

IMPACT REPORT



Letter from our MD...

Our first Impact Report

I'm both proud and a little terrified to release this impact report, but it truly reflects our values: taking action and being accountable for it.

Pragmatic Consultancy was founded to support small businesses in establishing robust processes and building a strong foundation for growth. I think we're helping to inspire other micro businesses to be more visible and intentional with their actions.

Our core work has always centred around compliance and assessment that continue to gain momentum, particularly in sustainability and the growing awareness of climate change. We're expanding these services to support businesses navigating tenders and managing risks, with a clear eye on what's ahead and trying to walk the talk....

As we mark our fifth year in business, I'm incredibly grateful to the companies that have trusted us through their challenges and uncertainties. Thank you for being part of this journey.

Most of all, thank you for your trust and support, which benefits not only our business but also our wider family. We are forever grateful.

Bayoung Roberts





We are Pragmatic Consultancy.

Assurance. Simplified.

Pragmatic Consultancy lives up to its name, with a clear focus on addressing challenges in a sensible, visible, and realistic way; grounded in practical solutions rather than theory.

This approach means the companies we work with receive actionable guidance they can implement quickly to see immediate results, while also building a flexible framework that supports long-term development when the time is right.

Balancing impact and effort...

We believe that progress shouldn't come at the cost of burnout or complexity. At Pragmatic Consultancy, we help businesses prioritise low-effort, high-impact actions and work smarter, not harder. It's about identifying quick wins that build confidence, while also laying the groundwork for more strategic, long-term changes.

This balanced approach ensures that businesses can maintain momentum without becoming overwhelmed, making progress feel both achievable and sustainable.

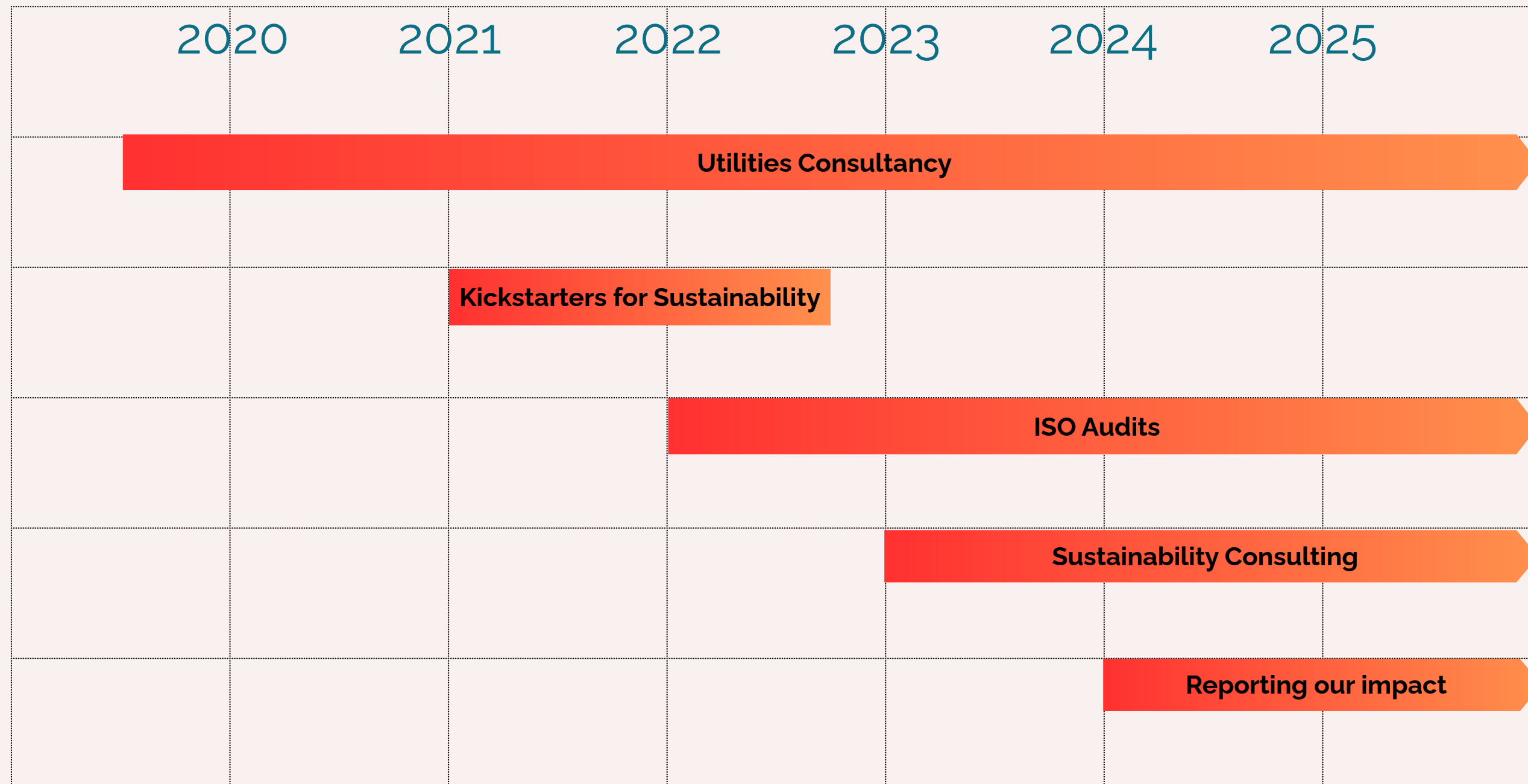
Progress over perfection...

Perfection can be paralysing. That's why we champion "progress over perfection." We encourage businesses to take action, learn through doing, adapt, and improve continuously.

In a world of ever-evolving standards, expectations, and regulations - especially in sustainability, waiting for the "perfect" moment or solution can lead to missed opportunities. By starting small and staying flexible, our clients can build toward excellence through consistent, thoughtful steps.



Timeline



Aligning with B Corp

B Impact Assessment

The B Impact Assessment is a free digital tool that helps measure, manage, and improve positive impact performance across all stakeholders – including the environment, customers, employees, and community. It also assesses the agility and focus of the companies' governance. The platform allows you to learn from others and have a workable framework without becoming a B Corp. At Pragmatic, we've adopted the BIA to guide our sustainability journey.



COMMUNITY



CUSTOMERS



GOVERNANCE



WORKERS



ENVIRONMENT

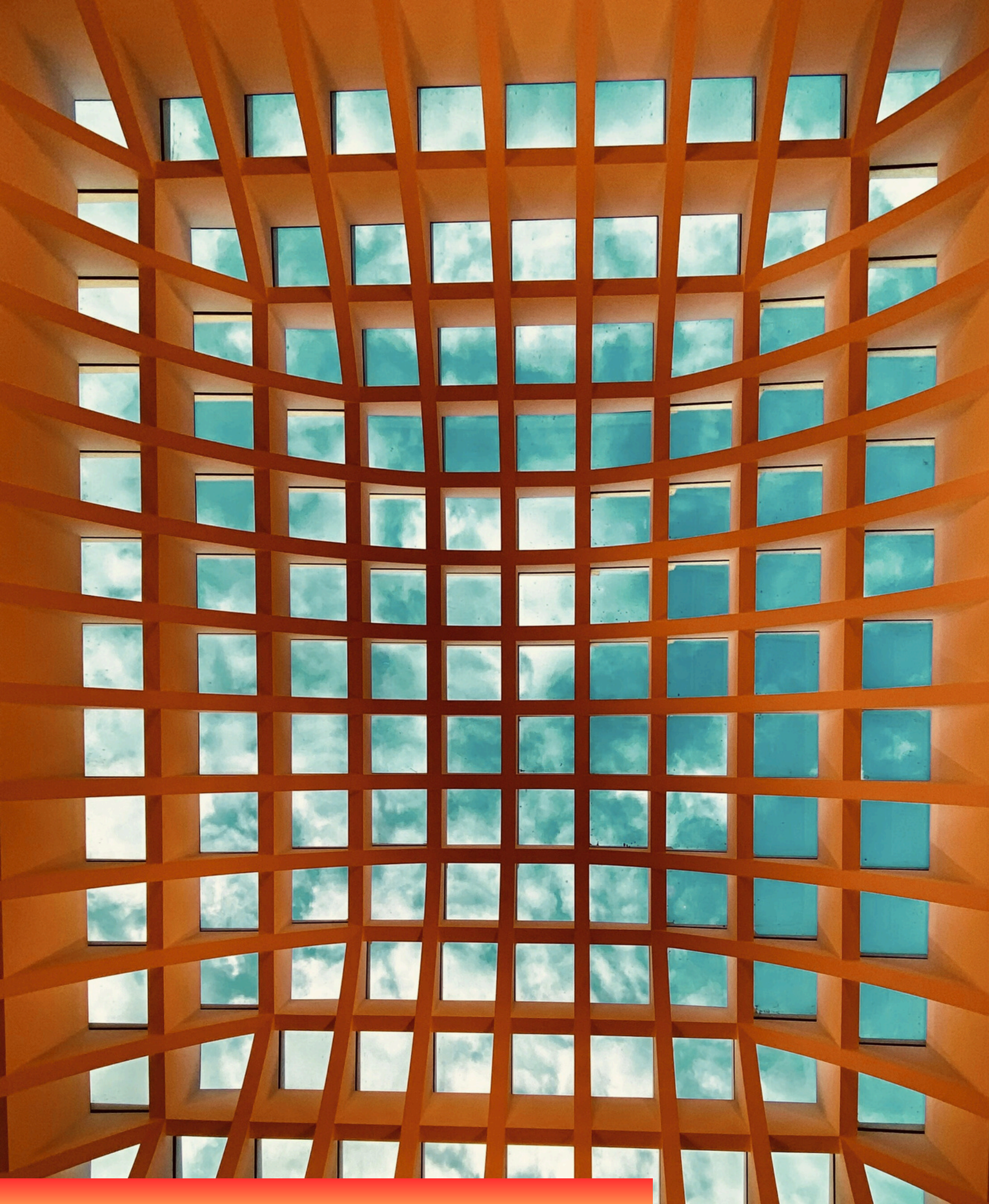
While we're not a certified B Corporation, we've registered as a benefit corporation to reflect our commitment to balancing profit with purpose. We started as a compliance consultancy for energy companies, and that work still makes up the bulk of our income. However, we are steadily pivoting toward sustainability and ISO consulting to better align with our values. The BIA helps us benchmark progress, identify gaps, and stay accountable. Certification is a future milestone – as our business evolves to more fully reflect our mission.

Our BIA Scores

Workers - the 5th Impact Area

Pragmatic Consultancy in the BIA was considered a company without workers for the assessment. However, it has provisions in place for the people it employs on a contract basis as well as full-time, that will be elaborated on later in the report.





Governance

While we assess and review working practices across industries for compliance, effectiveness, and simplicity, we hold our own business to the same standards. With a smaller team, we've built a fully embedded suite of business processes to support our work. We strongly believe in integrating processes to protect people and ensure corporate accountability through a transparent and proactive approach.

However, having a suite of policies and procedures alone doesn't constitute good governance. The key to implementing any change starts with present and involved leadership that steers and demonstrates values underpinning those established policies.

Real value lies in continuously evaluating and evolving processes. This often frustrates purists seeking instant transformation and challenges traditionalists comfortable with the status quo. But this is exactly where innovation lives. True transformation happens by leaning into that tension. That's why, each year, we dedicate several weeks to full team strategy sessions - reflecting and reviewing our vision, checking metrics, and deciding our position and direction. This is how real change happens.

Governance - Where We Are



Sustainability Statement

Our sustainability statement reflects our commitment. We are trying to walk the talk and show how simple steps can do done and should be done by any business

Our values are reflected in written policies and KPIs.



Changing Corporate Legal Documents

We changed our Articles of Association to recognize our commitment to doing business for good. We apply this to ourselves and the work we do to ensure that all our stakeholders feel that value.

We are a small business with a big heart.



Stakeholder Engagement

We openly share financials within the team, hold frequent team meetings, and discuss goals, strategy, and progress one-on-one with our clients and employees

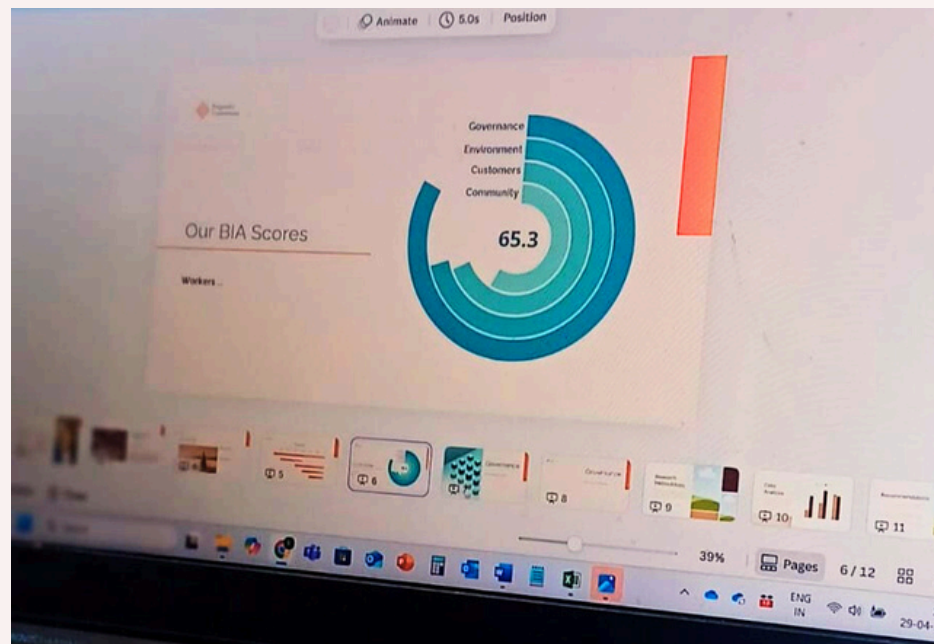
We work closely with key stakeholders to reassure them that we are there should they need us..

Governance - Going Forward



Bringing Sustainability to the Forefront

Making sustainability actions a commitment in our offerings and work that we do. We know our commitment to sustainability needs to be more visible to clients and other stakeholders, and this Impact Report is a first step in making our social and environmental performance public.



Working towards KPIs

We need to be more focused on our metrics on how our impact is measured and develop and improve our KPIs around the work that we do and that we conduct

We were tracking and reporting our year-on-year progress, but hiding this away from those who were interested.



Stakeholder Feedback

Our stakeholder feedback has been informal testimonials and informal complaint mechanisms. These areas will be strengthened to ensure we are adding value to your business every step of the way and correcting what's not working.

Environment

We are a small consultancy without an office, but that doesn't stop us from encouraging environmental stewardship in our virtual operations. From choosing low-carbon digital tools to minimizing unnecessary travel and encouraging sustainable work-from-home practices, we embed environmental thinking into the way we work every day.

Our commitment to the environment extends across all impact areas - whether it's reducing our own footprint, guiding clients toward better environmental practices, or choosing suppliers and partners who share our values. Even as a remote team, we aim to lead by example.



Environment - Where We Are



Policies for virtual offices

The work we do does not require us to have offices and actually have clients who openly allow us to co-share their offices when we are travelling. We have policies which encourage recycling, reuse and reduction mindsets in and around the home.



Monitoring energy usage and waste

We monitor our energy and water usage as well as waste production in our virtual offices. We have calculated our baseline emissions for last year. Since we do not own an office, all our emissions technically come under Scope 3. However, to increase accountability, the electricity used by our employees while working from home are brought under Scope 2.



Certifications and Memberships

Our website is eco-certified, and we provide low-carbon website hosting as well. ORB, SME Climate Hub.

We engaged with the BQF to support others looking to develop their B Corp journey and sustainability impact.

Environment - Going Forward



Additions to virtual office policies

As a small consultancy with minimal hazardous waste, we still need to show our intentions around e-waste disposal policies to our virtual office policies.

We are documenting our impact journey with resources and templates that we have found useful, and will formalise our continued focus on our virtual office policies

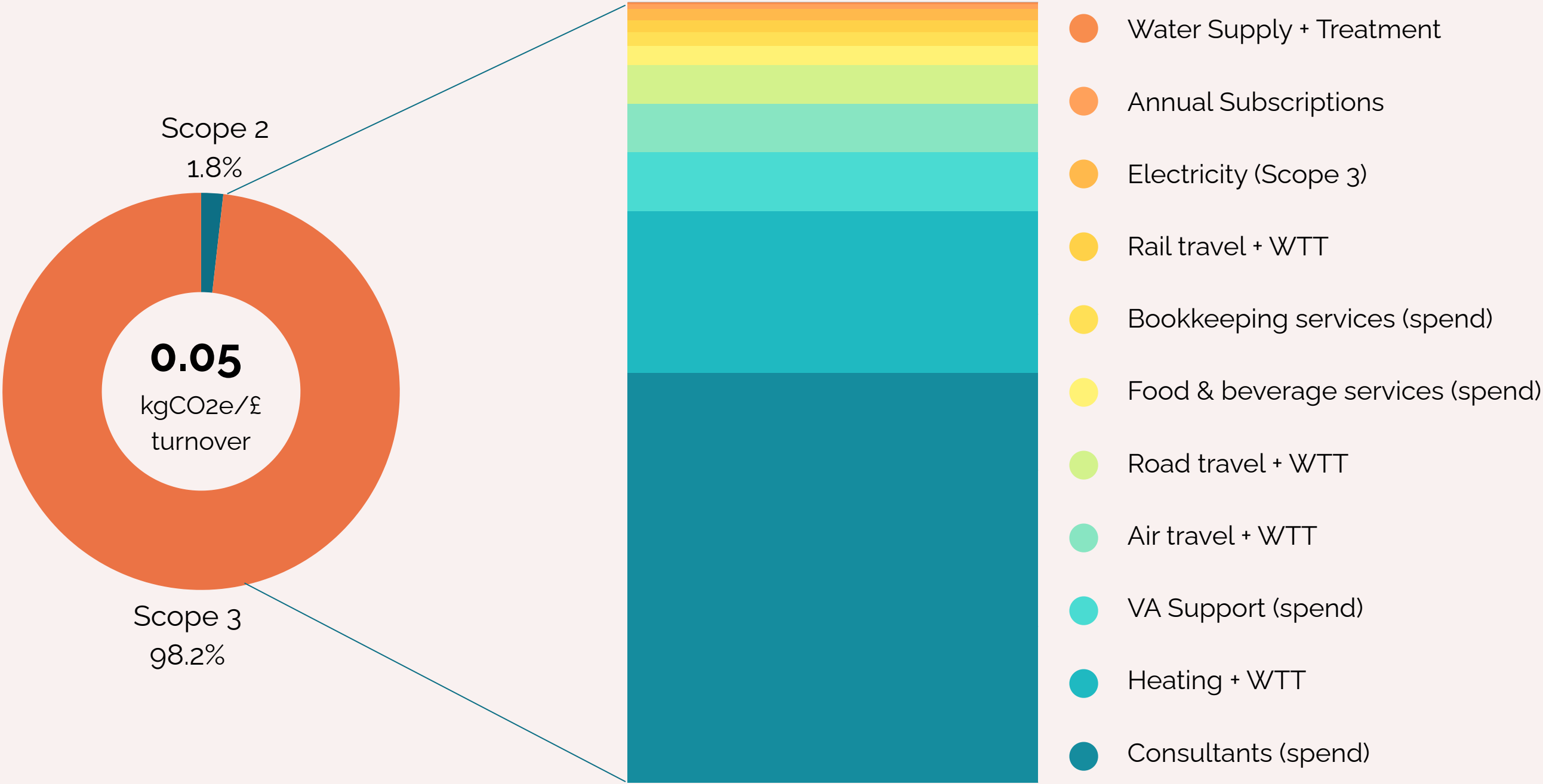


Improving Emissions Calculations Accuracy

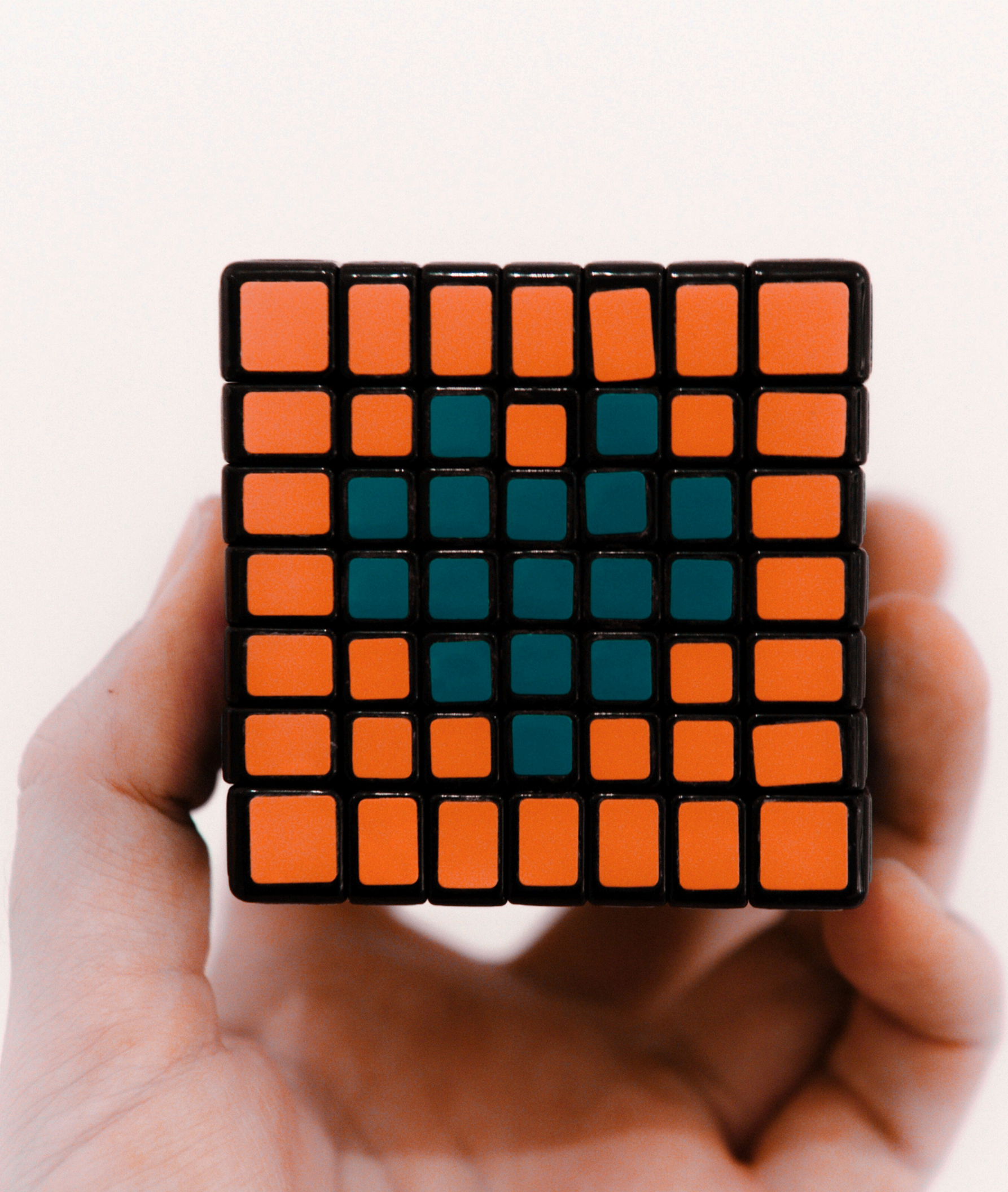
A major portion of our suppliers are software companies and small consultancies and service providers, which do not yet report carbon.

Therefore, we have relied on spend-based calculations to fill in the gaps of these providers. We will work with our suppliers on carbon reporting to improve accuracy in our own reporting with more activity-based data.

Emissions profile



See the [Appendix](#) for a detailed breakdown and previous year data.



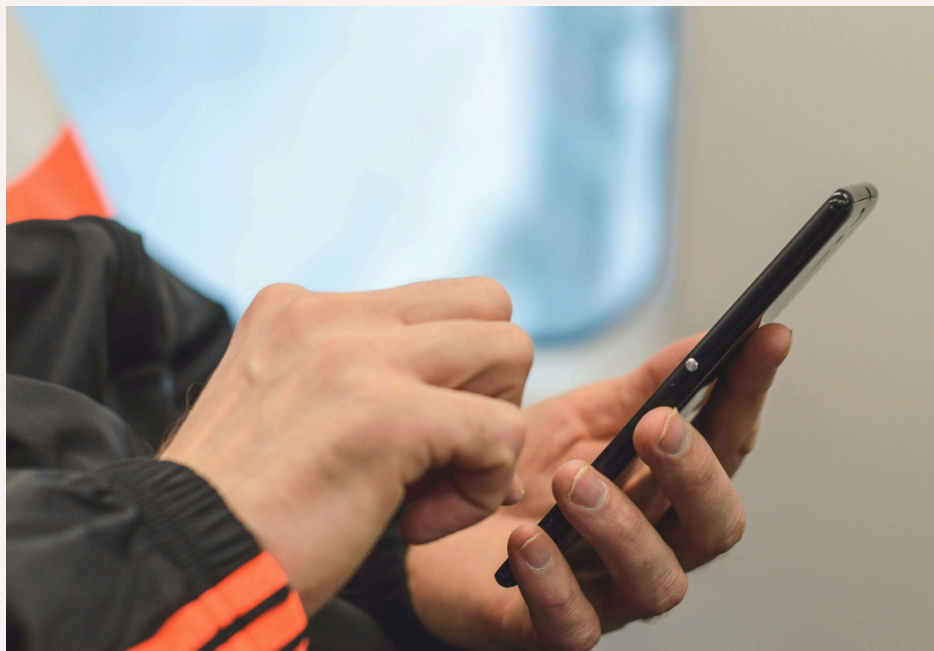
Customers

We care for our customers and it shows in our client retention. As a small family-run consultancy, we offer a high level of attention and personal connection to them. We take the time to understand each client's needs and build lasting relationships based on trust.

One of our clients once called us *"the industry's best-kept secret."* We pride ourselves in doing impactful work quietly and consistently, without the flash - just a genuine commitment to quality.

We are a small business with a big heart. Our size lets us stay agile, connected, and values-driven in everything that we do.

Customers - Where We Are



Going beyond project scope

Our contract states in our initial statement of work, *"Providing areas of opportunity, review, and comments for further analysis and discussion."* If we see something that will add value or could be detrimental, we will raise this to you to ensure your awareness.



Quality of Service

We provide one-on-one meetings with experts in our team who are experienced in the industry.

We continuously improve our service by supporting professional training for our staff and using informal feedback channels to stay responsive and effective.

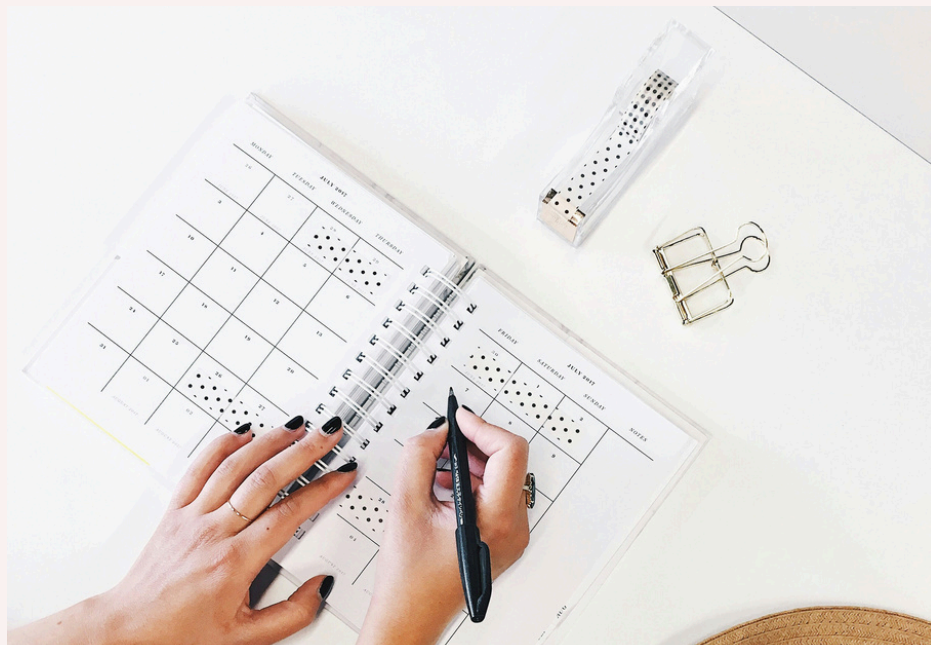


GDPR Compliant

Emails and documents are deleted automatically in 12 months, ensuring that we don't retain information after projects.

We work primarily on the client's side, providing up-to-date access and control over the files shared, and they can withdraw any information provided to us at any time.

Customers - Going Forward



Industry for Professional Development

The experts key objective is to stay in touch and connected with what is going on in the relevant industry and are encouraged to share and develop a communication channels both internal and external and beneficial training that expands their learning as well as customers.



Sustainability Resilience

We lead by example; others can be empowered if we can do it. We work with a wide range of stakeholders through a collective, capacity-building approach that builds individuals' competences, opportunities, and motivations to act together and develops events to underpin these.



Cyber Security and AI

GDPR and CyberSecurity are critical in the digital era, and we are working alongside our partners MetaDefense Labs to achieve our accreditations and certifications to show our commitment to your data and trust.

Community

Pragmatic is deeply rooted in its community, believing that sustainability starts at home—with the people and places closest to us. We support local initiatives and promote sustainable living in everyday actions.

Our philosophy is simple: *Love your home, your village, your town, your city, your country, your continent, your planet.* Impact starts local and grows outward—and we're committed to being a force for good at every level.



Community - Where We Are

Economic Impact

We have changed to co-operative bank using MotherTree. We are now renewing pensions.



Supplier Management

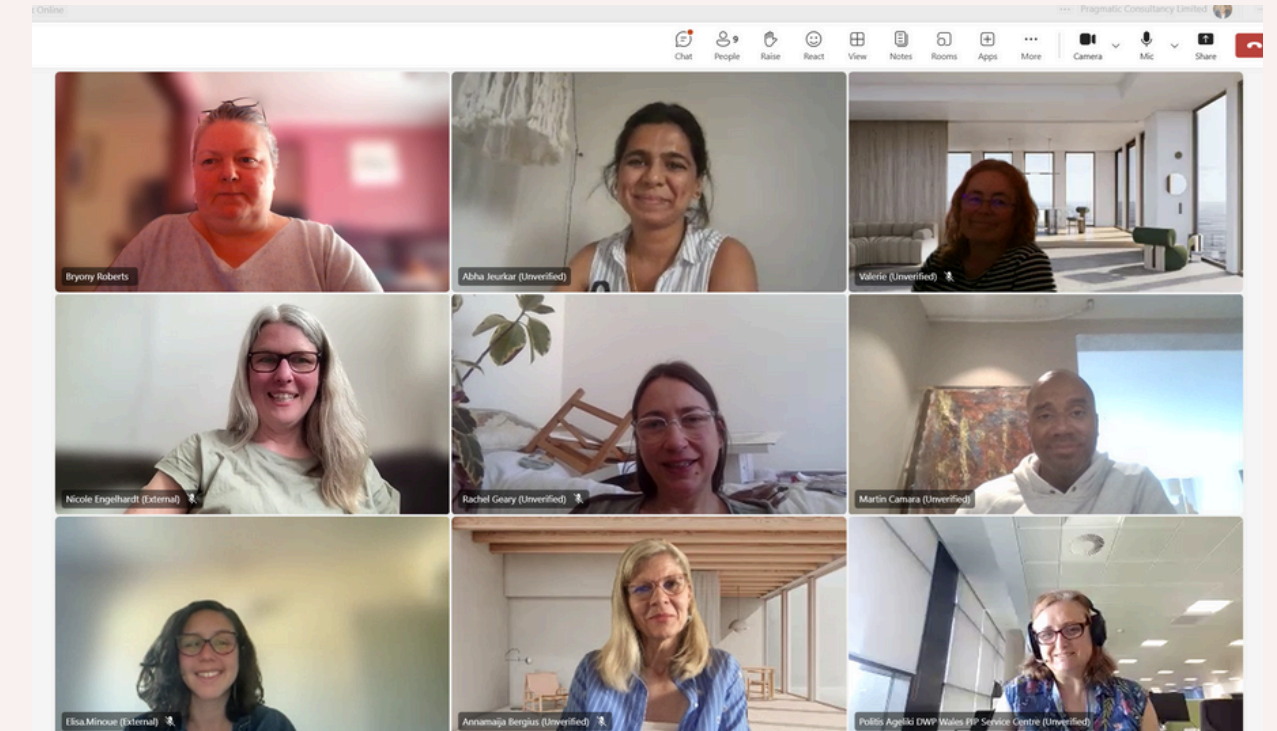
Suppliers are assessed on their ethics and sustainability commitment. We refer to Companies House and the Competition and Markets Authority for any red flags in our suppliers' governance and track their diversity and impact assessments, considering non-actors' risks to our values.

Civic Engagement

Bryony volunteers with the **Climate Fresk NGO** as a Climate Fresk facilitator and it is encouraged in the business to volunteer and raise awareness of climate change and the impact this has on everyone.

People Planet Pastry events are run at 2 Royal Avenue a community space providing informal practical conversations around whats going on and how to get involved, an initiative established by Adam Badstock of Small99.

We encourage individual action amongst our employees , business and in the community in ways to improve social and environmental performance and behaviour. Involvement in our local community enables local individual action from helping to organise and develop community surveys to building swift boxes.



Community - Going Forward



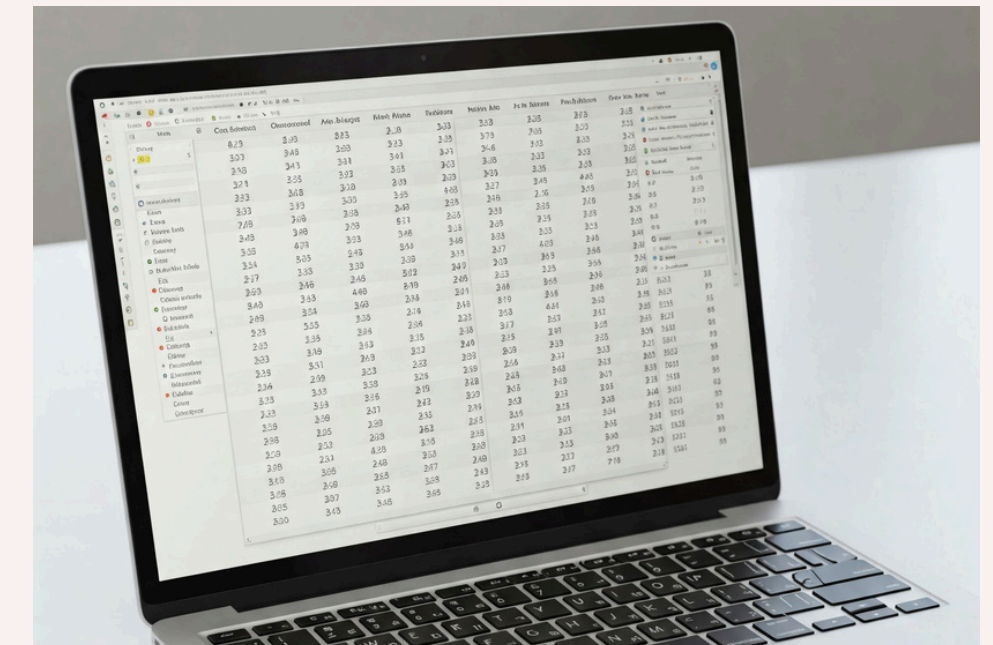
Community Partnerships

Developing Community partnerships and conversations to help bring change-makers together in ways to support each other and to help create pockets of conversations that everyone can be involved in and support.



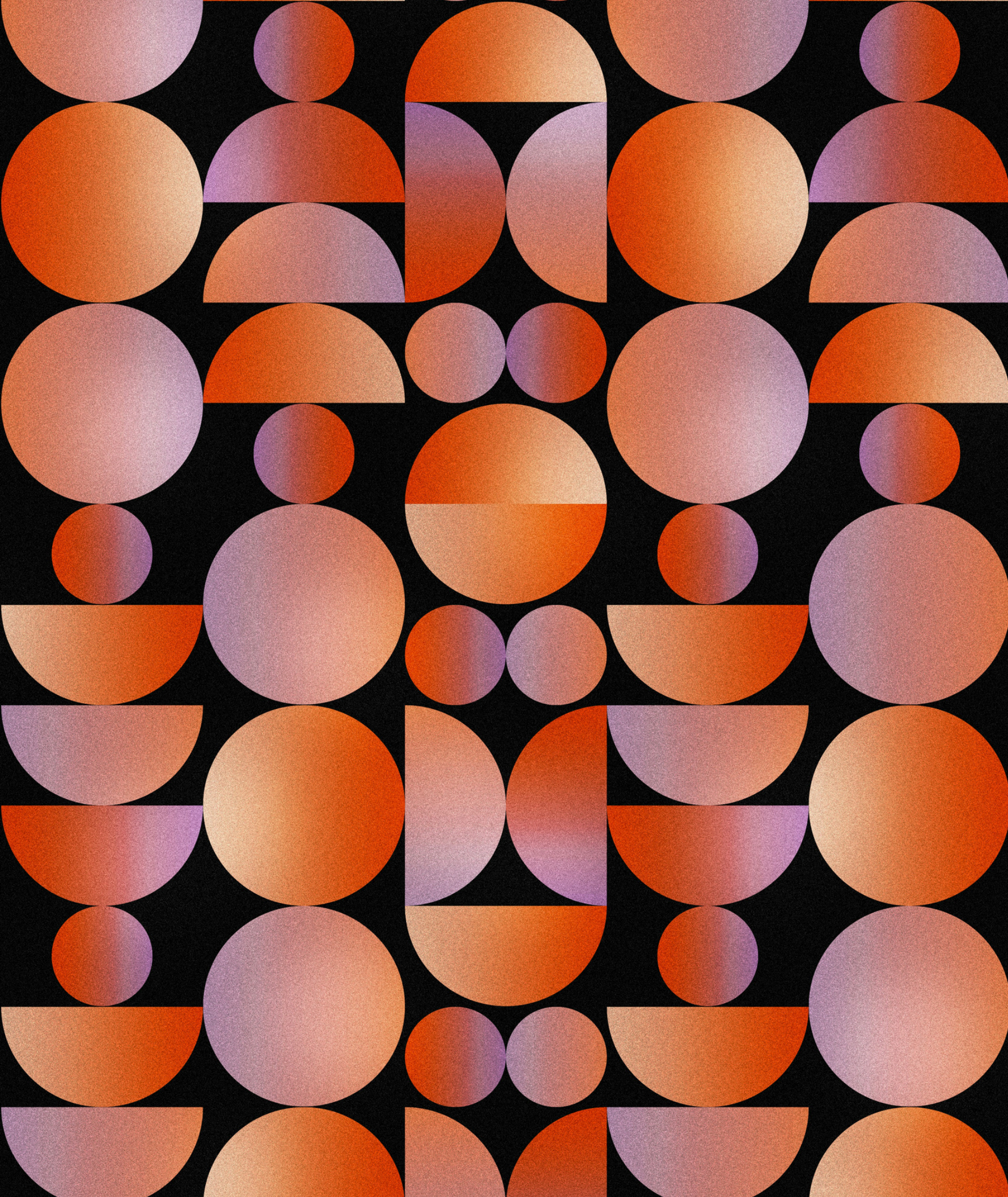
Training for the Community

Enabling the community work to be available to other communities to grow and thrive. It's a common thread that most community involvement is based around a core few who regularly meet, but that doesn't mean others don't want to help.



Formalising Supplier Assessment

We tell others to KNOW their supplier base, and its time we did the same. using simple analysis its understanding who we are working with and how they work, so we can make informed choices about our involvement with them.

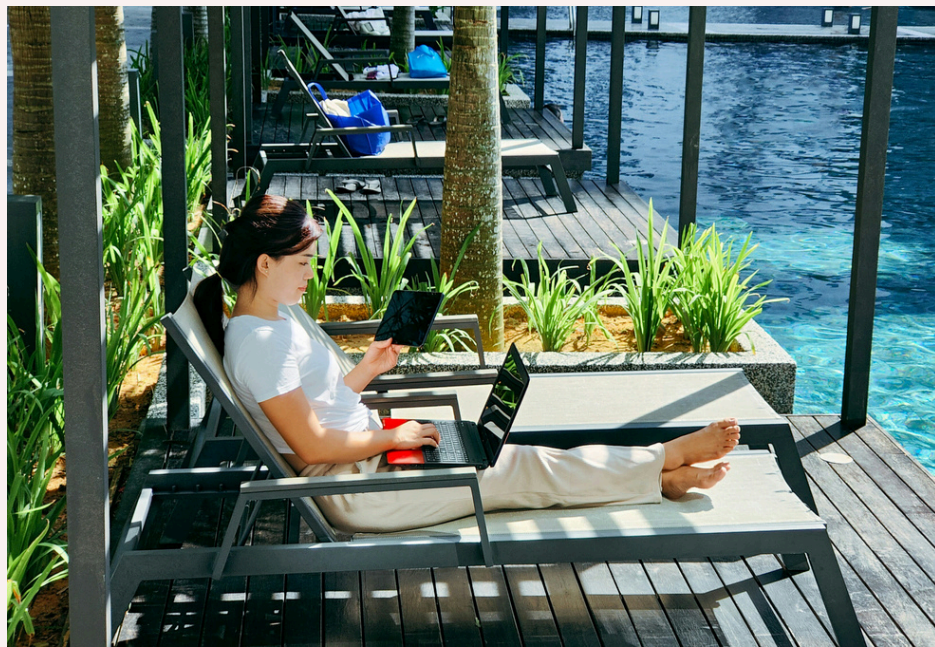


Workers

As we grow as a company, we make it a priority to ensure our employees and independent contractors feel supported and valued.

We foster a flexible, inclusive environment where every voice is heard. At Pragmatic, growth means growing together—respectfully, purposefully, and with care.

Workers - Where We Are



Fair Wage and Flexibility

We pay our employees a living wage and holiday pay on time. We trust our employees to recognise that we are a small family business and that they have the freedom to choose. We only define the frame work of work and that they need to contribute to enhance that of their work and our work to customers.

Health and Safety

We want our employees to feel safe and like they are a part of our business. It's difficult as we don't have an office, but we check to make sure that employees have everything to work comfortably and safely and have an open conversation to check in and validate on a regular basis

Equal Opportunity Hiring

We welcome applicants from all backgrounds and we state this in our job descriptions to be more approachable.

You are joining a family and that's how we treat employees and customers regardless of who, what and where you are.



Workers - Going Forward



Volunteering Opportunities

We allow employees to set their own time and volunteer for the causes they are passionate about, we just haven't written it down and made that tangible.

So we are going to write it down.



Intrapreneurship Opportunities

Our business is about developing the best version of yourself at that time, and we expect our team to develop, build, and explore self-sufficient ventures under Pragmatic and work on projects that support their career development.

Equal Say

We will invest in our employees and help build ownership so that they have an equal say in our company's decision-making processes.

Asking for help rather than expecting help is our way of working.



This may be the end of our impact report—but it's not the end of the journey.

Sustainability is ongoing, and real progress happens when everyone is brought along. We're committed to clearing the path, challenging what needs to change, creating changemakers, and making space for collaboration.



Feedback

We are accepting feedback to improve our reporting!

Please [click here and fill out the form](#) OR scan the QR.
We promise it won't take more than 5 minutes!

Contact Us

If you need help with your reporting or compliance,
please contact us on [LinkedIn](#) or through [our website](#).

Appendix

	2022-23	2023-24	2024-25
Scope 1	0	0	0
Scope 2	227.94	154.056	149.654
Scope 3	4278.5779	3455.712	8233.913
WTT-fuels			0
WTT- bioenergy			0
T&D and WTT for UK electricity			49.27
UK electricity T&D for Evs			0
Homeworking - heating with WTT			1706.78
Water supply			3
Water treatment			3.37
Waste disposal		-	
Business travel- air with WTT			508.53
Business travel- sea with WTT			0
Business travel- rail with WTT			122.67
Business travel- (other than rail) with WTT			201.67
Freighting goods with WTT			0
Hotel stay			410.64
Managed assets- electricity			0
Managed assets- vehicles			0
Spend-based emissions			
IT equipment - embodied emissions		-	
Consultants			4319.85
VA Support			622.1
Accounting, Tax, and Bookkeeping Services			127.87
Annual Subscriptions			16.3
Food & beverage services			141.86
TOTAL	4506.5179	3609.768	8383.567
Total Turnover		148561.85	165981.89
Carbon intensity (kgCO2e/£)		0.024298082	0.050509

Click [here](#) to see the calculations in more detail.