



BKL Impact Report April 2023 - March 2024

Beyond Balance Sheets:

A Year of Purposeful Growth





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Note: This report focuses on our latest impact measurements to 31 March 2024. To avoid confusion however, we are also undergoing a BCorp recertification, based on financial data to 31 March 2023, the results of which are not yet finalised.

Growing with Purpose: Our Journey Continues

A Foreword by our CEO, Lee Brook

As I reflect on the past year, I'm struck by the remarkable journey we've undertaken at BKL. Our transition into the world of private equity, alongside our continued dedication to upholding B Corp principles, has presented us with both exciting opportunities and unique challenges.

Throughout this period of transformation, our focus has remained steadfast on our people and our culture. As we've grown, we've been reminded time and again that our team is our most valuable asset.

Our commitment to our people extends beyond the workplace, with enhanced family-friendly policies that support our team members in all aspects of their lives. We've worked hard to preserve our unique identity while embracing growth, ensuring that we do our utmost to work with businesses that share our values and ethos.

Of course, it hasn't all been smooth sailing. In line with our commitment to transparency and B Corp values, we've included 'Transparency Check' sections throughout this report. These highlight areas where we faced challenges or where things didn't go

as planned. We believe that acknowledging these moments is crucial for our growth and accountability.

The geopolitical challenges of the past year have also tested our resilience. We've learnt valuable lessons in supporting our colleagues and clients through difficult times, reinforcing our commitment to being a force for good in our community.

We've recently worked with a creative management consultancy to help build Our Story. This has been instrumental in helping us articulate who we are and where we're heading. We've woven elements of this work throughout this report, reflecting our commitment to creating a more cohesive narrative. This approach demonstrates how our impact report is an integral part of BKL's purpose, rather than a standalone compliance piece. This, along with our B Corp recertification process, has provided a valuable framework for continuous improvement and accountability.

In line with our ethos of constant improvement, we've also reimagined this year's impact report to be more engaging and accessible. We've written and designed it to be easy to read and navigate, allowing you to either dive deep into specific areas or get a quick overview of our progress. This approach to our reporting is just one example of how we strive to improve and enhance everything we do at BKL, always with you – our stakeholders – in mind.

Looking ahead, I couldn't be more excited about the future. We're committed to scaling our positive impact alongside our business growth, and this report is a testament to our team's hard work and dedication.

It's not just a collection of achievements, but a roadmap for our ongoing journey towards creating lasting, positive change.

I invite you to explore our story and join us in our exciting mission to redefine the meaning of success in business. Together, we'll inspire and advance a better future for us all.

Lee Brook
CEO





We already stand out... but we can't stop here

Our Year in Review

At BKL, we're not just accountants; we're catalysts for positive change. This year marks a pivotal moment in our journey as we've embraced growth while staying true to our core purpose: to make a meaningful difference in the lives of our people, our clients and our communities.

Our story is one of bold ambition and thoughtful balance. As we've expanded and grown, we've also furthered our commitment to sustainable practices and social responsibility. This growth isn't just about numbers; it's about amplifying our positive impact and inspiring others to join us in redefining success in business.

This year, we've taken significant strides in our B Corp commitment, improving our impact across all areas. We've strengthened our governance, invested in our people, expanded our client services, reduced our environmental footprint and deepened our community engagement. Each step forward is a testament to our commitment to being a force for good.

We've focused on turning our ambitions into tangible actions. To name just a couple, we've: fostered a culture of

continuous learning for our team; and we've expanded our sustainability services, helping our clients navigate the complexities of responsible business practices.

As we look to the future, we're excited to continue building not only a better BKL, but also a more inclusive, sustainable and prosperous environment. Join us as we turn ambition into action to help inspire a better future for us all.

*We're not just
accountants; we're
catalysts for positive
change.*



Our B Corp score is projected to improve from

83.6
to
92.0



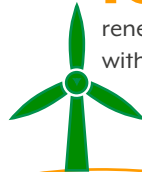
£55,640
donated by The BKL Foundation



Increased recycling by
127%



Switched to
100%
renewable electricity
with Opus Energy



Added
33
new clients in the charity
and not-for-profit sector

Introduced
7
new family-friendly policies

Offset
65 tonnes
of carbon emissions through
reforestation project



9 new electric cars added through
our employee scheme

Welcomed
4
new employees through LTSB
charity partnership

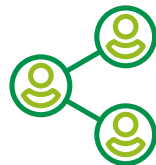


Introduced
2
annual volunteering
days for every employee



88%
of employees immediately
applied skills from our
workshops

690
good deeds completed on our
OnHand volunteering platform



102
employees now own shares
through our Employee Benefit
Trust (EBT) scheme

5 new positions focused on
People and Planet

Expanded the team to
287
experts



Celebrated
48
employees with 10+
years of service



Head of Sustainability
appointed to ICAEW
Sustainability Committee



AREA OF IMPACT

GOVERNANCE

What's this impact area about?

What our company can do to enhance policies and practices pertaining to our mission, ethics, accountability and transparency.

Good governance is the foundation of a responsible and impactful business. It's not just about following rules and best practices; it's about creating a framework that allows us to make decisions that benefit all our stakeholders – our people, our clients, our communities and the environment.

15.3

Current B Corp score

16.8

Projected new score

Our Governance Journey

Over the past year, our partnership with CBPE has been central to driving sustainable growth. With nearly 40 years of experience, CBPE shares our growth mindset, focusing on sustainable, long-term expansion. Their commitment to responsible investing aligns with our core values, helping us strengthen our governance practices as we adapt to change. Every member of the CBPE team is personally invested in our success, fostering a collaborative, pragmatic approach. Their expertise, combined with a shared belief in creating lasting value, has been key to our ongoing success and the strong, values-driven relationship we've built together.

The logo for CBPE, consisting of the lowercase letters 'cbpe' in a dark blue, sans-serif font, enclosed within a thin, hand-drawn orange oval. An orange line extends from the bottom of the oval across the page.

cbpe



Key Achievements

Appointment of an Independent Chair


We appointed Graham Coxell as our independent Chair to provide robust governance and objective oversight of our business decisions, reinforcing our commitment to transparency and integrity.

Development of the Good Work Code

We developed the Good Work Code – a policy that clearly defines the clients we aim to support, aligning with our values and mission.

This code goes beyond traditional due diligence, considering not just a client's country of operation and political exposure, but also their sector and business practices. It helps us make more consistent, values-aligned decisions about who we work with, ensuring we partner with businesses that share our commitment to positive impact.

While we acknowledge the complexity of these decisions, this policy marks an important step in our journey towards more responsible and sustainable business practices.



I have been particularly impressed with BKL's desire to build upon a strong foundation of good governance. We naturally have the associated challenges of such rapid growth and change but there is a clear and strong commitment to implement appropriate governance to help us navigate our exciting and rewarding journey.

Graham Coxell, Chair



Challenges & Learnings

As BKL has expanded, we've embraced the challenge of evolving our governance practices to accommodate our new firms. Our values-based approach to integration is continuously improving, as we work collaboratively with our new partners to blend best practices and ensure our collective governance standards uphold the highest levels of integrity across the entire organisation.



Transparency Check

We recognise that we have work to do in terms of diversity at the board level. As part of our commitment to continuous improvement, we're focusing on encouraging and developing diverse talent within our organisation, with the aim of fostering greater representation in leadership roles.

Looking Ahead

In the coming year, we're committed to:

- Rolling out a new Supplier Code of Conduct process, aiming for responses from 80% of our supplier spend by September 2025. This marks the beginning of a broader engagement with our supply chain on various impact areas, from fair wages to environmental practices.
- Creating more efficient systems and processes for data collection and regular reporting to our senior leadership team.
- Developing an independent client screening process for complex decisions to further improve our Good Work Code.
- Implementing gender pay gap reporting to ensure fairness in our pay structures.
- Benchmarking all pay and benefits across the business for full transparency.
- Continuing best hiring practices by reducing any bias from the hiring process and using AI to support us in this mission.
- Incorporating sustainability into all job descriptions to embed our ethos from day one.
- Adding sustainability to all marketing and growth campaigns, as we recognise the importance to our strategic development.
- New board level appointment to combine Head of Governance with Head of Sustainability.

Effective governance is the cornerstone of our business – it's the glue that brings sustainability into the heart of everything we do and helps to keep it there.

As we continue to grow and evolve, we're committed to developing and improving our approach to governance across the business. We believe that better businesses make better decisions, and we're dedicated to being a leader in responsible business practices in our industry and beyond.





AREA OF IMPACT

OUR PEOPLE

What's this impact area about?

What our company can do to contribute to our employees' financial, physical, professional and social wellbeing.

It's easy for businesses to claim that people are their top priority. At BKL, we prefer to let our actions speak louder than words. This past year, we've doubled down on our commitment to creating an environment where everyone can truly thrive, both personally and professionally. From celebrating decades-long careers to nurturing new talent through innovative partnerships, we've focused on building a team that not only delivers exceptional service to our clients but also makes a tangible, positive impact in our communities.

Investing in our people is not just something we do because it's good for business, but because it's fundamental to who we are. We believe our approach to talent development, workplace culture and employee wellbeing goes beyond the usual corporate platitudes. Here's how we're turning the idea of 'putting people first' into everyday reality at BKL.

46.2
Current B
Corp score

47
Projected new
score

Our People Journey

This year has been transformative for BKL, not just in terms of our business growth, but in how we've evolved our approach to supporting and developing our people. We've learnt valuable lessons about what it means to be a truly people-centric organisation in times of rapid change, focusing on clear communication, adaptability and unwavering support.

At BKL, we're building more than just careers we're creating a place where everyone can bring their unique selves and thrive. Our People & Culture Strategy is about shaping a business that's as bold and human as the people who make it. Recent steps, like our new family-friendly policies, aren't just changes on paper they're real, meaningful commitments to breaking down barriers and helping our team stay optimistic about their futures. Together, we're crafting a culture of growth, support, and transparency, where every one of us can do our best work and be proud of the journey we're on.

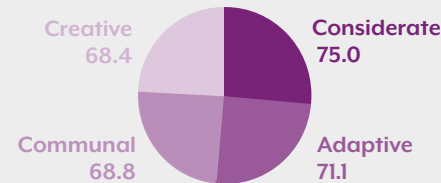
Greg McCaw, Chief People Officer



Key Achievements

Understanding Our Culture

Our first culture survey revealed our highest scoring areas:



Expanding Our Team

We created five new roles to drive sustainable growth across business areas focused on People and Planet.

Ensuring Equity Across Borders

While 79% of eligible UK-based employees joined our new Employee Benefit Trust (EBT) scheme, we recognised the need for an equitable solution for our South African team. We introduced an alternative bonus structure for our South African employees, demonstrating our commitment to valuing all team members, regardless of location.

Fostering Long-Term Relationships

We celebrated 48 long-term employees for over 10 years of continuous service.

Supporting Social Mobility

We welcomed four new employees through our charity partnership with Leadership Through Sport and Business (LTSB), a social mobility charity.

Enhancing Skills and Leadership

Our Quarterly Skills Workshops saw 88% of employees ready to use what they learnt right away, while our Managers' Bootcamp received 100% positive feedback for its direct applicability to roles.



Enhancing Family-Friendly Policies

We introduced a comprehensive family-friendly guide that goes above and beyond standard offerings. It brings together our extensive range of policies that are designed to support our colleagues during life's most significant moments. This guide includes not only traditional policies like primary carer leave and fertility support, but also more unique offerings such as grandparental leave and kinship leave, which allows employees to take time off work to care for a relative's child.

By addressing a wide spectrum of family situations, we're ensuring support for our valued colleagues during the 'moments that matter' – whether that's welcoming a new child, supporting elderly parents, or stepping into a kinship care role. These inclusive policies are designed to provide reassurance and practical support throughout various life stages and family structures, helping us retain talent, foster a supportive and inclusive workplace, and demonstrate our commitment to our people's holistic wellbeing.





Challenges & Learnings

As we've grown and merged with other firms, maintaining a consistent culture has been challenging. We've learnt several important lessons:

- Consistency is key. We need to walk the walk, not just talk the talk. We're working on being as consistent and transparent as possible to improve our ways of working.
- Our culture survey highlighted that while we excel in relationship preservation, we need to foster an environment that encourages more open, honest and transparent conversations, particularly around difficult topics. This is crucial for building trust and driving continuous improvement across the business.
- Change is inevitable - we need to navigate scaling our business and maintaining our core culture and values.

These lessons have taught us that the speed and effectiveness of our response to employee feedback during periods of transition is paramount. Listening to our employees isn't enough; we need to swiftly implement meaningful changes that align with our values and drive a positive impact. This agility in adapting to our people's needs will be fundamental to our success as we navigate further growth and change in the future.



Transparency Check

In 2023, we unveiled an ambitious career development programme called 'Voyage'. This initiative was born from our ongoing commitment to make BKL the number one career destination for everyone. Our aims remain unchanged: to offer personalised career plans and non-technical skills training that empower our people to thrive.

However, after careful evaluation, we realised Voyage couldn't scale effectively with our intentions for growth, requiring us to stop and reconsider our approach shortly after the design phase. This new approach included hiring a dedicated Learning & Development (L&D) manager, introducing a personal L&D fund for all colleagues, implementing a coaching programme, rolling out comprehensive skills workshops, and developing a digital training platform. These initiatives aim to deliver on the core objectives of Voyage in a more scalable and adaptable way, ensuring we can continue to support our people's growth as we expand.

While we decided to change direction on Voyage, it provided valuable insights. It highlighted the need for flexible, scalable learning solutions and the importance of balancing ambitious ideas with practical implementation. We're committed to learning from this experience and have seen that our new approach to L&D is already better serving and supporting our growing team.

Looking Ahead

In the coming year, we're committed to:

- Relaunching our Change & Culture Forum (previously called Mosaic) to foster continuous improvement.
- Continuing to survey our employees – following the success of this year's first culture survey – to ensure all future mergers are in line with our culture and values.
- Developing a working agreement to navigate cultural differences during mergers. Building a growth learning hub to cover all development areas across the business.
- Introducing quarterly awards for colleagues who exemplify BKL's values.
- Enhancing our family-friendly policies, including support for neonatal care and pregnancy loss.
- Raising awareness of global climate risks and supporting our employees, wherever they are. We'll be educating our managers and developing tailored strategies to help them support team members based in different regions, recognising that climate threats and impacts vary significantly between countries like the UK and South Africa.
- Continuing to build on our learnings from Voyage and improving our approach to Learning & Development.

The past twelve months have reinforced our commitment to our people. Our first culture survey revealed our top qualities, the areas we need to work on and has given us knowledge that will serve us well as we continue to grow. The challenges we've faced, including the redirection of our Voyage programme, have reinforced the importance of scalable, flexible approaches to employee development.

Looking ahead, we're excited to implement our new learning initiatives, enhance our family-friendly policies and foster a culture of continuous improvement through our relaunched Change & Culture Forum. By investing in our people, we're not just building a stronger business – we're creating a positive ripple effect that extends to our clients, our communities and beyond. As BKL continues to evolve, our commitment to our team remains unwavering, ensuring that everyone can contribute their best work and feel proud to be part of the BKL community.



The People Behind the Impact

Here are just some of the people at BKL who power our positive impact and bring our values to life every day.

We're strengthening our culture by offering tailored learning and individual career paths, challenging our teams to be their best.

Ryan Meyer, Senior Talent & Development Manager



Merging businesses is an exciting opportunity to build a stronger team and learn from each other. By encouraging open communication, we have fostered a collaborative and welcoming environment for everyone.

Laura Snow, Senior Manager M&A & Organisational Culture



I joined BKL to deliver our projects related to sustainability. From carbon and B Corp certification to waste management, I'm dedicated to fully embedding sustainability across the business.

Rebecca Jackson, Impact Project Manager



I've always been passionate about helping people reach their full potential. I identified a gap where our trainees would benefit from someone solely focused on helping them achieve their goals. BKL made this happen, demonstrating their commitment to nurturing talent from day one.

Hollie Moore, Early Careers Manager





AREA OF IMPACT

OUR CLIENTS

What's this impact area about?

What our company can do to improve the value that we create for our direct customers and the consumers of our products or services.

In the world of accountancy, numbers tell stories. At BKL, we're writing a new narrative – one where our clients' success is measured not just by their profit, but by their positive impact. As we continue to grow, we're not just expanding our client base – we're deepening our commitment to sustainability and using our expertise to help our clients do the same.

This year has seen us take significant strides in embedding sustainability into our client services, from knowledge-sharing initiatives to developing new sustainability-focused offerings.

3.3
Current B
Corp score

4.0
Projected new
score

Our Client Journey

Over the past year, we've actively sought ways to integrate sustainability into our client relationships and services. We've engaged with the wider sustainability community, shared our knowledge and worked on developing new services to support our clients in their own sustainability journeys.



BKL are not only great at what we pay them to do, they are great to do business with. We're delighted to be working with a fellow B Corp and they are living up to the promise of doing business for the greater good.

Dave Barnett, Co-Founder of December 19 Ltd



Hearing Myfanwy speak so knowledgeably and passionately about sustainability set out a persuasive case to increase our sustainable activities. BKL's experience attaining B Corp certification was very motivating and compelling, so much so that we are looking at how we could achieve this too.

John Clark, Managing Director of Marston Properties



Key Achievements

Knowledge Sharing and Thought Leadership

We engaged with the wider sustainability, accounting and leadership communities through talks, seminars, magazine articles and a [B Corp Month roundtable](#). Topics included climate change, B Corp certification and cultural challenges.

Industry Recognition

Partner and Head of Governance & Sustainability, Myfanwy Neville, was appointed to the ICAEW Sustainability Committee and added to the ICAEW Climate Champions Honour Roll, further enhancing our ability to positively influence our clients and lead in sustainability within our industry.

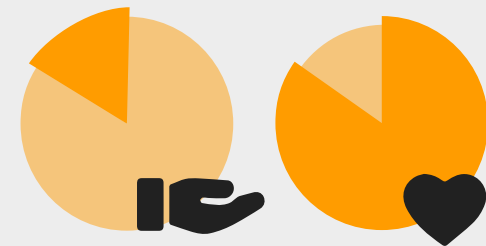
Client Satisfaction

We have continued to receive positive feedback from clients who value our commitment to sustainability and our B Corp status.

Expansion in Mission-Driven Sectors

Over the past year we've welcomed:

33 new clients



5 not-for-profits (academies)

28 in the charity sector

amplifying our impact as advisers to mission-driven organisations.

Challenges & Learnings

As we've expanded our client base and deepened our focus on sustainability, we've learnt that our clients and colleagues truly value our dedication to sustainability and respect our B Corp status. This has reinforced our commitment to integrating sustainability into all aspects of our client services.



Transparency Check

While we've made significant progress in incorporating sustainability into our client offerings, we recognise that there's still work to be done. We are currently developing a Good Work Code to create more clarity and consistency in our client onboarding process. This initiative will bring more clarity on how our clients align with our responsible business commitments, ensuring that we only take work on that is right for our business - both from an ethical perspective and a risk management perspective.



Looking Ahead

In the coming year, we're committed to:

- Launching our sustainability service in partnership with OCSO, specialists in Outsourced Chief Sustainability Officer services, to enhance our ability to support clients in achieving their sustainability goals.
- Developing our own carbon accounting offering to support clients in understanding their carbon footprints.
- Bringing sustainability from a thought leadership perspective into sector-based communication to our client base.
- Enhancing our participation in speaking engagements and publications showcasing sustainability.



It has been a good year with regards to the steps we've taken to integrate sustainability into our client services and relationships. The positive feedback from our clients and our growing reputation in the sustainability space are encouraging signs that we're on the right track. Looking ahead, we're excited about the new sustainability services we'll be offering and the deeper insights we'll gain from our planned client surveys and analysis.

By continually improving our sustainability offerings and processes, we're not just serving our clients better – we're contributing to a more sustainable business landscape. As we said in the Governance chapter, better businesses make better decisions and we're dedicated to helping our clients do just that.





AREA OF IMPACT

ENVIRONMENT

What's this impact area about?

What our company can do to improve its overall environmental stewardship.

For us, environmental stewardship is not just a responsibility, but an opportunity to set a positive example in our industry. This past year, we've taken meaningful steps to reduce our carbon footprint, improve our waste management, and embed environmental consciousness throughout our operations. We're committed to going beyond merely minimising our negative impact; we aim to actively contribute to a more sustainable future through our actions and influence.

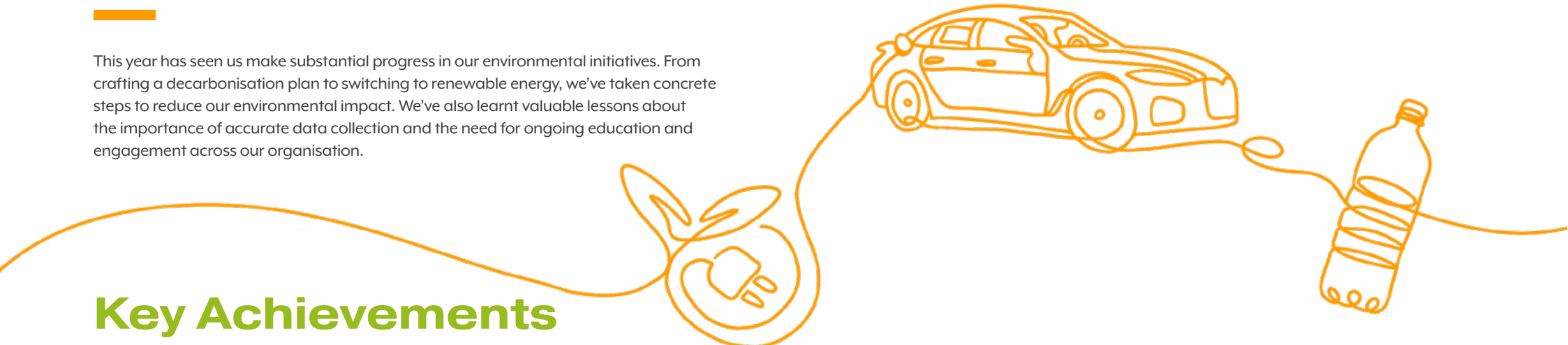
6.7
Current B
Corp score

7.2
Projected new
score

Our Environmental Journey

This year has seen us make substantial progress in our environmental initiatives. From crafting a decarbonisation plan to switching to renewable energy, we've taken concrete steps to reduce our environmental impact. We've also learnt valuable lessons about the importance of accurate data collection and the need for ongoing education and engagement across our organisation.

Key Achievements



Decarbonisation Plan

We are working towards aligning our decarbonisation efforts with the **Science Based Targets initiative (SBTi)** to reduce our emissions. This process is not straightforward, especially as we balance it with scaling our business for growth. We're working through the complexities this brings, currently aiming for a 3.44% per capita reduction in our carbon footprint over five years. This goal reflects our commitment to meaningful emissions reduction while acknowledging the challenges of a growing business.

Carbon Footprint Verification

We partnered with a leading carbon accounting platform to accurately verify our carbon footprint for 2022/23. This analysis revealed that, like many service-based businesses, our Scope 3 emissions dominate our footprint, with Goods and Services being the biggest contributor at 36%.

Renewable Energy Switch

We switched to a 100% renewable electricity tariff with Opus Energy, significantly reducing our carbon footprint. This change resulted in a reduction of 45.173 tonnes in our electricity-related CO₂ emissions.

Sustainable Transport Initiatives

We introduced an EV scheme in partnership with Tusker and a Cycle-to-Work scheme to encourage more sustainable commuting options. Nine employees took up the scheme in the first few months.

Tech Disposal Policy

We continued our tradition of donating laptops to schools and reviewed and improved our tech disposal policy to ensure responsible management of our electronic waste.

Improved Recycling

Our efforts to boost recycling paid off this year. During the Recycle Week 2023 campaign, we increased recycling by 127%. We also added four more recycling bins and introduced food waste segregation in September 2023 following a waste audit with Veolia.

SBTi helps businesses set goals to cut their greenhouse gas emissions based on what science says we need to do to keep global warming below 1.5°C or 2°C. A science-based target is an emissions goal that matches what scientists say we need to do to avoid the worst effects of climate change.

Challenges & Learnings

As we've deepened our commitment to environmental sustainability, we've encountered challenges and gained valuable insights:

Internal Education

We've recognised that ongoing education around sustainability, the environment and our B Corp certification is critical to our development and growth.

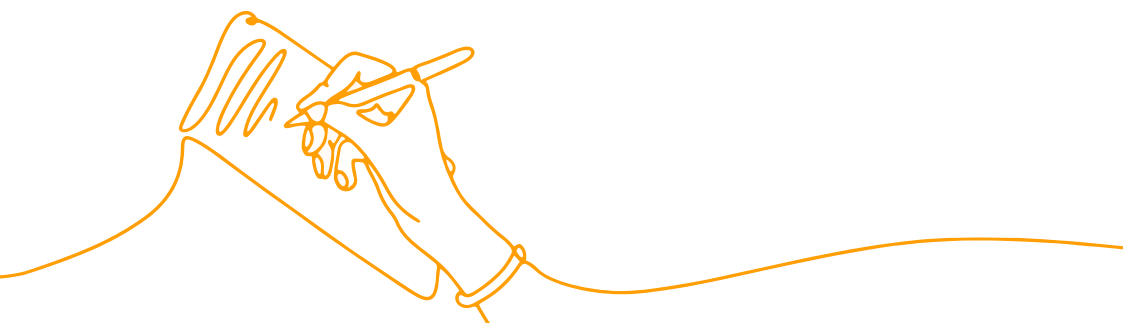
Data Accuracy

We've learnt that accurate data collection is essential for understanding our emissions and making informed decisions. This requires collaboration from different parts of the business, with teams across BKL reporting data in new ways to support our sustainability efforts.



Transparency Check

While we're proud of our progress, we acknowledge that we're still at the beginning of our journey. Our initial carbon offsetting investments, including an offshore wind farm in China and clean energy cooking stoves in Nigeria, didn't lead to the additional emissions reductions we had hoped for. We've learnt from this experience and are now prioritising high-quality, verified credits in social regenerative projects, ensuring real environmental impact while amplifying social value, as described overleaf.



Carbon Reporting and Offsetting

We've increased the frequency of our carbon reporting from annually to quarterly, integrating sustainability into our core reporting practices and fostering transparency. This allows us to pinpoint areas for improvement and keep sustainability at the forefront of leadership discussions.

In 2024, we offset 65 tonnes of carbon by investing in social regenerative projects. This approach allows us to go beyond carbon reduction by simultaneously contributing to community development.

In March 2024, we took a significant step by offsetting 65 tonnes of carbon emissions through Trees for Global Benefits in Uganda, an AA rated BeZero reforestation project. This initiative goes beyond carbon reduction, empowering rural communities through tree planting and agroforestry, fostering sustainable income sources and sequestering carbon for up to 60 years.



Our Carbon Footprint

Scope 1 0.126 tCO₂e

What's included:

- Fuel combustion
- Company vehicles
- Fugitive emissions

Scope 2 61.191 tCO₂e

- Purchased electricity, heat and steam

Scope 3 667.136 tCO₂e

- Purchased goods and services
- Business travel
- Employee commuting
- Waste disposal
- Use of sold products
- Transportation and distribution (up- and downstream)
- Investments
- Leased assets and franchises

Per FTE: 4.025 tCO₂e

Total: 728.453 tCO₂e

Looking Ahead

In the coming year, we're committed to:

- Understanding our climate risk profile through a voluntary Task Force on Climate-related Financial Disclosures (TCFD) report, which will be the first of its kind for BKL. TCFD is a framework that encourages organisations to disclose climate-related financial risks and opportunities in a consistent and transparent manner.
- Continuing to encourage public transport and electric vehicle use through our EV and Cycle-to-Work schemes.
- Developing a comprehensive 'Smart Travel' policy to encourage smarter, lower-carbon travel choices and integrate carbon reduction into our future growth strategies.
- Investigating opportunities for an incentivised energy-efficient home working policy.
- Prioritising the collection of more structured, regular and accurate data on our emissions, moving beyond estimates based on spending.
- Implementing a comprehensive waste management strategy across all our offices, focusing on reducing waste at source, streamlining recycling processes, and responsibly managing electronic waste through repurposing or donation of used technology.
- Obtaining better data around our electrical waste under the WEEE directive, building on our recently tightened electronic waste policy.

As we look back on our environmental progress this year, we're pleased with the strides we've made in reducing our carbon footprint, improving waste management, and embedding sustainability into our operations. These efforts are intrinsically linked to our broader mission of making a positive impact. Looking ahead, we're excited about the opportunities to further minimise our environmental impact and use our expertise to guide our clients through their own sustainability challenges.





AREA OF IMPACT

COMMUNITY

What's this impact area about?

What our company can do to contribute to the economic and social wellbeing of the communities in which it operates.

Our commitment to community wellbeing has always been a cornerstone of our values. This year, we've intensified our efforts, amplifying our long-standing initiatives in social mobility and local charity support. While these aren't new directions for us, we've increased our focus and engagement, aiming to create even more significant and far-reaching positive change in the communities we serve.

11.8
Current B
Corp score

16.7
Projected new
score

Our Community Journey

This year, we've expanded our partnerships, increased our charitable giving and found new ways to involve our team in community initiatives. Our journey has been one of learning, growth and increasingly meaningful impact.



Key Achievements



OnHand Partnership

We partnered with OnHand, a social impact app and fellow B Corp, to help our employees find volunteering opportunities. This initiative resulted in an impressive 690 impactful actions in just the first month, ranging from switching to plant-based alternatives to having an elderly person over for dinner.



£55,640

donated by The BKL Foundation

BKL Foundation Impact

Through the BKL Foundation, we awarded £55,640 in grants to 14 deserving causes, covering local, national and international projects. This aligns with our commitment to donate 1% of BKL's total profits to our charitable foundation.



The British Sign Language speakers, wheelchair trackway, and sensory area made a significant difference. Feedback from attendees has been overwhelmingly positive, with many praising the accessibility. Thank you so much for all your support. Without your help both financially and physically it would have been a whole different story.

George Nicholls, Co-Founder of Inkluder and co-organiser of Barnet Pride 2023, a local community event to which BKL donated £2,000 for accessibility provisions.



Photo credit: Sam Davis Photography | Inkluder

Employee Engagement

We introduced two paid volunteering days annually for each employee, encouraging our team to give back to their communities. We also matched funding for our employees' fundraising activities, amplifying their efforts and dedication.



LTSB Partnership

We're celebrating over a decade of partnership with LTSB. Over the years, we've welcomed 35 employees through this path.



Woodhouse College Partnership

We deepened our partnership with Woodhouse College, fostering future talent through various initiatives:

- Hosting a mock assessment day for 15 students, providing real-life recruitment process experience
- Our Assistant Accountant (AAT) Apprentices interacted with over 500 students at the Woodhouse College Careers Fair to provide insights into life at BKL

All students felt the day was invaluable in helping them understand more about the purpose and format of assessment days and gain a better understanding of apprenticeships and BKL. Throughout the day, we were able to fast-track interested students to a real assessment centre, and two have gained apprenticeships as a result!

Rachel Foster, Careers Manager, Woodhouse College

Certified B Corp Community Engagement

We increased our number of B Corp suppliers, deepening our relationships with like-minded businesses. We also hosted a B Corp breakfast roundtable to celebrate B Corp Month, fostering connections within our community of purpose-driven businesses.



We are extremely grateful for the ongoing partnership from BKL, who have helped us change many young people's lives for the better. The ripple effects are felt through their families and communities, and we are committed to continuing the partnership with BKL for 2024 and beyond. Thank you to the whole team at BKL.

Catherine Gurner, Head of Business Development at LTSB



Our commitment to community wellbeing has always been a cornerstone of our values.

Challenges & Learnings

As we expanded our community initiatives, we encountered some challenges that provided a valuable lesson. As we grew, we found it challenging to scale our community efforts alongside our business growth. This highlighted the need for a more structured approach to community engagement as we expand.

Transparency Check



While our community achievements this year have been encouraging, we remain focused on areas where we can further improve our impact. The OnHand platform, while successful in driving initial engagement, had some limitations that we're working to address. This experience taught us the importance of thoroughly testing new systems before full-scale implementation. We're committed to finding the most effective tools to support our community initiatives.





Looking Ahead

In the coming year, we're committed to:

- Launching a full internal engagement plan in partnership with OnHand to drive sustainable practices inside and outside of work.
- Expanding the BKL Foundation's reach and capabilities to ensure our philanthropic efforts scale alongside our business.
- Continuing to develop our community and charity base by supporting local causes in our area and increasing the impact of our grants.
- Encouraging more of the charities we support to share the outcomes of the grants they receive, including through presentations at our offices. We'll also promote group volunteering activities to foster a stronger sense of community within our organisation.

This year's community initiatives included supporting social mobility through LTSB and nurturing local talent with Woodhouse College. Our team's enthusiasm for helping people and the planet continues to drive our efforts.

As BKL grows, we're committed to amplifying our positive impact, learning from experiences, and innovating in our community contributions. By aligning our business success with community prosperity, we're building a better BKL while fostering a more inclusive society. We're excited about the future opportunities to make an even greater difference in the communities we serve.

Nurturing Our Roots, Reaching New Heights

Closing remarks from Myfanwy Neville, Partner and Head of Governance & Sustainability

This year has demonstrated that progress certainly isn't linear. It's been fascinating to see how all the small shifts and learnings along the way can suddenly facilitate significant leaps forward. That's the key takeaway for me this year.

Our sustainability journey can feel frustratingly slow at times. As we chip away at what is an ever-expanding and increasingly complex space, we can't always see the progress we're making. But, as I reflect on the past year, I'm delighted by what we've been able to achieve, as well as what I know we are already working towards for 2025.

We've navigated significant changes during this year, from welcoming new team members to merging with other firms and taking on private equity investment, and our people-first approach has been the cornerstone of our strategy. It's helped us manage rapid growth and change while staying true to our values. We've seen time and again how prioritising the human experience in business leads to better outcomes for everyone.

While navigating significant changes during this year, we've also made substantial

progress across all our impact areas. We've strengthened our governance foundation with an independent chair and developed our new Good Work Code. We've invested in our people's development and wellbeing, while deepening client relationships by integrating sustainability into our services. Environmentally, we've taken significant strides in reducing our carbon footprint and improving waste management. And our community work has expanded, with increased charitable giving and partnerships, creating ripples of positive change.

Of course, this past year hasn't been without its challenges. We've had to adapt our strategies, like reimagining our Voyage career development programme, and make different choices, like for our carbon offset credits. These experiences have taught us valuable lessons about flexibility, scalability and the importance of staying true to our values as we evolve.

At BKL, our vision extends far beyond our own operations. We believe that by demonstrating a better way of doing business – one where profit and positive impact can work hand in hand – we can create a cascade effect that reaches our clients and beyond. We're

in the privileged position of influencing how businesses operate. This report showcases how we're leveraging that influence to create ripple effects of positive change through our team, clients, and community. It's about the power we have to inspire change and our responsibility to lead by example, ensuring our impact resonates far beyond our office walls and balance sheets.

Looking ahead, I'm filled with optimism about the opportunities to amplify our impact. We're committed to not just talking about making a difference, but to taking the sometimes less glamorous yet crucial steps to deliver real change.

We'll continue to navigate challenges, celebrate successes, and foster an environment where every team member feels valued, motivated, and empowered to contribute to our shared mission.

Here's to another year of learning, growing, and making a positive impact – together.

Myfanwy Neville
Partner and Head of Governance & Sustainability



Together, we'll inspire and advance a better future for us all.



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