



Sustainability impact report

2023

HillierHopkins



years
of friendly
expertise

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Introduction

The staff and Principals at Hillier Hopkins are committed to having a positive impact on the world. As independent members of TGS, a global network of professionals, we are also signatories to the UNs Global Compact on Sustainable Development Goals (SDGs). This report outlines our progress and highlights our impact through the programmes and activities we have implemented.



Looking after our people



Looking after our community



Looking after our world

Hillier Hopkins at 90

From our beginnings in 1933, Hillier Hopkins has a long tradition of looking after our people, the communities we work in and the planet we all inhabit.

We have held the “Investor in People” (IIP) accreditation since 1996 and were one of the first accountancy firms in Hertfordshire to be awarded the IIP accreditation. We now hold the Gold Accreditation.

We support our communities by giving our time and financial help through volunteering, sponsorship and fundraising for charities that don't typically attract big funding.

We were an early adopter of the paperless office, moving to an online document management system and remote working capabilities since 2007, helping to reduce waste and our carbon footprint.

Why sustainability matters to us

Alex Bottom, Managing Principal

“Our company ethos is ‘Do the right thing’, it’s what drives our sustainability efforts.”



Harnessing our connections

As accountants and business advisers, we have contact with thousands of people. We have actively engaged in conversations, partnerships, events and communications about sustainability. Through this we are both learning from others and encouraging people along their own sustainability journey.

Our team of 250+ staff and Principals are actively involved in our efforts



We advise thousands of individuals and families



We are members of and participate in business groups and networks both local and globally

We are trusted advisers to thousands of businesses across many industries



Import & export



Manufacturing



Technology, media & telecoms



Property & construction



Restaurant & retail



Schools



Financial services



GPs & medical practices



Golf clubs



Travel & tour operators



Professional practices



Charities

Our sustainability team

Our sustainability team is made up of staff and Principals from all three offices, and from both client facing and admin teams.

The team has been responsible for implementing the firm's Environmental Policy across the business. Working with an external consultant, Natural Distinction, they have conducted staff surveys, environmental assessments and implemented the resulting recommendations.

In autumn 2022, we participated in Watford Borough Council's Sustainability Programme with Sustainable X. This assessed how our current activities tackled the UNs Sustainable Development Goals and identified our next priorities. Following on from this, we are delighted to present our first sustainability report.

Our Sustainability Team are now working on implementing the recommendations from that programme.



"We need 1.78 Earths to meet the current demand on resources and waste. There is also huge inequality in the distribution of resources and the opportunities available for people to grow and prosper.

For our business to survive its next 90 years we need a healthy and prosperous world in which our staff and clients can thrive.

We are therefore committed to playing our part in protecting our world by consuming less, reducing our waste and addressing inequality."

Gary Wong, Chair of the Sustainability Team

Priority SDGs

There are 17 SDGs and 169 targets in total. While they are all important and interrelated, we have identified 10 SDGs grouped under 3 themes that will be key areas of focus for Hillier Hopkins.



Expertise

Provide education and development for and with employees, clients and partners.

Use organisational strengths to create and add value to local partnerships and communities.



People

Sustain the positive and supportive Hillier Hopkins culture as the business develops.

Evolve a healthy and inclusive working environment where people can realise their full potential.



Leadership

Show leadership in responsible consumption, reducing our impact and sustainability reporting.

Inspire and help clients grow value through sustainability reporting and management practices.

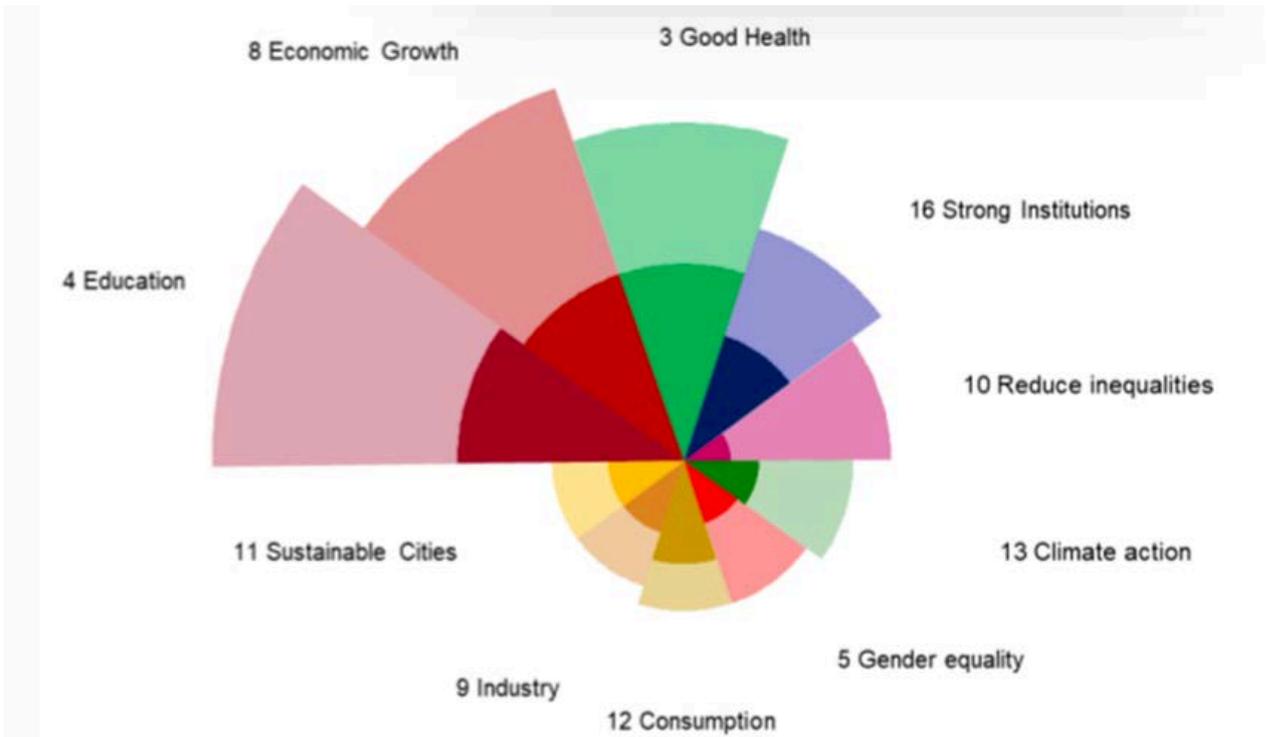
Our progress

During our Sustainability Workshop we considered all of the SDGs and identified 215 measures that have an impact on them.

How far have we gone?

Measures in place v opportunities

Each segment below represents the number of measures identified for each of our priority SDGs. The darker portion showing the proportion of measures already in place.



110

Measures already in place

105

Opportunities to consider

Our impact

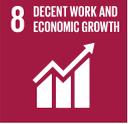
SDG	Highlights
 <p>Ensuring healthy lives and promoting well-being at all ages.</p>	<ul style="list-style-type: none"> • Private healthcare for staff with option to add on family members. • Access to WeCare a 24/7 online GP and mental health support service. • 6 fully trained mental health first aiders on site. • Intranet based resources including a Wellbeing Hub with tips and advice to manage stress, a suite of stretch and self massage videos to relieve tension. • Regular campaigns around key awareness dates such as Mental Health week. • "Fruitful Office" fruit baskets available at all offices for staff to have healthy snacks. Which also supports their tree planting programme.
 <p>Providing quality education for all is fundamental to creating a peaceful and prosperous world.</p>	<ul style="list-style-type: none"> • One year work placements and paid work experience positions provided. • Apprenticeship programme giving opportunities for both graduates and school leavers. • Annual professional training programme for all technical staff. • Annual managers conference with soft skills training and to tackle business challenges. • Sustainability workshop held for all staff and sustainability element of induction for all new staff. • Free workshops for local businesses on a variety of topics, including mental health, diversity & inclusion and sustainability.
 <p>Gender equality is a fundamental human right.</p>	<ul style="list-style-type: none"> • We are an equal opportunities employer and collect equality and diversity statistics as part of our membership of the ICAEW. • All staff have had bullying and unconscious bias training. • Flexible working policy in place. • SHE Means Business Lunch & Learn events provide a mid-day networking and learning opportunity for entrepreneurs with family commitments that prevent them attending at other times.



200

Trees planted through our Fruitful Office fruit baskets

Our impact

SDG	Highlights
 <p>Promote inclusive and sustainable economic growth, employment and decent work for all.</p>	<ul style="list-style-type: none"> Improved our long held Investor in People accreditation to Gold this year. Participated in Watford Borough Council's Sustainability Programme with Sustainable X A Sustainability Team newsletter is sent bi-monthly to all employees updating staff on firm policies and initiatives and raising awareness about personal action. Satis Wealth one of the HH family companies, offers work experience to vulnerable individuals via the House of St Barnabas charity in London.
 <p>Build resilient infrastructure, promote inclusive and sustainable industrialization and foster innovation.</p>	<ul style="list-style-type: none"> Major IT upgrade of our cloud based systems including migration to latest Microsoft 365. Digitised processes with key suppliers, including outsource providers in India. Dashboard highlighting key sustainability metrics in place on Sharepoint intranet. Improving electronic data interchange across the business. Implemented DocuSign to digitise workflow and utilise e-signatures for clients.
 <p>Reduce inequality within and among countries.</p>	<ul style="list-style-type: none"> Unconscious bias training Diversity and Equality Policies in place



235

Volunteering hours donated to local causes and litter picks

Our impact

SDG

Highlights



Making our cities and human settlements inclusive, safe, resilient and sustainable.

- Teams of staff litter pickers go out around each office every 2 months from March - October to clean up the streets, parks and green spaces in our towns.
- Volunteering policy in place which allows each of our 250+ staff members one day per year to volunteer for a charity of their choice.
- Using sustainable venues for events where possible, for example, SHE Means Business held at Frogmore Paper Mill to raise awareness and money for this important heritage site.
- Staff volunteer on community tree planting programmes with Watford Chamber to reforest local land with indigenous trees.



Ensuring sustainable consumption, to sustain the livelihoods of current and future generations.

- Slashed number of printers and implemented a key systems to reduce unnecessary or accidental printing.
- We have switched our products to more sustainable options where we can such as Dishwasher tablets from SMOL
- Marketing team proactively consider and materials and products with the best possible impacts, while minimising volumes overall e.g. recyclable aluminium sanitisers rather than plastic, bamboo pens.
- Procurement policy and supplier questionnaire to check sustainability of our supply chain.
- Scrap paper is collected and given to Frogmore Paper Mill to recycle into artisan paper which they sell to fund their work.
- Increased recycling at all offices to include soft plastics and food waste.
- Company stationery printed on FSC stock.



32

Kilos of soft plastics recycled

Our impact

SDG	Highlights
 <p>Cut greenhouse gas emissions to limit warming to 1.5° Celsius above pre-industrial levels.</p>	<ul style="list-style-type: none"> • Watford office has 100% renewable energy supply. • Implemented a cycle to work scheme to encourage staff to switch their commute from the car to bike. • Incentivising staff to "go electric" with an electric vehicle salary sacrifice scheme. • Proximity sensor lights and air conditioning across office. • Water saving and sensor taps in use across the offices.
 <p>Promote peaceful & inclusive societies, providing access to justice for all and building effective, accountable and inclusive institutions at all levels.</p>	<ul style="list-style-type: none"> • Risk and opportunity assessment has been completed at both board and department level. • Comprehensive training and assessment for ethics and code of conduct compliance • Ethical and transparent tax payment approach • Follows and complies with all relevant legislation • Review customer relationship from a risk point of view on an ongoing basis, eg working with Russian Clients • Anti-Bribery Policy in place and mandatory training in place with a renewal period of 3 yearly



2.6

Tons of food recycled through our office

Highlights

Employee engagement and building partnerships with other organisations and groups have been key to our successes so far. Regular staff surveys help to understand sentiment and set priorities for our sustainability programme.



Community action

- Litter picks have collected 307 bags of refuse and recycling from our community spaces.



Procurement and waste

- Our soft plastics collection has removed 63 bags of rubbish from landfill.



We're reducing our carbon emissions

- Our energy supply for our Watford office is 100% renewable

"A sustainable future is a prosperous future. That's why we are committed to the UNs Sustainable Development Goals."

Alex Bottom, Managing Principal

Next steps

Where do we go from here? Sustainability reports are not just about looking back, but also looking forward. This SDG Progress Report is a continuous work in progress - a way for us to track our impact and improvements over time. Here we highlight three of our highest priorities to tackle next.



Education

Design a programme of basic business finance for beginners and offer to users of local organisations and charities. To inspire entrepreneurship and provide opportunities to prosper.



Carbon reduction

Develop a carbon reduction plan with ambitious targets for reducing carbon emissions throughout our offices



Equality

Develop a mentoring programme to provide encouragement and inspiration all employees to progress and excel.

Acknowledgements

The progress made so far would not have been possible without the engagement and commitment of our Hillier Hopkins team. They have given us their time, ideas, feedback and challenged us to do better. Special thanks also goes to the following people for their input and contribution:

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