

Doing It On Purpose.

2023

B IMPACT REPORT



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WELCOME TO OUR FIRST

B Impact Report



We strongly believe that every company should be a force for good and make a positive difference in the world.



In 2022, Istoria Group, and its agencies, became a certified B Corp. We strongly believe that every company should be a force for good and make a positive difference to their clients, employees, communities, and the environment.

As part of our commitment as a B Corp, we have to publish regular Impact Reports to keep track of how well we're doing. It's not just a requirement; it's simply the right thing to do.

This report is all about sharing what we've achieved, celebrating our successes, and pushing ourselves to do even better. We want everyone who's interested in our company, from our clients and internal team to the wider community, to use this report to make sure we're doing what we say we will.

This is our very first Impact Report, and as such is a work in progress. We plan to make it better with each new edition. Our journey to make a positive difference is ongoing, and we hope that these steps show our strong commitment to our goals.

We'd really love to hear your thoughts on our Impact Report, so please send us an email at hello@IstoriaGroup.com with any feedback you may have.

Samantha Rowe, CEO

ISTORIA GROUP

PARENT
COMPANY



The creative agencies that make up Istorla Group, and therefore part of our B Corp certification, are:



SISTER
AGENCIES

Ignition

Tiny Spark

Phoenix Wharf

Our Impact *Highlights*

3

PRO BONO PROJECTS

237

PRO BONO HOURS

13

UN SDG'S SUPPORTED

80%

FEMALE EXEC BOARD

£1,713

CHARITABLE DONATIONS

3,600

TREES PLANTED PER YEAR

3

NEW B CORP SUPPLIERS

270

TONNES OF CO₂ REDUCED
EVERY YEAR THROUGH ECOLOGI

138

STAFF TRAINING HOURS

14

NEW TEAM MEMBERS
RECRUITED

11

NEW CLIENTS WON

-56%

REDUCTION IN
CARBON EMISSIONS SINCE 2019
(BASE YEAR)

121

VOLUNTEERING DAYS

730

TREES PLANTED

88%

EMPLOYEES ARE HAPPY
OR ECSTATIC AT WORK

98%

2023 KPI'S MET

OUR JOURNEY

To Certification

“

We're excited about continuing our journey to shape a future defined by meaningful impact, driven by purpose, and guided by intention.



”

Istoria Group became a Certified B Corp in August 2022, an accolade we had been working towards for over two years.

Our founding vision back in 2007 was to make a positive difference. We wanted to build a different kind of company that balances people and planet with profit whilst delivering great creative work for our clients. We have come a long way since then.

Over the past decade, we've worked tirelessly to turn that vision into reality, and we're immensely proud of our accomplishments so far. We've earned accreditations like ISO 20121, 9001, and 14001, received The Queen's Award for Enterprise in Sustainable Development and were named IEMA's Sustainable Organisation of the Year. The cherry on the cake was becoming a B Corp. To us, sustainability isn't just a buzzword; it's a way of life.

Last year, we achieved Carbon Neutral status for Scopes 1 & 2 of the Greenhouse Gas Protocol. Looking ahead to 2030, our ambition is to become a carbon-neutral group across Scopes 1-3. The assessment highlighted both our strengths and areas where we can do better.

Reflection gives us the chance to refine our approach further, bringing us closer to realising our 2030 vision. We take immense pride in being a part of the B Corp community, and we're excited about continuing our journey to shape a future defined by meaningful impact, driven by purpose, and guided by intention.

Lindie Kramers

Lindie Kramers, CMO

OUR
B Corp Score

INFOGRAPHIC
BREAKDOWN

150

MAXIMUM
SCORE

80

QUALIFYING
CERTIFICATION
SCORE

50.9

AVERAGE
ORDINARY
BUSINESS
SCORE



97.1

OUR B IMPACT SCORE

B corps are measured against 5 key areas, which make up their B Impact Score.

Here are our scores against each area.

16.6

GOVERNANCE

28.5

WORKERS

20.6

COMMUNITY

26.4

ENVIRONMENT

4.8

CUSTOMERS

INFOGRAPHIC
BREAKDOWN

97.1

We certified as a B Corp in August 2022 and achieved a score of 97.1

Whilst the average score for an ordinary business is 50.9, the minimum score to certify as a B Corp is 80.

Since these totals are not out of 100, we have converted our scores into percentage points to make it easier to understand and report against. Our B Impact Score breakdown in 2022 translates as follows:

Governance 16.6 (out of 20) = 83%

Workers 28.5 (out of 40) = 71%

Community 20.6 (out of 45) = 46%

Environment 26.4 (out of 40) = 66%

Customers 4.8 (out of 5) = 96%

Our overall B Impact Score of 97.1 (out of 150) = 64.73%. In comparison, the average score for an ordinary business is 34%. To qualify as a B Corp you need 53%.

Whilst we feel proud of our Governance (83%) and Customer (96%) scores, we have work to do on achieving a well-balanced score across Workers, Community and Environment. We're firm believers in a 'warts and all' style of reporting. **Our focus for 2023-24 therefore is to improve on the sectors we scored below 80% on and to maintain our good scores for Governance and Customers.**

OUR

Mission, Vision & Values

“

*Vision without action is just a dream.
Action without vision just passes the time.
But vision with action can change the world.*

NELSON MANDELA

”



Vision

To build a different kind of company that balances people and planet with profit whilst delivering great work for our clients.

Mission

To make a positive difference.

E

Entrepreneurial Spirit

Being entrepreneurial is a mindset. Entrepreneurs think and act differently. We expect the unexpected and we like to be surprised. For us, to be entrepreneurial means to be able to share ideas freely and fearlessly - even acknowledging so-called failures as learning and growing experiences. We encourage and expect entrepreneurial thinking at all levels of our team and seek to collaborate internally and externally to pinpoint the most exciting new future opportunities.

P

Personable Approach

We believe in being humble. No hierarchies. No egos. No tantrums. In business, we believe that people buy people and we advocate human-to-human communication and values at all times. Our clients always say we're great to work with and that we go the extra mile. We also care deeply about making the world a better place. Internally, we take great care of our team and invest in finding new team-members that share our beliefs. We've been named as one of the UK's 'Best Places to Work'.

I

Intelligent Thinking

Thinking comes before doing. Whether it's the design of a 3D environment, the flawless planning and delivery of an event or the creation of an unforgettable brand experience, we start by cross-fertilising ideas from our different disciplines and personal networks. We balance strategy with creativity and commerciality. The end result is projects of the highest aesthetic quality that function brilliantly and are delivered with exceptional levels of service, measured to ensure expectations are always met or exceeded.

C

Collaborative Working

The best source of project knowledge is our clients themselves. We also understand it's not always easy for clients to articulate exactly what they require from their design partner. We have the tools to discover what is relevant and necessary to know from our clients and we combine this with our own research, knowledge and insights. We share findings and facilitate further brainstorming and that way we always nail the brief. The best minds need to work together towards the same goal.

Our Values

What We Said

What We Did

What's Next?

OUR

Improvement Plan

GOVERNANCE
WORKERS
COMMUNITY
ENVIRONMENT
CUSTOMERS

“

We've embedded our B Impact improvement plan into our Group-wide KPIs, which in turn are linked to the all-staff bonus. This ensures everyone has the opportunity to help make a positive difference.

”



SAMANTHA ROWE, CEO

GOVERNANCE
WORKERS
COMMUNITY
ENVIRONMENT
CUSTOMERS



Governance evaluates a company’s overall mission, engagement around its social and environmental impact, ethics, and transparency. This section also evaluates the ability of a company to protect their mission and formally consider stakeholders in decision-making through its corporate structure (e.g. benefit corporation) or corporate governing documents.

We are delighted with our Governance score of 83% and are aiming to maintain and hope to improve this going forward.

better business
act

Istoria Group supports the BBA to help change the law so that every company in the UK aligns their interests with those of wider society and the environment.

GOVERNANCE
WORKERS
COMMUNITY
ENVIRONMENT
CUSTOMERS

71%

WORKERS SCORE

Workers evaluates a company's contributions to its employees' financial security, health & safety, wellness, career development, and engagement & satisfaction. In addition, this section recognises business models designed to benefit workers, such as companies that are at least 40% owned by non-executive employees and those that have workforce development programmes to support individuals with barriers to employment.

We have worked hard to improve on our Workers score of 71% and have plans in place for further improvements.

WE ARE POWERED BY OUR PEOPLE

“

To ensure that Istorica Group remains a great place to work for our people, we commissioned a fellow B Corp - B People - to carry out a people audit and to help us develop a progressive people strategy.

This covered our employment brand, staff engagement, recruitment, skills & career development, leveraging diversity, leadership, communications and rewards.

”

GOVERNANCE
WORKERS
 COMMUNITY
 ENVIRONMENT
 CUSTOMERS

What We Said

FINANCE

Reinstate our popular annual all staff bonus scheme (absent during Covid period), subject to KPIs being met for the year.

Look into our company pension scheme to see if our money is being invested ethically.

Ensure our staff feel in control of their finances.

HEALTH, WELLNESS & SAFETY

Create a new People Policy, ensure it is inclusive and competitive.

Launch Employee Wellbeing Programme to support mental health and wellbeing.

Investigate specific wellbeing initiatives at work.

Monitor staff happiness levels at work.

What We Did

We are on target to meet our KPIs for 2023 and pay staff bonuses.

Investigated socially-responsible investing alternatives with our pension provider.

We brought in a financial expert to advise on financial wellbeing.

Commissioned B People to carry out a People Audit.

Invested in training 4 staff members to qualify as mental health first responders.

Launched 'Happy Hour', a bi-monthly wellbeing session for staff during work hours with lunch being provided. Sessions ranged from chair yoga to art classes and include wellbeing tips for staff in our Monthly Bulletin too.

Introduced an anonymous employee wellbeing survey to measure staff happiness levels at work.

What's Next?

Future Happy Hour session will include getting experts in to speak on topics like Men's Mental Health, a laugh party, river walks, and table football tournaments (as suggested by staff).

Consult with staff and vote on changing our pension to a socially responsible fund.

STAFF WELLBEING INITIATIVE

“ Our Wellbeing initiative is called ‘Happy Hour’. Happy Hour sessions take place during work hours with lunch being provided. Initiatives include fun activities, getting experts in to speak on topics like Men’s Mental Health, a laugh party, river walks, and table football tournaments.

”

Happy Hour



GOVERNANCE
WORKERS
COMMUNITY
ENVIRONMENT
CUSTOMERS

What We Said

**CAREER
DEVELOPMENT
ENGAGEMENT &
SATISFACTION**

Our priority for 2023 was resourcing/recruitment and workload/capacity management to support sustainable growth.

We're going to return to a state where good Training and Career Development is a great feature of working here.

To attract and retain better talent, we're going to clarify our excellent Rewards & Recognition position in our new Positive Work Policy

What We Did

We've sharpened up our recruitment brand and presented and promoted it better. We have added new careers pages to each agency's website.

We brought in more hands-on resources to relieve some pressure, and addressed some specialist/support gaps. We've had 14 new starters and are recruiting for more.

We clarified role responsibilities to ensure clear decision making, rigorous prioritisation, and time-efficient working.

We invested in a new Manager Development programme, as we would like to have the best managers in the agency world.

We worked with an external specialist to provide both group training and 1:1 development.

Supplemented our generally competitive base pay levels with the reintroduction of our Group Bonus plan.

We reviewed our benefits package and established that it is highly competitive

What's Next?

During Q1 2024, we will introduce a new appraisal system which focuses on monthly reviews, rather than annual ones.

IMPROVING OUR PEOPLE'S WORK-LIFE BALANCE



To improve work-life balance for our people, we offer flexible and remote working options and have increased our holiday allowance. Full-time employees get 25 days holiday (excluding Bank Holidays). After 4 years of service, they accrue an extra day per year, up to a total holiday allowance of 30 days.

In addition, we offer an input/knowledge day - to attend a conference/ continuing education, a charity day - to support a charity of their choosing, and 3 personal days - to be used as they see fit, e.g. taking their pet to the vet or moving house. Annual holiday allowance is therefore 30 days, plus 8 Bank holidays, totalling 38 days' holiday per year.





Graffiti In The Park

GOVERNANCE
WORKERS
COMMUNITY
ENVIRONMENT
CUSTOMERS

Employee Survey

Number of Respondents

Survey 1 May '23

Survey 2 Aug '23

| | | | | |
|---|-----|-----------------------|------|-----------------------|
| Do you believe we live authentically by our company values? | 89% | YES | 100% | YES |
| Do you feel aligned with the company's goals? | 89% | UNEQUIVOCALLY ALIGNED | 96% | UNEQUIVOCALLY ALIGNED |
| Do you feel conneted to and respected by your co-workers? | 78% | CONNECTED & RESPECTED | 78% | CONNECTED & RESPECTED |
| Do you feel like your work is recognised and appreciated? | 77% | UNEQUIVOCALLY YES | 94% | UNEQUIVOCALLY YES |
| Do you feel motivated in your role? | 83% | COMPLETELY | 94% | COMPLETELY |
| Do you feel you have clear objectives and know what is expected of you at | 66% | UNEQUIVOCALLY YES | 94% | UNEQUIVOCALLY YES |
| How happy are you at work? | 84% | HAPPY OR ECSTATIC | 88% | HAPPY OR ECSTATIC |



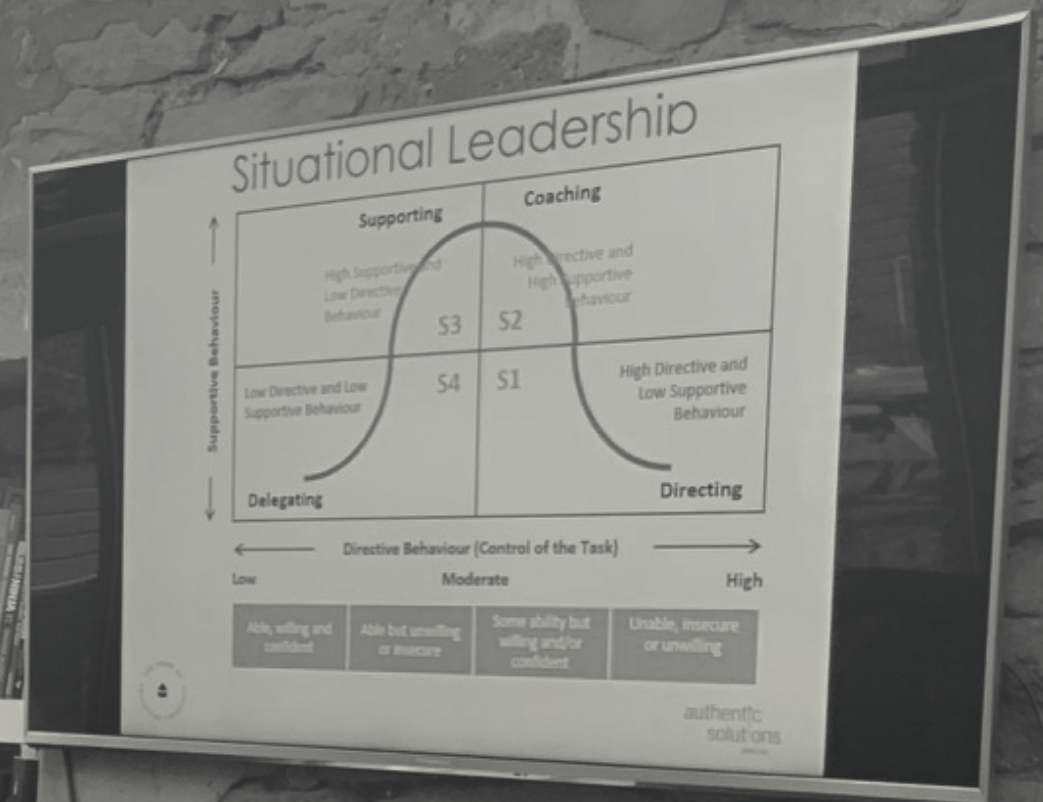
GOVERNANCE
WORKERS
COMMUNITY
ENVIRONMENT
CUSTOMERS

“

In order to grow in the right way with the right clients and the right team in place, our workforce vision is to cultivate, nurture, grow and support a diverse team, their professional development, work-life balance, and mental health & wellbeing.

”

Leadership Training



THE HOME
COLLECTIVE CREW



GOVERNANCE
 WORKERS
COMMUNITY
 ENVIRONMENT
 CUSTOMERS

46%
 COMMUNITY SCORE

Community evaluates a company's engagement with and impact on the communities in which it operates, hires from, and sources from. Topics include diversity, equity & inclusion, economic impact, civic engagement, charitable giving, and supply chain management. In addition, this section recognises business models that are designed to address specific community-oriented problems, such as poverty alleviation through fair trade sourcing or distribution via microenterprises, producer cooperative models, locally focused economic development, and formal charitable giving commitments.

We acknowledge that our Community score is below par and that we have work to do! Our aim is to improve our score across all community aspects over the next couple of years.

- GOVERNANCE
- WORKERS
- COMMUNITY**
- ENVIRONMENT
- CUSTOMERS

What We Said

DIVERSITY, EQUITY & INCLUSION

Since Bristol is marked as the 7th worst (of 348 districts) in England & Wales for black and ethnic minority communities to live and thrive, with equality gaps failing to improve since 2001, we want to identify ways to improve on our own diversity and in turn help Bristol to improve.

Identify ways to improve our inclusivity.

ECONOMIC IMPACT

Investigate ways to better support local organisations. Explor moving business banking to a sustainable alternative, to reduce our financial carbon footprint.

What We Did

Reached out to Babbasa to see how we can support them. Babbasa is local social enterprise that supports low income and ethnic minority young people to prepare for the workplace. Two staff members signed up to become Equal Opportunity Ambassadors.

We've made a commitment to become a Disability Confident Committed employer (Level 1) by ensuring our recruitment process for relevant vacancies are inclusive, accessible and through offering paid work experience.

We collaborated with Babbasa and Black South West Network to reach out to our local disadvantaged & minority community to offer under represented start-ups the chance to join our Incubator Hub initiative.

Created a shortlist of ethical banks to assess suitability of moving our current business banking service.

What's Next?

Starting in 2024, we plan to reach out to local youth & minority networks to first advertise any job vacancies.

Set a medium term target (3 years) to have at least 10% of the workforce from diverse backgrounds, in terms of race and ethnicity.

Carry out feasibility study on ethical banks to consider for our business banking.

Inclusivity in Recruitment

GOVERNANCE
WORKERS
COMMUNITY
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CUSTOMERS



For 2024, we plan proactively to reach out to the local community during our recruitment drives. Bristol is amongst the worst cities for racial inequality in the UK. The city's ethnic minority communities have poorer job prospects, worse health and fewest academic qualifications.

We're liaising with Babbasa to reach under-represented young people in Bristol aged 16-25 for work placements during 2024, paying above the living wage.

And we plan to offer a paid work placement via Black South West Network in our marketing department to give a person interested in media/publishing/journalism a chance to guest edit our client-facing publication Istorica Times.

GOVERNANCE
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ENVIRONMENT
CUSTOMERS

International Women's Day



As a women-owned business, we are always pro-active with new ideas on International Women's Day. This year, as part of #BCorpMonth, we launched a competition to try and find a regional, women-owned Micro Business to support as part of our Incubator Hub programme.

We teamed up with Babbasa and Black South West Network to help spread the word and make sure the offer reached as diverse and inclusive an audience as possible. Judges included Sam Rowe & , Lindie Kramers from Istoria Group, Matt Rogers from Babbasa, Sibusiso Tshabalala from Black South West Network and Cecilia Thirlway from the University of Bristol.

The winning business received rent-free office space for up to four people for a 6-month period. Istoria Group is additionally offering mentorship on entrepreneurship, marketing, PR and finance, along with a free brand refresh by Phoenix Wharf and a new website design and build by Tiny Spark.

Congratulations to Devon Lowndes from Self Agency, a Neurodiversity Consultancy, whose vision it is to make Bristol the Neurodiversity capital of the UK.

GOVERNANCE
WORKERS
COMMUNITY
ENVIRONMENT
CUSTOMERS

What We Said

CIVIC ENGAGEMENT & GIVING

Investigate ways to improve our civic engagement & giving.

As part of our KPIs, we aim for every employee to either volunteer or work on pro bono projects this year.

SUPPLY CHAIN MANAGEMENT

Reassess and re-evaluate our entire supply chain.
Start with small, manageable changes.
Support fellow B Corps.

What We Did

Charities/causes we supported this year include The Julian Trust, Surfers Against Sewage, Camfed, The Azul National Park and Babbasa. See next page for details.

Our collective volunteering hours totals 970.5 which equates to 40.44 days.

We have carried out 236.5 hours of pro bono work which equates to 9.85 days, excluding Babbasa mentoring.

We are in the process of reassessing our entire global supply chain, identifying fellow B Corps, minority owned and local businesses to support where we deliver projects around the world.

Appointed a new IT partner Optimise IT (B Corp).

Appointed B People to help with our People Strategy (B Corp).

We even switched our toilet paper supplier to Who Gives a Crap (B Corp)!

What's Next?

In 2024, we hope to be in a position to donate 1.5% of revenue to charitable causes.

Our supply chain focus for 2024 will be assessing European partners and to have a European office in place.

Civic Engagement & Giving

Each team member with a corporate credit card joined Easyfundraising where a % of each transaction is donated to our chosen charity, The Julian Trust, which helps homeless people in Bristol. We've raised £1,246.93 so far this year.

We donated £300 to Babbasa to help them prepare young people for the emerging OurCity2030 employment opportunities. OurCity2030 is a bold and positive ambition to support at least one person from each low-income household in Bristol to secure a median salary by 2030. Our donation allows Babbasa to onboard and provide 1 x young person with intensive employability support for 12 weeks.

As a women owned business, we're supporting girls' education in Africa through giving £157 to CAMFED. We sponsor one girl's school fees for her secondary education, as well as buying her sanitary wear and uniform.

We're also supporting The Cordillera Azul National Park project, located in Peru's high forest between the Andes and the Amazon Basin. It supports 26 community based businesses, with 40% of jobs held by women. This project is working in a huge landscape of 37 million hectares (nearly the size of the Netherlands) to protect 16 million hectares of threatened forest.

In addition, a wide community driven programme is helping tens of thousands of local people gain access to basic services such as sanitation, healthcare and education.

The only SDGs we are not yet contributing to are 2 – Zero hunger, 11 – Sustainable cities and communities, and 14 – Life below water.

By 2030, Istoria Group aims to support all of the United Nations' Sustainable Development Goals.

GOVERNANCE
WORKERS
COMMUNITY
ENVIRONMENT
CUSTOMERS

Supporting *B Corp Community & Initiatives*



ATTENDED PURPOSE FEST BRISTOL

INCLUDED ON COUTT'S WINDOW FOR B-CORP MONTH AND #IWD

JOINED ECOLOGI TO BECOME A CLIMATE POSITIVE WORKFORCE AND WE'RE PLANTING UK TREES.

Celebrating our B Corp Suppliers

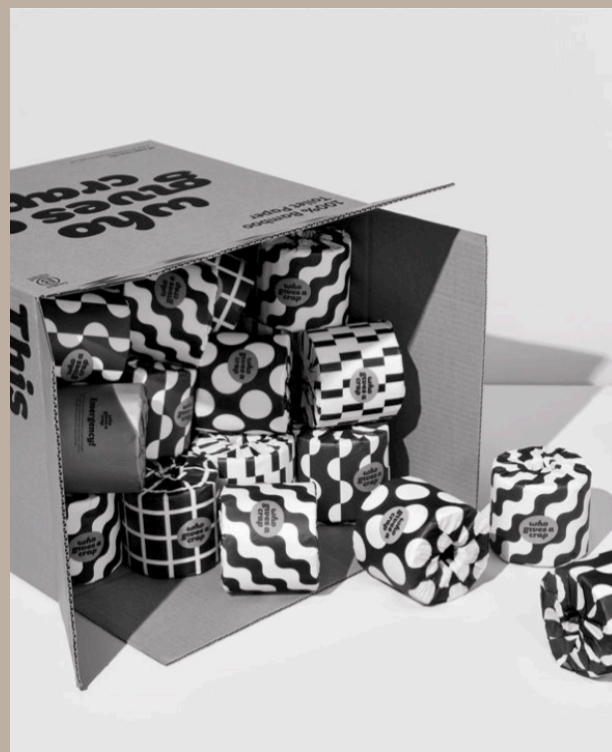


As part of our supply chain reassessment, we appointed fellow B Corps in 2023 to help us with:

PEOPLE STRATEGY 'BEST FOR THE WORLD 2022' HONOUREE B PEOPLE

IT PARTNER OPTIMISE IT

TOILET PAPER WHO GIVES A CRAP?



GOVERNANCE
 WORKERS
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ENVIRONMENT
 CUSTOMERS



ENVIRONMENT SCORE

Environment evaluates a company's overall environmental management practices as well as its impact on the air, climate, water, land, and biodiversity. This includes the direct impact of a company's operations and, when applicable, that of its supply chain and distribution channels. This section also recognises companies with environmentally-innovative production processes and those that sell products or services that have a positive environmental impact. Some examples might include products and services that create renewable energy, reduce consumption or waste, conserve land or wildlife, provide fewer toxic alternatives to the market, or educate people about environmental problems.

Whilst we operate in a sector with a Significant Environmental Footprint, we've always set out to deliver our projects with zero waste to landfill. Our aim is to improve on our score, especially under Environmental Management, Water, and Land & Life.

What We Said

What We Did

What's Next?

**ENVIRONMENTAL
MANAGEMENT**

Review our office work & flexible working policies as part of our People Strategy.

Encourage staff to help reduce their individual carbon footprint by cycling or taking public transport to work where possible.

Look for small changes that can make a difference.

Our 2030 ambition is to become Carbon Neutral for Scopes 1-3 of the Greenhouse Gas Protocol, 20 years ahead of 2050.

We have hired new staff on remote contracts and our office days are 2 days per week and 3 days work from home. We offer flexible hours which means that commuting to the office can be during off-peak times.

Replaced paper business cards with QR codes on our phones as e-cards.

Changed toilet paper to Who Gives a Crap.

Changed to re-usable eco friendly lanyards when our staff are at exhibits or events.

We are Carbon Neutral for Scope 1 & 2 and registered our targets with the SBTi - Science Based Targets Initiative.

We are using normative.io to help us calculate our Scope 3 emissions.

We have signed the SME Climate Hub pledge in support of the United Nations' Race to Zero campaign and report annually on our progress.

Work with our clients and suppliers to improve on our Scope 3 emissions to reach our 2030 ambition.

**AIR &
CLIMATE**

Look into becoming a climate positive workforce.

We joined Ecologi in October 2023 to become a Climate Positive Workforce.

In addition, we're funding 5 UK trees being planted per month.

- GOVERNANCE
- WORKERS
- COMMUNITY
- ENVIRONMENT**
- CUSTOMERS

What We Said

WATER

Look for ways to start monitoring and recording water usage in the office and warehouse.

Organise a beach clean for Surfers Against Sewage.

Our ambition is to support Blue Marine Foundation once we've reached our fundraising target for The Julian Trust (£2,000).

LAND & LIFE

Continue our support of Cordillera Azul National Park in Peru.

Support climate projects through Ecologi.

What We Did

Set reduction targets for 2024 and looked into feasibility of installing low flow taps and toilets.

13 Employees volunteered to clean Weston Super Mare beach during October.

We've not achieved our fundraising target and are only halfway there with £1,246.93.

We supported The Cordillera Azul National Park project, located in Peru's high forest between the Andes and the Amazon Basin. It supports 26 community based businesses, with 40% of jobs held by women.

This project is working in a huge landscape of 37 million hectares (nearly the size of the Netherlands) to protect 16 million hectares of threatened forest.

Through Ecologi we're supporting the protection of the Matavén forest in eastern Colombia and avoiding methane emissions from landfill in Brazil.

What's Next?

Support the Blue Marine Foundation in 2024 through our Easyfundraising corporate spending.

Estimated Emissions

TONNES CO₂e

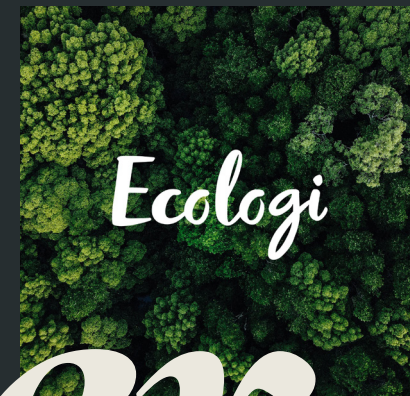
133

To measure our Scope 1 - 3 emissions, we use the SME Climate Hub's Business Carbon Calculator, powered by Normative and supported by Google.org, to get clear, actionable insights on our emissions.



What we Offset & Sequester

GOVERNANCE
WORKERS
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ENVIRONMENT
CUSTOMERS



We joined Ecologi in October 2023 to become a Climate Positive Workforce. This will equate to 300 trees planted every month and 270 tonnes CO2 reduced every year (~30 footprints). That is 3,600 trees per year. In addition, we are also planting 5 UK trees every month.

Whilst we strive to do our work responsibly and sustainably, certain carbon emissions are unavoidable. We work with a number of planet-positive organisations working to offset and sequester carbon. Whilst we don't believe offsetting is the answer, we hope to take a step in the right direction by planting trees, nourishing corals, removing plastic, and funding climate friendly projects.

100% of our Scope 1 and 2 carbon has been offset against 64 Verified Carbon Standard (VCS) units.



GOVERNANCE
WORKERS
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CUSTOMERS

A large, stylized graphic of the number 96% in a light beige color, positioned on the left side of the page. The number is rendered in a serif font, with the percentage sign being a simple diagonal slash followed by a zero.

CUSTOMERS SCORE

Customers evaluates a company's stewardship of its customers through the quality of its products and services, ethical marketing, data privacy and security, and feedback channels. In addition, this section recognises products or services that are designed to address a particular social problem for or through its customers, such as health or educational products, arts & media products, serving underserved customers/clients, and services that improve the social impact of other businesses or organisations.

We are delighted with our Customers score of 96% and are aiming to keep this up going forward.

WE DON'T JUST

Talk the Talk

WE ALSO

Walk the Walk



Sharing Knowledge



Phoenix Wharf
'Have Your Say'
by Emma on sustainability for Design Insider



Ignition
Guide to sustainability reporting
by Sam for Design Insider



Ignition
Round Table on sustainability
with Sam for Business Leader



Ignition
Quote on sustainable demolition
by Helen for Design Insider

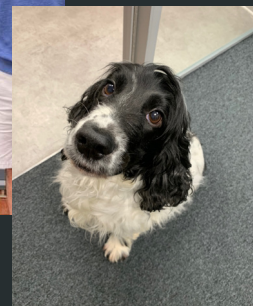


Istoria Group
Article on mentoring
by Claire for Business Leader



Istoria Group
Piece on sustainable exhibition design
by Silka for DARC

*Click the Logos to access the articles.



Istoria Group

Thank You.



Lindie Kramers

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Certified



Corporation