

Our Impact

Sustainability Progress Report



Sustain It
bringing sustainability to life

Hello!

In the run up to our 10th anniversary, it is still undeniably clear that running a business that is socially, ethically and morally responsible becomes, each year, more important and sadly, more challenging.

As technology continues to hurtle at break neck speed towards... I'm not sure where... I think people are finding it increasingly attractive to opt out a bit, enjoy more of a traditional lifestyle and perhaps become more community orientated. I feel as business owners that we need to embrace those changes and encourage our staff, clients and partners to make and take some time to reflect on making a positive difference during 2016. Balancing our technology use and focus with relaxation, creativity, tradition, health, honesty and wellbeing is perhaps a strong focus for 2016?

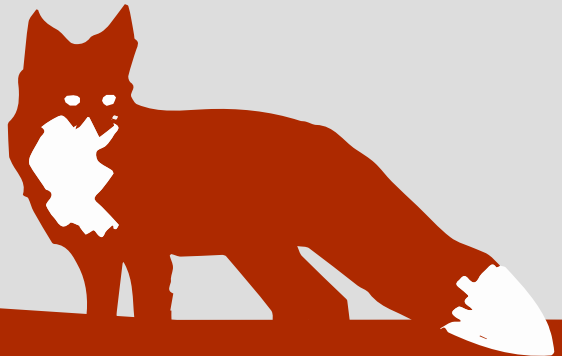


Charlotte (Charlie) Stockford
CEO

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10

things we
achieved in
2015...

1

We lowered our carbon impact. We reduced our CO₂ emissions by 35% per person.

3

We donated our old IT kit. We donated 50kg of IT equipment to charity. That's roughly the same weight as a giant octopus.

5

We tried to eat healthy, nutritious food. We organised lunches with organic, local, vegetarian and vegan options.

7

We had our busiest year ever. We increased our turnover and profitability, whilst remaining client focused.

9

We continued to grow. We recruited new members of our professional services and marketing teams.

2

We used our volunteer time. Nearly every employee used their two charity days.

4

We talked about what was important to us. Our webinar program wasn't just about marketing, we covered issues like slavery in the supply chain and better CO₂ reporting.

6

We changed our approach to business travel. We reduced our business travel by two thirds.

8

We used (and threw away) less stuff. We reduced our waste by nearly 40% and we still don't send any waste to landfill.

10

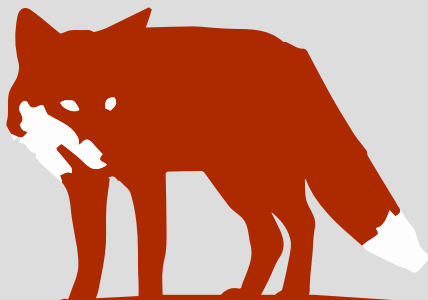
We improved the service that we deliver to our clients. We increased our NPS score from 50 to 58.

Our environmental impact



1 Big Number

We've worked hard to reduce our overall emissions this year, reducing travel, waste and energy consumption. It all adds up to one big number. We reduced our carbon impact by almost 1 tonne per person.

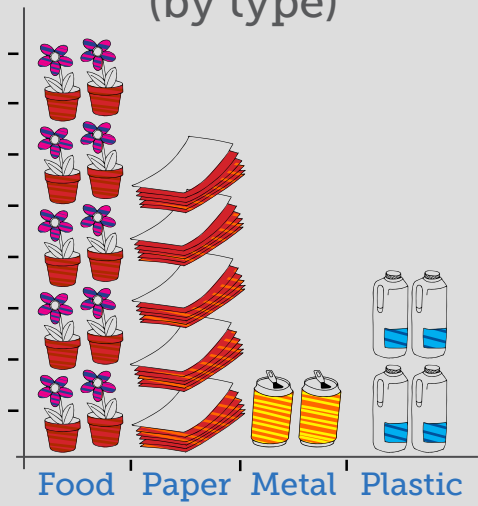


Consumption & emissions

We reduced our waste this year by a third and it all goes to the recycling centre.



Waste generated (by type)

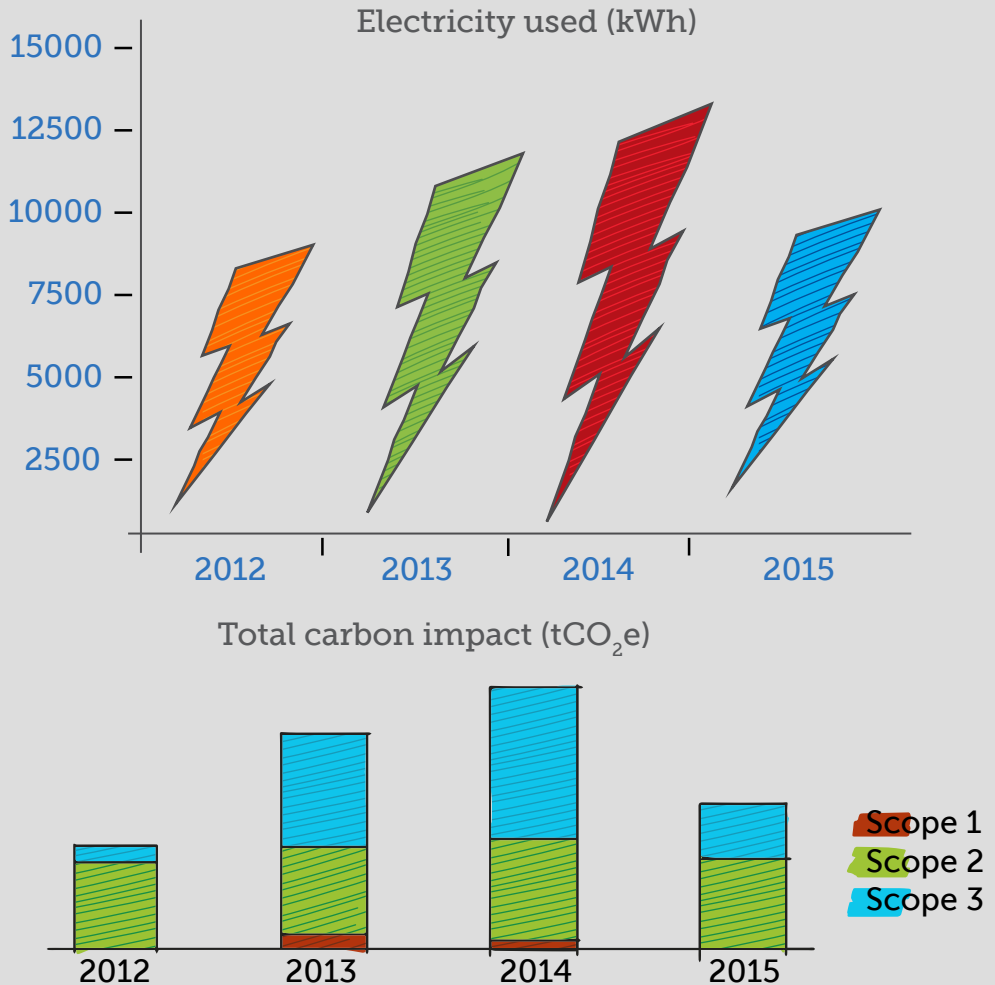


We did it. 2015 was one of our most successful years in meeting our environmental impact reduction goals.

Behavioural change and technological improvements have been two key elements in our journey towards a more sustainable future.

We increased staff awareness, motivating everyone to make their own lunches (often sourcing local products) and to reduce plastic waste, carrying reusable shopping bags and reusable water bottles.

We also installed wall heaters with timers and made sure we don't use any artificial light when it's not needed.



Who we are



At SustainIt we aim to make a difference and have a positive impact within our community. We do this through a number of channels, one of which is our volunteering program. Each year we encourage our staff to volunteer 2 days of their working time to a local charity or organisation.

2015 saw an increase in our volunteering efforts. Nearly all of our staff committed some time and helped various charities in and around Bristol.

We spent a total of 8 days volunteering at Caring in Bristol, a homeless charity which delivers and develops vital support to homeless and vulnerable people all year round. We spent 2 days helping out at the RSPCA Bristol Dogs and Cats Home walking some of the more challenging (but sweet) dogs. In 2015 Charlie became a Trustee for Action for ME.



The Wildfowl & Wetlands Trust



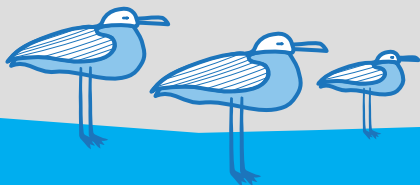
Photo: Steve Nicholls



As part of our charitable efforts, in early 2015 we offered our time to the Wildfowl & Wetlands Trust and produced a materiality report. The aim of the report was to help define what sustainability means to the Trust, with a view to shaping their long term sustainability policy, strategy and communications.

In 2016 we intend to keep up the good work and continue to donate our time and energy to good causes. We intend to:

- Help Cotswold Inns and Hotels drive a sustainability strategy within the organisation
- Support Action for ME with internal processes and systems to become more efficient and streamlined

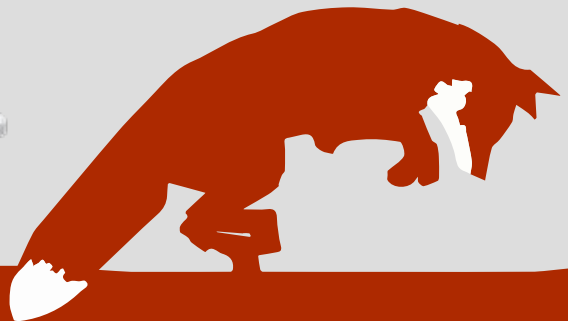




Helping sustainability managers find the right software solution

This year we launched a new and updated version of GoMarketWise, our comparison website for Responsible Business, Environmental, Health and Safety, Risk and Compliance and Supply Chain data software.

We have improved the question set and scoring matrix to make it easier for sustainability professionals to find the right software solution that meets their needs. In the future we are planning to include more software solutions and hopefully customer reviews to give users a better understanding of what is available.





Happy
customers

58

Our NPS score is 58.

While it's hard to benchmark our Net Promoter Score, we do know that we outscore Google, Netflix and American Express.



Our high scores are a direct result of our hard work and client focussed approach. We look after our staff extremely well and as a result they look after our clients. We are proud of the work that we do and will continue to provide an outstanding service.



Sharing expertise

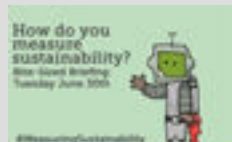


In 2015 we made a concerted effort to share our knowledge and expertise of sustainability data. We did this through webinars that often registered a triple-digit attendance and saw us engage with different vendors and world leading companies. Some of the topics that we covered were:

- Materiality
- Measuring Sustainability
- Best Practices for Selecting CSR Software
- New EU Rules on Non-Financial Reporting
- Changes to Scope 2 Emissions Rules

Visit our YouTube channel to watch some of our webinars

sustainit.co/youtube





We mean it when we say we're global. In 2015 we supported more than 68,000 users across **190** countries.

Where we work



10 Targets for our th year

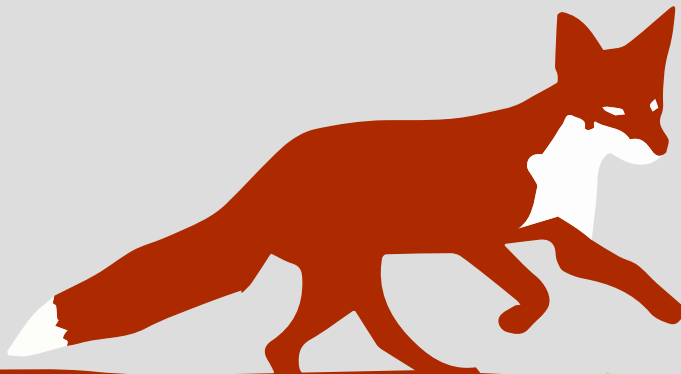
December 2016 will mark the 10th anniversary since the start of our business.

1. Meat free Mondays in the office.
2. Expand our charitable support globally.
3. Continue to sort our waste before it goes to the recycling centre.
4. Show our staff that we care through training, recognition and regular social events.
5. Continue our annual pushbike maintenance scheme (and Roy is going to learn to wheelie).
6. Do a better job of looking after our office plants.
7. Aim to organise one outside walking meeting per week.
8. Keep our NPS score above 50 (outranking Google).
9. Make a positive difference by supporting local organisations.
10. Encourage our staff to leave their desks and walk 3,000 steps at lunch.

Contact us

Photographs by David, Roy and Chris.
Illustrations and Graphics by Joe.
Copy contributed to by all SustainIt
staff.

For comments or feedback about
Our Impact, please contact Charlie at
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Until next time...