

# IMPACT REPORT

2023 - 2024



Prepared By:  
PAUL HARPER SEARCH



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PAUL HARPER, MANAGING  
DIRECTOR

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# A MESSAGE FROM PAUL HARPER MANAGING DIRECTOR

As a Certified B Corp, we are held to the highest standards of verified performance and are part of a global movement of organisations using business as a force for good. This aligns perfectly with our vision of creating successful, dynamic workplaces where innovation and inclusiveness are prioritised.

We firmly believe that being a people business is at the heart of everything we do, and our values of **Care**, **Share**, and **Dare** profoundly shape this ethos.

Our focus on **Care** ensures that every interaction is approached with empathy and respect, recognising individuals' and organisations' unique needs and aspirations.

By **Sharing**, we foster a culture of openness and collaboration, providing valuable insights and fostering a community of mutual support and growth.

The value of **Dare** encourages us to embrace innovative approaches and challenge the status quo, ensuring that we are always at the forefront of change and development in the Financial Services sector. These values are not just principles but the bedrock of our commitment to placing people and relationships at the centre of our business, driving us to excel in creating successful, dynamic, and inclusive workplaces.

One of the key areas where we are making a difference is through our comprehensive salary surveys and the valuable information we provide to the industry. These surveys are more than just data collections; they enable businesses to make informed decisions, understand market trends, and foster a more equitable and competitive environment. By offering these insights, we are helping to shape the landscape of financial services, ensuring it remains vibrant, fair, and forward-thinking.

We are proud to be a Certified B Corporation, and I'm excited to see further improvements going forward.



**PAUL HARPER**  
MANAGING DIRECTOR

# OUR B IMPACT SCORE



- 80.8**  
Our overall B Impact Score
- 80**  
Qualifies for B Corp Certification
- 50.9**  
Median Score for Ordinary Businesses



Governance

20.9



Community

28.2



Environment

19.6



Workers

7



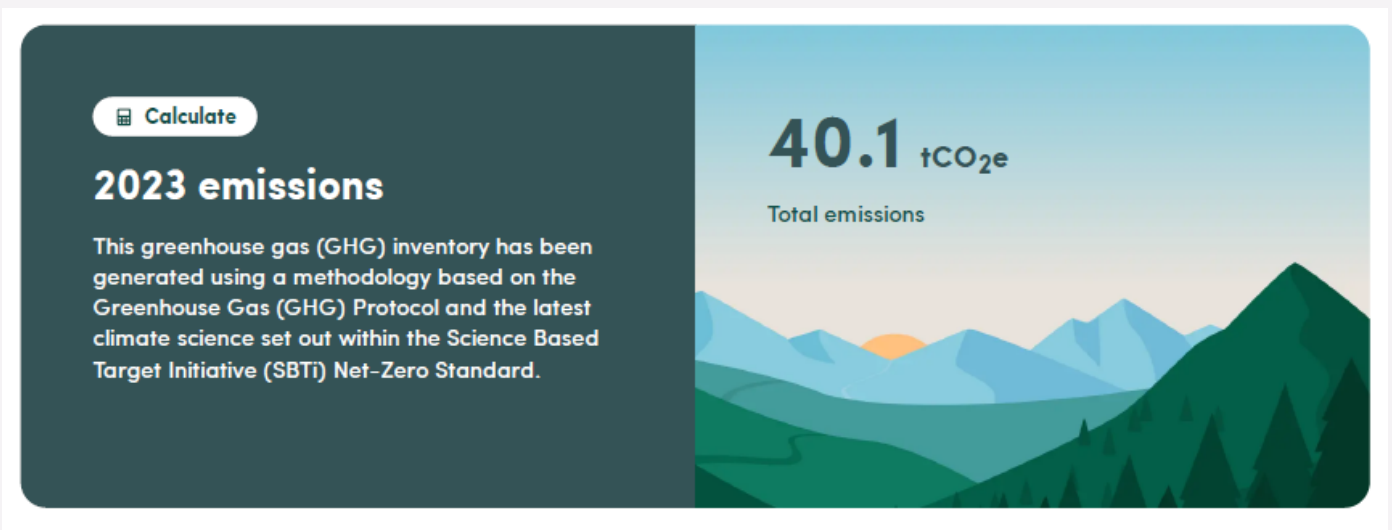
Customers

5

# OUR PLANET

We started using Ecologi to track our emissions in 2023, and their report showed a level of 40.1 tCO<sub>2</sub>e for the year, which includes scopes 1, 2, and 3 emissions.

This demonstrates a comprehensive approach to assessing and managing environmental impact. Despite ambitious growth plans, we have committed to maintaining our emissions in 2024 to 45.0 tCO<sub>2</sub>e or lower.



Since August 2020, we have planted a tree for every candidate placed

## 2024 and Beyond

We will continue to monitor our emissions and make improvements through initiatives such as paperless operations and efficient resource use as set out in our full Ecologi Report.



As part of our ongoing commitment to fostering a workplace culture that prioritises the well-being and growth of our employees, we are thrilled to share the following initiatives and achievements:



### **Salary Increase Amidst the Cost of Living Crisis:**

Recognising the challenges posed by the rising cost of living, we took a proactive approach to support our employees



### **Work-Life Balance:**

We understand the importance of work-life balance in promoting the health and happiness of our team. Our new working hours, from 9:00 am to 5:00 pm, empower our team members to maintain a healthier work-life harmony.



### **Fair wages:**

In line with our commitment to fair employment practices, we have proudly signed up to the National Living Wage.



### **Flexible working arrangements:**

We have extended the option for our office-based employees to work from home one day per month. This flexible approach not only supports our team's individual needs and preferences but also contributes to reduced commuting and environmental impact.



### **Professional Development:**

We've made significant investments in our employees' professional growth. Last year, two Research team members successfully completed their Level 3 Certificate in Recruitment Practice, while our Office Manager had the chance to pursue and complete the Level 4 Marketing Executive qualification with Cambridge Marketing Qualification.

# OUR COMMUNITY

**EMPIRE  
FIGHTING  
CHANCE**

Empire Fighting Chance exists to fight the impact of poverty and inequality on the lives of young people. They have created a ground-breaking fusion of boxing and psychology to enable young people to overcome the adversity that they face and realise their unique potential.

We support Empire Fighting Chance with their Box Careers programme, inviting young people to our offices once a quarter and providing career support sessions, including support and tips on writing CVs, Cover Letters, applying for jobs on job boards and interview technique support. Our charitable support helps to fight the impact on inequality on the lives of young people in Bristol.



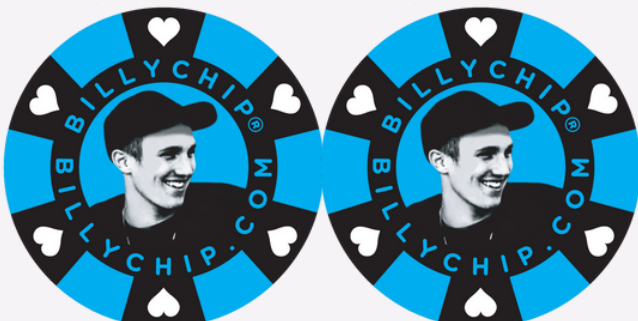
# OUR COMMUNITY

We are thrilled to partner with BillyChip® CIC social enterprise, a charity that provides a safe and secure currency for homeless people. We are proud to support this innovative solution that helps overcome the concerns many people have about giving cash to rough sleepers.

To date, our donations have provided

# 2,135

tokens towards hot or cold takeaway drinks for homeless people.



**BILLYCHIP CIC**

1,048 followers  
2mo • 🌐

+ Follow

Without all your contributions, we wouldn't be able to accomplish what we do on a daily basis. Your support serves as the foundation upon which our efforts stand, allowing us to improve the community connection between the public and people experiencing homelessness.

Thank you to [Paul Harper Search](#) for your continued support.

YOU'RE FABULOUS AND DON'T YOU EVER FORGET IT ❤️

#helpingothers #billychip #homelessness #nonprofit

We'd like to give a big thank you to [Paulharpersearch](#) and their wonderful team for their continued support for BillyChip!



# SUSTAINABLE DEVELOPMENT GOALS

Our 3 goals are:

**5** GENDER EQUALITY



**Achieve gender equality and empower all women and girls**

We will consistently track and share our commitment to diverse shortlists. Giving equal opportunities to men and women, empowering women in their career journey.

All job adverts will go through 'gender-decoder' to ensure no subtle gender bias.

We foster supportive and inclusive workplace culture.

**8** DECENT WORK AND ECONOMIC GROWTH



**Ensure inclusive and equitable quality education and promote lifelong learning opportunities for all**

We ensure our recruitment practices are fair, transparent, and ethical. Adhering to regulations and standards.

Provide job opportunities: Facilitate the creation of decent job opportunities by connecting job seekers with suitable positions. We focus on matching candidates with jobs that align with their skills, qualifications and aspirations. We promote equal access to job opportunities regardless of gender, age, ethnicity or other factors.

We encourage and support our staff with continuous skills development by offering training programs to contribute to their career development.

**4** QUALITY EDUCATION



**Promote sustained, inclusive and sustainable economic growth, full productive employment and decent work for all**

We offer apprenticeship programmes.

We encourage and promote lifelong learning, encouraging continuous learning and professional development to enhance knowledge and skills.

# MOVING FORWARD



We are dedicated to continuously enhancing our performance and have already increased our scoring to 83.2.

As we look ahead to recertification in December 2026, our goal is to reach or surpass a score of 85.0. This ambition reflects our dedication to maintaining our current standards and actively striving for greater heights.

We have set challenging targets in all the key impact areas, and we are committed to constant growth and development as we endeavour to set new benchmarks in our industry and continually raise the bar for excellence.

