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Thought leaders

We believe that as consultants we have a responsibility to our Clients to be more than just a supplier. We have a responsibility to be thought leaders, to bring together our collective experience and to help them achieve and exceed their goals, to be a part of their team and to work in their organisations as if it were our own.

We're dependable

We love working with all our clients. However, they engage us to deliver key projects, to fill a gap of knowledge in their organisation. So, when we've delivered, we ensure that they can continue without us. Skills transfer to our clients is a critical part of our ethos. No one likes a consultant who has been with an organisation longer than the permanent members of staff!

We do things right

Sounds obvious, and you would expect all consultants to do this. It's part of our DNA though. If we think that there's a risk that we can't meet or exceed expectations, then we say so. If we don't believe a project can be delivered in a particular time frame, we say so. We don't 'cross our fingers' and hope for the best.

We do the right thing

Not satisfied with doing things correctly, we ensure that we do the right thing. Profit is not the sole driver in the organisation. This may mean that we won't work for some sectors, or in some countries, or for organisations that don't reflect our ethos. As individuals we are encouraged to think 'what is the right thing to do', which makes us creative when we encounter problems and to work collaboratively.

We're an ethical employer

We have the benefits that you would expect to see from a good employer. However these benefits are not finite. When the team see someone struggling or the potential for a pinch point they step back and ask "what is the right thing to do? Our team are always the priority and we recognise that a great team is a major USP for our clients. More crucially a diverse team adds so much more to risk awareness and management than any training or textbook could.

We have a driver

To add depth and credibility to position our team as thought leaders and trail blazers. This is only possible if we have a team that is diverse enough to enrich our plans with the unique knowledge that true diversity brings.

WORK/LIFE BALANCE TRAINING INVESTMENT 1.03% SICK DAYS TAKEN PER ANNUM **LIVING WAGE EMPLOYER GRADUATE SCHEME FLEXIBLE WORKING HOURS DIVERSE AND INCLUSIVE LEADERSHIP** IN-HOUSE MENTAL HEALTH FIRST AIDER TRAINING (AVG. 6.2% TOTAL WORKING HOURS PER PERSON) GIVING BACK - SUPPORTING LOCAL CHARITIES **EQUAL OPPORTUNITIES EMPLOYER ARMED FORCES COVENANT** FINANCIAL MANAGEMENT ADVICE ABOVE AVERAGE ANNUAL LEAVE BENEFIT MENTAL HEALTH SUPPORT SCHEME LGBQTIA+ REPRESENTATION WORK EXPERIENCE

FREE GP SCHEME

A WORD FROM OUR MD

Helen Barge



The last 12 months have been months of huge change for the team here at Risk Evolves, where we have been able to consolidate and build on our B Corp certification achieved in March 2022.

Faced with ever more complex geopolitical challenges, an uncertain economic and political climate, combined with skills and resource shortages, the focus on risk management by organisations – regardless of the size or sector in which they operate, has become of increased importance. We recognise that in our role as a management consultancy, helping clients to navigate the complex world of risk, the need for more innovative and ESG responsible solutions has never been greater.

Becoming a B Corp has provided us with the platform and momentum to demonstrate that values led businesses can approach uncertainty differently. Achieving Best for the World for Workers in our first year as a BCorp allowed us to reflect on the organisational benefits that people-centric policies can have and the value of a diverse and inclusive workforce. We are proud to have shared many of our learnings with Clients as part of our consultancy work, crucial in a skills constrained economy if an organisation is to attract talent. We are especially proud of our achievements with the Armed Forces Covenant Scheme and the development of our in-house mentoring programme for Forces leavers, helping them to transition to the civilian workplace.

In 2023, we will work with our suppliers to implement more sustainable practices in their organisations. For the team at Risk Evolves, collaboration is key. We chose our partners because they enable us to be successful. Helping them to increase their sustainability credentials is a 'win win' for all stakeholders.

March is a significant month for the team at Risk Evolves. In 2023 we celebrate our 8th birthday, our ISO recertifications, our B Corp certification and this year we were recognised as Company of the Year at the Midlands Service Excellence awards. The award was given to us not for the numbers on the bottom line of a balance sheet, but for the values and ethos that we have within the business, for the continued development of our team and for the work that we do with our community. The next 12 months will be no less challenging, and over the next few pages we will share some of the projects that we are working on. However, it is a challenge that we are excited to embrace and lead

"making compliance simple"

BECOMING A B CORP

Risk Evolves has an ethos that we would never ask a client to do something that we ourselves wouldn't do, so we thought we'd get ahead of the curve and invest in B Corp – a certification that demonstrates that we take our responsibilities seriously.

Community

Certified

B
Copposition

Copposi

BEST FOR THE WORLD: WORKERS

Every year, **Best for the WorldTM** recognises the top-performing **B Corps** creating the greatest positive impact through their businesses. Essentially acting as the business equivalent to Fair Trade certification. At Risk Evolves we knew we had an impact on all of our stakeholders but we were aware that we had never really quantified that impact. We needed to do that before deciding how to change or improve to be sure we were carrying out our business in a way we could be proud of. With the governments white paper seeking to restore trust in audit and corporate governance through ESG performance requirements we were also keen to get a personal understanding of what it took to deliver on these, so we were better equipped to support our client's journeys.

The assessment process led us to assess our team diversity. What we found was the team, although relatively small represented a large number of disadvantaged groups. We made a decision to recruit through the KickStarter scheme so we could contribute to supporting local young talent into our sector but we had no such targeted plan to increase diversity in our recruitment generally.

What we did have was a determination to recruit the best people we could find and we were happy to search far and wide for them. We didn't notice the differences in backgrounds, disabilities, ethnicity or sexual orientation. Our connection with fellow geeks who got lost in a shared enthusiasm for what we do blinded us to our differences and we just saw people we wanted to add to our team



OUR TARGET FOR 2023 IS TO ACHIEVE A SCORE OF 130 AND ABOVE

Our steps to achieve include, but are not limited to:

- Additional focus on the ESG credentials of our supply chain, with an intent to purchase from fellow BCorp where possible and practicable
- To extend the scope of benefits that our employees receive to include mental health support for them and their families
- To increase the number of Mental Health First Aiders we have in the organisation
- To expand our contribution to our local community through our Armed Forces mentoring scheme and the delivery of STEM career sessions in schools
- To reduce our 'dark data' carbon footprint through process and tool efficiency



OUR PERFORMANCE

Determining carbon emissions is a crucial step in understanding our organisations activities on the environment. In analysing our organisational carbon emissions, we have observed a marked increase in emissions between the periods of 2021 and 2022. This increase can be attributed to our organisation's growth, which includes the hiring of additional personnel, the expansion of our customer base, and an enhancement of our service offerings. Although there have been some positive actions taken to address climate concerns, such as implementing energy-efficient lighting and reducing waste, these measures have had a limited effect on our overall carbon footprint, which currently remains at approximately 1 tonne of CO2e per full-time employee. Additionally, there has been an increase in the number of clients requesting face-to-face meetings, further contributing to our carbon emissions.

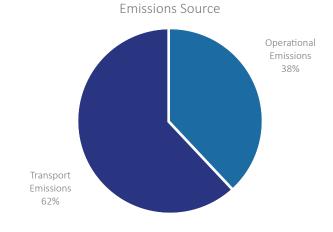
In our efforts to assess our carbon footprint, we have determined that 38% of our total emissions arise from our operational activities, while the majority, 62%, stem from transportation-related sources, including commuting to our office and travelling to our clients. Notably, in the previous year, transport was categorised as part of scope 3, as it contributed less than 1% of our total emissions. However, due to the expansion of our team and the consequent increase in in-person meetings, we have now included these emissions as part of scope 1.

Looking ahead, we anticipate that our emissions will increase over the medium term, consistent with our planned growth and a resumption of in-person engagement, including events. Only after this initial growth period can we expect to observe a plateau in emissions and a tangible impact from our environmentally sustainable initiatives.

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	2020/2021	2021/2022
Emissions		
Scope 1	1.64	4.86
Scope 2	3.6	3.37
Scope 3	0.019	0.96
Total Emissions	5.27	9.19
Total tCO2e per FTE	1.05	1.02



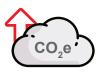
PERFORMANCE AGAINST OUR BASE YEAR



When we began our net zero journey in 2021, we had limited our carbon footprint

accounting scope to the office. In 2022, as we grew as a business with more employees, we have now expanded our scope to include Work At Home. The organisation has seen growth over the 2022 period which has brought increased staff numbers, client work and emissions. This was projected as part of the growth and an initial increase in emissions and CO2e was expected. This rise in our tCO2e is forecast to level out over the next few years and then make a steady decline as we continue to implement initiatives that will account for the higher levels and facilitate a reduction in our larger carbon footprint.

For 2022, our overall Carbon Footprint increased by about 74%. For each Full Time Employee (FTE), this equates to an estimated 1.02t of CO2e per FTE, lower than the 2021/2022 period of 1.32.



Our organisation's overall carbon footprint has increase primarily attributed to a rise in travel-related emissions. About 62% of our total emissions are from travel (including business travel) and the remaining 38% is operational, as generated through energy and other resource usage for the 2021/2022 period.



The energy usage of our organisation has demonstrated relative consistency over 2021/2022 period, despite the inclusion of WAH. 88% of the energy consumed in our operations is derived from electricity, with the remaining 12% sourced from gas. Even though gas is not used in our offices, it is the main heating source for our remote employees who work from home.



Waste has contributed an estimated 0.9% general refuse, and 0.1% for recycle paper. Although we have adopted a secure recycling policy, we continue to work towards a 100% paper free environment.



We recognise that business travel is key area of emission that requires reduction and have already initiated several measures in this regard. Noteworthy actions this year include the implementation of a salary sacrifice EV scheme, regular training sessions to encourage the use of public transport as an alternative to personal cars, carpooling to client sites, and the use of remote calls unless an in-person visit is requested by the customers.



Our organisation relocated to a spacious and energy-efficient office space to cater to our expanding team. In the year 2022, we conducted an energy audit, which comprehensively evaluated the efficiency of our office space, including the heating, lighting, and air conditioning systems. Based on the results of the audit, we received some valuable recommendations that we are currently assessing for their feasibility and potential benefits to the organisation.

ENVIRONMENTAL ADVOCACY

We recognise that the need to address environmental issues is more pressing than ever, and we are committed to playing a proactive role in advocating for sustainable practices and raising awareness about the urgency of the climate crisis. In line with this commitment, we have prioritised environmental advocacy as a key aspect of our operations and have undertaken various initiatives to promote this cause.

One of the major initiatives we have undertaken in this regard is the organization of a series of webinars throughout 2022 aimed at promoting the adoption of the B Corp framework, as well as other environmental management systems. We believe that adopting such frameworks is a critical step in the effort to combat climate change and promote sustainability in business practices. These webinars are designed to provide practical guidance and support to companies looking to adopt these frameworks, and to help them understand the benefits of doing so...

We understand that for many organisations, taking the first steps towards sustainability can be a daunting prospect, and that navigating the complex landscape of environmental management can be overwhelming. This is why we place a strong emphasis on providing practical guidance and support to help companies overcome these challenges. Our webinars are just one example of the many resources and tools we provide to help companies embark on their sustainability journey.

We firmly believe that businesses have a crucial role to play in addressing the challenges of climate change and building a more sustainable future. That is why we are now signatories on the Better Business Act.

The Better Business Act is a proposed legislation in the UK that aims to improve corporate responsibility and accountability. It calls for companies to consider the interests of all stakeholders, including employees, customers, suppliers, and the environment, rather than just maximising shareholder profits. The Act seeks to establish a legal duty of care for companies to act in the best interests of society and the environment, in addition to their shareholders. The proposed legislation aims to create a more sustainable and equitable economy, and it has received support from a wide range of stakeholders, including businesses, investors, and civil society organizations.

WHERE WE'RE WORKING TO IMPROVE OUR IMPACT ON THE ENVIRONMENT

In 2022 we:

- Made great strides in reducing our overall resource consumption by upgrading our office lights to a more energy efficient system, reducing our waste production, and swapping over to eco-friendly cleaning products.
- Launched a salary sacrifice scheme for electric vehicles with our partners at Octopus Energy, following our MDs transition and positive experience with EVs.
- We have continued to adopt a hybrid and flexi-working routine which reduces travel to the office, and not having a fixed start or end time means that employees can 'work around the traffic', spending less time on the road, using less fuel, and generating less emissions.
- We hosted a number of environmental centric webinars as part of our advocacy and campaign to highlight to other SMEs that sustainable practices are within their reach.

In 2023 we aim to:

- Continue our energy savings practices, and efforts to reduce our energy and resource usage by regular maintenance of our equipment and infrastructure. In line with this, we will continue to adopt a hybrid and flexiworking model
- As we return to working onsite with more clients, we will proactively adopt car-pooling, and prioritise the use of public transport.
- We plan to broaden the scope of our webinar series, with the aim of engaging a larger number of current and potential customers, to provide them with valuable insights on how Small and Medium Enterprises (SMEs) can initiate their own sustainability journey or contribute to becoming more sustainable.

WORKERS

Social impacts are the positive and negative impacts an organisation can have on the people with whom they interact. This could be their employees, local communities, as well as their contribution to macro-social issues such as social justice. This section will review the social impact of the organisation, as they align with one or more UN Social Development Goals.



INCLUSIVE AND DIVERSE WORK ENVIRONMENT



As a female-led organization, we are committed to promoting gender equality and diversity in all aspects of our business. We understand the unique challenges that women face in male-dominated industries, and we are dedicated to creating a supportive and inclusive workplace culture that empowers women to succeed. We believe that a diverse workforce and inclusive workplace culture are essential for achieving our business goals and delivering the best possible outcomes for our clients. We are dedicated to providing equal opportunities and a supportive work environment for all our employees, regardless of gender, race, ethnicity, or any other characteristic. We recognise the value of different perspectives and experiences, and we strive to create a workplace where everyone feels valued, respected, and empowered to contribute their best work.



HEALTH AND SAFETY

The very nature of our service is to help implement management systems. We must ask our consultants to travel to clients all over the country solo and visit sites that may not have their own systems such as H&S in place.

This is why H&S is taken seriously at Risk Evolves. Our consultants must have the confidence to visit client sites unaccompanied in the knowledge that they have the right tools to enter the potential unknown. It is paramount that our team have sufficient, current and regular training and know they have immediate support just a phone call away.

We take responsibility for the management of H&S and set requirements and guidance for all our team. The performance and effectiveness of our H&S systems are monitored and evaluated. Any changes and improvements that are made are managed and evaluated in collaboration with the rest of the team.

As part of our continual conformance with legislation, we conduct risk assessments that are written in consultation with the team, carry out Induction training that includes Display Screen Equipment assessments, lone working and client site conflict management.

Reflecting on this last year, we have implemented our own H&S Policy and Employee Handbook. We have introduced our new induction presentation and numerous other training briefs such as Driving for Work. We have also been involved in the creation of a new IIRSM H&S Management initiative to great success.

This year we are introducing H&S Bitesize. We found that long presentations on H&S can be daunting for some and interest can be difficult to maintain. Bitesize as the name suggests is more of a 'little and lots' approach to H&S training. This avoids the burnout of non-H&S focused audiences and ensures information is taken in. We look forward to the teams feedback!

TRAINING AND DEVELOPMENT

We believe that investing in our employees' skills and knowledge not only benefits them but also enhances our ability to deliver high-quality services to our clients. We provide ongoing training and development opportunities to all our employees, including workshops, webinars, mentoring, and coaching programs. Our training programs are tailored to the specific needs and goals of each employee, helping them to build their strengths and address their weaknesses. We also encourage and support our employees in pursuing professional development opportunities outside of the organization, such as attending conferences and seminars. By prioritising training and development, we aim to create a skilled, motivated, and engaged workforce that is equipped to tackle the challenges of today's fast-paced and constantly evolving business environment.



Induction training which includes foundation education and awareness of our policies, procedures, and introduces new starters to our culture and ethos



Profession services training, these are the skills that an individual will need to deliver our products and services such as the ISO standards, health and safety



Some of our workforce have undertaken the CMI Level 5 leadership and management course to nurture our future leaders



We have arranged individual mentoring and coaching schemes to develop leadership skills and confidence



We prioritise continuous learning and development. On average each individual completed an average of 112 hours of training in 2022

We adopt a process of continuous learning and development to ensure that our employees are equipped with the latest skills and knowledge needed to excel in their roles. Our approach to learning and development is based on a growth mindset, which recognises that everyone has the potential to learn and improve. We encourage our employees to take ownership of their own learning and development by providing them with the tools, resources, and support they need to succeed. This includes access to online training platforms, mentorship programs, coaching, and regular feedback and performance reviews. We also believe in the value of experiential learning, providing opportunities for our employees to work on challenging projects and initiatives that stretch their capabilities and enable them to learn new skills. By adopting a process of continuous learning and development, we ensure that our employees are well-equipped to adapt to changing business needs and contribute to the ongoing success of our organization.

HOLISTIC WORK CULTURE

We strive to create and maintain a work environment that promotes open communication, collaboration, and mutual respect among all our employees. We encourage a culture of continuous learning and development, providing opportunities for our staff to enhance their skills and knowledge. We also promote work-life balance and offer flexible working arrangements to accommodate the diverse needs of our team. In addition, we are committed to providing a safe and healthy workplace for everyone, adhering to all relevant health and safety regulations and guidelines. By creating a positive and inclusive work environment, we aim to foster a sense of belonging and engagement among our employees, which ultimately leads to better business outcomes and client satisfaction. We are also signatories for the Better Business Act, a not for profit lobby group that is campaigning to change the Companies Act, making a mandatory requirement for UK companies to align their interests to the environment and wider society.



Recognised living wage employer





Continuous Personal Development



Above average annual leave



Flexible Working



Work at home

WHERE WE'RE WORKING TO IMPROVE OUR IMPACT FOR OUR WORKFORCE

In 2022 we:

- Despite not being a formal requirement, our organization has surpassed our own expectations regarding diversity and inclusion. Specifically, our workforce is composed of 20% representation from the lesbian, gay, and bisexual community, as well as individuals from various age groups, educational backgrounds, military veteran status, and those with disabilities
- Living Wage accreditation body renewed its recognition of Risk Evolves commitment to paying the Living Wage
- 100% of employees received various training as part of the continuous personal development and career path development equating to an average of 112hours of training per person. To further support our workforce we arranged a customise mentoring program, designed to cater to their specific requirements and career ambitions. These programs have effectively facilitated the identification and development of their individual aspirations, while bolstering their confidence and self-perception
- Introduced a benefit platform, which offers our employees
 access to an array of amenities, including private GP services,
 access to mental health coaches, and psychologists, educational
 resources, gym memberships and other wellness-related
 services. Additionally, the platform provides access to rewards,
 discounts, and cashback options for various high-street stores

In 2023 we aim to:

- Our organization remains committed to maintaining a workforce that is diverse, inclusive, and representative of various demographics.
 Furthermore, we are dedicated to promoting a healthy work-life balance for our employees. We recognise that a healthy balance between work and personal life can lead to greater job satisfaction
- Expand our staff benefit package
- We aim to engage our employees to share their interests, passions or initiatives and propose opportunities for us to support them
- Continue to work with staff in ensuring they are pursuing a career path and education that is aligned to their own ambitions and goals



ARMED FORCES COVENANT

Risk Evolves recognises the unique pool of talent and resource that the armed forces and its community possess. All members of the armed forces are exposed to core values that lay the foundations for an intensive training regimen. These include courage, discipline, respect for others, integrity, loyalty and respect for others.

The UK's Ministry of Defence (MOD) has two ways businesses and communities can support the armed forces, by signing the Armed Forces Covenant and by achieving an award from the Employer Recognition Scheme (ERS).

The Armed Forces Covenant is the UK's commitment to those who serve or who have served in the armed forces, and their families. The pledge demonstrates an understanding that members of the armed forces community should be treated with fairness and respect in the communities, economy and society they serve with their lives. The ERS is designed primarily to recognise private sector support to UK Defence but also allows the public sector to demonstrate their support too.

In 2022, Risk Evolves signed the Armed Forces Covenant and achieved the ERS's Bronze Award. Continuing to demonstrate its commitment, Risk Evolves also employed three veteran members of the armed forces community.

Running parallel to the achievements made in 2022 Risk Evolves created an initiative designed to help support members of the armed forces undertaking graduated resettlement time while preparing to leave the services, by providing those service leavers with an opportunity to shadow staff members as a way of providing experience, easing them into the commercial world. This unique opportunity offered by Risk Evolves supported individuals during their period of transition from the armed forces into the civilian life allowing those individuals to capitalise on their special skill-sets and help them to understand their continued value beyond the military.

SERVICE LEAVER MENTORING

In 2022, our organization recruited its first armed forces veteran. Inspired by his experience of the transition process, the team member proposed the creation of a Service Leavers mentoring scheme. We extend an invitation to ex-services personnel to participate in a week-long shadowing program with in the organisation to observe our day-to-day operations.

This program aims to provide Service Leavers with the opportunity to apply their existing skills to live projects in ways that they may not have previously considered. We actively encourage mentees to participate in a variety of tasks, such as attending client meetings, webinars, and interfacing with partner organisations. This initiative has proven to be extremely valuable in enhancing confidence, providing an understanding of the role, and addressing the impostor syndrome commonly experienced by Service Leavers. Over 12 months, Risk Evolves has been able to mentor six and employ two service leavers in our first year of creating the scheme.

While we do not proactively measure the impact of this program on its participants, we are always humbled and inspired by the feedback we receive

"As my first interaction with the private sector this was hugely impactful on my confidence making me believe I could bridge the gap. The team was clearly deeply invested in what they did. Their enthusiasm rubbed off on me making me feel it was exactly what I wanted to do. They are an impressive team genuinely committed to the armed forces scheme and making a significant difference to all the personnel I saw them engage with."

- (John, 2022)

"As someone who has benefited from this opportunity first hand, I can't thank Helen and Barri enough, and would actively encourage everyone, who can, to take full advantage of it. It was great to contextualise InfoSec outside of Defence, and engage with so many partners invested in furthering Cyber Security principles; it helped build my confidence, get rid of impostor syndrome, and realise the worth of my experience."

- (Tony, 2022)

"The biggest impact came from the unbiased support provided, there was no agenda other than to find me the best option for my future. I am now working in a blue-chip organisation, with a great work life balance, more family time and less stress. I cannot thank Risk Evolves enough and would recommend them as a mentor and employer in a heartbeat."

- (Jesse, 2022)

Ollys

SUPPORTING LOCAL CHARITIES

In 2022 we were proud to support two charities close to our hearts.

In the summer we were delighted to be able to sponsor local charity Molly Ollys with their 186 mile sponsored cycle ride from York Minster to our base location in Warwick. The charity was founded by mum and dad team, Rachel and Tim Ollerenshaw in memory of their daughter Molly. Molly lost her battle to cancer 10 years ago, however in the intervening time, Rachel, Tim and team have worked tirelessly to help children like her. They provide practical advice and guidance to those who are faced with every parents nightmare, a child suffering a life threatening illness. Their support ranges from books and toys to help children understand the process that they will be undergoing, to the granting of gifts for the child and recently the funding of paediatric nursing care.

https://mollyolly.co.uk







In 2022, the team was joined by Barri-Jon Graham. Barri and his wife Naomi had suffered a heart breaking loss in 2021, when their young daughter Stevie passed away suddenly. Barri and Naomi established Stevie Stones when they noticed that a number of children's graves in the cemetery where Stevie had been laid to rest had no headstones. Stevie Stones was born that day.

The aim of the charity is to ensure that all parents have access to funding to provide a headstone for their child and alleviate financial stresses in the most difficult of circumstances. Naomi and Barri believe that all parents should have the opportunity to have a headstone which captures their thoughts about their lost child.

For Team Risk, supporting the charity and a fellow team member was obvious. As well as helping Naomi and Barri to raise awareness of their fledgling charity, we've been able to raise funds for the charity either through direct donations or through the slightly less conventional 'buzz word bingo' challenges on the many webinars that we host and deliver. So if you hear a reference to a giraffe on a session on Data Privacy, or a comment about a skyscraper in a talk about Information Security, then you'll know that we've challenged a presenter or a panel member to weave a word in, in exchange for a us making a donation to Stevie Stones!

S

https://steviestones.co.uk

DATA PRIVACY

As a core offering to our clients, excellence in data privacy practices continues to be a key priority for the Risk Evolves leadership team. This is embedded by a top-down approach, supported by robust policies and ongoing education to ensure that all levels of the organisation understand its importance.

In accordance with the principles of Security and Privacy by Design and by Default, Risk Evolves conducts a comprehensive check of any potential new cloud providers. This includes Data Privacy Impact Assessments and Transfer Impact Assessments to assess cloud providers' credentials before deciding to engage with them. Whilst this may lead to a protracted procurement process, we know that we have met the requirements of the legislation and regulations, and are able to be transparent with our employees, suppliers, clients and other stakeholders on how their data is used and stored.

As a group, we frequently deliver education and training to our clients on the principles and benefits of having a strong ethos to the management and protection of personal information for all stakeholders. Therefore, it is imperative that we lead by example and continue to seek improvements that we can both implement internally and share with our clients.

As a company who holds certificates in ISO 27001 (information security), ISO 27701 (data privacy) and

Cyber Essentials we are committed to the ongoing improvement and development of our management systems. We introduced an automated system to allow individuals to report phishing emails, or to record 'near miss' incidents so that effective controls could be introduced.

This year Risk Evolves has made improvements to our integrated management system as we transfer to ISO27001:2022 from the previous 2013 standard. The new standard has been revised to improve cyber security and data protection processes since the introduction of UK GDPR and Data Protection Act 2018. Risk Evolves has also retained our ISO 9001 and ISO 27701 certifications as part of our ongoing commitment to data privacy.

Our Commitment

For 2023, we plan to be one of the first companies to transition to the new version of the ISO27001 standard and will monitor the progression of a new version of the ISO 27701 standard which is anticipated by year end 2023. Our early transition ensures that we can share our experience with Clients, resolving problems so that they don't have to.

We will focus on dark data – data that is stored in data centres around the world, that is rarely if ever accessed. According to the World Economic Forum, data centres alone consume more power than the entire UK and yet are estimated to contain 65% dark data (used once or not at all), which contributes significantly to the 4% of global greenhouse gas emissions attributed to digitalisation. Or put another way, companies produce 1,300,000,000 gigabytes of dark data a day - that's 3,023,255 flights from London to New York. If every individual makes small changes, by deleting all the redundant photos that they may have on a phone, or keeping only the final version of a file and not all the drafts, we can collectively begin to address the climate challenge of dark data and at the same time reduce the amount of data that needs to be protected or is at risk of misuse by nefarious individuals.

WE CHOOSE OUR **PARTNERS** CAREFULLY

As a small business, we recognise that we are part of a larger ecosystem, and that collaboration and partnerships are essential to achieving our goals. We understand that we cannot do everything alone, and that building a strong network of partners and allies is critical to our success.

When it comes to choosing our partners, we take great care to ensure that they share our values and are aligned with our mission and vision as an organization. We believe that partnering with likeminded individuals and organisations is essential to achieving our objectives, and we seek out partners who are committed to making a positive impact in the world.

One of the key criteria we use when selecting partners is their commitment to the idea of 'do no harm'. We believe that businesses have a responsibility to act in a sustainable and socially responsible manner, and we expect our partners to share this commitment. We carefully evaluate each potential partner's approach to environmental sustainability, social responsibility, and ethical business practices to ensure that we are working with partners who share our values.

By working with partners who bring complementary expertise, resources, and networks to the table, we can expand our reach and capabilities and take on larger and more complex projects.

It is in building these strong networks of partners and allies, that we believe we can make a meaningful difference in the world and contribute to a more sustainable and equitable future.

An example from 2022 of our approach in practice, is our departure from Twitter. As an organization with a social conscience, we had grown increasingly uncomfortable with the developments at Twitter and took the decision to leave the platform. With security and privacy in mind, we decided not to delete our account, but to turn it dormant. Mindful that deleting our Risk Evolves ID may leave it open to someone else taking ownership in the future, we decided to switch as much off as we could whilst taking steps to protect our brand.

WHERE WE'RE WORKING TO IMPROVE OUR IMPACT ON THE COMMUNITY

In 2022 we:

- Actively engaged with our community through a range of initiatives. These include our involvement in the Federation of small businesses, contributions to the IIRSM monthly magazine, our employees support various charities and organisations as members and trustee, and Risk Evolves support our staff in their personal charitable commitments.
- Additionally, we have joined the Armed Forces Covenant and received a bronze award under the Armed Forces Recognition scheme for our dedication to supporting the armed forces and veterans.
- We have launched a Service Leaver Mentoring Program, successfully mentoring six individuals in 12 months and hiring two service leavers full-time.
- Alongside these efforts, we maintain a strong focus on our partners and suppliers, carefully selecting those who align with our values and goals.

In 2023 we aim to:

- Continue with our community engagement through the service leaver mentoring program, participation in our partner events
- We are striving for Gold under the Armed Forces Employer Recognition Scheme
- Join the Coventry and Warwickshire Council "Collaborate to Train"
- Proactively engage our suppliers to do more in sphere of ESG
- Establish a more systematic approach to assessing our social value, impacts and community engagement
- We want to offer all staff at least one paid volunteer day each year, and will encourage them to submit proposals for additional days following a review and assessment
- Set formal KPIs and objectives for our leadership team to host free webinar series within their specialists areas as part of their giveback and community engagement

CLIENTS

As organisations become more conscious of the social and environmental impact of their suppliers and partners, they are increasing their own demands and expectations of who they choose to work with.

In this section we will review our performance as it relates to our clients.





OUR CLIENTS

Our clients are of utmost importance to us, and we take great pride in ensuring their requirements are met to the best of our ability. However, we understand that maintaining a clear understanding of the industries, organisations, and people we choose not to work with is just as crucial as meeting customer expectations. This is because we are committed to upholding our principles of Social Responsibilities in everything we do.

As a responsible corporate citizen, we recognise that our actions have a significant impact on society and the environment. Therefore, we take a holistic approach to our business operations, and we are committed to making positive contributions to the world around us. This includes being mindful of the ethical implications of our business practices and ensuring that our activities are consistent with our chosen overarching CSR principles.

By being selective about whom we work with, we can avoid partnerships whose values may be incompatible with ours.

CLIENT FEEDBACK 2022

Every year, we work with an impartial market research agency to survey our clients and assess our performance. This is an essential component of our ISO 9001 quality management system and is also essential to comprehending our client experience. Good or bad, we look forward to the responses and feed it back to our teams as a way of motivating, as well as adopting new and better strategies of meeting our clients expectations.



It has made a difference to our organisation. With our certification we are more confident and have more credibility with

The service is one that others offer but the sincerity, directness and nonsalesy approach is the value They didn't give us something to build from scratch, rather they looked at our existing processes and tuned those to satisfy ISO9001

Very cooperative and adaptive

Improves our own engagement with clients. Making it easier for us to add value

The company demonstrated that it has a strong ethos and values that are reflected in their business model and approach. There is a strong coaching culture for team members and clients, and the entry showed strong evidence of continued evolution in the business".

- Service Excellent Awards Judges Panel 2023



B Corp Best in the World: Workers 2022



Armed Forces ERS Bronze 2022



Service Excellence Award Company of the Year 2023



EcoVadis Gold 2023



IIRSM Risk Excellence 2023

WHERE WE'RE WORKING TO IMPROVE OUR IMPACT FOR CLIENTS

In 2022, as in previous years, we actively engaged with our clients to gather feedback and understand how we can improve our services to meet their needs. We work with a diverse range of clients across various industries, and we aim to continue doing so. However, we take our social responsibility seriously and subject our clients to a level of vetting. For example, we will not work with clients who; Fail to uphold human rights, manufacture or supply indiscriminate weapons, provide or manufacture tobacco, facilitate pay-day loans, promote irresponsible gambling, undertake operations that cause long-term and lasting damage to the environment, does not protect animal welfare or exploits vulnerable members of society. We expect our clients to vet us, as a supplier, in a similar fashion.

In 2023, we will continue striving to meet our clients' requirements, evolve our services to keep up with the changing landscape, and deliver our products and services in a secure and privacy-focused manner. Additionally, we are committed to supporting our clients in their ESG journey and demonstrating that sustainability is attainable for all SMEs. We believe that sustainability is not only good for the planet and society, but it is also a key factor in driving long-term business success. As such, we will work closely with our clients to help them adopt sustainable practices, reduce their environmental impact, and increase their positive social impact.





GOVERNANCE FRAMEWORKS

We believe that effective governance is the backbone to any organisation, without which an organization will struggle to achieve its objectives, manage its resources, and maintain transparency and accountability. Our approach to governance stems from the fundamental idea, that:

We will not ask our clients to do what, we ourselves are not prepared to do

Governance at Risk Evolves pivots on multiple framework including B Corp, Ecovadis and ISO Standards which prioritise roles, responsibilities, encourages empowerment through decision-making and a has a definitive requirement for a clear direction of the organisation. We currently certify against Quality Management, Information Security and Data Privacy standards, and align to other ISO standards such as 45001:2018 (health and safety), 22301:2019 (business continuity) and ISO14001:2013 (environmental management)

As an SME, it can be expensive and resource intensive to maintain multiple certifications. However, we recognise the varied benefits that come with these certifications, such as the structures which guide and maximise our resources, but importantly, is the potential and opportunity to attract customers who prioritise sustainable business practices, or who have similar requirements for their supply-chain.



As thought leaders, we firmly believe that B Corp is amongst the best standard for ESG performance evaluation. B Corp as a brand that is powerful, aligns with our values and recognisable with clients.



Provides insights into our environmental and social strengths or weaknesses through annual validation. The badge provides market recognisability especially within the supply-chain



Offsetting our carbon footprint is a key part of our journey. That is why we chose to partner with Ecologi in 2022. As a fellow B Corp they appreciate that its more than just planting trees and offers sustainable solutions that make a difference today!



We have maintained our Cyber Essentials alongside our ISO27001 information security management system, as a way of demonstrating that It is highly access accessibility to small businesses that provides the prompts and motivation to adopt stronger cyber security practices in a cost effective way. Every business should do a Cyber Essentials.



As a stepping stone to ISO27001 and ISO27701, IASME still important to SME's. We maintain our IASME certification as a way of affirming our commitment to information security, data privacy, and demonstrating that it is a certificate that is accessible to small businesses with limited resources. IASME is a great way to ensure your data privacy foundations are sound.



We are committed to quality, and our ISO9001 is our mechanism to ensure that we are and continue to deliver what we promise to our clients



In line with our motto by implementing what we advocate and thus have adopted ISO27001. In addition to giving our organisation credibility, it promotes an ethos of continuous improvement and evolution.



As a way of demonstrating our commitment to data privacy, we adopted ISO27701 as an extension to our existing information security management system

WHERE WE'RE WORKING TO IMPROVE OUR GOVERNANCE

In the past year, we have successfully achieved a recertification against the ISO9001:2015, ISO27001:2013 and ISO27701:2018 standards, which demonstrates our continued commitment to delivering high-quality products and services that meet the needs of our clients. Moreover, we are proud to have earned a Gold rating in our EcoVadis ESG assessment, which reflects our unwavering dedication to upholding sustainability principles. Alongside these accomplishments, we have maintained our Cyber Essentials and IASME certification, showcasing our steadfast efforts to ensure the security and protection of our digital infrastructure. We are also delighted to announce that our appointed leadership team is 80% female, underscoring our commitment to fostering an inclusive and diverse workplace culture.

In 2023, we are committed to maintaining a robust level of corporate governance within our organization, with a specific focus on increasing staff awareness and understanding of its significance, implications, and potential opportunities. Furthermore, we aim to expand our presence as thought leaders within our broader community, and our supply-chain, a through a series of campaigns and programs, amongst which is to pursue the role as a B Corp ambassador.

