

# Impact Report

2024

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We wanted to create a business that was true to our values. A business that treated its people the way we'd hope to be treated.

Where opportunities were abundant, work was rewarding, talent was nurtured. And where our ambition to drive positive change was shared.

We are delighted to be a B Corp Certified business, and we are proud of what we have achieved during our first year of being certified. We hope that as we move forward our B Corp journey resonates with everyone we meet and affect.



**Paul Gannaway**  
Director



**Andrew Walker**  
Director





OUR JOURNEY TO CERTIFICATION

# Why our company decided to become B-Corp



Although we were founded nearly 40 years ago, our mission has always been to deliver exceptional construction consultancy services with a focus on people and collaboration.

Pursuing B Corp certification was a natural progression for us. We started this journey in 2021, committing to the rigorous process and carefully gathering the necessary information, evaluating all our practices through the B Corp perspective. The process was challenging and pushed us to our limits, making us reflect on how far we've come. We are proud of our achievements as a growing consultancy and are motivated to keep improving.

After more than 18 months of hard work, we were thrilled to officially become B Corp certified in April 2023, scoring 87.1 points and demonstrating our strengths in supporting our staff, customers, community, and the environment.



Principal Designer  
Clerk of Works  
Developer Services  
Quantity Surveying  
Project Management  
Employer's Agent  
Contract Administration  
Principal Designer  
Clerk of Works



# Our business

We provide exceptional construction consultancy services which enable successful projects for our clients.

Our multiple services, along with over 30 years of experience in various sectors, means we can deliver all you need and more. We are friendly, collaborative and deliver superior levels of service.

# Our timeline

	Founded	1000th Project commenced	Office move to Ivy Lane	Became a limited company	Paul and Andrew take over	2000th Project commenced	Peter Thorpe becomes Associate Director	Kenny Pratt becomes Associate Director	3000th Project commenced
	1986	1997	2004	2005	2011	2014	2016	2023	2024
								We become B-Corp Certified	
								Brighton office opens	



# B Corp and our Values

## Delivering client success

Construction is our passion and we have created a group of people who share this feeling. They're always willing to go above and beyond to ensure success through problem-solving, adding value and challenging the status quo. Being B Corp celebrates this, recognising our staff and supporting all the great things they do.

## How becoming a B Corp has impacted our business

When we discovered B Corp, the stars aligned. Its ethos resonates with the way we run our business. Now we are certified, we are able to be a voice for good, and share our experiences with all types of businesses. We have found we have done more good stuff, not just because we are B Corp, but because we really want to. We explore some of this in the next few pages of this report.

## Celebrating B Corp

- B Corp Month 2024: Celebrating:-
- Moving Construction Forward
  - Women in Construction
  - Staff B Corp Breakfast
  - Better Business Networking
  - Local Tree Planting
  - Supporting Generation 4 Change Kent

Paul Gannaway panellist at inaugural B Local Kent event

Discussing B Corp Certification at Kent & Medway Business Summit





# Our B Corp verified score

We received our certification in  
April 2023.

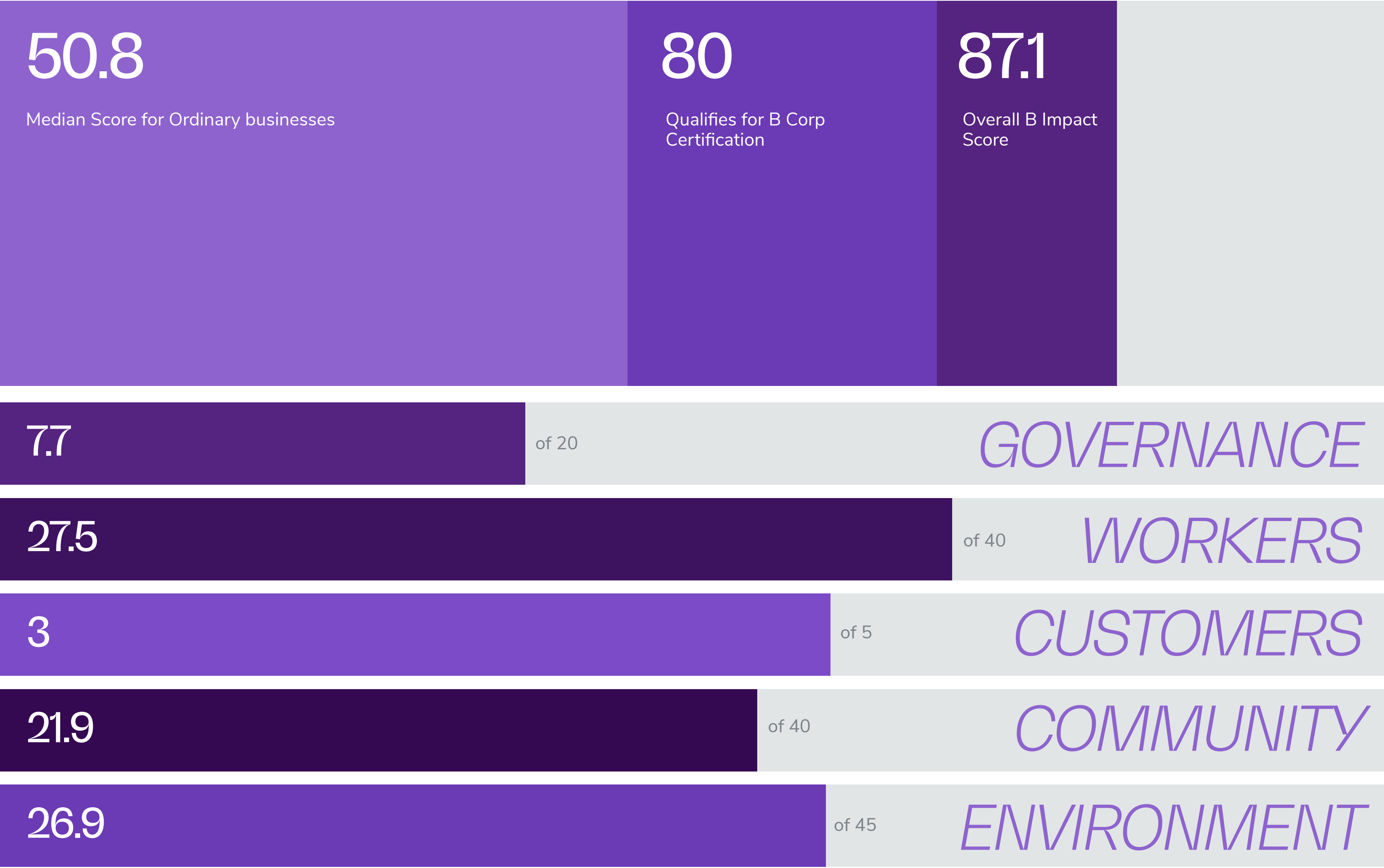




# Breakdown of our score

We are already working on some new initiatives to increase our score next time we re-certify.

We are aiming to increase it by 15%.

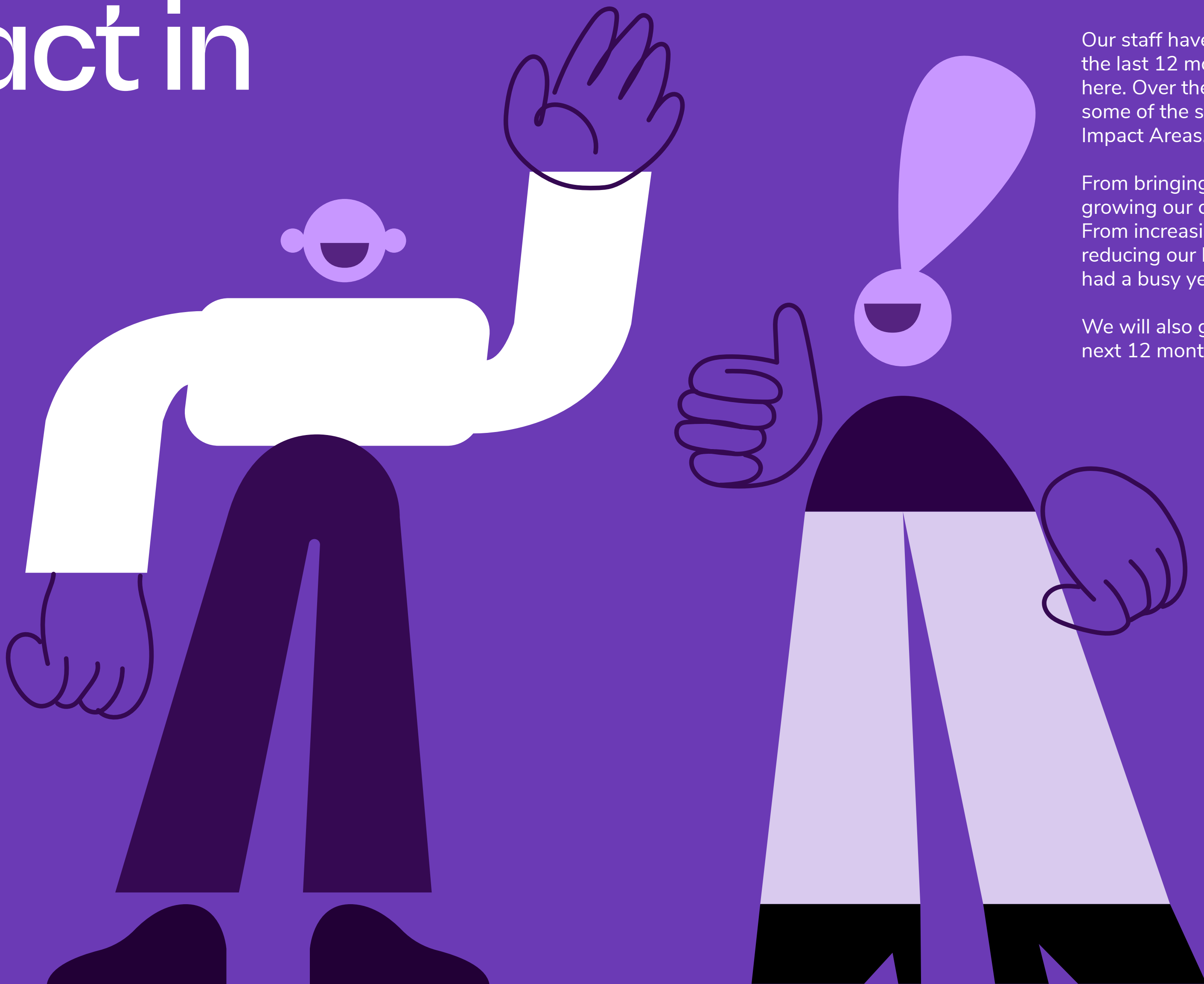




IMPACT OVERVIEW

# Our impact in 2023

- Impact areas:
- 01 Governance
  - 02 Workers
  - 03 Customers
  - 04 Community
  - 05 Environment



HIGHLIGHT

Our staff have been doing some amazing work over the last 12 months, and we want to celebrate them here. Over the next few pages, we are showcasing some of the successes we have had across the 5 Impact Areas.

From bringing in more staff wellbeing initiatives, to growing our own lunch produce in our staff garden. From increasing our community charitable giving, to reducing our business carbon footprint... we have had a busy year.

We will also give you an insight into our plans for next 12 months, and what we are working on.



IMPACT AREA

# Governance

Business values:

Our values tie in directly with the B Corp ethos. From People First to Partnership, from Growth to Collaboration, we celebrate way we work and who we are.

What we are working on:

- Benchmarking of our impact areas
- Remaining at the forefront of industry best practices and innovations in sustainable business and construction
- Increasing our B Corp score – we’re aiming to recertify in 2026 with 100+ points

Ethics and RICS

Our business is underpinned by a strong sense of ethical standards, and resonates all the way through all we do. We are a RICS Regulated Firm and are proud of the quality and exemplar standards it demands.







IMPACT AREA

# Workers

Improved Healthcare Offering

Health insurance provided by Vitality.  
Pension provided by Royal London.  
Life Assurance – we provide all staff with Group Life Cover as soon as they start employment.

Employee Assistance Programme

Provided through Legal & General.  
Option for workers to buy additional annual leave  
Suggestions Board – we have listened and we have responded  
Staff Satisfaction – Employee Net Promoter Score (eNPS) of 38. Which is “Great”



STORY

# Ria Carr talks about how we have been celebrating our staff, through team development and mentoring.



“

I am delighted with how we are supporting and celebrating our staff. We’ve set up a mentoring program where each team member is paired with a mentor to help them record and track their training and development progress. This program allows everyone to set their own goals and take charge of their personal and professional growth.

By focusing on team development and mentoring, we're celebrating the unique journey of each staff member. We're creating a supportive environment where everyone feels encouraged to reach their full potential and celebrate their achievements along the way.

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What we are working on:

- More schemes to support the next generation of talent, including Apprenticeships and Internships. Staff guest speakers at local colleges.
- Our George Malone is a committee member for RICS Matrics Kent, supporting young surveying professionals.
- Our Dom Mulford is a founding member of G4C, a Constructing Excellence initiative, supporting the next generation in our industry.



IMPACT AREA

# Customers

Customer Feedback – we have a 97% positive feedback score last year



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ISO9001

Quality Management; we are very proud of giving our customers exemplary services. Our business values are underpinned by our accredited quality management system.

It's not just a way of working, it's way of thinking.



61%

of new customers came from recommendations from our peers



Repeat Customers – last year we took on 114 new projects of which 68% were repeat customers

68%



STORY

# Emma-Jane Coakley celebrates our customers, and as a new member of staff, what she discovered about the business.



Since joining b&m earlier this year it's been inspiring to experience how the company's philosophy of valuing and prioritising our customers, by getting to know them well and putting their needs first, is prioritised in the way that we approach projects.

As a relatively new member of the team, it is evident that this attitude has helped b&m to develop and maintain great working relationships with our customers. This is clear from the number of long-term clients we work with and the positive feedback we get from them. As a member of the team, it's great to be a part of this collaborative approach.

What we are working on:

- Regular practice updates to our customers, giving them insights to great advice for our industry.
- Developing a more advanced customer feedback survey, to ensure we provide the most exemplar services we can.
- Listening to our customers and providing new services to support their needs.



IMPACT AREA

# Community

## Paid Volunteering Days

Last year we did over 120 hours of paid volunteering; including school fairs. B Corp month saw staff join the B Local group in a tree planting day.

## Charity Partnership

Porchlight was our Charity of the year, and we are on target to raise over £10K for this charity supporting the homeless.

We continue to support Canterbury Rugby Partnership, nurturing rugby’s spirit within our community. With our help, they aim to provide 3 weeks of rugby programs in secondary schools across Canterbury and establish a strong presence in local primary schools. With teamwork, respect, and sportsmanship as their guiding principles, they strive to inspire young athletes, promote active lifestyles.

## Events

Attending B Corp Events and Engagement with the B Corp Community

Panelists on Constructing Excellence event on Social Value.

## Diversity

Age Diversity – workforce under 24 = 18%. We have continuously gone out to local schools and colleges to find the next generation of apprentices.

Gender Balance – currently 46% women staff (industry norm is 14%)

## Local Supply Chain

With 55% of our suppliers from Kent (with a 68% spend)





STORY

# Dom Mulford gives an insight to some of the great community initiatives we have been working on.



I am proud to be part of b&m, a company that supports and engages in the local community. We have been fundraising for Porchlight, a local homeless charity, throughout the year with a pledge to raise at least £10,000 through various activities including half-marathons, quizzes, and skydiving. We also support the local Rugby Club Community Partnership.

Our work in local schools and colleges through careers fairs, talks, and workshops has been really impactful, allowing us to speak with and inspire hundreds of students about careers in construction.

One of our recent work experience students was inspired to become a Quantity Surveyor through a challenge day we hosted in their school more than 2 years ago, which provides us with great encouragement going forward.

What we are working on:

- An employer supported volunteering scheme
- More charitable giving and community investment policies and practices
- Hosting more work experience events



IMPACT AREA

# Environment

## Energy

Renewable Energy in Office: Opus Advance  
- we now purchase 100% renewable electricity sourced from independent generators across the UK and Europe.

## Sustainability

Tree Planting Volunteering with B Local group.

We have set up a Garden Club.

We ensure we purchase environmentally-friendly office supplies.

We are developing a new Carbon Reduction Plan to go even further.

Sustainability Panel for Kent and Medway Business Summit.

## EMS Accreditation - what are we measuring?

We are ISO14001 accredited which includes these objectives:

- Reduce staff mileage per head
- Reduce paper consumption
- Reduce electricity consumption within the office
- Reduce gas consumption within the office
- Remove the need for delivered bottled water
- Change over to eco-friendly products in the office
- Reduce carbon emissions
- Reduce water consumption



Our Office runs off

# 100%

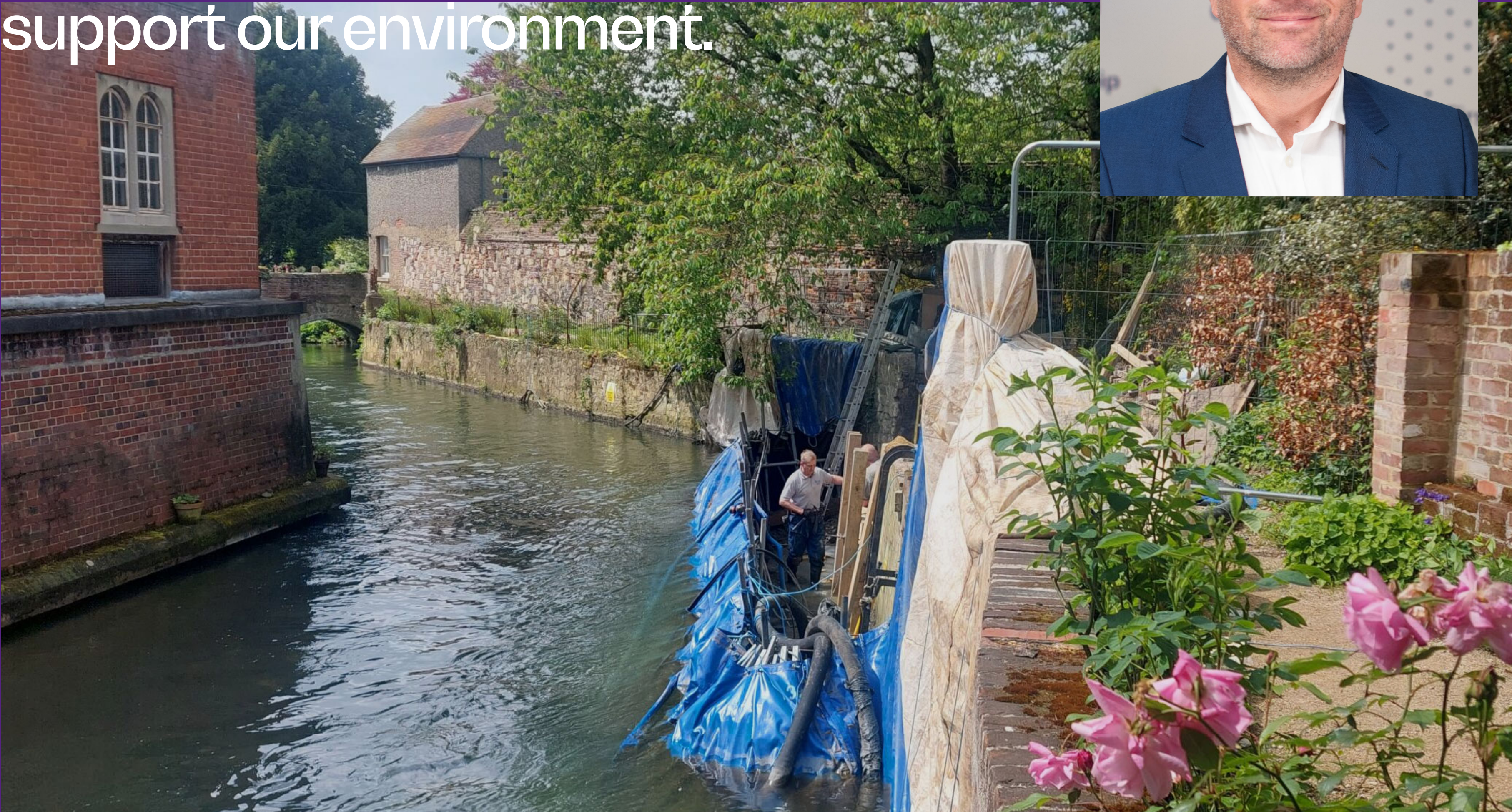
renewable electricity. (Opus)





STORY

# Craig Nimmo shares some of the great things we have been doing to support our environment.



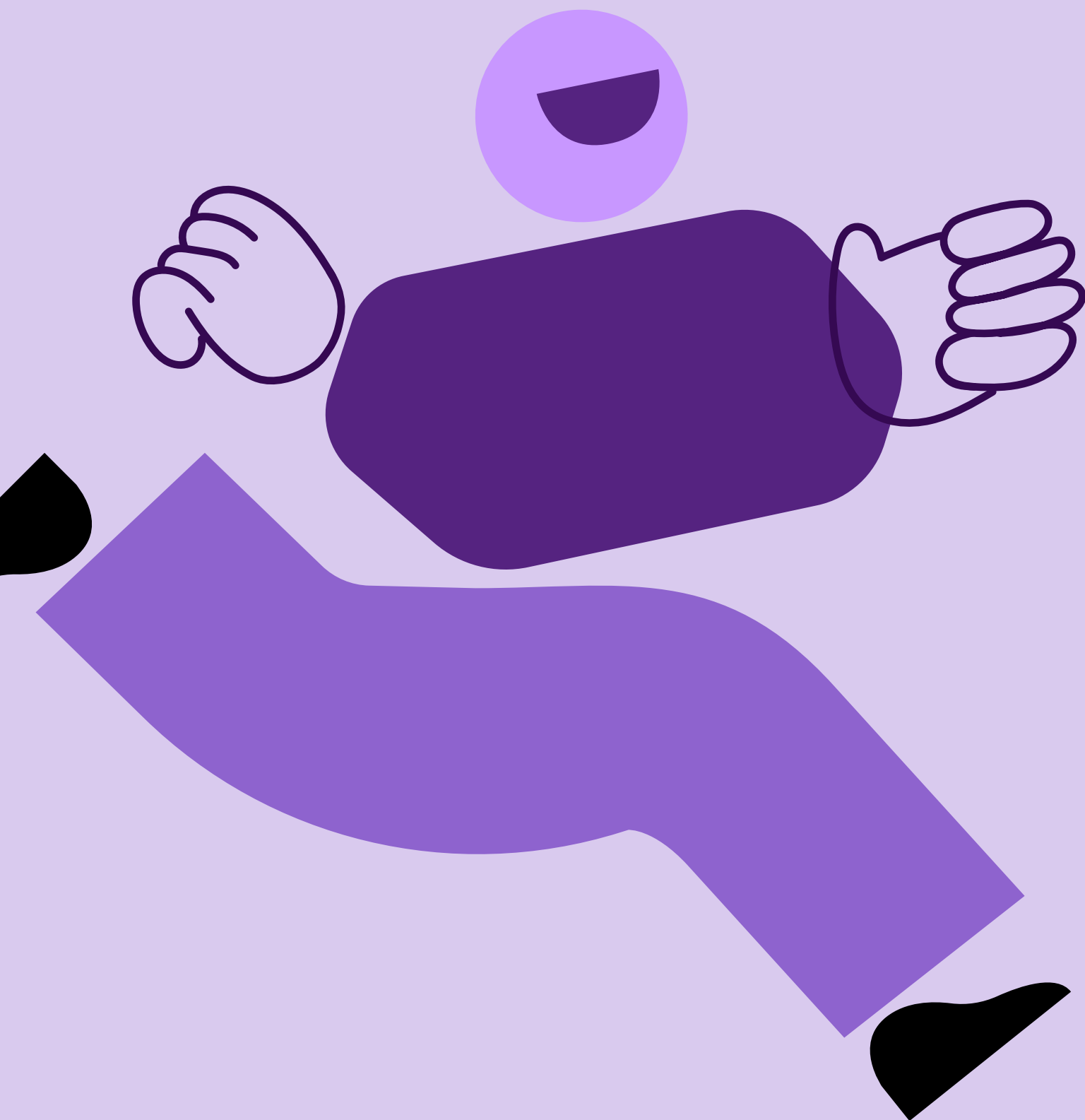
This summer, we dedicated considerable time and effort to enhancing our garden space, focusing particularly on our pond. By improving the pond's environment, we aimed to create a more welcoming habitat for various forms of wildlife. Our efforts included adding plants and structural features that support the needs of invertebrates, amphibians, and birds. This work was not only about beautifying the garden but also about fostering biodiversity and encouraging a thriving ecosystem.

The changes to the pond were thoughtfully planned to provide shelter, food, and breeding areas for different species. Invertebrates benefit from the increased plant life and water quality, while amphibians find new places to hide and reproduce. Birds, attracted by the abundance of insects and the improved water features, have started frequenting the garden more often. Through these improvements, our garden has become a vibrant and dynamic space, teeming with life and offering a sanctuary for a variety of creatures.

What we are working on:

- Completing our roadmap to becoming carbon neutral by 2030, based on science-based emissions targets
- Achieving are objectives within ISO14001
- Continuing our garden renovation, including bio-diversity, staff grown veg/salad patch.





***Our journey*** as a B Corp Certified company is just beginning, as B Corp certification is not a destination but an ***ongoing commitment to better business***. Moving forward, we are dedicated to continually improving our practices, enhancing our positive impact on our staff, customers, community, and the environment.

This certification serves as an invitation to ***strive for greater*** sustainability, ethical practices, and social responsibility. We are excited to embrace this challenge, innovate, and set new benchmarks for excellence in everything we do.

Our goal is to lead by example and ***inspire*** others to join us in this transformative journey ***toward a better future***.



# Where concepts become reality

CANTERBURY

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BRIGHTON

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