Wellbeing Collective

“



“It aided in rounding up my vision and plans for the future and I am now more motivated than ever that the hard work put in now will fall into place.”

Jennifer, founder of Woo App

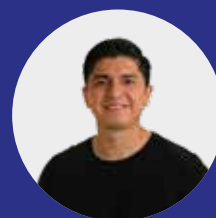
“



“The programme gives young entrepreneurs more opportunity than just help them exist a business and acknowledges the unique challenges entrepreneurs from underrepresented backgrounds face in business.”

Jesse, co-founder of CORD

“



“All the workshops were relevant and the mentors were specifically assigned for each of us. I got the opportunity to meet amazing people that were able to share all their knowledge and give me a helping hand. Thanks to this programme I am not only a better entrepreneur but also a better person.”

Alvaro, founder of OnBoard

“



“Programmes like this are so important because entrepreneurship is fundamentally about finding ways to solve some of our most pressing problems as a society. So if the voices, ideas and efforts of those who are often marginalised are not supported and given more space and opportunity, we will never be able to truly improve society – both for ourselves and for future generations.”

Zachi, founder of Dopo

“



“Future Leaders was incredible, truly honed my focus. Goal setting for startups can be kinda overwhelming. The initial challenge (for me) was figuring out how to grow a niche comms agency within such a competitive landscape. What the programme helped do was allow us to break those goals down into smaller, achievable targets. Meeting everyone was pretty inspiring also – both my programme mates and the speakers/wider company network.”

Seyi, founder of CHL



# ESG report

## Community continued

### Employee-led giving

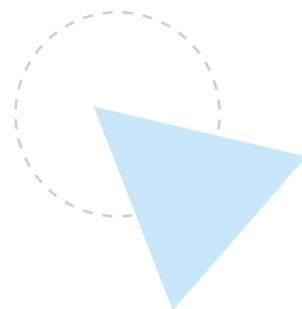
Each year, we reserve a significant amount of our community investment budget for employee-led giving. This is through our headline campaigns such as our community action grants and annual Christmas Give, and also through smaller challenges and prizes throughout the year. The reason we do this is because we believe in the power of people to transform their communities. TPXimpact is made up of people who want to make a difference. They have different passions and priorities, but they all care deeply about improving the world around them. We encourage and empower our people to be change makers through our employee led giving programmes and also through our community action policy.



### Christmas Give

Every December, TPXimpact makes a donation on behalf of each employee to a charity of their choice. Last year the initiative raised £12,350 which we donated to charities close to where our employees live and work. The Christmas Give helps to ensure that our community investment funds are being directed towards charities and causes that our people really care about.





## Community action

As part of our 1% pledge, we target every employee to donate 1% of their time each year to community action, helping to build sustainable futures for people in the areas in which they live and work. As the world has started to open up again, we have seen our employees quickly return to face-to-face volunteering. Together, 115 unique volunteers donated 1,970 hours to 63 unique causes.

## Case studies

### BIMA digital day

In October, volunteers spent the whole day at Ark Burlington Danes Academy giving year 9 students an insight into the digital industry and the amazing roles and careers available. With the help of the volunteers, the students worked on an exciting brief from WWF to create breakthrough digital ideas to measure and reduce the UK's carbon footprint. They were encouraged to think about how they can use technology and digital solutions to make it easier for people to understand the true environmental footprint of products and services, allowing households, schools, universities and businesses to make choices that are good for the planet.



### Blood drive

In October we started an awareness campaign on the importance of regular blood donation due to lack of resources in the NHS and their need to increase the number of donors in order to meet the growing demand for better-matched blood. Collectively, we donated 9,400 ml of blood from 19 volunteers, which could save up to 60 lives.

"I started giving blood six years ago when my then two year old god son was diagnosed with leukaemia. He is now 8 and completely cured!"

David Pierce, Differnt

### Lighthouse children's home

In November a couple of volunteers took the opportunity to go and help the Light House Children's Home, a charity that is rethinking the way children's housing is provided. They believe that children in care have the right to the same opportunities as everyone else – at home, school and in their communities.

The volunteers helped the team renovate their first children's home in Sutton, London. Putting together furniture for some of the carers and children's rooms.



### Ukrainian refugee centre Varna

TPXquesters organised a goods collection campaign at their office in Sofia, Bulgaria for the Ukrainian Refugee Centre in Varna. Together with the biggest volunteering platform in Bulgaria – Timeheroes, they turned the office into a donation station for a day & collected donations for the refugee centre in Northern Bulgaria that was running out of supplies.

They managed to collect about 700 kilograms of food, clothes, medicines, baby products & other necessities donated by 200+ people which were then carefully sorted & packed by 50+ volunteers (TPXquesters staff, ex-staff members & external people). The donations were transported to Varna and were distributed to the refugees in need.

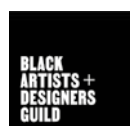


**Your generosity makes such a difference to an organisation like ours. Thanks to your support, we will continue working on the frontline across England and Wales to do everything we can to support people facing huge challenges, which have been made more acute in the wake of the Covid-19 Pandemic as living costs spiral. This generous donation will help us to support even more young men to build stable, rewarding lives that they can be proud of. We are immensely grateful for your support which will help us restore nature. It is very valuable for us, especially at a time when we have additional financial difficulties for even basic needs.**

## Community action grants

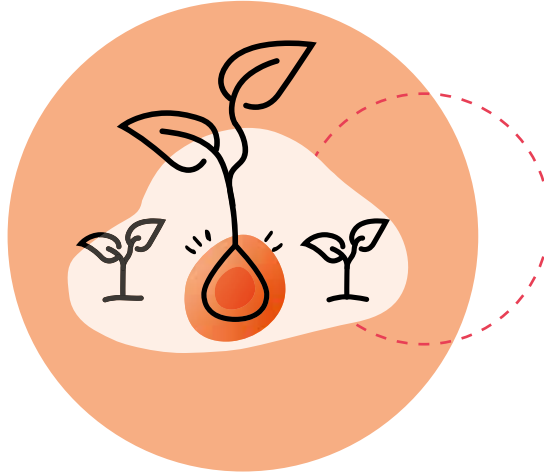
This year Neal Gandhi, CEO of TPXimpact, pledged £100,000 to support our employee's community action activities. He did this because he wanted to make clear to our employees that we are serious about investing in our communities and wanted people to utilise their paid volunteering hours. The first 100 volunteers to complete their target of 16 hours community action were given a £1,000 grant to donate to a charity of their choice. We distributed 51 of those grants last year, supporting 48 unique charities in the UK, Bulgaria and Norway, in areas like diversity and inclusion, education, health, environmental sustainability, animals and more.

## Some of the organisations we are proud to have supported this year.



## ESG report

# Prosperity



# Prosperity

Delivering impactful work

Our people are delivering impactful digital transformation everyday, making a positive difference to how individuals and society experience the world.

We know that our biggest impact comes from the work that we do with our clients and in turn, generating economic growth which is providing sustainable livelihoods built on decent employment.



## EMPLOYEE INVESTMENT

# £30m+

Invested in employee compensation & benefits



## JOBS CREATED

# 63 jobs



## REVENUE FROM PUBLIC SERVICES

# 72%

Of our revenue is from public services



## BENEFITS

# 39%

Of our eligible workforce is enrolled in the in the share award plan





# ESG report

## Prosperity continued

### Employment & wealth generation

The business has continued to grow and we continue to provide more well paid, decent jobs for our communities. This is reflected in our compensation package and new benefits package that was announced this year, you can read more about this on page 46.

Our FTE workforce grew by 22% this year and we created 63 brand new jobs excluding acquisitions. Our median UK salary is 2.7x higher than the Real living wage at £26.69 per hour — slightly lower than last year due to the acquisition of businesses with existing apprenticeship programmes. Our CEO: Median wage ratio remains low at 4.9:1 and we invested over £32m in employee compensation and benefits.

#### Employee ownership

TPXimpact supports the principle of wider share ownership amongst our employee base to achieve shared prosperity and equitable growth. This year, to celebrate the businesses coming together as TPXimpact we will gift all employees with £500 worth of share options following the publication of the Annual Report. We have committed to giving all new employees, whether through recruitment or acquisition, an initial gift of £500 share options redeemable after three years.

All employees are also able to acquire tax efficient shares through our Share Incentive Plan (SIP). The SIP was designed to enable employees to contribute up to £1,800 per year through salary sacrifice to purchase shares in the business. To reward employees and provide additional benefit, TPXimpact matches the purchase to these shares on a 1 for 1 basis. As of 31 March 2022, we had 222 employees contributing to the scheme.

### Fair tax policy

This year we published our Fair Tax policy to articulate TPXimpact's position. We believe that paying fair taxes should be a basic requirement for all businesses. A lack of honest and transparent behaviour would undermine all the work that the business does to contribute to a better society. Our approach is as follows;

TPXimpact will;

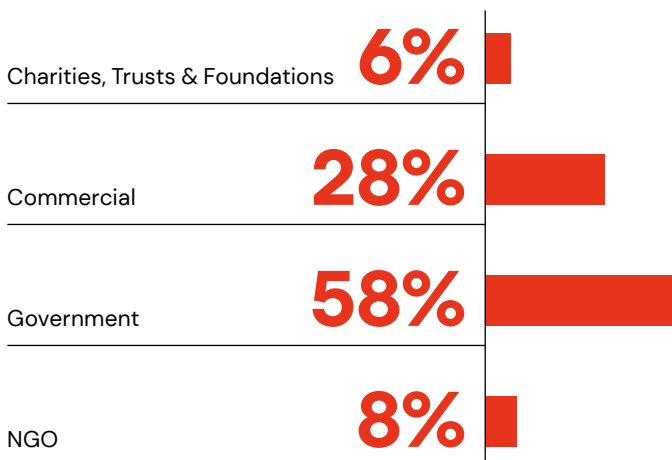
- behave responsibly and act in a way that protects the interests of all of our stakeholders (including our people, planet and communities) whilst, maintaining shareholder value
- ensure the correct amount of tax is paid
- comply with all applicable tax laws, rules and regulations, without exception
- never enter into artificial arrangements in order to avoid taxation or to defeat the stated purpose of the tax legislation, or undertake aggressive tax planning
- operate with transparency including accurate disclosures to revenue authorities and maintaining an open and cooperative relationship with revenue authorities
- operate a model that identifies tax risks as they arise and provides for escalation of tax risks to the Audit & Risk Committee and;
- maintain the integrity and reputation of TPXimpact at all times

## Client disclosure

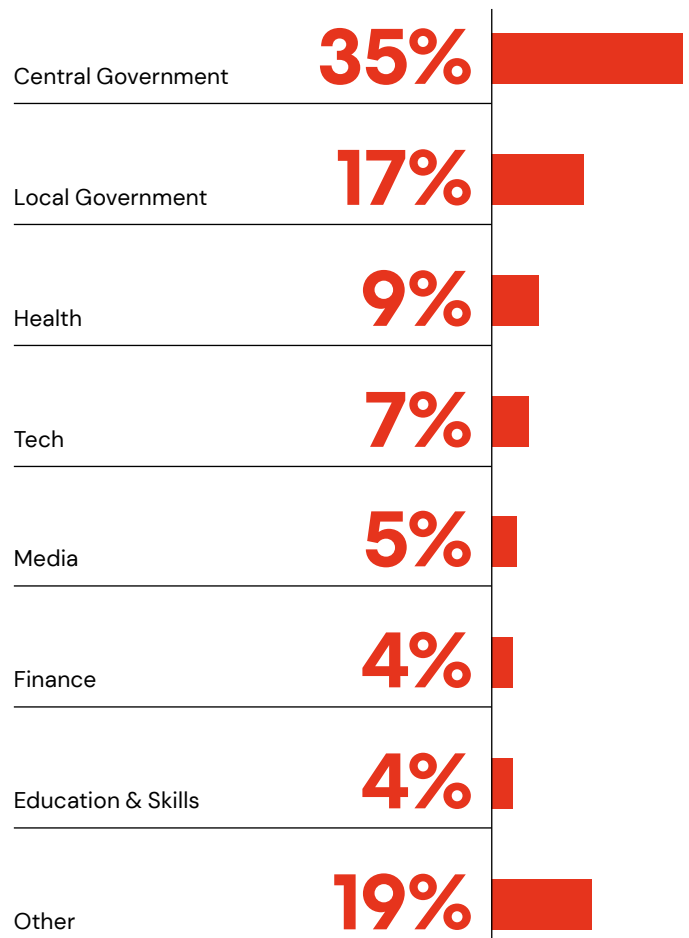
We're a purpose driven business and want to ensure the work that we do is helping us to contribute to both our commercial and impact ambitions.

We've introduced a framework for handling sectors which may be seen as controversial so that we can be confident the clients we work with are aligned with our values. To ensure that we are accountable and responsible for the work that we do, we publish any revenue from controversial sectors each year in our client disclosure report. We use the Creatives for Climate template which was originally published by Futerra to show a full picture of where our income comes from.

## Income by sector



## Income by Public subsector



## % revenue from potentially controversial sectors

*This list of potentially controversial sectors is taken from the International Finance Corporation and ethical investment criteria.*

0%

Arms

0%

Politics

0%

Tobacco

0%

Religion

0%

Gambling

0%

Pornography

0.3%

Alcohol

## % revenue from high carbon clients

*High carbon clients work in industries with high carbon emissions as identified by the International Energy Agency (IEA) and the Environmental Protection Agency (EPA).*

0%

Aviation

0%

Concrete & cement

1.8%

Coal, oil & natural gas

0.6%

Meat & Dairy

0%

Plastics

0%

Private Cars

1.2%

Timber, Pulp & Paper

0.3%

Trucking & Shipping

0%

Chemicals & petrochemicals

0.3%

Iron, Aluminium and Steel Manufacture

# Our top 10 clients by income

## 01

Building animal health, chemicals, pesticides and fish export replacement services for health, certification and **movement across UK borders**.

## 02

Designing, building and implementing a **householder appeals** service in partnership with a government department as well as releasing a beta applications service.

## 03

Setting up and co-managing a nearshore tech team to look after key parts of the **digital edition of a major British newspaper** and other media products.

## 04

Integrating, testing and delivering a **Sustainable Farming Incentive** public beta solution which passed GDS assessments. Performing a successful disaster/recovery test between data centres.

## 05

Prototyping, designing and implementing service delivery changes to a **benefits and housing needs** service for a local council, developing new modern tools to replace legacy systems.

## 06

Partnering with a central government department as their user-centred design & research capability partner. Working together to elevate the role of design and research across a range of internal and customer-facing **digital transformation projects**.

## 07

Supporting a local authority to enable the implementation of a **complex new ERP solution** (Unit4) as a shared deployment between two councils.

## 08

Building and co-managing a **technical capability team** for a major US client.

## 09

Working with a major gas network operator, delivering a transformation project which included an **IT operating model**, Azure cloud re-platforming, mobile field worker platform, and providing ongoing infrastructure and application support for critical services.

## 10

Partnering with multiple divisions within a world leading biotech business on **website builds, social media, campaign work, policy shaping exercises** and strategic insights.