

Robson Laidler

B Corp Impact Report

2023/24



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Introduction

Robson Laidler is an award-winning accountancy, business advisory and wealth management firm with a team of 100 staff operating in Newcastle and Chester le Street.

Since our inception over 100 years ago, our purpose has been to “Make a positive difference to people’s lives”. This means a commitment to positively impact our people, our clients, and the local and global community.

We are proud to be B Corp Certified, which means we meet the highest standards in balancing People, Planet and Profit. We’re passionate about sharing our story and helping other likeminded businesses to reach their goals and join the movement to use business as a force for good.

We believe that “brands with purpose grow, companies with purpose last, and people with purpose thrive.”



Our B Corporation Impact Score

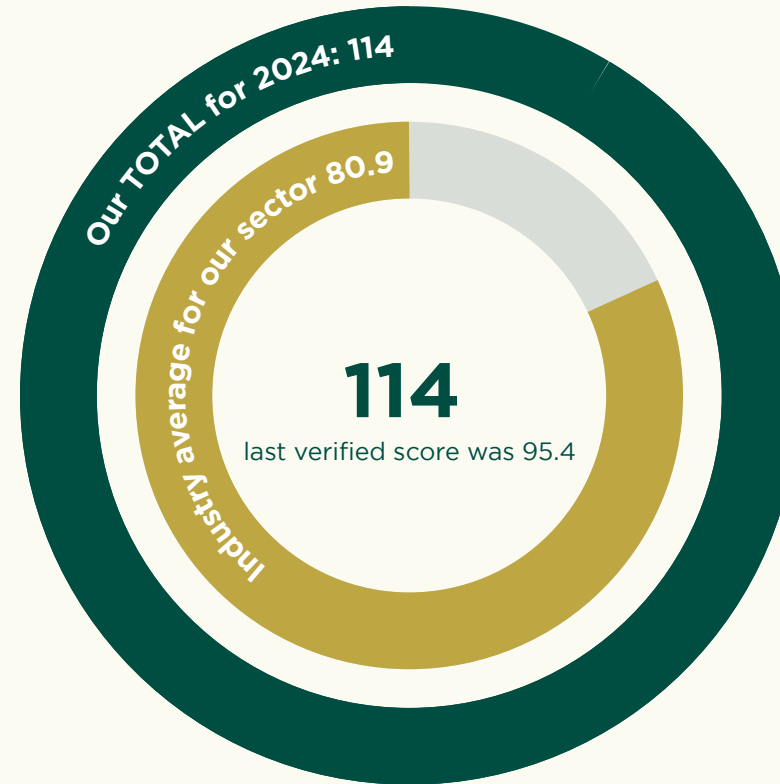
The B Impact Assessment is B Lab's online platform that measures, manages and shows areas for improvement on performance across the five B Impact pillars: governance, workers, customers, community and environment.

Not only does this report give us independent recognition of our approach to the way we operate as a business, but this reporting system is now an integral part of Robson Laidler's purpose-led strategy, guiding our thinking into the future.

To become a B Corp, a business must score a minimum of 80 on the B Impact Assessment.

Our total B Impact Score for fiscal year end date: 31 Mar 2024 is: 114.

Last verified score was 95.4.



Governance

Accountable & transparent across the company

20.6



Workers

Ensuring diversity, inclusivity & flexibility in the workplace

33.3



Community

Sharing time & resources with our community

41.1



Environment

Making sure our impact is as little as possible

11.1



Customers

Giving our customers the best experience possible

8.2



Impact plans and progress

Here's an overview of goals and progress since our 2022/23 report:

1. Achieve improvement in level of team satisfaction and engagement to 90% of all employees who agree or strongly agree with the question "I would recommend RL to friends and family as a great place to work". (previously reported was 75%). **In progress.** We have increased this to an engagement score of 84%! However we have decided to readjust this target to a more realistic 85% moving forwards.
2. The proportion of team member work time to donated as volunteering, community service or pro bono work to be increased by 18%. **Done!**

In the 2023/24 financial year our total volunteer hours was: 482 hours with 48 staff members taking part in community volunteering. This was an increase from 353 hours in 2022/23 where 30 members of staff completed their hours.

3. Encourage alternative modes of transport (to private vehicle use) for our people. **In Progress.** We offer public transport passes to our staff to encourage a greener mode of transport. We offer an EV electric car scheme and free EV charging points at our Jesmond head office. This year we have started to survey staff on

their commuting habits. Data is within the environment section of this report.

4. Reducing electricity and water consumption via permitted efficiency measures within offices. **In Progress.** We have reduced our electricity by switching to 100% renewable electricity prior to this reporting period removing Scope 2 related electricity emissions. We have just started to measure our water consumption which in 2023/2024 measures at (combined sites) 435m3 (1.19 m3 per day).



Environment

Our company recognises that climate change poses a threat to the economy, nature and society-at-large, our company commits to act immediately in a full and lasting commitment by;

1. For our company to achieve Net Zero in line with the Science Based targets set out by the UNFCCC i.e., to achieve Net Zero no later than 2050 and target a 50% reduction in emissions by 2030.
2. To set realistic short- and long-term targets.
3. To maintain and report the total GHG emissions of our business regularly.

In doing so, we are proud to be recognised by the United Nations Race to Zero campaign, and join governments, businesses, cities, regions, and universities around the world that share the same mission.

We acknowledge that our commitment will be reported on the SME Climate Hub website. Robson Laidler made our pledge to the Race to Zero in August 2022.

	Year
Pledge to be Net-Zero	2050
50% Emission Reduction	2030

Net-Zero Strategy

In determining our carbon reduction plan, we follow the Greenhouse Gas (GHG) Management Hierarchy set out by the Institute of Environmental Management and Assessment (IEMA). Robson Laidler is committed to prioritising the elimination, substitution, and reduction of carbon in advance of any offsetting commitments.

Completed carbon reduction initiatives

Over the reporting period 2023/2024 we implemented the following reduction initiatives;

1. We have been certified B-Corp since 2021 and continue to commit to the environmental pillar.
2. We have introduced car charging points at our Jesmond office and offer a car lease scheme on electric vehicles.
3. Hybrid working has been in place since 2020 reducing the commuting impact to work and providing flexibility to our people. We are trialling the Four Day Working Week, which will see a reduction in commuting.
4. Best energy audit completed and currently considering the recommendations.
5. Implemented recycling processes for both offices with set reduction targets.
6. Carbon literacy training was undertaken for staff, and we have partnered with Sustainable Business Services to drive environmental ambition.
7. Issued a commuting survey to understand staff's transport preferences and see where we can offer alternative modes of transport to reduce carbon footprint.



Total emissions disaggregated by main greenhouse gases

tonnes of carbon dioxide equivalent emissions (tCO₂e)

	Total (tCO ₂ e)	tCO ₂	tCH ₄	tN ₂ O
Scope 1	31.020	30.957	0.047	0.015
Scope 2	0.000	0.000	0.000	0.000
Scope 3	65.059	26.528	0.026	0.185
All Scopes	96.079	57.485	0.073	0.201

Total reported greenhouse gas emissions and intensity ratios

tonnes of carbon dioxide equivalent emissions (tCO₂e)

Scope	Total (tCO ₂ e)	tCO ₂ e / £ million revenue	tCO ₂ e / FTE
Scope 1	31.020	6.106	36.47
Scope 2	0.000	0.000	0.00
Scope 3	65.059	12.807	0.683
All scopes	96.079	18.913	1.009

Emissions disaggregated by facility

tonnes of carbon dioxide equivalent emissions (tCO₂e)

Facility	Total (tCO ₂ e)	Scope 1	Scope 2	Scope 3
CLS	17.360	0.099	0.000	17.261
Jesmond	78.719	30.921	0.000	47.798

tCO₂ - tonnes of carbon dioxide / tCH₄ - tonnes of methane / tN₂Oe - tonnes of nitrous oxide

N.B. The total carbon dioxide equivalent GHGs (tCO₂e) will not equal the sum of the breakdown into the 3 main gases in the table due to the fact that not all emissions intensities are provided split out by individual gas, plus there are four other groups of Kyoto Protocol gases not included in the table.

This table shows how we are making progress by reducing our emissions year on year. Since our baseline year of 2019-2020 to 2023-2024 we have reduced our emissions by 38%. Equivalent to 95 Long Haul Flights (London to New York) or saving 174 meters squared of sea ice!

There is a 33% reduction in Scope 1, 100% reduction in Scope 2 and a 29% reduction in Scope 3 whilst adding in new emissions associated to employee commuting and some products and service spend. Our switch to renewable electricity has removed all associated Scope 2 emissions using the market-based approach.

This reduction has come against a 9% increase in FTE from the benchmark period.

In order to align with 1.5 degrees global warming, Robson Laidler needs to reduce its total GHG emissions by 50% by 2030.

The target years show Robson Laidler GHG emissions targets in the years 2030 and 2050, split by scope. If Robson Laidler hits these targets, the company will be aligned with 1.5 degrees global warming.

Scope	Base Year 2019-2020	Previous Year 2022-2023	Current Year 2023-2024	Near term target 2030	Net-Zero 2050
Scope 1	46.6	36.47	31.02	0.00	0.00
Scope 2	16	0.00	0.00	0.00	0.00
Scope 3	91.6	99.18	65.06	39.04	13.01
All Scopes	154.4	135.65	96.08	7.48	1.05



Carbon Emissions HOTSPOTS

The following carbon hotspots have been identified from Robson Laidler’s 2023/24 carbon footprint



Gas usage



Purchased goods & services



Business travel



Commuting

Purchased goods & services

Accounted for >9% of this years recorded emissions, a huge reduction from last year that was distorted by technology and office refresh.

Utilities

Robson Laidler switched to 100% renewable electricity prior to this reporting period removing Scope 2 related electricity emissions (using the market-based method).

Gas usage represents 37% of carbon emissions and we will undertake an energy efficiency audit to look

at this and wider measures to reduce usage.

Business travel accounted for 9% (8.5 tCO²e) of carbon emissions- we will write and publish a business travel policy to follow the sustainable travel hierarchy along with; -

- Staff focus days and education on alternatives using the sustainable travel hierarchy

Commuting

As a people-based service business we will undertake a staff survey to understand the impact of commuting to work and implement the following

policies and focus days to reduce the impact;

- Cycle to work scheme
- Car share scheme
- Taking part in staff focus days – walk or cycle to work or take public transport

We will bring together a collaborative service offering to clients to support them on their sustainability journey. Continuing to develop our reporting data, we have begun working with a sustainability consultant to record and understand more of our impact data.

Below is the benchmark data we have received from our 2023/24 survey. We will repeat this survey in 2024/25 to make comparisons and set targets.

Commuting Type	2023-24 miles
Walk	53.7
Cycle	8
Bus	100
Metro	108.1
Rail	12
Car Petrol - Small	315
Car Petrol - Medium	8
Car Diesel - Small	182
Car Diesel - Medium	285
Car Diesel - Large	434
Car Hybrid - Small	60
Car Hybrid - Medium	123
Car Electric - Small	238
Total	1926.8

Waste Management Improvements

- Introduced communal recycling bins in each office and reinforced the message that all wastepaper, magazine and other paper recycling must be placed in these bins, which

is then taken for recycling by the local council. Confidential wastepaper is taken away by an independent third party.

- Removed personal waste bins by desks encouraging staff to use one main general waste bin in our communal area to encourage waste separation and waste management on an individual level.
- Introduced a soft plastic bin in each office to encourage waste separation.
- Fixed point to collect batteries, crisp packets and used make-up packaging.
- Ongoing education to the team on waste management.

Heating and Lighting

Our heating and lighting costs reduced by 17% - this is due to a new thermostat system and increased education around turning off switches and lights at the end of the day.

Global Environmental Impact

On a global scale, we are partners with the B1G1 initiative.

Each month we offset and exceed our carbon emissions by:

- planting 72 trees,
- rescuing 8kg of food and
- providing 2 months of access to a solar lamp to families in need.

Responsible Purchasing Policy

We have a Responsible Purchasing Policy which details our commitment to considering the ethical, social, environmental, and legal impact of our suppliers during the procurement process (e.g. from sourcing to contract award), instead of making purchasing decisions based solely on the best monetary price.

Generally, this policy requires us to:

- Source the most sustainable product available to meet business needs
- Identify and favour suppliers that, not only comply with all applicable laws, regulations, and legislation (both national, international, and voluntary), but apply high sustainability standards
- Engage with our suppliers to improve their sustainability performance and the sustainability of the goods we are procuring.

We understand that any engagement with suppliers implies that we support their business practices and so we are committed to using our purchasing power to minimise the negative impacts of our supply chain to make a positive contribution to ethical business practices, quality of life in society, and to the protection of the environment.

We look for the following trust marks to identify good practices within relevant industries and favour suppliers who do:

- Certified B Corp – all industries
- Living Wage Foundation – all industries
- Fair Tax Mark – all industries
- FSC – paper products
- Soil Association Organic – food products
- Cyber Essentials Certified – digital suppliers
- EU Energy Rating A or above – electronic goods
- COSHH – nontoxic cleaning products

We also aim to use refurbished or recycled items where possible in accordance with the circular economy. We aim to engage staff in this process by introducing a 'swap shop' whereby staff can bring in their unwanted items and offer to other staff, that would otherwise go to landfill.



Customers

Our purpose as a business is to 'make a positive difference to people's lives'. In the context of the services we deliver to customers we seek to understand the Simon Sinek theory of knowing what their "Why" is, and their 'purpose' and then mould our service offerings around that. We help clients identify where they are now, where they want to be and help them how to get there.

We favor working with businesses who share our values and behaviors and we have been delighted with the take up of customers who have come to us as a result of our B Corp status and who also want us to help them on their journey.

We will continue to educate our customers about B Corp movement and the impact of running a business as a force for good.

Supporting our clients on their ESG Journey

We offer a ESG service through our team of Mindshop-accredited business coaches, who work closely with business owners to develop tailored ESG roadmaps that can be embedded into their overall business strategy.

As part of this service, we created our own ESG assessment diagnostic tool. This tool guides users through 30 targeted questions to assess performance across six key ESG factors. Based on their responses, the tool identifies the top three areas where the business is performing well, as well as the top three areas that may need improvement to strengthen ESG readiness.

Additionally, businesses can compare their results against a global benchmark, drawn from the average scores of all completed diagnostics, providing valuable context and insight into how they measure up.



Workshops

In May 2023, we hosted a series of Introduction to ESG workshops for our clients and other interested parties. The aim was to introduce the concept of ESG and support participants in developing strategies to become a force for good within their own organisations.

We welcomed business leaders from a range of disciplines who shared their unique perspectives on ESG and how to integrate their areas of expertise into day-to-day business operations.

The sessions were practical and interactive, offering attendees the chance to network with like-minded businesses and exchange best practices.

Accessibility and inclusivity were key considerations in the workshop design. Sessions were held mid-morning to accommodate those with caring responsibilities or chronic health conditions, and

the venue was conveniently located near public transport routes.

As part of our commitment to social impact, we donated 10% of ticket sales to Project Bind, the charity behind the Magic Hat Café, which kindly hosted the event.

Tax services

One of our service lines as a business is Tax Advisory. This involves vanilla tax advice to a range of clients, both individuals and businesses, to ensure that their tax affairs are organised as efficiently as possible within permitted UK tax legislation. We do not promote any tax avoidance schemes or any offshore structures which aim to hide taxable income/profits from the UK Exchequer. Our tax advice is linked to our clients ultimate objectives, (which aren't always financial) but covering off the tax angles and ensuring that they pay the correct

amount of tax as permitted by UK case law and legislation.

We are bound by the Professional Conduct Authority in Relation to Taxation regulations, the provisions of the Criminal Finance Act, and our professional institute's regulations around AML, Bribery and Professional Ethics. All members of the company are trained in our obligations around all of these regulations.

Charity services

We specialise in the charity sector and have over 100 clients in the not-for-profit sector with whom we act for.

We also offered a reduced rate on fees to charities and business start-ups as well as offering free financial advice workshops for these groups.

We helped establish three charities over the past year pro bono; Harmonia Housing, a charity that helps provide homes for the homeless or people with special physical needs, Northern Edge Sports Limited, a charity in a deprived area of Newcastle, which promotes fitness to young people by way of roller or ice Hockey and Core Foundations, which enables churches to house the homeless. We played a crucial role in forming these charities from incorporation, drafting their public benefit justifications and steered them to obtain charitable status.

NPS

We issue a Net Promoter Score Survey to clients quarterly asking; 'how likely are you to recommend Robson Laidler'. We currently sit on a score of 79, which is deemed as 'excellent' and means our customers are likely to generate a lot of positive word-of-mouth referrals. This result is proof that we are delivering high quality client service.

We also grade 5-star on Google reviews, having the most positive reviews compared to our local competitors.

Sustainable investing

It is important to us that we continue to provide sustainable investment options that not only seek to generate a financial return but also a positive social and environmental impact.

This is why we recommend our clients who are looking to invest sustainably to speak exclusively with our sister firm Robson Laidler Wealth, who offer specific funds that meet high environmental standards. These funds embrace the UN's Sustainable Development Goals. By 1st April 2024 a total of £20,480,880 (8% of the total assets RL Wealth manage on behalf of their clients) was invested in a sustainable investment fund.

ESG Committee for UK200Group

Working with our professional membership organisation The UK200 Group we have spearheaded the first ESG Committee for member firms. This group aims to enhance our members' ability to deliver a better service to their clients, improve member knowledge through regular training, updating and networking events. Specifically, we aim to assist member firms (and clients) in their ESG journeys via:

- a. **Educate** firms about ESG, why it's important and to explain the What's in it for me (WIIFM) question bearing in mind that firms are at different stages of ESG.
- b. **Inform** firms about how they can go about implementing ESG by sharing best practice by using practical examples of success.

- c. **Guide** firms on what they can do to demonstrate their commitment to ESG and leverage it commercially.

Against this background, we are in the process of creating an accessible ESG framework that enables firms (and clients should they wish) to demonstrate their commitment to ESG.

Positive Difference newsletters

Each quarter we produce a Positive Difference newsletter that educates readers on businesses that are demonstrating a positive difference, thought leadership, data and insights on how to create a better world. The newsletter is hosted on our website and is sent to our mailing list.





Community

Volunteering

We offer each employee one paid volunteer day to give back to their community. In 2023/2024 a total of 48 team members took advantage of this opportunity, contributing a total of 482 hours.

We have supported charities and community groups varying from The People's Kitchen, Newcastle Cat and Dog Shelter to Urban Green.

Many of these hours were spent on pro bono work, with staff using their financial expertise to support charitable organisations, as trustees or treasurers.

Global reach

On a global scale, we've partnered with B1G1. For every new client, we ask them to choose a project aligned with the UN's Sustainable Development Goals, to which we contribute. Recent initiatives include:

- Providing over 20,000 days of access to life-saving water in Ethiopia
- Donating 700 bricks for a classroom in Nepal
- Supplying six goats to families in rural Kenya to support sustainable income.

We have made the following impacts around the world in the financial year 2023/24:

No of Impact	Impact Category
14,600	Days of access to life-saving water were given
864	Trees were planted
720	Days of access to life-enhancement tools were give
300	Bricks were give towards infrastructure improvements
96	Meals were give
58	Days of education support were given
4	Farm animals to help sustain income were given

Robson Laidler Community Fund

We have our own Robson Laidler Community Fund, managed by Point North.

The fund sees us donate 5% of our profits each year into a grant scheme which is then awarded to charitable causes throughout the North East including Durham, Darlington, Tees Valley and Tyne and Wear. The Fund primarily supports projects that are carbon neutral and align with the United Nations Sustainable Development Goals (SDG) of No Poverty, Good Health & Wellbeing, and Reduced Inequalities.

Staff members in our CSR working group are empowered to decide which projects receive funding based on certain criteria.

Between the 1 April 2023 and the 31 March 2024, the Fund made 10 grants to 9 groups, with a total spend of £20,600. Ongoing fundraising by the team at Robson Laidler throughout the year (including £1,000 raised via the 3 Peaks Challenge) continues to top up the Fund making it possible to support more projects.

Together, these projects are expected to benefit more than 6,500 people; from accessing mental health support, mother and baby services, children's groups, and help for people fleeing domestic abuse, and developing employability skills.

Robson Laidler chose to support Medi Cinema via funding screenings aimed specifically at children. The Medi Cinema allows patients to enjoy some respite from their treatment on the wards, with trained medical staff in case of an emergency on standby. Freddie (who had a rare form of cancer) his mum Demi, and Chemo Duck enjoyed one of these screenings.

Grants by age

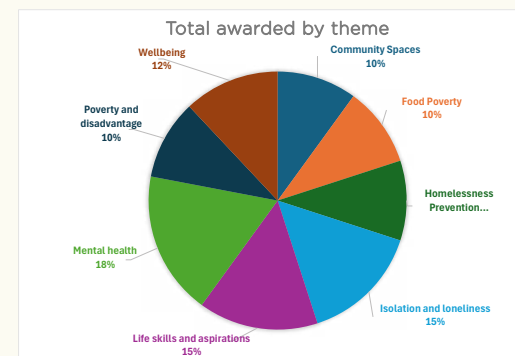
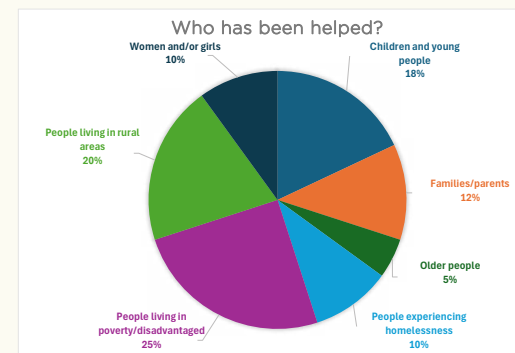
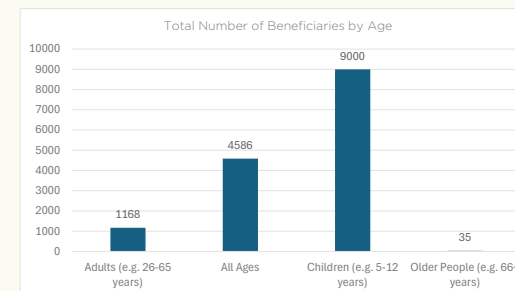
The main beneficiaries of grants awarded by Robson Laidler was Children aged 5-12 which accounted for 9,000 beneficiaries (61% of the total). A grant was provided to Redstart Educate to support 3,000 primary school children to gain important financial skills which provide a good foundation for managing finances as an adult, such as how to budget and the need to save.

Who has been helped

Whilst Robson Laidler assisted a wide variety of projects, the largest amount of funding (25%) was awarded to projects supporting those in poverty/disadvantage and to those in rural areas (20%). Many of the projects awarded funding had multiple aims. Sunnyside Community Association is based in a rural area and was awarded funding to run a cooking on a budget project. The project supported 65 beneficiaries, many of whom had additional mental or physical health problems, to develop budgeting skills

Grants by theme

Robson Laidler focused on awarding funding which had a real benefit of assisting people often those with multiple disadvantages. A grant to Handcrafted for example supported people living in poverty (many of whom also have poor mental or physical health, addiction, offending history, homelessness, and chaotic lifestyle behaviours) to access cooking and employability skills.



Demi commented: "To look around and see the smiles on all those children's faces and hear them laughing throughout the film was so moving, and it really put things into perspective for me.

After spending two weeks sleeping by Freddie's bedside on the ward, it was really nice to have a chance to get away from there for a break and to clear my head. Our visit to MediCinema was the first time that I finally felt like we weren't stuck in a hospital, but instead back in the real world again. We felt a step closer to being back home"



Sacriston Youth Project shared feedback on their project funded by Robson Laidler. The Forest School Project originally came about after planning through the Covid-19 pandemic. Sacriston Youth Project had seen how Covid-19 had led to young people spending more time indoors and more time on social media, and how this had affected the physical, mental health and wellbeing of children in the area. As a relatively deprived area, this also meant that children might be less likely to have access to outdoor wardbound activities and opportunities that children from more affluent backgrounds might afford.

The Forest School Project literally opened the door to a wide range of exciting and interesting activities, held outside where the children could benefit from exercise and the fresh air. Activities ranged from building bug hotels, hedgehog houses, bat boxes and bird boxes, to help attract wildlife, learning new skills such as planting and growing vegetables and cooking on a campfire.

Feedback from the parents was extremely positive. "Just wanted to say thanks so much. What's not stopped talking about all the awesome things that he has done. He is really excited for next week. Today's been right up his street - he's had a fab time"

	Project Description	Amount Awarded
Clart About Ltd	A support group for perinatal mothers and their babies.	£2,000
Handcrafted Projects	Towards a new catering training facility in Langley Moor.	£2,000
MediCinema	To support a Mental Health Awareness Week Campaign (MHAW)	£2,000
MediCinema	Newcastle RVI MediCinema and Mental Health Awareness Week	£1,560
Oasis Aquila Housing	To support delivery in Tyne and Wear of crisis drop in centres, domestic abuse support and employability projects	£2,000
Pelton Community Association	To offer free drop-in baby hub sessions including a sustainable nappy project.	£2,500
Redstart Educate	To improve children's life chances/tackling inequality through financial education.	£3,000
Sunnyside Community Association	To support a baking group at Sunnyside Community Centre.	£2,000
Teesdale Community Resources	To support a Community Engagement Programme.	£2,000
Teesdale Day Clubs (CIO)	To provide accessible and supported travel for older people in isolated communities.	£1,000



Charity donations

2023/24 Charity total.

In addition to our Community Fund we added £53,970.93 to our overall charitable giving total. The split is £11,671.67 (cash donations) £42,299.26 (monetary value volunteering hours).

During 2023/24 we donated items to:

Newcastle Foodbank – Food, advent calendars, toiletries, flasks, hot water bottles, torches, energy prepayment cards, Easter eggs.

Families First – Toiletries.

RedSTART – Ink stamps, playing cards and magnetic dart's game for their Finance Workshops. Cards have been sent to every class we have worked with to thank the children for allowing us to join in their lesson.

The People's Kitchen – Rucksacks filled with winter essentials.

The People's Kitchen – Food and toiletries, books, and kitchen knives.

Look for a Book – Books hidden around the North East, 1,227 to date.

Green Heart Collective – Empty shoeboxes.

NCAT – Sweets and small gifts for their free children's Christmas parties and Easter discos.

NCAT – Biscuits, chocolates and small bunches of flowers given for their free Christmas and Easter parties for older or socially isolated residents.

NIDAS – Christmas gifts and chocolates for families fleeing or living with domestic abuse.

Caring Hands – Christmas decorations, wrapping and Sellotape was donated for their Christmas events in Shieldfield.

Various Warm Space hubs – Tea, coffee, biscuits, and crockery so they can continue the services they offer.

Projects4Change – A young woman they are helping who cannot live at home as it is deemed unsafe, now has a 9-month-old daughter, Ava. We donated various essential nursery items and Christmas presents to help Katelynn who is a very proud young mum.

St Vinnie's – Christmas decorations, advent calendars, toiletries, and Christmas gifts for their service users.

Fawdon community Library - Books

We have made and donated:

Toiletry bags – Families First.

Syringe Driver Bags – Marie Curie Hospice and North Tyneside Hospital

Teddy bears and elephants – Christmas gift appeal, North East Emergency Services to be handed out to children who have experienced trauma.

DARE Bears – Children North East for the children on their Domestic Abuse Recovery Education project.

Worry Monsters – Knit for Nowt charity appeal.

Mindful Monsters – Schools and community projects to be given to children to assist with mental health issues.

Royal British Legion Poppy Appeal – Poppies sold in November 2023. We also made poppies out of drink bottles to decorate various sites around North Tyneside for the 80th anniversary of D Day.

National Trust – 20 trees planted.

The People's Kitchen – 50 friend's meals have been paid for through their Feed a Friend for a Fiver Appeal.

Cash donations of £675 was also raised from the RL tuck-shop, money split between Projects4Change, St Oswald's Hospice, Movember, St Vinnies, Caring Hands, The People's Kitchen, Marie Curie Hospice, School fayres and MND.

Partnerships

Redstart

Our team work with Redstart to help school children from disadvantaged areas in the region learn about good money management through financial educational games. Within this year we helped 6 schools with a total of 310 students thanks to 11 members of our staff using their volunteering hours. (44.5 hours).

Find out more: www.redstarteducate.org/volunteers

Grassroots Sports Sponsorship

We have supported the following grassroots sports clubs with financial contributions to help them buy resources to improve and grow.

- Heaton Hawks FC
- West Allotment Celtic FC
- Bedlington Terriers FC
- South Shields Cricket Club
- Chester le Street Cricket Club
- Northumberland Tennis Club



Workers

- 89%** Retention rate
- 30%** 10+ Years employment
- 6%** Identify as LGBT+
- 15%** Reported having a Disability
- 91%** Are White
- 9%** Are from Minority Ethnic Background of which the largest 4% identify as mixed race and British Asian
- 15%** from socio-economic disadvantaged backgrounds

We take pride in developing our people, exemplified this year by the appointment of our two new female directors this year. Georgina Rutter joined us in November 2017 where she progressed along our career pathway to become a senior client manager in the audit and assurance team. She was promoted alongside longstanding employee Vicky Smith, who joined the firm as a trainee in 2010 and makes the step up from her previous role as senior audit manager. The appointments have helped to balance the male / female balance on our director level more positively on what was historically an all-male leadership board.

MAKING A POSITIVE DIFFERENCE

Governance

Good governance is the foundation of a responsible and impactful business. It's not just about following rules and best practices; it's about establishing a structure that enables us to make choices that positively impact all our stakeholders – including our employees, clients, communities, and the environment.

As a B Corp, we are legally obligated to act in the best interest of all our stakeholders, not just our shareholders. This means our decisions take into account the impact on employees, communities, customers, and the environment. The B Corp legal framework ensures that directors can consider the interests of all stakeholders when making key decisions.

Structure

Company vision and strategy are determined by the board of directors, which includes all equity directors (8) and associate directors (3). Accountability for executing the vision and strategy is delegated to the management board which includes the managing director, operations

director, head of people and culture and Business Development director who also have discretionary powers to make decisions but are held accountable at quarterly directors meeting attended by the full board. Key business decisions, which fall out of the scope of the management board are voted on at the quarterly directors' meetings.

The management board are also accountable to the wider RL employees with additional quarterly employee round tables. These director and employee round tables are aimed to fuel creativity generate debate, create fresh ideas and give full transparency on the future direction of our firm.

Better Business Act

We have joined the Better Business Act coalition – a campaign to change the UK Law so that every company in the UK puts balancing people and profit and planet at the heart of their purpose and the responsibilities of their directors.

Tax services

One of our service lines as a business is Tax Advisory. This involves vanilla tax advice to a range of clients, both individuals and businesses, to ensure that their tax affairs are organised as efficiently as possible within permitted UK tax legislation. We

do not promote any tax avoidance schemes or any offshore structures which aim to hide taxable income/profits from the UK Exchequer. Our tax advice is linked to our clients ultimate objectives, (which aren't always financial) but covering off the tax angles and ensuring that they pay the correct amount of tax as permitted by UK case law and legislation.

We are bound by the Professional Conduct Authority in Relation to Taxation regulations, the provisions of the Criminal Finance Act, and our professional institute's regulations around AML, Bribery and Professional Ethics. All members of the company are trained in our obligations around all of these regulations.

UK200 Group

We are members of the UK200 Group – the UK's leading professional services group of independent quality assured chartered quality assured chartered accountancy and law firms.

ICAEW

We are regulated for a range of investment business activities by the activities by the Institute of Chartered Accountants in England and Wales.

Targets and Conclusion

Robson Laidler Accountants Limited has produced this Impact Report to reaffirm our commitment to a more sustainable and equitable future. We are on a continuous journey and will continue to improve, learn and grow across all of the five impact pillar areas. Here is a summary of some of the plans and goals for the foreseeable future, to help us grow our positive impact.

1. We are still reviewing how we bring clients and suppliers voices into our director and employee round table sessions so that other stakeholder views are considered in decisions.
2. Developing an independent client screening process to improve our client onboarding and to ensure our clients values align with that of ours.
3. Developing a supplier code of conduct and

carbon emissions supply chain survey. This marks the beginning of a broader engagement with our supply chain on various impact areas, from fair wages to environmental practices.

4. Energy audit is schedule for 2024 to highlight any further opportunities for reducing our carbon footprint.
5. Continue to increase our focus on our supply chain in terms of sustainability and responsible sourcing by issuing a Carbon Emissions Supply Chain Survey to our suppliers. This data will feed into our carbon impact metrics, helping us ensure that our actions are genuine, purposeful, and aligned with our shared values and net-zero ambition. Moving forward, we will strive to work with and will also encourage all our suppliers to implement their own sustainability action plan.
6. Continue to review business travel and commuting arrangements and encourage alternative modes of transport for our people to reduce our carbon footprint in this area. We will issue a second commuting survey to measure against this year's bench mark data.
7. Continuing to reducing energy and water consumption via permitted efficiency measures within offices to meet our race to Net Zero targets.
8. Increase communications with our customers on the B Corp ethos with more thought leaderships in this area and invitations to ESG events.
9. Increase volunteering contribution to 75%.
10. Trial a 4-Day-Working-Week model whereby we can give our team some time back for their own personal benefit and to make more work-life balance by making efficiencies across the business.



Thanks for reading!

Well done, you've reached the finish line! None of this would have been possible without the unwavering support from our dedicated team and valued clients. Their enthusiasm continually motivates us to strive for excellence.

We invite you to join us on this exciting journey and stay updated on our progress throughout the year by giving us a follow.



Alternatively, if you have any feedback, tips, or ideas for our future endeavours, please don't hesitate to reach out to us at ba@robson-laidler.co.uk.