



HillierHopkins

Impact Report 2025/26

Looking after our world

Independent
member of



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Introduction

Over the past year, Hillier Hopkins has taken an important step forward in its sustainability journey. Following our B Corporation™ certification, our focus has shifted from demonstrating our commitment to embedding it more deeply across the firm. This report highlights the progress we have made during 2025/26 to create positive impact for our people, clients, communities and the environment, while laying the foundations for the next stage of our journey.

As a member of TGS, a global network of independent professional service firms, and a signatory to the UN Global Compact, we recognise that responsible business is a continuous process of learning, improvement and accountability. Through the actions outlined in this report, we continue to strengthen the role sustainability plays in our strategy, decision-making and day-to-day operations.



“Do the right thing”

Expertise | Positive collaboration | Making time | Taking ownership

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



A message from our Managing Principal

“As we reflect on 2025/26, our commitment to sustainability feels more important than ever. Becoming a certified B Corp is an important milestone for Hillier Hopkins and a reflection of the progress we have made in embedding responsible business practices across our firm.

Certification is not the end of the journey. It gives us a clear framework to keep improving how we support our people, serve our clients, contribute to our communities and reduce our environmental impact. In a changing world, these commitments help us build a stronger, more resilient business while playing our part in creating a fairer and more sustainable future.”

Alex Bottom



Impact Report
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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

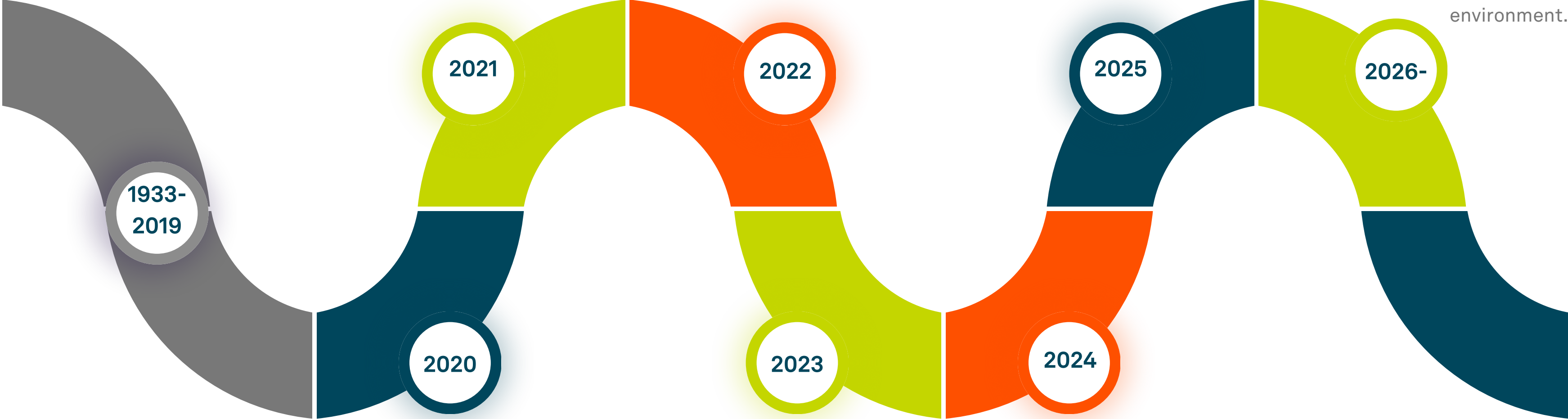
Held regular litter picks, volunteered at local tree planting events, launched waste reduction and recycling improvements. Engaged with local businesses/sustainability groups to share ideas and best practice.

B Corp

Became a Certified B Corp. Featured in Sunday Times Best Places to Work 2025

2026 and beyond

Embed the new B Corp standards across the firm, using our skills, influence and resources to create positive change for our people, clients, communities and the environment.



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.

2025/26 at a glance

Every achievement in this report has one thing in common: our people. The progress we have made this year has been driven by colleagues working together across the firm. The figures below reflect the collective efforts of our teams and demonstrate how, by working together and staying true to our values, we can create a positive impact for our people, our clients, our communities and the environment.

B Impact score

80.2

Volunteer hours

272

Charity fundraising

£11K

Scope 1 & 2 emissions

16.06
tCO2e

Investors in People

GOLD

Employee engagement

78%

Cyber essential Plus



Scope 3 emissions

1,008.14
tCO2e



What we'll do in 2026/27

- Develop a client experience improvement programme informed by regular client feedback, using insight to drive continuous improvement and deepen trust in our firm.
- Help clients understand and respond to sustainability regulations and responsible business challenges, by providing practical guidance and support to enable them to make informed, resilient and responsible decisions.

Clients

What we did in 2025/26

- Goal Achieved: Achieved Cyber Essentials Plus certification, providing independently verified assurance over our cyber security controls and protection of client data.
- Goal Achieved: Published our Sustainability Impact Report to increase transparency and engagement with clients on our sustainability journey.
- Goal Achieved: Began sharing sustainability insights and responsible business updates to help promote sustainability practices.
- Goal in progress: Development of a formal client feedback programme to help continuous improvement of our service.





Client highlights

Cyber Essentials Plus Certification

According to the Government's Cyber Security Breaches Survey 2025, more than 600,000 UK businesses experienced a cyber attack in 2024. Maintaining strong cyber security practices has never been more important.

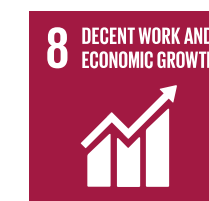
In July 2025 we achieved Cyber Essentials Plus certification, an independently verified, Government-backed standard that demonstrates our commitment to maintaining robust cyber security controls and safeguarding the sensitive information entrusted to us by our clients.

Cyber Essentials Plus involved rigorous independent technical testing to verify that controls are operating effectively in practice, providing a higher level of assurance to clients and stakeholders.



“Protecting our clients’ data is a fundamental part of doing the right thing and achieving Cyber Essentials Plus demonstrates our ongoing investment in safeguarding our clients, our people and our business.”

Will Hard
Technology Director





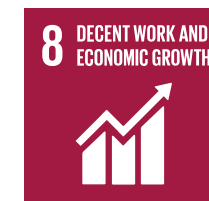
What we'll do in 2026/27

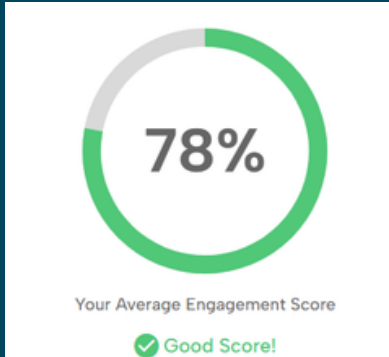
- Improve our understanding of workforce diversity to help inform future inclusion initiatives and support our journey towards meeting the new B Corp JEDI standards.
- Equip our people with the tools, technology and skills needed to work smarter, including the responsible adoption of AI and other digital solutions that enhance collaboration, learning and the employee experience.

Workers

What we did in 2025/26

- Goal Achieved: Expanded our firm's Core Values to incorporate sustainability values and embed the firm's "Do the right thing" ethos through sustainability activities. Provided regular sustainability updates to the team, and integrated sustainability topics into internal conferences, events and communications.
- Goal Achieved: Established a programme of regular wellbeing webinars to support staff wellbeing, resilience and sustainable habits.
- Goal Achieved: Conducted staff engagement surveys and maintained our Gold status Investors In People and our presence in the Sunday Times Best Places to Work.





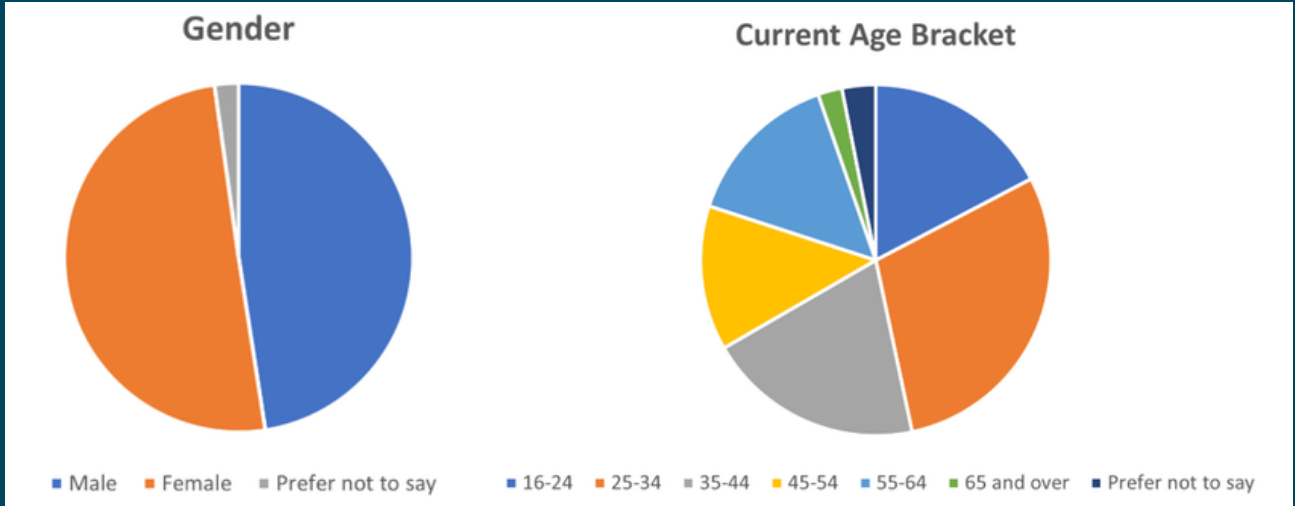
Sunday Times Best Places to Work
Average employee engagement score
4% higher than industry average

Worker highlights

Wellbeing webinars

Supporting our workers’ health, wellbeing and resilience.

2025 Employee Diversity Survey



Visit <https://hillierhopkins.co.uk/icaew-diversity-survey-response-2025/> for the full report

Feedback on our wellbeing webinars

“A big thank you! It’s great to be in a workplace that prioritises mental health and wellbeing with sessions like this. It felt like a very valuable use of time.”

“Loved it - it was so practical with lots of take aways. Thank you!”

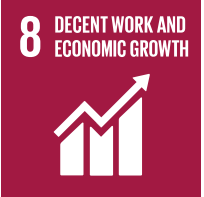
In 2025/26, we continued to support employee wellbeing through a programme of lunchtime workshops and webinars designed to give colleagues practical tools they could use in and outside work.

Sessions covered a wide range of topics, from building confidence, managing stress and developing emotional resilience, to improving sleep, taking action for mental health and handling difficult conversations more effectively. We also introduced sessions focused on neurodiversity awareness, helping teams better understand different communication styles, challenge assumptions and recognise the strengths of neurodivergent colleagues.

During B Corp Month, we connected wellbeing with sustainability through a lunch-and-learn session on “Climate Anxiety to Climate Action: Small Steps, Real Impact”, helping colleagues explore how small, positive actions can support both personal resilience and wider environmental impact. Together, these sessions helped keep wellbeing visible, accessible and relevant across the firm.

INVESTORS IN PEOPLE®
We invest in people Gold

THE SUNDAY TIMES
Best Places to Work 2026
MEDIUM ORGANISATION





What we'll do in 2026/27

- Use our expertise to support more charities, community groups and social enterprises, improving access to trusted financial advice, helping to build long-term resilience and contributing to stronger local economies and communities
- Improve consideration of local suppliers and the social and environmental impacts of procurement decisions through a more robust procurement process.



Community

What we did in 2025/26

- Goal Achieved: Expanded delivery of free accountancy training for charities through partnerships with Community Southwark, Watford & Three Rivers Trust and Community Action MK, alongside ongoing pro bono support and community engagement.
- Goal Achieved: Increased volunteering opportunities through the firm's volunteering policy, increasing access to staff resulting in an increase in volunteering hours recorded.
- Goal Achieved: Selected Global's Make Some Noise as the firm's charity partner for 2025/26 and continued fundraising and community support activities across the business. Raised more than £8000 for Playskill who support pre-school children with physical disabilities and delays in Hertfordshire to develop their communication, movement and key life skills.
- Goal Achieved: Participated in the Rise Initiative, a UK-wide social mobility program championed by the ICAEW that connects professional volunteers with secondary school students to build confidence, communication, and workplace skills.

Community highlights

Volunteering and fundraising activities

During 2025/26, our people continued to make a positive difference in the communities around us through a wide range of volunteering, fundraising and community initiatives.

Our people took part in (among other things):

- The Chiltern 50 - 50km sponsored walk raising money for Global's Make Some Noise.
- Business Fives Charity Football tournaments - winning funds for Global's Make Some Noise
- Poppy day collections for the Royal British Legion
- MacMillan Cancer Support Coffee Morning
- Took part in a Virtual Careers Workshop with SEND students as part of Weil's Social Mobility Week
- Taking pledges on the phones a Global's Radio HQ on Make Some Noise Day
- Packing winter warmer bags to help local charity Small Acts of Kindness to bring comfort, support and connection to thousands of vulnerable older people.
- Supported Goods for Good by wrapping Christmas gifts to raise funds and helped prepare goods for distribution to vulnerable communities.

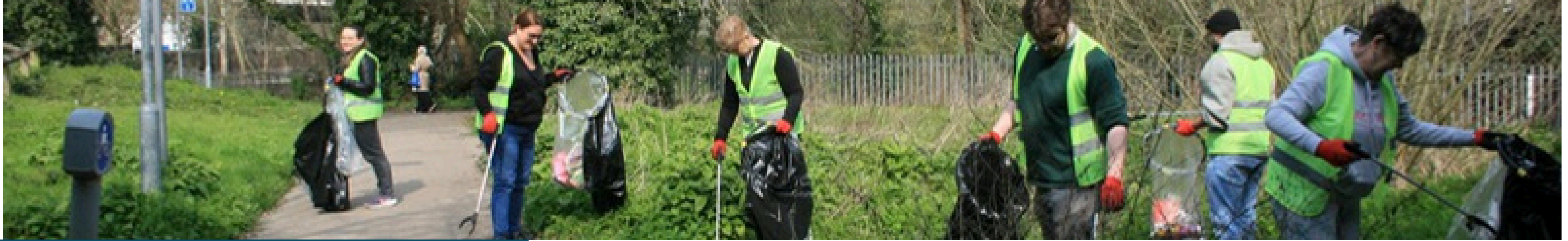


Volunteering
272 hours
90% increase



Charity fundraising
£11,000

Charities supported: Global's Make Some Noise, Macmillan Cancer Support and other local charities and causes.



What we'll do in 2026/27

- Develop a wider Climate Action Plan aligned to B Corp requirements
- Identify and begin implementing carbon reduction measures across energy, travel, procurement and operations in line with our goal of a 50% reduction in Scope 1 & 2 emissions over ten years.
- Deploy updated procurement process firmwide and monitor data collection to inform purchasing decisions.



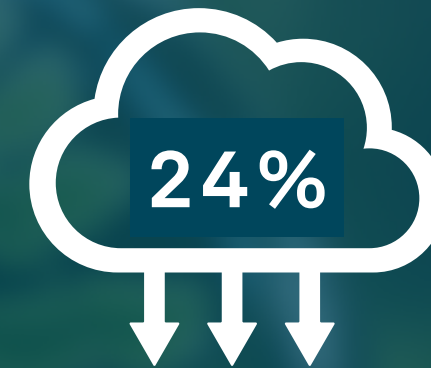
Environment

What we did in 2025/26

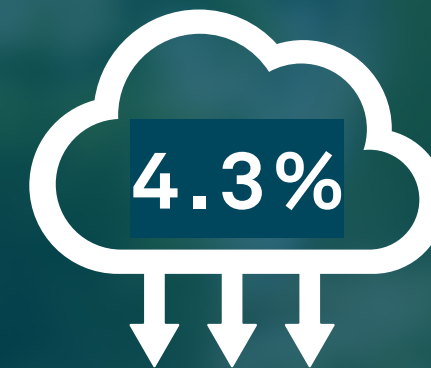
- Goal Achieved: Calculated Scope 1, 2 & 3 emissions and developed a Carbon Reduction Plan.
- Goal Achieved: Ran a staff webinar “Climate Anxiety to Climate Action: Small Steps, Real Impact” to help to encourage more sustainable behaviours and practices in the office and at home.
- Goal in progress: Began a programme to upgrade our office lighting to more energy efficient fittings.
- Goal in progress: Continued our programme of regular litter picks to help improve the environment in our towns and cities.
- Goal in progress: Updated procurement processes to incorporate wider environmental considerations.

Carbon emissions

	2025/26	2024/25	2023/24
Scope 1&2 tCO2e	16.06	21.10	17.16
Scope 3 tCO2e	1,008.14	1,160.22	986.82
Scope 1, 2 & 3 tCO2e	1,024.2	1,181.32	1,003.98



2025/26 Scope 1 emissions were 24% lower than 2024/25. Total electricity use fell 11%, while turnover and employee carbon intensity improved by 28% and 26%.



2025/26 commuting emissions were 220.57 tCO2e, 4.3% below the 2024/25 total of 230.43 tCO2e.





What we'll do in 2026/27

- Embed the new B Corp standards across the firm, using our skills, influence and resources to create positive change for our people, clients, communities and the environment.
- Embed sustainability and stakeholder considerations into strategic decision-making and governance processes.
- Enhance transparency through impact reporting, performance measurement and regular Board oversight.

Governance

What we did in 2025/26

- Goal Achieved: Successfully Certified B Corp in 2025 following completion of the B Lab assessment and verification process.
- Goal Achieved: Developed a carbon footprint monitoring and measuring system.
- Goal Achieved: Drafted a formal carbon reduction plan to be adopted by the firm.
- Goal in progress: Begin reporting on Fair Wage, Living Wage, diversity and gender pay gap reporting.

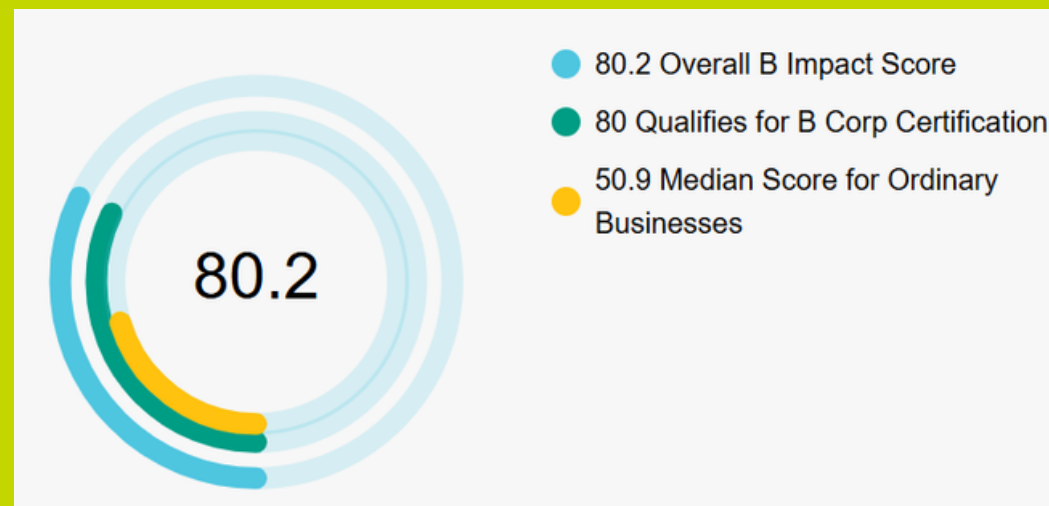


Governance highlights

Strengthening accountability through B Corp

2025 marked a significant achievement when, in November, Hillier Hopkins became a Certified B Corp. This was an important milestone that recognised our commitment to balancing purpose and profit.

Our B Impact Score 2025



Becoming a B Corp reinforced our commitment to transparency, accountability and continuous improvement.

The certification process challenged us to review our policies, governance structures and management practices, helping ensure sustainability considerations are embedded into decision-making across the firm.

We continue to use the B Corp framework to strengthen our governance, sustainability and decision-making, helping us build a more resilient business that creates positive value for our people, clients, communities and the environment.

Hillier Hopkins achieved a verified B Impact Score of 80.2. Certification requires a minimum score of 80, while the median score for ordinary businesses is 50.9.



The future



We are incredibly proud of what we have achieved over the past year. Becoming a Certified B Corp was a significant milestone for Hillier Hopkins, reflecting our commitment to responsible business practices and creating positive impact.

Looking ahead, we will build on this momentum by continuing to invest in our people, support our communities, expand volunteering opportunities and reduce our environmental impact through carbon reduction initiatives and sustainable procurement practices. We also recognise the important role we can play in supporting clients as sustainability continues to shape the business landscape.

As we continue on our sustainability journey, we remain committed to continuous improvement, listening to our stakeholders and staying true to our values. Together, we will continue to create positive change for our people, clients, communities and the environment.

Thank you for your continued support as we strive to do the right thing and make a meaningful difference.



Acknowledgements

Thank you to the following people



Katie Harvard Taylor

Principal and Chair of Sustainability Team

For her leadership, enthusiasm and commitment to embedding sustainability across the firm, helping to guide our journey and inspire positive change.



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
Deb Hitching
Gary Wong
Graeme Fox
Jake Lovell
James Johnson
Karen Winrow
Kashif Zab
Kirsten Byers
Michelle Woolridge
Nicolette Galliers
Rebecca Hain
Ross Jenner
Scott Lumgair
Thomas Bussell

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

Impact Report 2025/26



HillierHopkins

Thank you

Hillier Hopkins LLP
Chartered Accountants
and Tax Advisers

45 Pall Mall, St. James's
London, SW1Y 5JG

249 Silbury Boulevard
Milton Keynes, MK9 1NA

Radius House, 51 Clarendon Road
Watford, WD17 1HP

hillierhopkins.co.uk

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