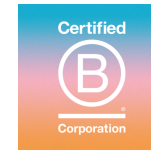


Triple Bottom Line Accounting: Annual Stakeholder Report 2024- 2025:

The 5 Key B Corp Impact Areas



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Introduction

In 2013 our firm got a new name: Triple Bottom Line Accounting, or TBLA. We progressed from 'traditional accountancy practice' territory to being a business that embodies the change that's inevitable if humanity is going to overcome the challenges of social and environmental injustice. We chose to put caring and respect at the centre of who we are and what we do, while demonstrating respect for the society we're part of and for the environment we all share.

For a small team – TBLA is currently Fifteen -strong – it was a big challenge, but in recent times we've taken significant steps forward.

TBLA Mission Statement:

Triple Bottom Line Accounting supports clients in achieving financial success alongside positive social and environmental impact.

TBLA Vision Statement:

To be a leading force in transforming accountancy, inspiring SMEs to embrace a triple bottom line approach and collectively build a more sustainable and equitable future.

Triple Bottom Line Accounting: B Corp Impact Report Executive Summary

Triple Bottom Line Accounting (TBLA) has made significant strides since our B Corp certification in September 2023, reinforcing our commitment to balancing profit with purpose across the five key B Corp Impact Areas: Governance, Workers, Community, Environment, and Customers. This report outlines our major achievements, ongoing efforts, and future strategies in pursuit of our mission to empower clients with innovative, sustainable accounting practices and lead the transition of small and medium accountancy firms into sustainability practices and services.

Key Achievements:

- **Governance:** Developed and implemented new mission and vision statements focused on sustainability and social responsibility. Initiated leadership training programs for senior management.
- **Workers:** Implemented a comprehensive employee assistance program and mental health support initiatives. Expanded flexible work arrangements and career development opportunities.
 - **Community:** Increased engagement with local charities, particularly The Feed. Expanded our client base of purpose-driven organizations, now serving 40 charities and 47 Community Interest Companies.
 - **Environment:** Achieved Net Zero status for Scopes 1 and 2 emissions. Offset 60 tonnes of Scope 3 emissions through strategic investments in Norfolk tree planting and rewilding projects which we will co-manage via volunteer days.
- **Customers:** Enhanced sustainability services, including Carbon Accounting and Net Zero Advisory. Provided carbon literacy training to over 80 companies and conducted 14 net zero assessments.

Industry Leadership:

- CEO appointed to the AIA council as the sustainability lead and judge for the 2023 Accountancy Excellence Awards in the ESG category.
 - TBLA co-founded "Leading finance to 2024," a group dedicated to advancing sustainability in accountancy.
 - Delivered multiple webinars and workshops, reaching hundreds of accountants and businesses with sustainability education.
 - CEO represented Accountancy practices for the Quality Assurance Agency benchmark review of Accountancy degrees and was appointed as the Technical Moderator for the new ICAEW Sustainability and Ethics module.

Looking Ahead:

While we've made substantial progress, we acknowledge ongoing challenges and opportunities across all impact areas. Our focus for the coming years includes:

- Governance: Implementing a structured stakeholder engagement plan & enhancing board-level involvement in sustainability initiatives.
 - Workers: Expanding our wellness programs and implementing a transparent profit-sharing model.
 - Community: Developing a formal volunteering program and increasing local economic impact through strategic partnerships.
- Environment: Continuing to reduce Scope 3 emissions and enhancing our sustainable purchasing practices. Continued climate change and nature impact advocacy and education
- Customers: Expanding our sustainability services and implementing a comprehensive client experience strategy.

This report demonstrates TBLA's unwavering commitment to using business as a force for good, transforming accountancy, and building a more sustainable, equitable future. We invite you to explore the detailed sections that follow, which provide in-depth insights into our impact, strategies, and vision for the future across all five B Corp Impact Areas.



Governance: 20.1/25 B Corp Points

“The Governance Impact Area evaluates your company’s overall mission, ethics, accountability and transparency through topics such as integration of social and environmental goals in employees’ performance evaluation, impact reporting and transparency, stakeholder engagement, and more.”

Current Impact:



What we do well and areas for improvement:

TBLA has made significant strides in strengthening its governance framework to align with B Corp principles and drive sustainable business practices. At the core of our progress is the development and implementation of new mission and vision statements, which now explicitly focus on environmental sustainability and social responsibility. These statements were shared through team workshops, ensuring alignment and understanding across the organisation.

Our commitment to effective leadership is evident in the comprehensive training programs initiated for senior management. The Ethical Leadership Programme and First Intuition Leadership Programme have equipped our leaders with the skills needed to guide TBLA towards its sustainability goals. This enhanced leadership capacity is complemented by increased board-level engagement in sustainability initiatives, with regular meetings and reviews of our social and environmental performance now a standard practice.

Risk management and data protection have been key areas of improvement. We've implemented industry-specific fit and proper statements for employees and enhanced our anti-money laundering compliance measures. To bolster our cybersecurity, we appointed an external IT consultant to oversee improvements in data protection, implementing basic security awareness training for all employees.

Recognising the importance of stakeholder engagement, we've identified key groups and begun developing structured plans for meaningful interaction. This effort towards greater transparency and accountability is further reflected in the publication of our fourth social and environmental impact report.

Looking to the future, TBLA is committed to further enhancing its governance structures. We aim to implement a comprehensive stakeholder engagement plan, including regular surveys and feedback sessions. Board diversity will be a focus, with plans to implement a skills matrix ensuring a wide range of expertise. We're also working towards developing a robust Information Security Management System aligned with ISO 27001 standards.

Community involvement in our decision-making process will be strengthened through the establishment of an advisory board, providing valuable input on significant company decisions. Perhaps most importantly, we're working to further integrate social and environmental performance metrics into all board-level strategic decisions and planning processes.

These ongoing efforts reinforce TBLA's commitment to using business as a force for good. By continually improving our governance structures to support our triple bottom line approach, we're positioning TBLA as a leader in sustainable accounting practices and demonstrating that financial success can go hand-in-hand with positive social and environmental impact.

WORKERS: 33.2/ 50 B Corp points

“The Workers Impact Area evaluates your company’s contribution to its employees’ financial, physical, professional, and social well-being through topics such as payment of a living wage, benefits, employee health and safety, professional development opportunities, and more.”



Workers

QUESTIONS ANSWERED OVERALL SCORE
45/45 33.2



What we do well and areas for improvement:

TBLA has made significant strides in enhancing employee wellbeing and development. We've implemented a comprehensive employee assistance program, including a fully funded medical insurance scheme with 24/7 support for physical and mental health. Our commitment to fair compensation is demonstrated through our affiliation with the Living Wage Foundation, ensuring the real living wage is an absolute minimum on our pay scales.

Professional growth is a key focus, with leadership training programs rolled out to our Senior Management Team. We've also introduced the Pioneer Programme, offering 13.5 hours of paid mentoring to all employees to help them develop their career paths. To support work-life balance, we've embraced flexible work arrangements, allowing employees to choose 3, 4, or 5-day work weeks with flexitime options.

In terms of employee ownership, we've made progress with key team members holding shares in the company.

Looking ahead, we plan to expand our wellness programs, including Mental Health First Aid training. A Health & Safety audit is carried out annually by Croner HR. We are developing individual career progression plans for all employees. We're also exploring ways to increase employee ownership opportunities. Having engaged Access to Comfort to assess our individual workstations in 2023 and 2024 we are working to improve comfort and avoid injury with the purchase of the recommended equipment. A draft bonus and discretionary award policy was explained and discussed in the November 2024 team meeting ready for 2025.

To support our growth and provide more opportunities for our team to focus on high-value tasks, we've engaged with an outsourcing provider, QX, in India. This partnership has been carefully vetted to ensure alignment with our ESG values and has improved our diversity and inclusion efforts.

To create a more inclusive atmosphere in the office we arranged an away day which included a workshop on neurodiversity in the workplace. This complemented previous workshops on improving our communication and understanding and accommodating individual needs.

These initiatives reflect our commitment to creating a workplace that supports our employees' current needs while investing in their future, aligning with our mission of balancing profit with purpose. By fostering a culture of well-being, continuous learning, and shared success, we're building a team equipped to drive our sustainability-focused accounting services forward.

Community: 18.1/50 Points

“The Community Impact Area evaluates your company’s contribution to the economic and social well-being of the communities in which it operates, through topics such as diversity and inclusion, job creation, civic engagement and philanthropy, supply chain management, and more.”



What we do well and areas for improvement:

This is clearly an area we can improve according to B Corp standards. TBLA's commitment to community impact is rooted in leveraging our accounting expertise to support social enterprises and purpose-driven organizations. We've expanded our client base to include 40 charities and 47 Community Interest Companies, offering discounted services to help improve their financial efficiency and access to grant funding.

Our community engagement extends beyond client services. We sponsor Akcela Ventures LLP to support young tech entrepreneurs, provide free training to organisations like Feel Good Norfolk, and actively participate in local initiatives such as the Norwich Community Foundation's Good for Good program. We've also made strides in diversity, equity, and inclusion (DEI) within our workforce, conducting our first anonymous DEI survey and facilitating workshops on topics like neurodiversity.

Looking ahead, we aim to deepen our community impact by implementing a formal volunteering program for employees, expanding our DEI initiatives, and developing a structured approach to measuring and reporting our community impact. We're also exploring ways to increase our local economic impact through strategic partnerships and sustainable purchasing practices.

By applying our competitive advantage in a triple bottom line approach, we're living up to the founding motto: "You look after the planet and the people around you, and we'll help you prosper." This strategy allows us to extend our reach and create a more significant positive impact on the communities we serve.

Community: The overriding ethos supporting our community impact is that our time and expertise as accountants is best spent doing accounting for social enterprises. For example, we could volunteer as Trustees for a few charities or work at a food bank helping those in need. However, our reach is much

greater if we use our skills to provide financial support (often at subsidised rates and by giving good advice), to enable others who are better suited to the role of trustees or to helping those in need. We are applying our competitive advantage in the triple bottom line way, hence one of our early mottos was: “You look after the planet and the people around you and we’ll help you prosper”. We have provided free training for groups such as Feel-Good Norfolk. In October 2024 we were main sponsor for the Norwich Society Conference: “Adapting Our City for Climate Change” October 2024

We are liaising with the UEA law clinic with the view to creating a financial help clinic in 2025 where our team of accountants and consultants can volunteer to help individuals, non-profits or cash strapped businesses to sort out their finances, offer some bookkeeping or carbon accounting tips or carbon reduction and net zero solutions.

DEI within the workforce: In September 2023 we conducted our first anonymous DEI survey which was to ensure our values were understood, training had been undertaken and to gauge the perception DEI values were adhered to workforce. A team discussion was held to consider the results and propose improvements. The whole team are required to undertake DEI training via Bright HR. The anonymous survey was improved for October 2024 and the report and recommendations shared in a whole team discussion.

Supply chain management: We have a sustainable purchasing policy which is reviewed annually, and this includes a list of preferred local suppliers where available. For instance, we spend around £22 weekly on organic fruit for our team from the Norwich CIC, Goodery, which is delivery in zero emissions vans. We have a list of recommended sources of refurbished and remanufacture IT hardware which is updated and used as required. We are piloting our sustainable supplier survey.

Civic engagement: in September 2022 we raised £1,127 for The Feed by organising a “pay what you can afford” community event: “Sustainable Food Production in a time of Ecological and Global Crisis.” We fully funded the event and the catering, purchasing all the food from The Feed. We raised funds via a sponsored walk and donated this to The Feed who we also prioritise when spending on food orders for team or corporate entertaining – In 2023 we spent £748 on ordering refreshments from The Feed for our monthly Extended Team Meetings. In 2024 we The Feed is a Norwich based Social Enterprise which aims, “through the power of food, to empower communities in Norwich, ensuring each and every person has the support to eat well, live well, and feel connected.” In 2024 we attended the launch of Norwich Community Foundation Good for Good initiative enabling local businesses to engage in activities or donations to local charitable projects improving their social Impact and signed up as a supporter. We donated £600 to the Good for Good Nourishing Norfolk campaign in November to fund a supply of Christmas hampers for local families in need.

Environment: 12.1/ 20Points

“The Environment Impact Area evaluates your company’s overall environmental stewardship, including how the company manages general environmental impacts as well as specific topics like climate, water use and sustainability, and impacts on land and life.”



Environment

QUESTIONS ANSWERED OVERALL SCORE
28/28 12.1



Key Achievements 2023 - 24:

- Attained Net Zero status for Scopes 1 and 2 emissions, marking a major milestone in our sustainability journey.
- Achieved B Corp certification, validating our commitment to balancing profit with purpose.
- Expanded our sustainability services, including Carbon Accounting, Net Zero Advisory and ESG Advisory to a broader client base.
- Appointed by The Norse Group to advise on their ESG strategy a 12-month contract that commenced to August 2024. ESG Gap analysis delivered November 2024.
- Advanced employee education with multiple team members completing high-level sustainability certifications.
- Offset 60 tonnes of Scope 3 emissions through strategic investments in Norfolk tree planting and rewilding projects.
- Involved in numerous initiatives to bring about change in the accountancy profession, focused on education and leading by example: proving theory through practice.

Environmental Policy Statement for 2025

At Triple Bottom Line Accounting (TBLA), we are dedicated to embedding environmental sustainability at the core of our operations, partnerships, and the services we provide. Guided by our mission to redefine prosperity as more than financial success, we actively pursue strategies that contribute to mitigating climate change, preserving biodiversity, and promoting sustainable practices.

Our Commitments

1. Reducing Greenhouse Gas Emissions

We are committed to achieving Net Zero GHG emissions across all Scopes by 2040. Our [Carbon Footprint Report and Procedures Statement](#) outlines our measurable progress in Scopes 1 and 2 and our efforts to engage suppliers in reducing Scope 3 emissions.

2. Making a Positive Impact for climate and Nature

Our annual **Environmental Impact Reports** chart our progress and strategy to meet future climate and nature related targets

3. **Waste Management**

We are a committed Norfolk Net Zero Waste Champion.

4. **Sustainable Purchasing**

Through our **Sustainable Purchasing Policy**, we prioritise suppliers, products, and services that align with our sustainability goals.

5. **Empowering Our People**

Our **Climate Perks Policy** supports our team in adopting low-carbon travel options, helping them to reduce personal emissions associated holidays

Our **incentive schemes** help employees to purchase energy efficiency measures for their homes.

6. **Transparent Reporting**

We believe in accountability and transparency. Our **Environmental Impact Report** provides clear insights into the actions we are taking and the progress we are achieving toward our sustainability objectives.

7. **Client and Community Impact**

We are committed to supporting our clients and communities in reducing their environmental impact. By integrating sustainability into our accounting and consultancy services, we help drive meaningful change beyond our organization.

Looking Ahead

We recognise the urgency of the climate crisis and the interconnected challenges of social and environmental justice. TBLA will continue to evolve our practices, ensuring that we align with the latest scientific and policy developments while fostering innovation and collaboration.

This Environmental Commitment Statement reflects our holistic approach to sustainable prosperity, aligning with our **Mission Statement** to prioritise people, planet, and prosperity.

Customers: 6.2/65 points

“This ‘Customers’ section 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 recognizes 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 organizations.”



Customers

QUESTIONS ANSWERED OVERALL SCORE
35/35 6.2



What we do well and significant improvement targets:

We monitor client satisfaction through a client survey annually and share the results with all our clients. We publicly declare perceived shortfalls and what we will do to improve our service and communication as a result.

We empower SMEs to achieve financial prosperity while prioritising environmental sustainability and social responsibility through innovative accounting practices and strategic partnerships.

Our services, which include management accounting and advisory services, help charities and social enterprises attract funding and save them money, thanks to our subsidised fees and cost-effective solutions.

With social and environmental impact affecting all critical decisions, we refer businesses looking to deliver social impact to Norfolk Community Foundation.

TBLA's commitment to customer stewardship is reflected in our innovative sustainability services and dedication to empowering clients to make a positive impact. We serve a diverse client base, including 40 charities and 47 Community Interest Companies, with a total of 183 clients considered as purposeful organisations.

We've expanded our sustainability services significantly, offering carbon accounting and net zero advisory services to an increasing number of clients. Notable achievements include providing carbon literacy training to over 80 companies, conducting 14 net zero assessments, and partnering with Trace to launch carbon accounting services more broadly.

To enhance client education and empowerment, we've completed extensive training programs and are developing a series of webinars and resources focused on sustainable business practices. We're also improving our client communication and marketing efforts, with plans to launch a client magazine and implement advanced SEO and content marketing strategies.

Looking forward, we aim to establish TBLA as a leading provider of sustainability and ESG services in the accounting sector. We're developing more advanced sustainability services tailored to different client segments and planning to implement a system for ongoing tracking and reporting of client impact. We're also focusing on enhancing the client experience through personalized onboarding processes, regular reviews, and the development of a 'purpose achievement' scorecard for each client.

By continually improving our services and focusing on our clients' sustainability goals, we're not just providing accounting services – we're partnering with our clients to build a more sustainable and equitable future.