



HillierHopkins

Sustainability Impact Report

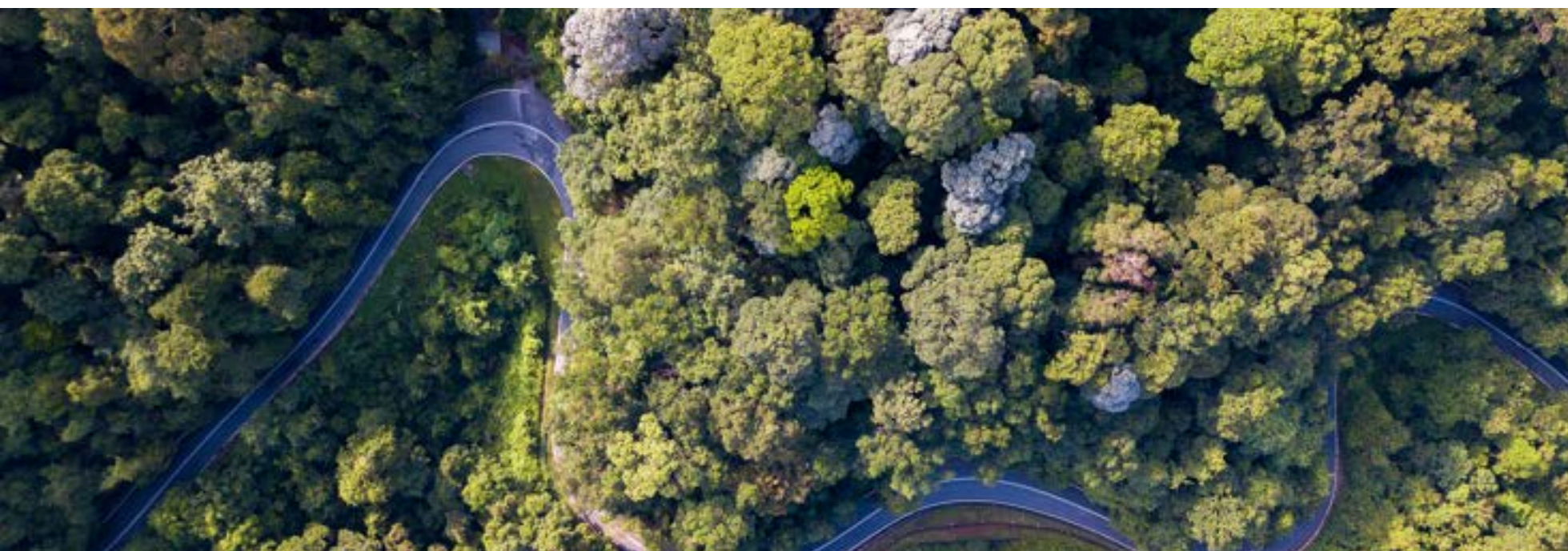
Looking after our world

Independent
member of



2024/25

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Introduction

Throughout our 90+ year history, we have endeavoured to “Do the right thing”. We’ve regularly fundraised and donated our time to charities and community groups, we were an early adopter of paperless office technologies and the first accountancy firm in Hertfordshire to be awarded the Investors in People accreditation.

In 2020, the firm became a member of TGS, a global network of independent professional service firms operating across 60 countries. As a signatory to the UN Global Compact on Sustainable Development Goals (SDGs), TGS has inspired us to integrate sustainability into our policies and everyday practices, making it a key factor in our decision-making processes.



“Do the right thing”

Independent
member of



About us

As a UK top 50 firm of Chartered Accountants, we provide advice and support to businesses and individuals so that they may prosper. Alongside our commitment to our clients, we are equally dedicated to supporting our people, our local community, and the wider world.



Looking after our world



Looking after our community



Looking after our clients



Looking after our people



Sustainability Impact
Report 2024/25



A message from our Managing Principal

“In these volatile times, it is more important than ever to stay committed to sustainability. This can bring long-term cost savings, efficiencies and resilience against future economic and environmental challenges. We strongly believe our efforts will contribute to a healthier planet but also ensure our own long-term success and stability.

As we dive into this report, I wanted to say a huge thank you to our entire team for their unwavering commitment to pushing forward our sustainability programme. Their efforts aren't just about ticking off goals; they demonstrate our shared desire to create a better future together.”

Alex Bottom



**Sustainability Impact
Report 2024/25**

Our sustainability journey

Culture & ethos

Our founders instilled a culture of responsibility and ethical business practices, an ethos that endures today through our “Do the right thing” motto.

Environmental focus

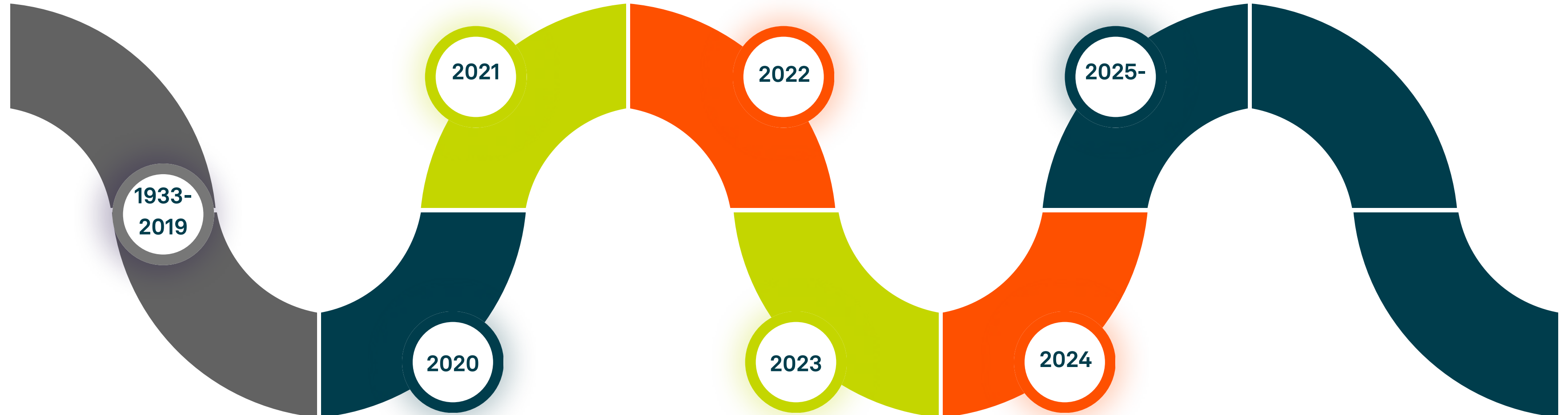
Carried out an Environmental Audit and published our Environmental Policy. Established a Green Team to implement recommendations from the environmental audit.

Staff engagement

Held regular litter picks, volunteered at local tree planting events, launched waste reduction and recycling improvements. Engaged with local businesses/sustainability groups to share ideas and best practice.

2025 and beyond

Apply for BCorp accreditation and develop goals around the five BCorp pillars: Clients, Workers, Community, Environment and Governance.



Doing the right thing

Since 1933 we've been supporting local charities, doing pro-bono work and held the Investors in People award since 1996.

Staff survey

Joined TGS (UN Global Compact signatories). Carried out a staff survey, identified green priorities for the firm.

Initiatives & policies

Identified priority SDGs and developed an action plan. Launched a volunteering policy, Cycle to Work and EV salary sacrifice schemes.

Wider sustainability remit

Green Team became Sustainability Team with wider remit. Developed a Sustainable Procurement Policy and an Ethical Marketing Policy. Launched a mentoring programme for Directors. Awarded IIP Gold Status, launched free accounting training for charities.

Goals

Our overall goal is to achieve BCorp status in 2025 and then improve our BCorp score by 10% before our next assessment in 2028. We will do this by implementing best practice across more areas under each of the 5 pillars below.

01

Clients

Widen our sustainability impact, improve formal feedback systems and find ways to deepen our clients' trust in our firm.

02

Workers

Embed sustainability into our worker policies, continue to find new ways to improve wellbeing and establish open and honest two-way communications.

03

Community

Share our expertise with more organisations, increase our volunteering hours and our proportion of spend with local suppliers.

04

Environment

Develop a carbon reduction plan, improve staff environmental impact and decrease our supply chain carbon footprint.

05

Governance

Improve the recording of sustainability data, increase our transparency and gain BCorp accreditation.

What we'll do in 2025/26

Open communication with clients on our sustainability efforts to understand how and where we can improve our own initiatives.

Widen our impact by engaging with clients on how we can assist them in their sustainability journey.

Implement firmwide client feedback system.

Implement Cyber Essentials Plus.

Clients

What we did in 2024/25

- Increased number of update articles created to keep clients more informed about important changes
- Launched a Quarterly Tax Update to disseminate trusted and reliable tax information
- Added a sustainability page to client audit documents
- Formalised our ethical marketing policy



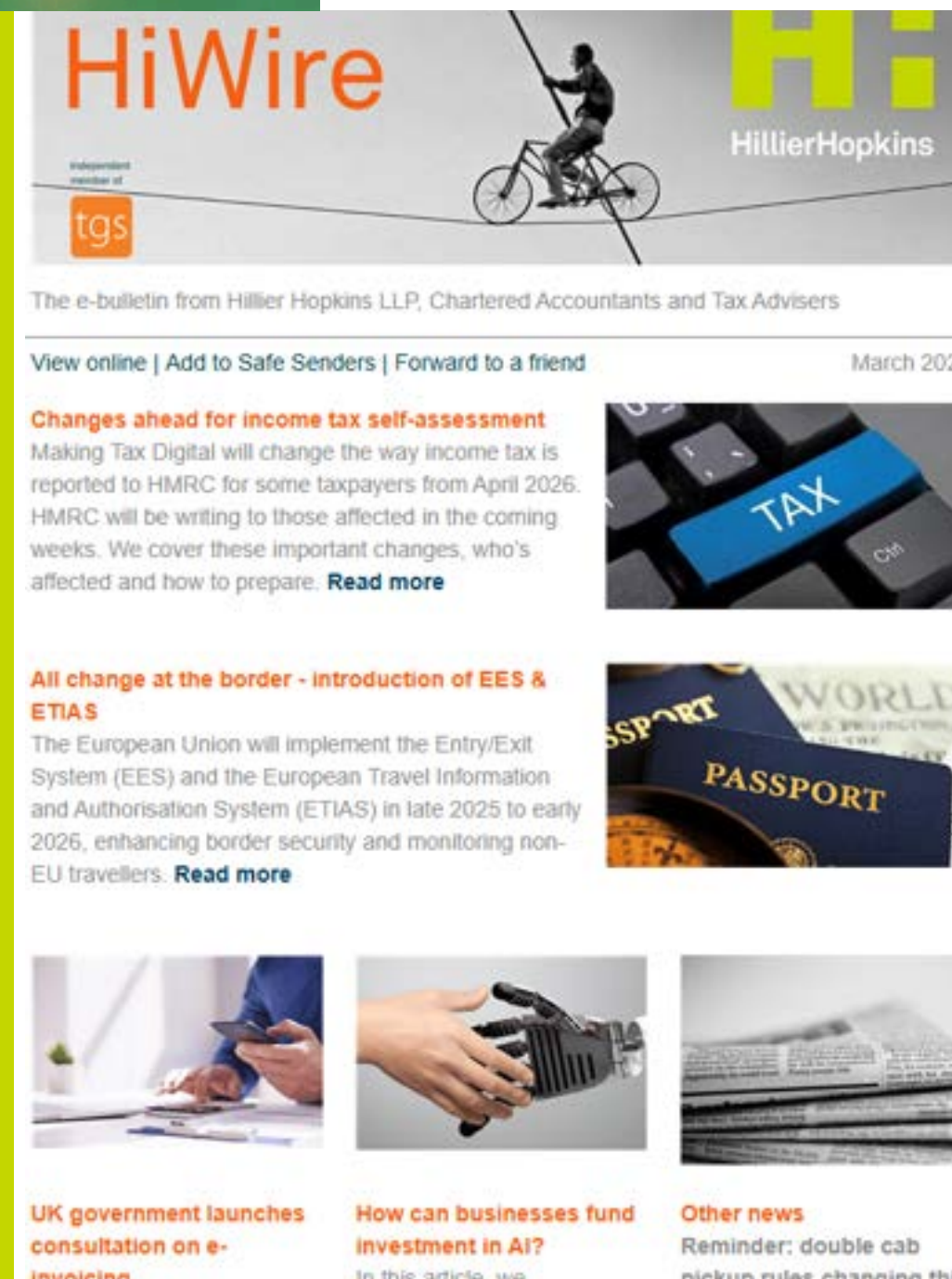
Client highlights

With the rise of misinformation online, Hillier Hopkins aims to be a reliable source of tax, accounting and financial updates and insights that are both accurate and simple to understand.

Ethical marketing

Hillier Hopkins is dedicated to maintaining the highest ethical standards in our marketing activities. By adhering to this policy, we aim to build and sustain the trust and confidence of our clients and the broader community, reinforcing our reputation as a reliable and responsible provider of accountancy and tax advisory services.

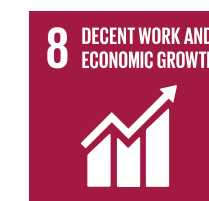
We have adopted an ethical marketing policy which outlines our standards and policies in relation to: advertising and promotional goods, digital marketing, content and client engagement.



Published a total of 143 updates during the period of this impact report Jan 24-Mar 25 and distributed to clients via our regular client newsletter HiWire.

Launched a quarterly tax update encompassing personal and company tax that keeps clients informed about announcements, changes, consultations and developments in tax legislation. Updates are distributed to clients electronically to keep our environmental impact down.

Doubled the number of updates published to an average of 2 per week over this period.





What we'll do in 2025/26

Develop and communicate our core value documents and educate across the firm on their purpose and impact.

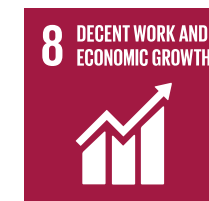
Establish regular staff workshops and training opportunities to improve staff wellbeing and sustainable habits.

Continue to improve the open, two-way communication between staff and Principals by conducting regular staff surveys and engagement opportunities.

Workers

What we did in 2024/25

- Conducted staff sustainability and staff engagement surveys
- Platinum accredited training provider for ICAEW/ACCA
- Provided sustainability updates at office meetings
- Introduced mentoring program for directors and juniors
- Embedded sustainability topics into managers conferences



THE SUNDAY TIMES
**T Best Places
to Work 2025**
MEDIUM ORGANISATION

**Platinum accredited training
provider for the ICAEW and
ACCA**

**15% more staff are in professional training
in 2024/25 compared to the previous year**



Number of staff in training for professional qualifications

Worker highlights

In February 2025, we carried out a staff engagement survey. The survey was administered by an external HR consultancy and the results showed we performed better than industry and global averages.

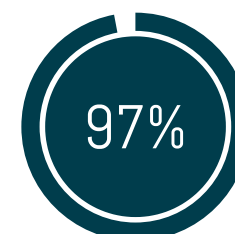


Your Average Engagement Score

✓ Good Score!

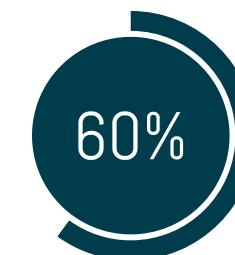
Our engagement scores across a broad range of areas showed that our team members are happy, engaged and empowered in their work. They also feel supported and have confidence in the leaders of the firm. We scored 5% above average for our industry and global averages which led to Hillier Hopkins being featured in the Sunday Times Best Places to Work 2025.

Staff feedback on sustainability



**of staff are aware of Hillier
Hopkins's sustainability efforts**

Through our regular staff newsletters and updates at office meetings.



of staff say we are doing enough

However, they suggested we could do more to improve temperature in the offices and workshops to help them be more sustainable.



What we'll do in 2025/26

Seek more opportunities to use our expertise to help the local community groups and charities such as free accountancy training and pro bono work.

Widen variety of inclusive volunteering opportunities so people of different abilities can take part.

Establish local purchasing/hiring policies, with expenditure spent with independent local suppliers.

Fundraise for small charities close to all offices not just one through Global's Make Some Noise.

Participate in professional mentoring programmes.



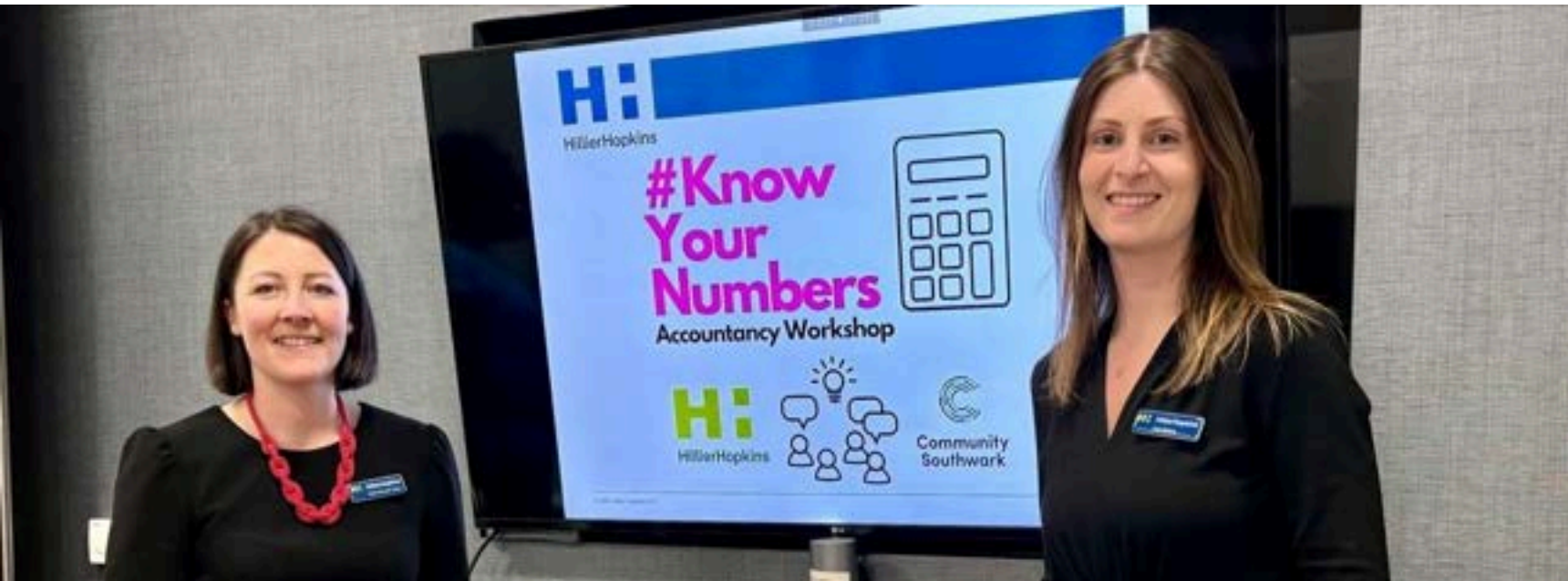
Community

What we did in 2024/25

- Delivered free accountancy training workshops for local charities
- Participated at community volunteering events
- Raised £29,000 for the Hospice of St Francis
- Sponsored Southwark Stars Awards, to help Community Southwark give reward and recognition to community volunteers and charities
- Donations to local food banks
- Principal Gary Wong joined the advisory board for the Business School of the University of Hertfordshire
- Attended 3 careers fairs

Community highlights

Financial challenges face charities of all sizes, but smaller charities struggle to access high quality training. We partner with charity support networks to provide free accounts training to their members.



*volunteer hours logged in 2024/25
under new volunteering policy*

*plus regular litter picks held around
each of our three offices*

11



Principal, Katie Harvard Taylor and Senior Accounts Manager, Deb Hitching, work with Community Southwark to provide free training for small charities in London.

Principal, Kirsty Bowman and Audit Manager, Deanne Shumate work with Watford & 3 Rivers Trust to provide free training for small charities in Watford.

Our Milton Keynes team are working with Community Action MK to provide similar training.

Community highlights

Liz Constantinou, HR Recruitment Assistant, is involved with a charity called “Community Heart” based in Edmonton and one of the projects is feeding the homeless every week. Liz used her volunteering day here.

Team members volunteered wrapping Christmas gifts for charity at the Harlequin Shopping Centre Watford.

“My volunteering afternoon was to wrap Christmas presents presented by the public in the shopping centre to raise awareness and funds of the work done by Goods for Good. We wrapped over 100 presents and it did really feel great to give back to the community and raise awareness of the charity within the local community. I look forward to doing this again next year!”

Kiara Hudson, Audit Supervisor



“Every Christmas we make a big Christmas meal for them. On 12th December 2024 I used my Hillier Hopkins volunteering day and helped with the cooking and serving of the meal. We had approximately 60 people attending and they enjoyed their turkey, stuffing, mash, veggies, Yorkshire pudding and a dessert. It was great fun to be a part of that day and hopefully make a difference in someone's life.”

Liz Constantinou

What we'll do in 2025/26

Calculate Scope 1, 2 and 3 emissions and develop targets for a carbon reduction plan.

Develop initiatives to encourage more sustainable behaviours and practices in the office and at home.

Complete procurement reviews and engage with suppliers to improve the sustainability of our supply chain.



Environment

What we did in 2024/25

- Measured scope 1, 2 & 3 emissions
- Held regular litter picks in locations around each office
- Introduced recycling of hard-to-recycle items (pill packets, batteries etc)
- Introduced IT equipment recycling inviting staff to dispose of their own items safely and responsibly



Environment highlights

Team members from across the firm spend time throughout the year litter picking the streets and green spaces around our offices.

 **106**

106 items of electronic equipment were recycled including laptops, desktops, scanners, screens, docking stations, printers and phones through the organisations below.

Many of our items have been repaired and given a second life. We have worked with ToRecycle, who aim to divert 95% of electronic equipment from landfill, by recycling component parts or up-cycling back into the community.

We have also worked with Community TechAid, working towards ending digital poverty through repair and reuse.



“It is really enjoyable to get out with my colleagues and do something worthwhile in our community. Seeing a messy playground full of cigarette butts, takeaway cartons, cans, sweet wrappers and vapes transformed into a tidy and safe place for kids to play is really satisfying.”

Ross Jenner, Content Writer, Hillier Hopkins

368 trees planted

**FRUITFUL
OFFICE**

Fruitful Office deliver weekly fresh fruit baskets for staff and plant a tree for each purchase.

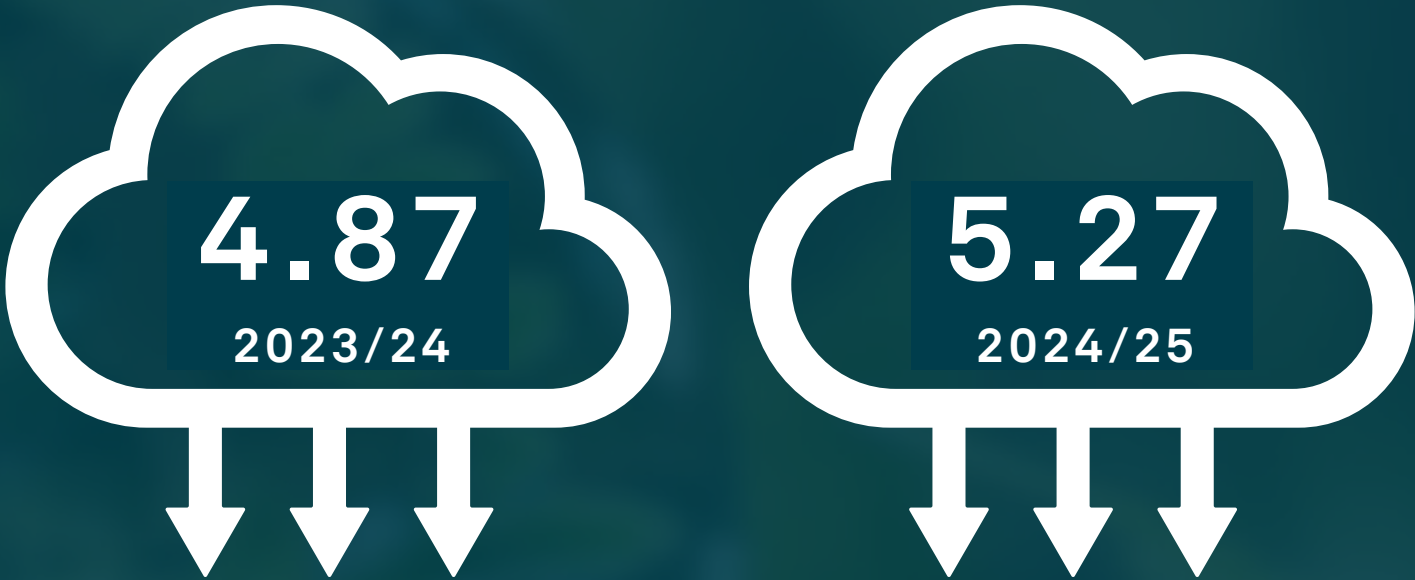


Carbon emissions

	2024/25*	2023/24	Change	% Change
Scope 1&2 tCO2e	21.10	17.16	3.94	23%
Scope 3 tCO2e	1,160.22	986.82	173.4	17%
Scope 1, 2 & 3 tCO2e	1,181.32	1,003.98	177.34	17%

*The data for 2023/24 is incomplete, as emissions from two additional offices (acquired through mergers with two firms) were not included in that year's reporting. These locations have since been disposed of and staff from those firms have relocated to our other offices.

Carbon intensity per employee



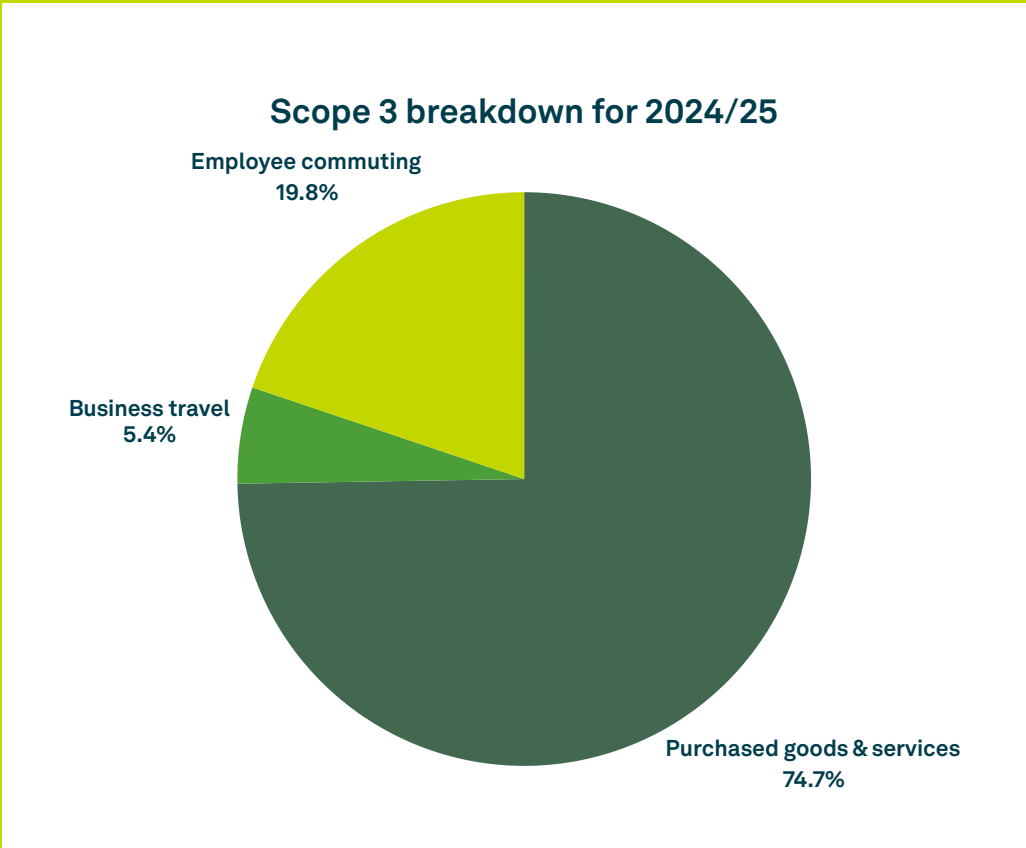
Our Milton Keynes office suffered a flood in October 2024 resulting in an increase in heating, dehumidifiers being deployed and renovations which were completed in December 2024. This impacted our carbon emissions for 2024/25.



Environment highlights

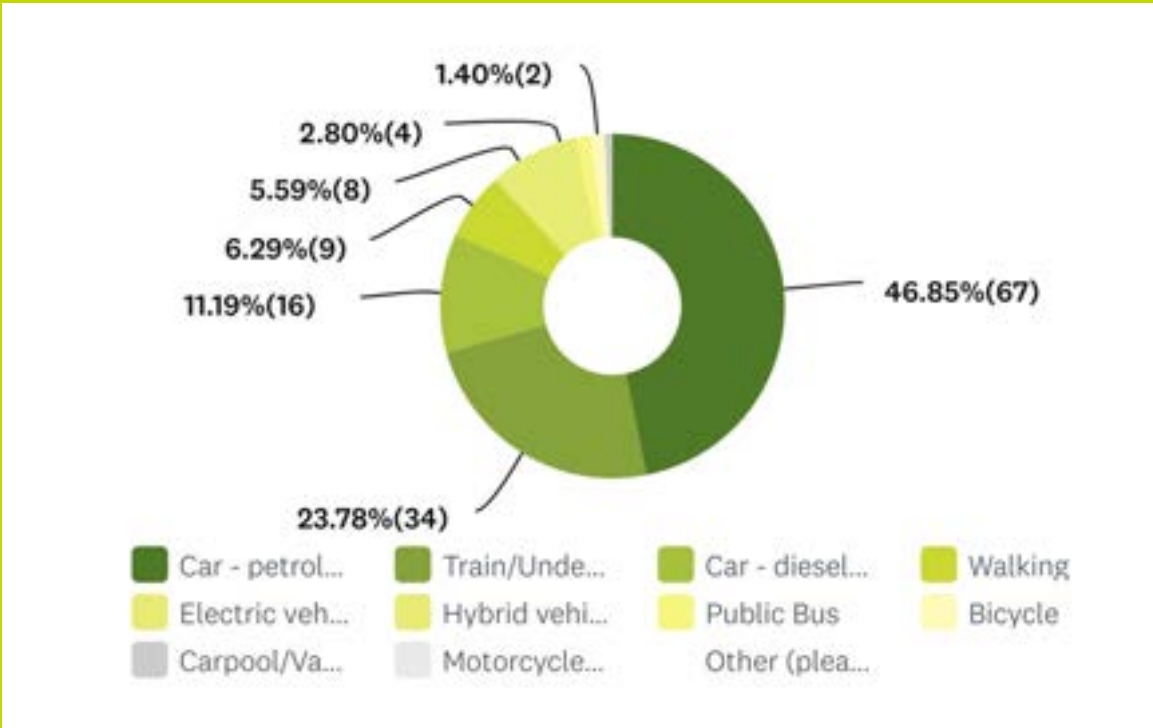
In our latest emissions analysis, we identified the two largest contributors to our Scope 3 carbon footprint. Our goal for this year is to develop a carbon reduction plan which will include measures to reduce these.

Scope 3 breakdown



Staff commuting statistics

In 2024 we surveyed our staff’s mode of transport to work to enable us to calculate our carbon emissions. We will continue monitoring these stats to assess the impact of carbon reduction measures implemented in the coming years.



- 1. Purchased goods and services: this includes the emissions associated with the production and delivery of all goods and services we procure—from office supplies and IT equipment to outsourced professional services.
- 2. Commuting emissions: these are influenced by commuting distance, mode of transport, and frequency of in-office work.

What we'll do in 2025/26

Obtain B-Corp Certification.

Produce a 2025 ESG Impact/B-Corp Impact Report detailing our actions and impact across the 5 B-Corp areas: Workers, Communities, Clients, Environment and Governance.

Produce transparency reports including: Fair and Living wage, diversity and gender pay gap reporting.

Develop a robust monitoring and measuring system.

Governance

What we did in 2024/25

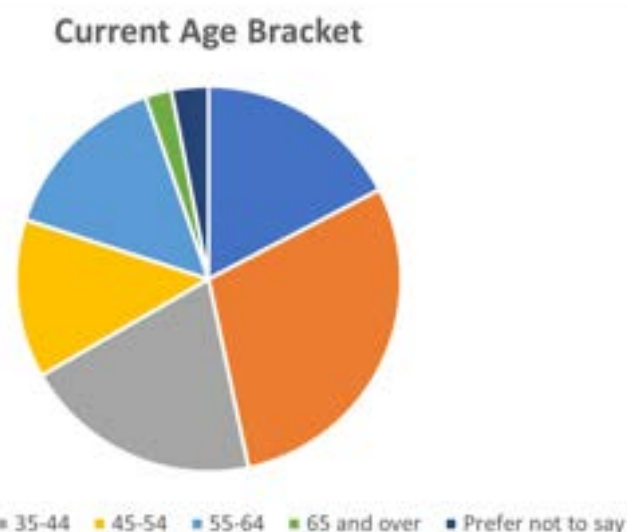
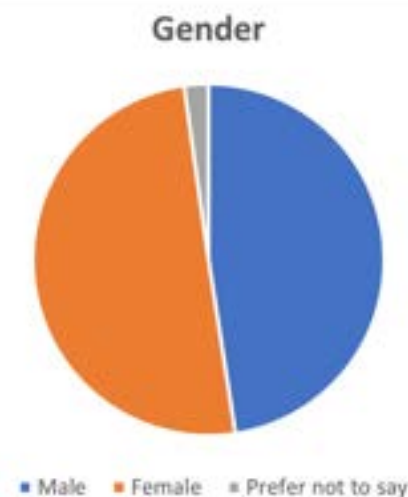
- Attendance at ICAEW sustainability conference and TGS conferences (global professional network)
- Sustainability now forms part of management discussions
- Implementation of sustainable procurement policy
- Regular reporting to Board of Management on progress
- External consultants Natural Distinction carried out independent assessment of progress on sustainability
- Published gender diversity statistics



Governance highlights

In autumn 2024 George Bevan of Natural Distinction, an environmental consultancy, carried out an external review to assess Hillier Hopkins' current sustainability performance, its progress in the last 12 months, and identify possible areas for improvement.

Diversity survey 2025



This Sustainability Assessment highlights notable progress since June 2022, with Hillier Hopkins expanding its ESG focus beyond the environment. The 2024 Sustainability Staff Survey, office observations, document reviews, and interviews provided a well-rounded view of this progress. The Sustainability Team, backed by senior leadership, has clear objectives with timelines, metrics, and responsibilities, showing strong governance. Calculating 2023 Scope 1, 2 & 3 emissions is a key step, and the next move should be setting reduction targets.

While over half of staff feel enough is being done, 40% are unsure or disagree, indicating room for improvement—especially in the area of eco-friendly travel and community engagement.

More results available on our website:

<https://hillierhopkins.co.uk/icaew-diversity-survey-response-2025/>

The future

We are proud of the progress we've made already and remain committed to building a more sustainable, inclusive, and responsible firm.

Looking ahead, we are excited about our future sustainability goals. We are focused on supporting our people's wellbeing and development, and deepening our community engagement through volunteering and local partnerships. We are also advancing our environmental efforts by measuring our carbon emissions and encouraging greener practices across the firm.

We're eager to work closely with clients to support their sustainability journeys too.

Thank you for your ongoing support as we strive to make a difference together.



Katie Harvard Taylor

Principal and Chair of the Sustainability Team

Acknowledgements

Thank you to the following people



Katie Harvard Taylor

Principal and Chair of Sustainability Team

For taking the helm in April this year and steering our sustainability ship into the future.



George Bevan

Founder Natural Distinction

For keeping us on track with his expert guidance, insights, external reviews and know how.

Sustainability Team members

For your energy, enthusiasm, ideas and dedication to the cause!

Amber Smith
Andrew Canavan
Ben Sherwood
Binti Patel
Deb Hitching
Gary Wong
Graeme Fox
Jake Lovell
Karen Winrow
Kiara Hudson
Kirsten Byers
Rebecca Hain
Ross Jenner
Scott Lumgair

Plus a big thank you to the
entire Hillier Hopkins Team
for your participation and support!



HillierHopkins

Thank you

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