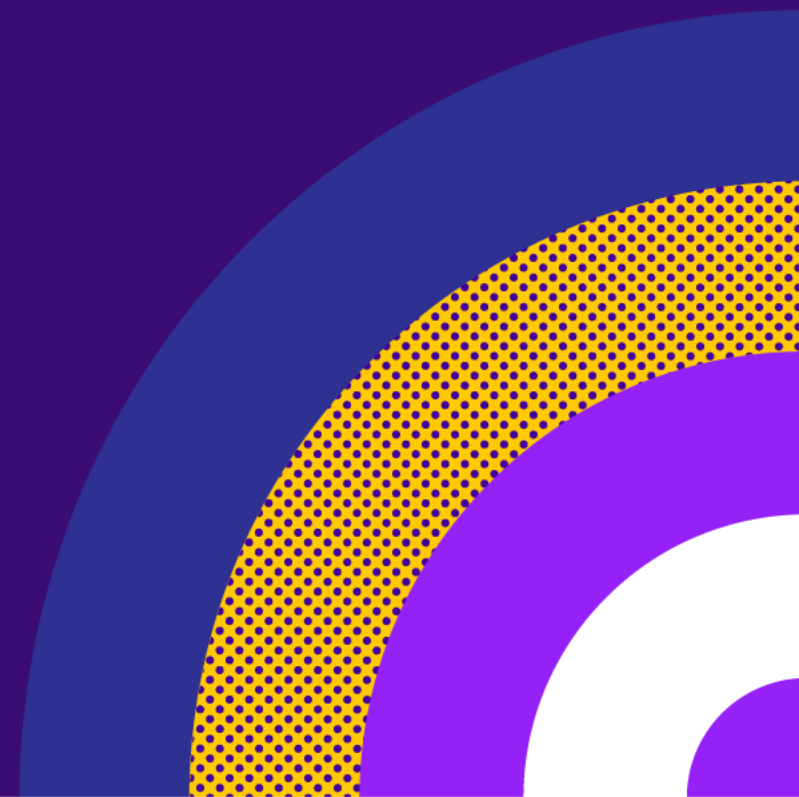




31ten ESG & B Corp Impact Report

2025



Dear Stakeholders,

Over the past year, 31ten Consulting has continued to strengthen its commitment to delivering meaningful, values led impact for both people and places. Now into our Journey as a certified B-Corp, our focus has shifted from achieving accreditation to embedding B-Corp principles across our organisation, ensuring our work delivers real measurable impact. Being part of the B-Corp community remains an important marker of our commitment to incorporating social and environmental responsibility into our operations and use business as a force for good. B-Corp accreditation has become a framework for continued improvement, helping us regularly review, challenge, and strengthen the way we work with and impact our clients, communities and the environment. Aligning with organisational values and objectives, we remain focused on creating a positive, lasting impact.

Over the course of the year, we've continued to deliver work that reflects our mission to drive meaningful change for people and places, while working towards our 2025 objectives. Alongside supporting local government and public service transformation, we have contributed through charitable donations to organisations addressing real community needs. Overall, these efforts underline both our technical expertise and our organisational commitment to creating inclusive and sustainable outcomes across the UK and beyond.

This year ahead presents an opportunity to consolidate the progress made in 2025 to build momentum into 2026. We will continue to advance on our B-Corp commitments, working closely with our partners, and taking important steps to reduce our environmental impact. Supporting our team remains central to our approach, ensuring our workplace enables learning, growth and ensuring everyone feels valued.

Thank you for continuing this journey with us. By working together, we are creating the core foundations to creating long-last impact for the communities we serve. We're looking forward to building on this work in the year ahead.

Warm regards,



Chris Shepherd

Director, 31ten Consulting

Our impact

At 31ten, we measure our success not only by financial performance and feedback, but by the positive impact we create in society.

Our approach to social value focuses on developing innovative strategies that benefit the broader community, seeking to reduce environmental impact and support local economies.

Our goal is to embed social value at the heart of each project, ensuring long-term impact that resonates with communities and stakeholders alike.



April 2023 – The B Corp journey begins!

December 2023 – We're certified!

12 months on, reflecting on our progress...

24 months on, reflecting on our progress...

Certified B Corp

In April 2023, we embarked upon our journey to become a certified B Corporation and join the global network of companies recognised by B Lab as meeting the highest standards of social and environmental performance, accountability, and transparency. Just eight months later in December 2023, we were delighted to hear that we had been successfully certified, receiving an overall score of 97.3.

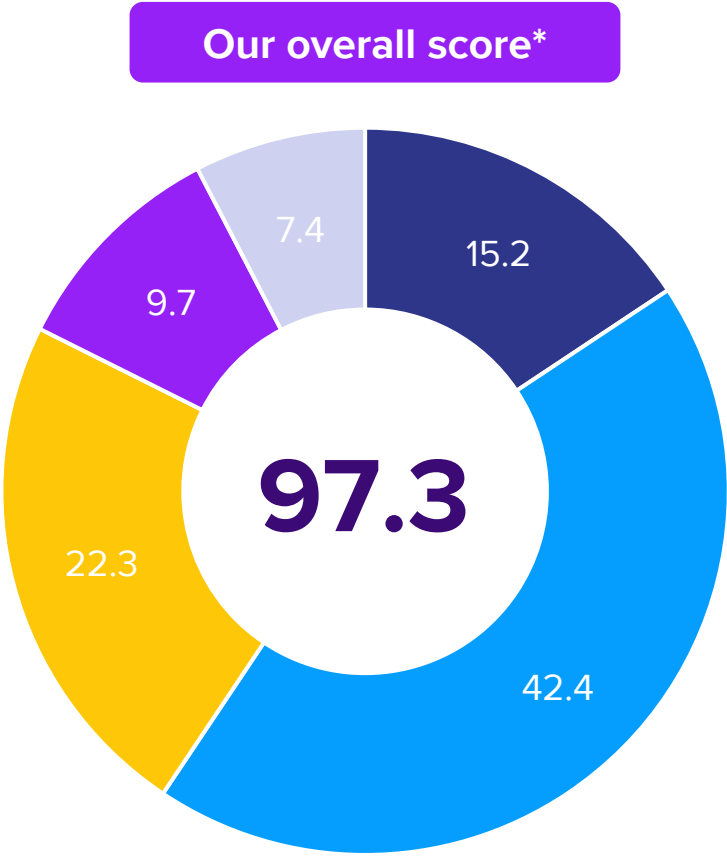
Achieving B Corp certification was a significant milestone for us, validating our efforts and commitment to sustainable and ethical business practices. We're proud to be a part of the B Corp movement, working towards the collective vision of an inclusive, equitable, and regenerative economy.

Since certification we have embedded the B Impact Assessment into our Business Plan, setting measurable goals and targets and have established an ESG Working Group that delivers on our ambitions to continuously improve our impact as a Business.

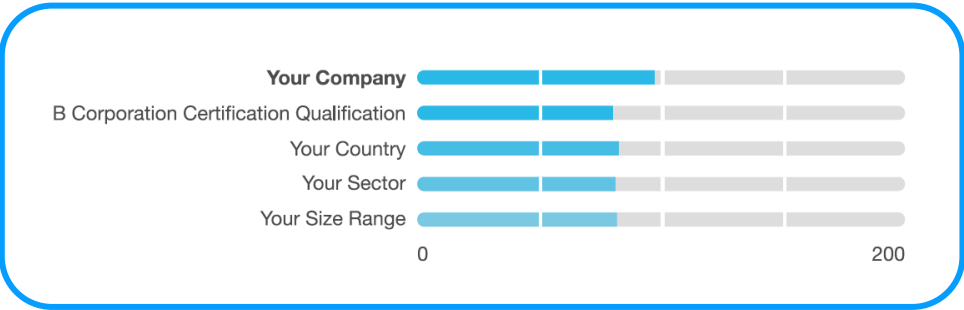
We have ambitious plans to develop our business operations further and improve our score at the next recertification in 2027



Our plans will focus on improving scores across all impact areas but will a focus on community and customers



We will look to target an overall score of 100+ at our next certification



This ESG and B Corp Impact Report serves as a transparent and comprehensive assessment of our commitment to sustainability, social responsibility, and ethical governance. As both an organisation focused on Environmental, Social, and Governance (ESG) principles and a certified B Corporation, this report underscores our dedication to balancing profit with purpose.

This report aims to:

1. Demonstrate Our Dual Commitment

Highlight how our ESG initiatives and B Corp certification work in tandem to create meaningful environmental, social, and economic impacts, aligning with the highest standards of accountability and transparency.

2. Showcase Measurable Impact

Provide stakeholders with clear, data-driven insights into the tangible results of our efforts—such as reducing carbon emissions, advancing workplace diversity and inclusion, supporting the communities in which we work, and fostering ethical practices.

3. Highlight Continuous Improvement

Outline the progress made toward our ESG and B Corp objectives while identifying areas for growth, innovation, and greater impact, ensuring that we remain committed to continuous improvement.

4. Demonstrate Leadership in Business for Good

Emphasise our role as a leader in the global movement for responsible business practices, showcasing how we leverage ESG and B Corp principles to inspire industry-wide change.

This report serves as both a reflection of our commitment to responsible practices and a tool for holding ourselves accountable to the high standards we've set, driving meaningful change for our stakeholders and the broader community.

2025 in review

- **Grow and expand our charitable giving and community engagement**, increasing both the value of donations and the breadth and number of social value initiatives delivered.
- **Develop and implement a structured internship framework**, with clearly defined learning outcomes, mentoring support and evaluation measures to enhance participant experience and long-term impact.
- **Expand the number, type and impact of social value activities**, by identifying new priority areas for engagement, increasing employee participation, and measuring, tracking and reporting social value contributions annually.
- **Improve our B Corp performance in the Customer and Community impact areas**, by implementing a targeted programme of improvement initiatives to increase our overall score.
- **Prepare for B Corp recertification under the new standards**, including undertaking a comprehensive readiness assessment, identifying gaps against the updated requirements, embedding necessary policy and operational changes, and developing a clear recertification roadmap.
- **Align ESG delivery with the priorities of our Equality, Diversity and Inclusion Group**, ensuring coordinated action that maximises measurable impact and meaningful contributions across the organisation.

**KPI 1:
Charity**

20% increase vs 24/25 baseline

**KPI 2:
Internship**

Structured internship framework developed and approved by Q3 2026

**KPI 3:
Social Value**

Number of new social value initiatives launched in 26/27

**KPI 4:
Customer and Community**

Number of improvement initiatives identified and implemented

**KPI 5:
B Corp**

Completion of full readiness assessment against new B Corp standards by Q4 2026

KPI 6: Impact

Number of joint ESG–EDI initiatives delivered

A snapshot of what we've achieved in 25/26

Supported the Art Academy on a pro-bono piece of work totalling c.£8k

10 31tenners attended a Migrateful cooking class run by recent migrants

We hired an apprentice

31ten Wimbledon Tennis championships sweepstake raising £95 for Evidence Action

We hosted 3 interns from the London School of Economics

6 completed client satisfaction surveys raising £300 for charity

Supported the TFL collection for books, toys and letters of solidarity for asylum seekers housed in West London hotels, in light of recent protests.

We held our annual 31ten Bake Off to raise funds for charity

130 hours of pro-bono work producing Furnishing Futures Impact Report – now published

31ten Great British Bake Off sweepstake raising £55 for Blythe House Hospice

31ten fantasy football charity league raising £60 for Blood Cancer UK

85km Lille cobbled cycle challenge raising £1,016 for Shelter

£830 donation to Street Trees for Living in respect of our carbon impact for FY23/24

Raised £303 for Bankuet food bank through an office collection

Peak Pursuit Challenge raising £1,080 for Cancer Research UK & British Heart Foundation

Payroll giving set up, making it more efficient for staff to support charitable organisations via PAYE

Impact Areas – we are committed to continually improving on all 5 pillar areas:

Governance, Workers, Customers, Environment & Community

We said we would

- Refresh our Blueprint for Growth to capture our strategic ambition for the next 5 years
- Implement new governance arrangements following our internal review
- Review our back-office processes and procedures to support decision making
- Continue our Women's Network, People, EDI and ESG working groups to enhance our policies and practices

How did we do?

- ✓ Refreshed our Blueprint for Growth as a key driver for our annual Business Plan.
- ✓ Updated and implemented new governance arrangements, including a new Growth Group.
- ✓ Reviewed back office processes and procedures to strengthen our operational reporting on projects, project closure processes and production of website materials such as case studies.
- ✓ Throughout the year, our Women's Network and People, EDI, and ESG working groups strengthened policies, improved culture, and supported positive business outcomes.

Our Growth Plan



Some of our ESG working group



We said we would

- Host another intern over the summer through the Mitchell Family Programme.
- Continue our Annual Staff Survey as a key source of information to drive our priorities as a business.
- Start an apprentice recruitment programme to support growth.
- Continue to build on our EDI programme of events.
- Continue our Annual Staff Survey as a key source of information to drive our priorities as a business

How did we do?

- ✓ We **hosted 3 interns** from the London School of Economics through the Mitchell Family Trust Programme, creating opportunities for students from underrepresented backgrounds.
- ✓ Achieved a successful apprenticeship hire, contributing to team capability and growth
- ✓ Built on our EDI programme of events to include a number of social value volunteering activities, including attended a Migrateful cooking class run by recent migrants.
- ✓ Established an EDI quarterly theme initiative to co produce priorities.
- ✓ The Annual Staff Survey was successfully delivered and provided meaningful insight to guide business priorities.



10 31tenners attended a Migrateful cooking class run by recent migrants



THE LONDON SCHOOL
OF ECONOMICS AND
POLITICAL SCIENCE

We hosted 3 interns through the Mitchell Family Programme & The London School of Economics

Successful
apprentice hire...
meet Bertie



We said we would

- Increase the proportion of jobs on which we secure feedback from clients on.
- Continue to review our communications to ensure our mission is clear and there is clarity on the services we offer.

How did we do?

- ✓ Hosted an LGR roundtable to bring together members for open discussion and collaboration.
- ✓ Updated our website to communicate more of our service offers and capability.
- ✓ Produced case studies demonstrating the real-world outcomes of our work with local authorities.
- ✓ Obtained 6 client satisfaction survey results that include a £300 donation to charity.



Updated case studies that can now be viewed on our website!

LGR Roundtable co-hosted with Metro Dynamics



We said we would

- Continue our commitment to minimising our environmental impact by being a paperless office and using First Mile, our Waste Management partner, who offer a 'Zero to landfill' promise
- Donate or contribute to a climate positive cause as our carbon offsetting approach

How did we do?

- ✓ Continued our contractual arrangements with 'First Mile' a B Corp waste management specialist to promote eco-friendly practices.
- ✓ £830 donation to Street Trees for Living in respect of our carbon impact for FY23/24



Recycling Dashboard 01.02.2025-31.01.2026

31ten Consulting

Results Breakdowns over Past 12 Months (Monthly Average)

☐ Simpler Recycling Compliant
[Learn more](#)

Your Recycling Rate



Service Order over Past 12 months

- ☐ General Waste
- ☒ Dry Mixed Recycling
- ☐ Circular Products
- ☒ Food Recycling

KG'S ANAEROBIC DIGESTION



375

TONNER CO2 SAVED



0.36

KG'S WASTE TO ENERGY



0

KG'S RECYCLED



250

TREES SAVED



2.68

KWH'S GENERATED



0



We said we would

- Grow and expand our **charitable donations** and broaden the range and number of **social value initiatives**.
- Continue to provide mentorship for local students from underrepresented backgrounds

How did we do?

- ✓ Raised £3,439 in charitable fundraising, including a business match
- ✓ Our team **mentored young people** as part of Career Ready and ReachOut programmes
- ✓ We **hosted 3 interns** from the London School of Economics through the Mitchell Family Trust Programme, creating opportunities for students from underrepresented backgrounds

Some of the charities we have supported:



evidence
action



Bankuet



MAP
MEDICAL AID FOR
PALESTINIANS



Goals



Governance

- Continue our Women's Network, People, EDI and ESG working groups to enhance our policies and practices
- Update our internal governance to create opportunities for development and progressing as well as more efficient and effective decision making.
- Grow and develop Team X and our internal operations.
- Refresh and explore our SV volunteering policy for staff.



Workers

- Continue to explore staff wellbeing initiatives including using our YCN training provider.
- Host interns over the summer through the Mitchell Family Programme
- Continue our Annual Staff Survey as a key source of information to drive our priorities as a business -refresh the timing of the survey.
- Continue to build on our EDI programme of events, linked to ESG group initiatives.



Environment

- Continue our commitment to minimising our environmental impact by being a paperless office and using First Mile, our Waste Management partner, who offer a 'Zero to landfill' promise
- Move into our new office in a way that's low-waste, energy-smart, and sets us up for more sustainable day-to-day work.
- B-Corp score analysis and planning to increase our score when we reaccredit.



Community

- Grow and expand our charitable donations and broaden the range and number of social value initiatives
- Increase team participation in volunteering hours
- Continue to provide mentorship for local students from underrepresented backgrounds
- Continue to improve on our social value offerings and delivery.

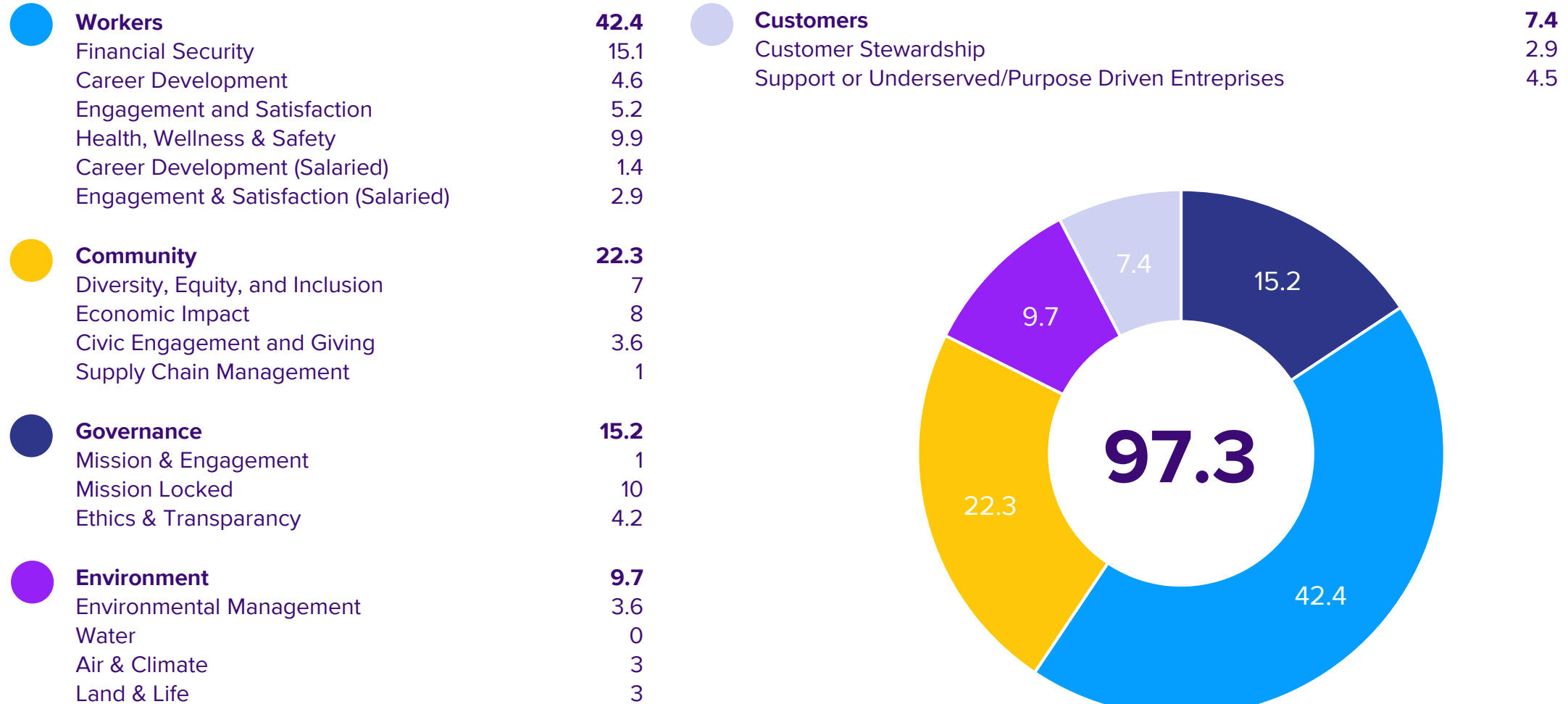


Customer

- Increase the proportion of jobs on which we secure feedback from clients on
- Continue to review our communications to ensure our mission is clear and there is clarity on the services we offer.
- Develop our growth area in impact monitoring and reporting to support our customers to understand their impact.

Appendix

31^{TEN} B Corp Score – Original Score Breakdown



31^{TEN} B Corp Score – Original Score Breakdown



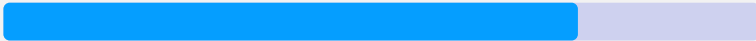
Workers

Questions Answered: 48/48

Overall Score: 42.4

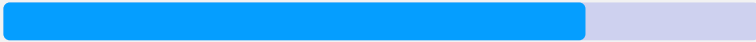
Financial Security

15.1/20



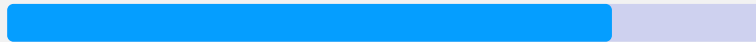
Career Development

4.6/6



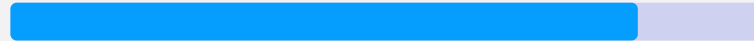
Engagement & Satisfaction

5.2/6.5



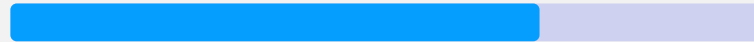
Health, Wellness & Safety

9.9/12



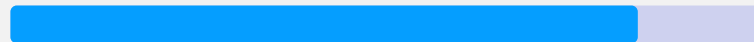
Career Development (Salaried)

1.4/2



Engagement & Satisfaction (Salaried)

2.9/3.5



Community

Questions Answered: 38/38

Overall Score: 22.3

Diversity, Equity & Inclusion

7.0/15



Civic Engagement & Giving

3.6/12



Economic Impact

8.0/15



Supply Chain Management

1.0/8

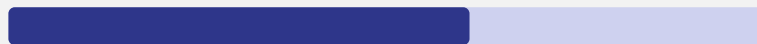


B Corp Score – Original Score Breakdown



Governance

Questions Answered: 24/24 Overall Score: 15.2



Mission & Engagement 1.0/6



Mission Locked – Impact Business Model 10/10



Ethics & Transparency 4.2/9



Environment

Questions Answered: 32/32 Overall Score: 9.7



Environmental Management 3.6/7



Water 0.0/2



Air & Climate 3.0/7



Land & Life 3.0/4



Customers

Questions Answered: 21/21 Overall Score: 7.4



Customer Stewardship 2.9/5



Support for Underserved Enterprises 4.5/35





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