

COMMERCIAL

# LIFE ON EARTH

## A NEW STORY

Social Impact Report  
Review of 2020 / 2021





# A NEW STORY

**E**ach of us is shaping the story of our lives.

We are the writers, actors, narrators, directors of our life stories. Every day, in the small moments soon forgotten and the ones we'll always remember, a new scene unfolds. Our stories are interconnected, with people near and far, and with the world that we, and every living creature, inhabits.

Now, more than ever, as we face the climate emergency, global conflicts, the pandemic and deep-rooted inequalities, our actions and reactions matter.

At Commercial, we're working hard to help our clients, colleagues, families, and communities to take positive actions. Actions to improve and protect. To empower and collaborate. To inspire and learn.

**Together we can - we must - enact  
a new story for our world.**





# 1 2 3

## **Taking care of business**

A journey of consistent growth

## **Re-writing the plot**

An episode of change

**Global action**

United Nations Global Compact

UN Sustainable Development Goals

**Our journey towards carbon net zero**

**Our commitment**

Sources of emissions

Recent progress

**Critically reviewed**

Planet Mark

Ecovadis

Queen's Award for Enterprise

## **Our story in numbers**

# CONTENTS

# 4

## **Actions to improve and protect**

Products with Purpose  
Single Use Plastics  
Paper strategy  
Recycling  
Zero waste  
Supporting a circular economy  
Ethical ecosystem  
Treating people fairly  
Renewable energy  
Carbon offsetting  
Logistics planning  
Emission-free transport  
Health impact of emissions

# 5

## **Actions to empower and collaborate**

Reimagined workspaces  
Measuring clients' social impact  
Change Champions  
The gift of time  
Charitable giving and fundraising  
Charity days  
Pride  
Cycle to work scheme  
Go electric  
Bike twinning  
The Commercial Foundation  
IT Schools Africa  
Toilet twinning  
Personal carbon offsetting

# 6

## **Actions to inspire and learn**

A thirst for knowledge  
Sharing ideas  
Virtual meetings  
Home advice  
Veganuary  
Women in technology  
Artists in residence  
Artistic collaboration

# 7

## **The next chapter**

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# TAKING CARE



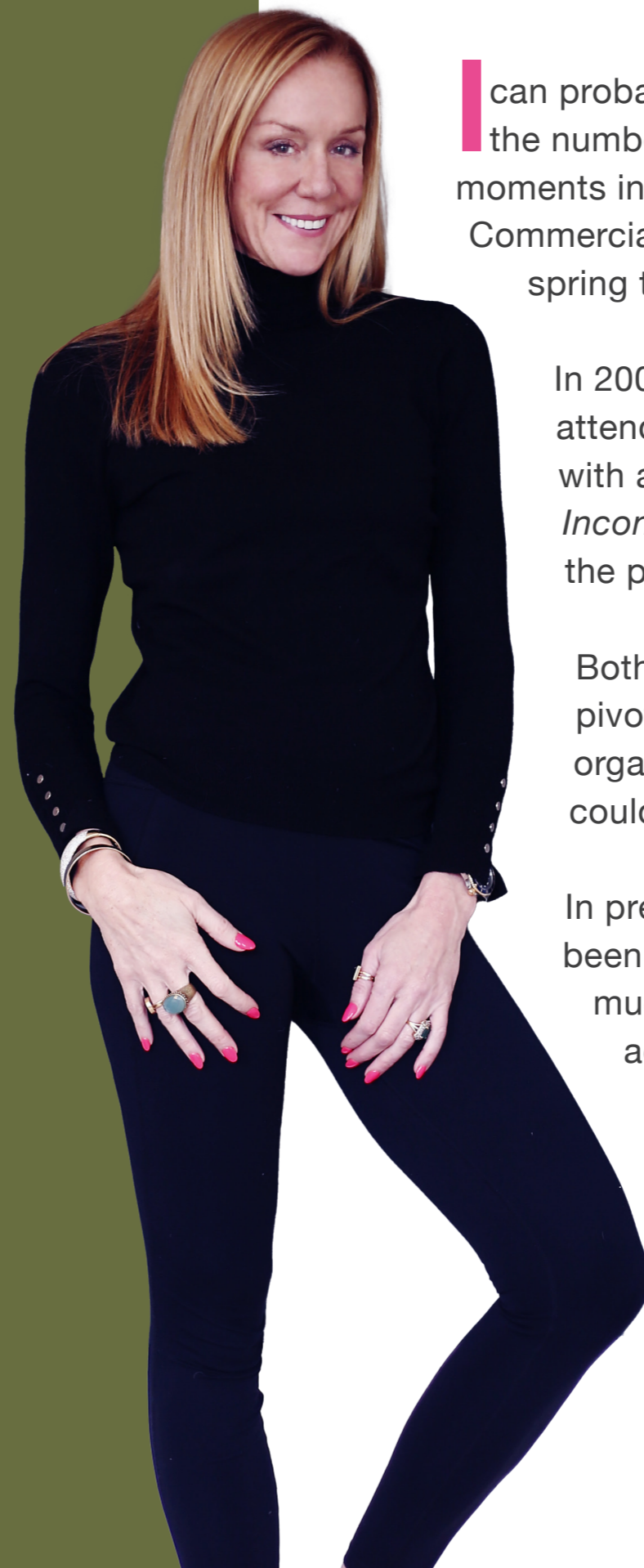


**OF BUSINESS**

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**01**

# TAKING CARE OF BUSINESS



I can probably count on one hand the number of truly defining moments in the 30-year history of Commercial. Two in particular, however, spring to mind right now.

In 2006, I was fortunate enough to attend a presentation by Al Gore with a screening of his movie *An Inconvenient Truth* and then in 2020, the pandemic and lockdown hit.

Both events have played pivotal roles in shaping our organisation. Both, in ways I could never have envisaged.

In preparing this report, I have been reflecting upon just how much, collectively, we have achieved and, indeed, learnt.

Armed with that knowledge, that positive outlook and with determined, people-focused action, we will succeed.



*I believe bravery is the key to this decisive decade. A decade when we, as businesses and citizens, must turbocharge our environmental endeavours to safeguard our world for future generations.*



In this, our latest social impact report, we record the achievements of the past year and our vision for the future.

As always, our aim is to share and inspire, as others have with us. From clients, suppliers and partners to friends and family, it is working together that makes the real difference when it comes to taking care of business and each other.

Thank you to all of you who have remained such key allies in our collective success. Long may this continue.



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RE - WRITING T



# THE PLOT

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02

# RE-WRITING THE PLOT

**C**ircumstance has shone a light on our boundless ability to improvise and adapt when the vision of what we are trying to achieve is clear. That's true of organisations, but also of communities, and of nations.

Looking for the positive, as we do at Commercial, during the pandemic we witnessed the coming together of common goals to protect each other and saw massive – and rapid – behaviour change in response.

This human spirit inspires us. We are committed to declaring our shared goals for a healthier planet, taking action and responsibility for ourselves, and working with like-minded souls in re-writing the plot for planet Earth.

- **An episode of change**
- **Global action**
  - United Nations Global Compact
  - UN Sustainable Development Goals
- **Our journey towards carbon net zero**
  - Our commitment
  - Sources of emissions
  - Recent progress
- **Critically reviewed**
  - Planet Mark
  - Ecovadis
  - Queen's Award for Enterprise



# AN EPISODE OF CHANGE

The business landscape has changed dramatically and, certainly in the last two years, it has done so at an alarming rate.

As the UK's largest independently-owned business services group, Commercial 'pivoted' in a matter of weeks in order to support clients during the initial outbreak of Covid.

Our portfolio of products and services increased significantly to include innovative, ground-breaking solutions that would serve to keep people safe, businesses open and provide an element of futureproofing.





*As our business has grown, we have significantly reduced our carbon tonnes per £million of revenue, from 61.98 in 2006 to 5.84 in 2021.*

**T**oday, many of the transformational ways of working implemented during that time, both at Commercial and at our client sites, have remained. Not least because of the opportunity they provide to significantly reduce the negative impact organisations have on the environment.

Even with our teams now embracing a hybrid-working model, our offices remain the hub of our organisation and a key focus in terms of minimising our impact on the environment.

This year, we reduced our carbon emissions by 700 tonnes, a further 66% reduction on last year, and off-set a further 370 tonnes.

As our business has grown, we have significantly reduced our carbon tonnes per £million of

revenue, from 61.98 in 2006 to 5.84 in 2021.

So energised are we by what has been achieved, the closeness of clients, suppliers and the communities we touch, that we have committed to even more courageous targets, headlined by our goal to reach carbon net zero by 2028.



# GLOBAL ACTION

In 2021 Commercial joined the United Nations Global Compact  
and the UN Global Compact Network UK.







Launched in 2000, the United Nations Global Compact is the largest corporate sustainability initiative in the world.

Commercial is proud to join thousands of other companies across the planet who are committed to taking responsible business action to create the world we all want.

The UN Global Compact is a voluntary leadership platform for the development, implementation and disclosure of responsible business practices.

It acts as a call to companies everywhere to align their operations and strategies with 10 universally-accepted principles. They cover human rights, labour, environment, and anti-corruption, and taking action in support of UN goals and issues embodied in the Sustainable Development Goals (SDGs).

**The UN Global Compact**



**United Nations**  
Global Compact

# UN SUSTAINABLE DEVELOPMENT GOALS

In 2015, the United Nations member states signed up to the 2030 Agenda for Sustainable Development. The UN describes this plan of action as “a shared blueprint for peace and prosperity for people and the planet, now and into the future. At its heart are the 17 Sustainable Development Goals (SDGs), which are an urgent call for action by all countries in a global partnership. They recognise that ending poverty and other deprivations must go hand-in-hand with strategies that improve health and education, reduce inequality, and spur economic growth – all while tackling climate change and working to preserve our oceans and forests.”

**The Sustainable Development Goals run through the heart of Commercial, we are proud to operate under 15 of the 17 goals as we play an active role in our local and global communities.**



# OUR JOURNEY TOWARDS CARBON NET ZERO

**Grace Segrave**  
Sustainability Manager  
Commercial



## **Sources of emissions**

Emissions are broken down into three different types (Scopes 1, 2 and 3) by the Greenhouse Gas (GHG) protocol, so that we can better understand the source.

## **Our commitment**

In 2021 Commercial signed up to the Science Based Target initiative's (SBTi) commitment, which requires us to halve our Scope 1 and 2 emissions and evidence a reduction in Scope 3 emissions by 2030, as part of an international effort to limit global warming by 1.5 degrees.

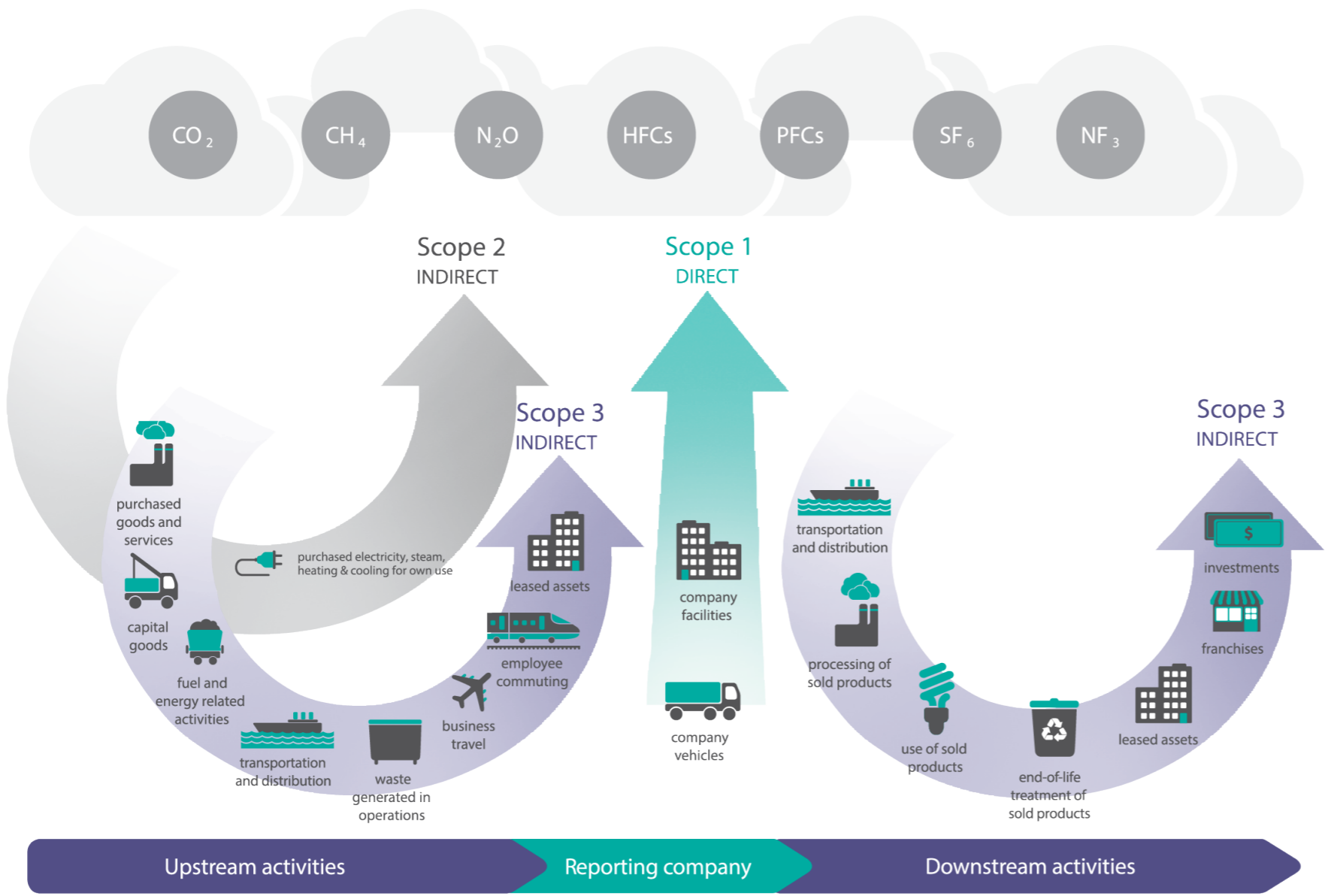
Understanding the urgency, we have taken this one step further by committing to achieve Net-Zero by 2028, by eliminating entirely our Scope 1 and 2 emissions, and halving Scope 3 emissions. We have already made significant progress towards this. Our total carbon intensity (tCO<sub>2</sub>e/£m) across all three scopes has decreased by 90% since 2006, the year our sustainability journey started.



**SCOPE 1**

**SCOPE 2**

**SCOPE 3**



Source: Figure 1.1 of Scope 3 Standard.

While we continue to learn how to reduce our CO<sub>2</sub>, we offset our emissions from all three scopes, so that we can have a positive impact through projects around the world.

**“It’s not just about what we are doing. We want to share what has and hasn’t worked for us far and wide, up and downstream of our operations. Because the race to net zero is one we can win, but only if we all aim to cross the line at the same time.”**

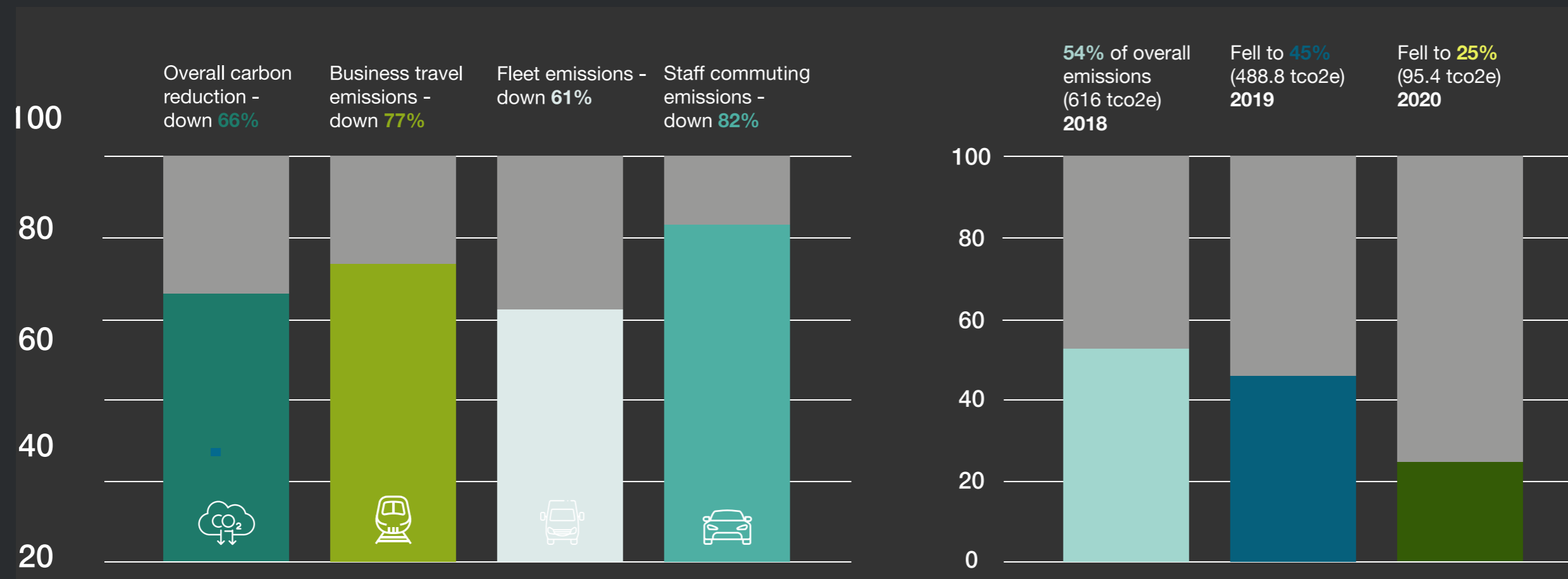
An aerial photograph of a dense, vibrant green forest. A winding river flows through the center, reflecting the sky. The scene is partially obscured by soft, white mist or fog, particularly in the upper and lower corners, creating a serene and ethereal atmosphere. The trees are in various shades of green, suggesting a healthy, thriving ecosystem.

# RECENT PROGRESS

Since 2017, as part of our relationship with The Planet Mark, we agreed to work towards a 5% reduction in emissions year-on-year. We have consistently achieved more than that, and the exceptional circumstances of the pandemic saw a more seismic shift.

## Scope 1 and 2 emissions in y/e January 2021:

## Scope 3 CO2 emissions



Having learned from these dramatic drops, throughout this document we'll share some of the actions we're taking to continue the momentum.

Note: measurements are recorded based on Commercial's financial year, from 1 February to 31 January, with annual values given for the year-end.



# CRITICALLY REVIEWED

Robust and independent assessment of our actions and progress is vital.

Recognised accreditation frameworks provide impartial credibility, in addition to the knowledge and support that's shared among like-minded but disparate organisations.



## Planet Mark

Commercial has held the Planet Mark sustainability certification since 2017. In order to retain it, certification holders must reduce their carbon footprint year-on-year by a minimum of 5%, through savings across all three scopes, including energy, waste, water, travel, and procurement. Many of those who hold certificates, including Commercial, far exceed this annual benchmark. Indeed, year-on-year we achieved 6.6% reduction in 2020, and 66% in 2021 as you can see from the previous page.

The Planet Mark work with the Eden Project, the educational charity and award-winning international visitor destination, and centre for education in sustainability and innovation. Every business awarded the certification contributes 5% of its membership fee to the Eden Project.

Each time Commercial achieve Planet Mark certification, the Planet Mark protects an acre of rainforest through Cool Earth, the award-winning charity that works alongside indigenous villages to halt rainforest destruction.





## Queen's Award for Enterprise

In 2018 Commercial received the prestigious Queen's Awards for Enterprise, in the Sustainable Development category.

Commercial's win recognised outstanding achievements in social and environmental sustainability, coupled with significant and responsible business growth. Awarded annually by Her Majesty The Queen, entrants are subject to intense scrutiny evidencing sector-leading sustainability performance.

Presenting the award, Dame Janet Trotter said: "This is the first time a Gloucestershire business has won a Queen's Award for Enterprise in the Sustainability category. I'm so pleased that this has been achieved at last. Success like this depends upon great leadership – Simone and her brother Arthur are inspirational."



## Sustainable Leadership Award

There is no more humbling thing than to be recognised within a field containing your peers.

The Sustainable Leadership Award, at the Boss Industry Awards, recognised organisations that are heading the transition to models that are fit for tomorrow.

Sustainability will always be at the core of our business and this award will only make us more determined to play our part as we work together in this decisive decade.

# ECOVADIS



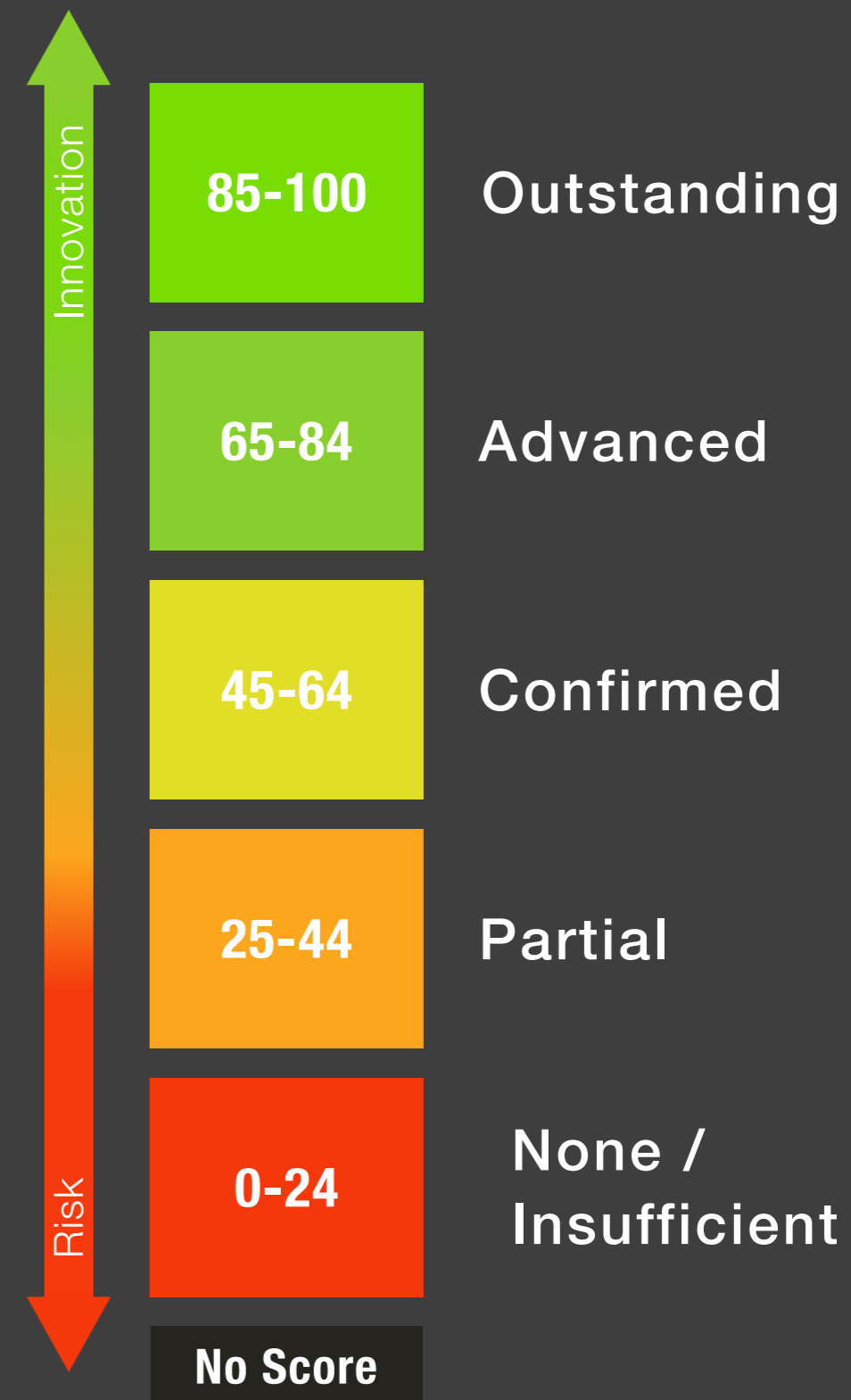
**C**ommercial first joined EcoVadis, the world's largest and most trusted independent provider of business sustainability ratings, as a customer in 2016.

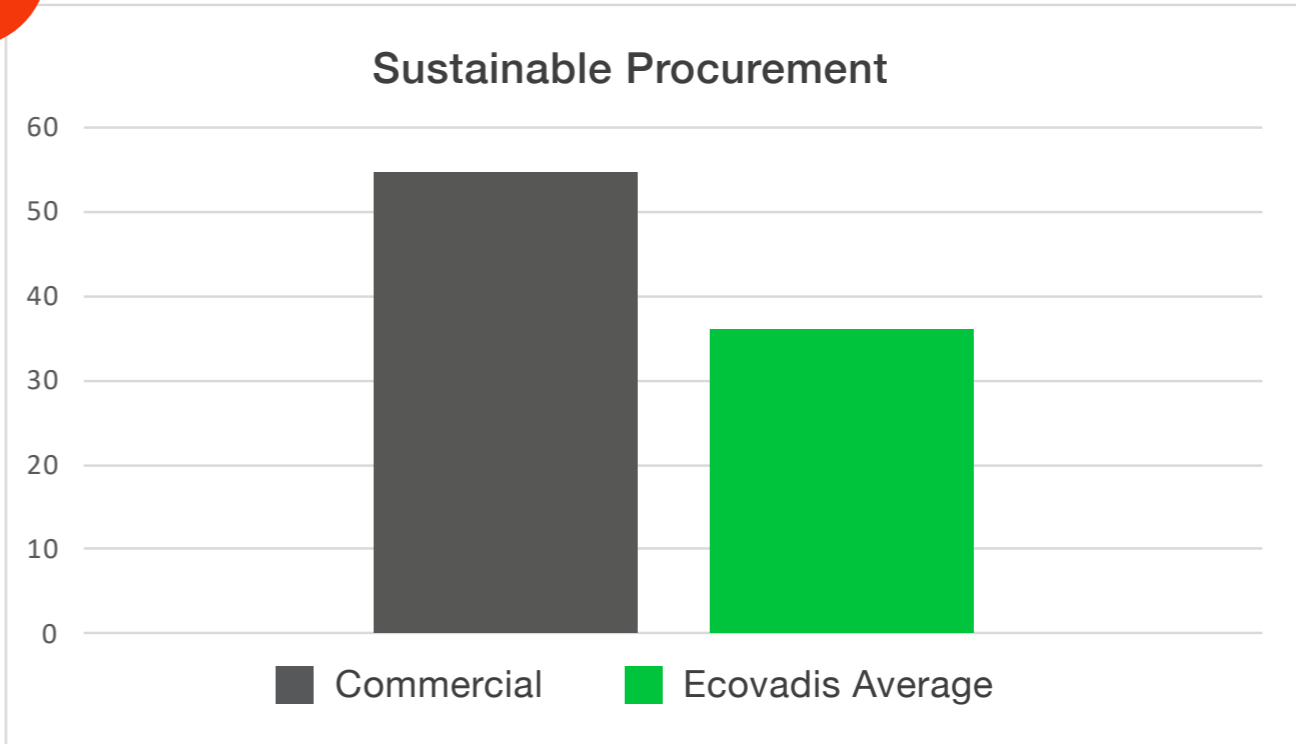
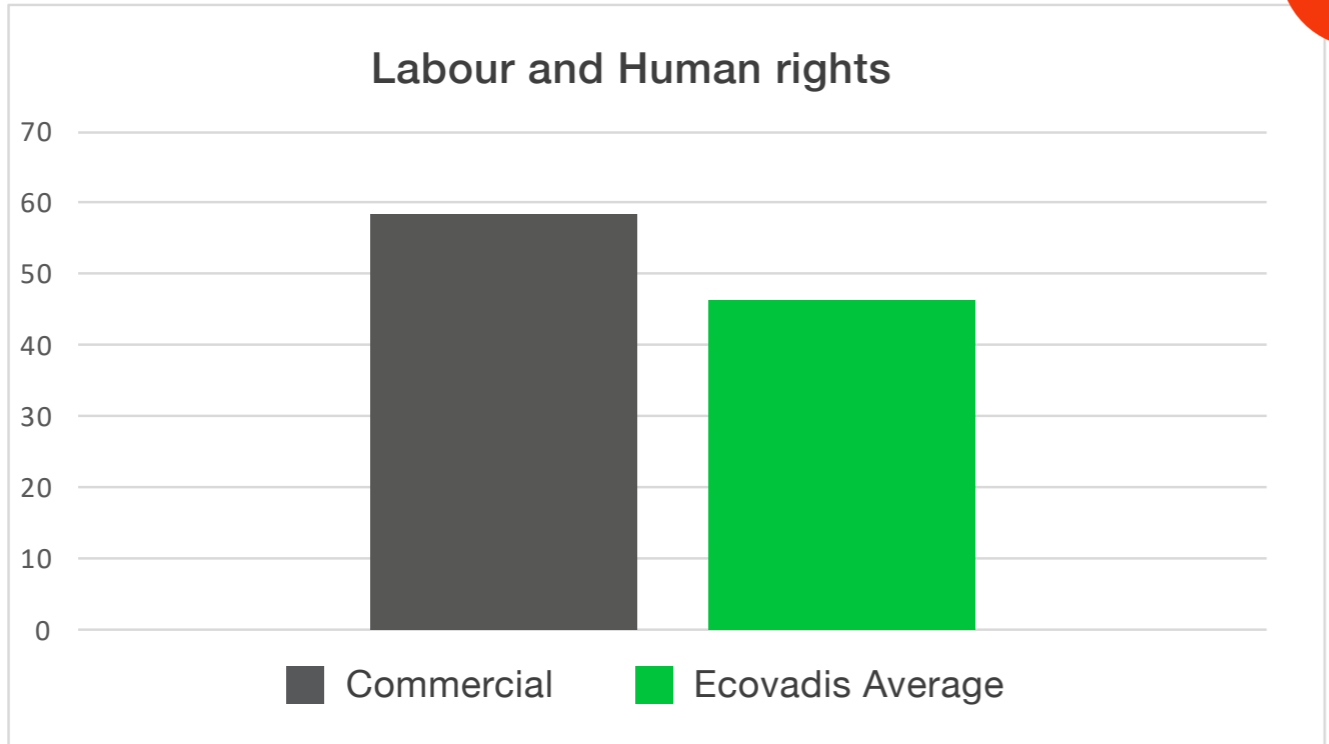
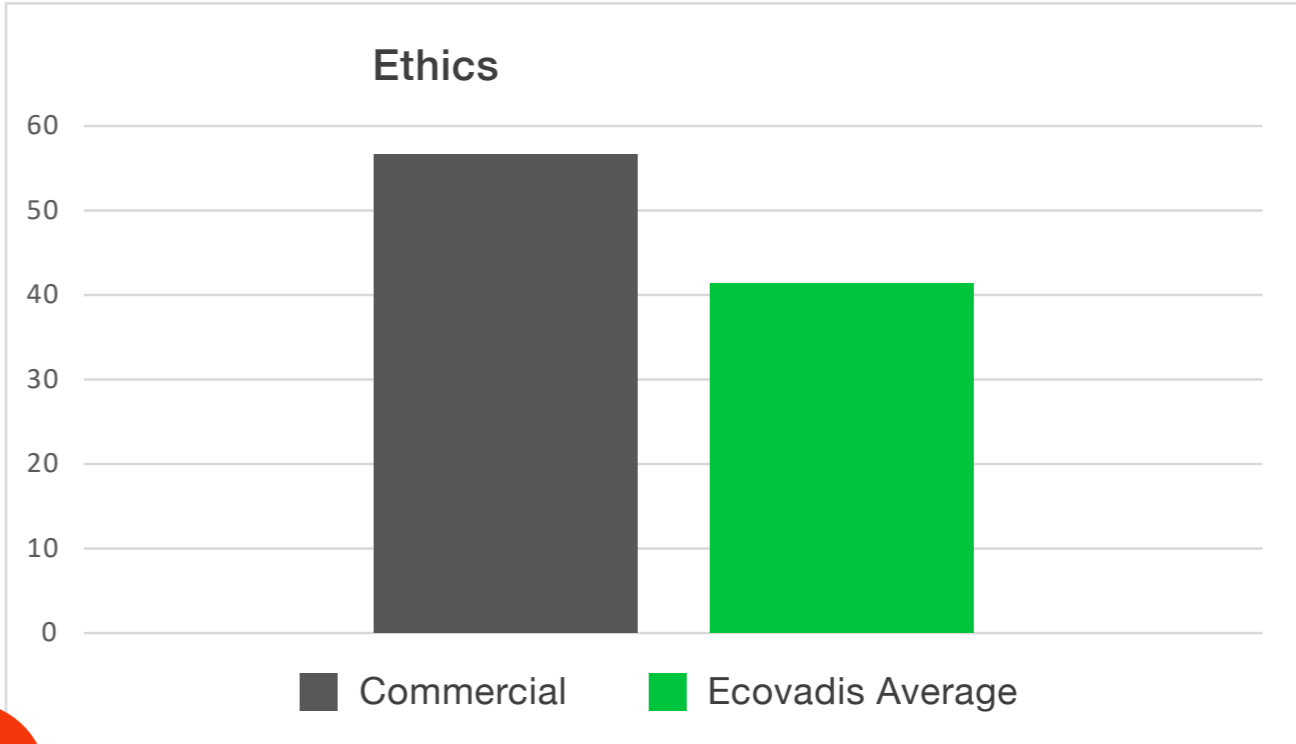
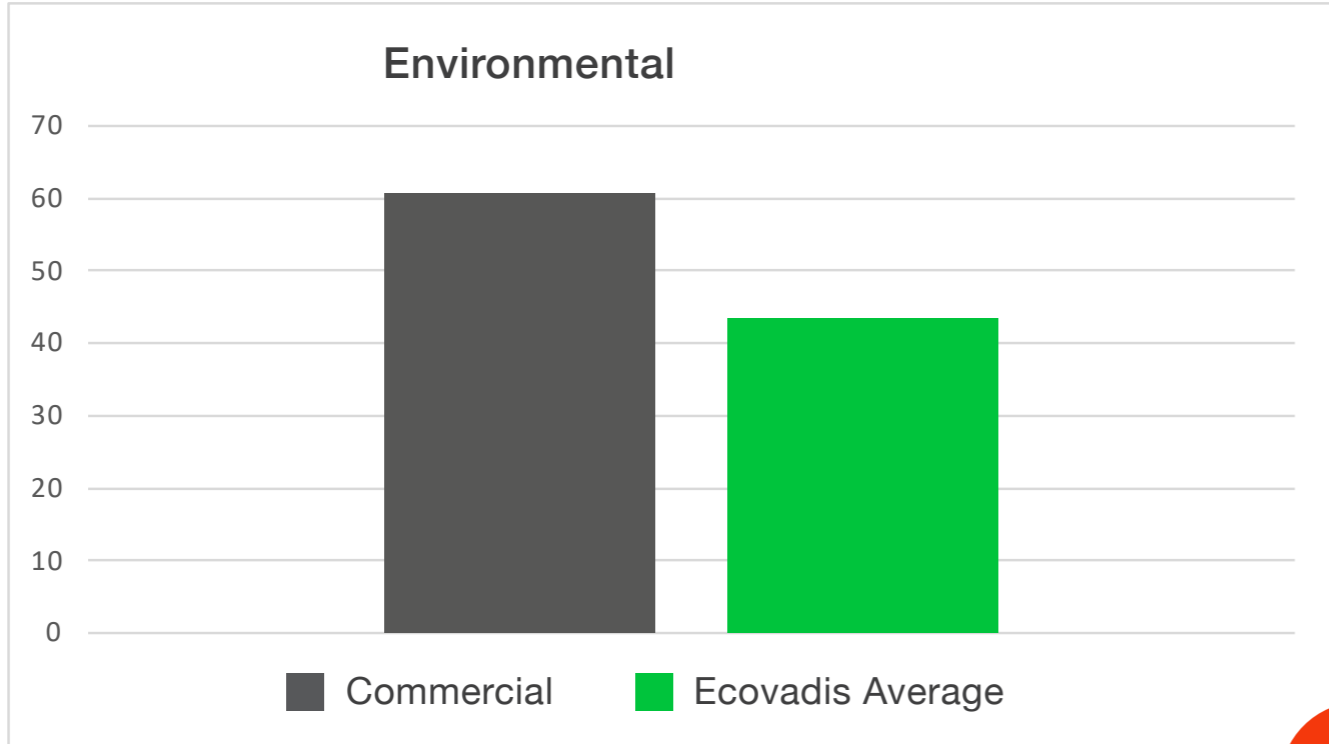
In 2020, we became a listed supplier and were assessed for our work, actions and results across four areas of sustainability: Environment, labour and human rights, ethics and sustainable recruitment.

We are rated by a panel of 150 experts on a yearly basis and given our rating, which is currently in the top 5% of those listed, earning us gold status.

Each year, the assessments get tougher, but our determination increases too. We are working towards achieving platinum status by being in the top 1% of organisations in the next year.

ecoVadis





A person in traditional attire, including a grey tunic and a white shawl, stands in a field. They are holding a long, thin wooden staff or pole. The background features a large tree with a mossy trunk, a field of tall grasses, and a cloudy sky. The scene is captured in a cinematic style with soft lighting.

**OUR STORY**

*IN NUMBERS*



# HEADLINE IMPACT FOR 2021

Economic Impact

# £ £67,863,704

## £84,717,165

Calculation of Commercial's impact on its local economies through spend on supply chain and employment

## £ 15,527,226

A measure of how Commercial's employment contributed to economic productivity and uplift of the areas in which the business is located

Social Return on Investment (SROI)

# £125,508,614

For every £1 of income, Commercial created £1.85 of social value

## CLOSE UP

There are two measurement frameworks which, taken together, help us calculate our headline social value. Here's how each of the frameworks breaks down.

## £2,317,557

The savings to UK Government and taxpayers associated with reduced cost for welfare benefits, health services, education, emergency services, housing, and social care

## £3,637,341

Economic benefits to HMRC associated with tax, national insurance and warnings due to reduced worklessness and sickness days

## £5,337,066

Wellbeing improvements associated with work and skills development, qualifications, education support, community engagement and mental health improvements.

## £13,972,258

Environmental benefits associated with reducing, recycling and diverting waste, reducing CO2 emissions, as well as ecological protection.

we have collected and recycled **25,975 kgs** of mixed recycling, **113,250kgs** of paper  
and removed and recycled **23,250kgs** of junk from customers.

**More than 150 people**  
have taken part in our award winning Change Champions programme.

Since 2006 our total carbon intensity (tCO<sub>2</sub>e/£m)  
across all three scopes has decreased by more than

**90%**

We off-set 1,070 tonnes of carbon in 2020 and 370 tonnes in  
2021 Since 2006 this brings our carbon off-setting total to

**10,808 tonnes**

This year we reduced our carbon emissions

**By 700 tonnes,**  
a reduction of 66% year on year, and offset a further 370 tonnes.

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ACTIONS  
TO IMPROVE  
& PROTECT







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04

# ACTIONS TO IMPROVE & PROTECT

It is through our actions that we will change the story of life on Earth.

By working together, we can take actions that will improve the prospects for people and planet, while protecting our world from further harm.

Small steps, giant strides; individual choices, mutual cooperation; our aim is to illuminate a positive path that can be travelled by everyone, every day.



- Products with purpose
- Single use plastics
- Paper strategy
- Recycling
- Zero waste
- Supporting a circular economy
- Ethical ecosystem
- Renewable energy
- Carbon offsetting
- Logistics planning
- Emission-free transport



# PRODUCTS WITH PURPOSE

Commercial, demonstrates strong sustainability credentials with a clear desire to reduce its carbon imprint and a commitment to be a force for good. As a result EDF's most purchased products with sustainable credentials now cost less than their counterparts.





Launched in 2019, today the range offers more than triple the number of products originally selected for their environmental, social and ethical credentials.

It also now includes our own brand products – items that meet the highest environmental specification based on our metrics and which provide an opportunity for you to buy-social with a percentage of the sale donated to the Commercial Foundation – a social enterprise enabling young people from Gloucestershire to gain life skills, training and work opportunities.

Available through a virtual aisle on our online procurement system, Sprint, clients can see why the products were selected by our purchasing and sustainability experts, which aspects of sustainability they support and therefore make an informed decision as to whether that

product is right for their organisation. Every product is analysed, taking into account product packaging, cost in use, health and safety, removing weight where possible, and reducing the use of plastics.



Our aim is to double the quantity of our own brand items within Products with Purpose, while also producing our first dedicated catalogue for the range, in 2023.

We're making it easy to make positive choices on everyday products, so that our clients can demonstrate their values too; enacting our shared social purpose.

# SINGLE USE PLASTICS



**W**e are continuing to support our clients in eliminating single use plastics from their supply chain.

In 2019, we saved 12.6 tonnes of plastic by encouraging clients to switch to alternatives. This year has seen a further 25 tonnes of plastic removed.

Thanks to our supply chain partnerships and our Products with Purpose range, the information provided means that the environmental option is quickly becoming the preferred choice for our clients.

More than eight out of ten clients (82%) are already choosing Products with Purpose. With year-on-year sales growth, we predict that every client will be actively purchasing from this expanding range by 2025.

# PAPER STRATEGY

**W**e have changed the way we source and supply our paper and paper products to ensure every sheet that we sell is sustainable, promotes positive biodiversity and protects our planet's forests.

Our own-brand virgin paper is sourced from an accredited sustainable forest in Finland. When we compare it to the amount of CO2 produced by the average EU standard paper, we estimate that sales of our paper could be saving 268 tonnes of CO2 per year. And our sustainability experts regularly and robustly audit our supply chain to ensure the paper we source and supply is either from sustainable forests or made from a high percentage of recycled content.

We are working with clients to digitise processes, reducing paper usage while improving efficiency.



# RECYCLING



Our commitment to helping our clients recycle remains steadfast. In July 2022 we launched a new UK-wide partnership with recycling specialists.

They offer an easy booking and scheduling solution allied to an innovative, forward-thinking approach to recycling in excess of 30 different waste streams - they'll even recycle your office junk.

But we like a challenge and have found ways to stop coat hangers,

shop security tags and even food and coffee grounds from being sent to landfill.

The vast majority of waste is sent to UK-based recycling specialists and given a second use, with the remainder used to generate green electricity

With our best-in-class wraparound service working alongside our expertise recycling services are now as easy to order as office supplies.





# ZERO WASTE



**T**he first in our industry to achieve zero waste to landfill, it is now a decade since we first achieved the feat. Commercial continues to follow the mantra of reduce, reuse, recycle. Over the last year we have recycled an additional 2.5% of our waste and have committed to ensuring that less than 15% of our waste will be incinerated in 2022.



# SUPPORTING A CIRCULAR ECONOMY

**W**e are truly committed to achieving a completely circular economy, where waste is minimal or eliminated in all parts of the supply chain and where we use fewer resources by reducing, reusing and recycling.

Our suppliers have a critical role to play too by reducing waste at source. Many are addressing societal problems such as disposable coffee cups and the removal of plastics. Others are developing new, innovative products including compostable packaging.



Working closely with our suppliers is essential, which is why we host annual Supplier Days. Ensuring transparent collaboration, they provide a platform where ideas, products and challenges in the marketplace can be shared and resolved. And, importantly, where due consideration can be given to the end-of-life process in order to close the loop.

# ETHICAL ECOSYSTEM

**W**ith a global supply chain sourcing products and services from 66 countries, we understand the impact of our procurement decisions around the world.

We want to know the working conditions of every mill, factory and warehouse and to prohibit modern slavery. We will not pay lip service to it. We will not simply take people at their word.

That is why we choose to only work with suppliers who share our commitment to uphold our ethical, social and environmental standards and have the evidence to demonstrate that commitment.

As well as our team independently verifying a supplier's environmental performance and policies, we use

the Sedex Members' Ethical Trade Audit (SMETA). This includes asking our suppliers to sign up to the Ethical Trading Initiatives (ETi) base code – an internationally recognised code of labour practice.

## **Treating people fairly**

Commercial is equally committed to ensuring that our organisation lives by the same exacting standard we expect of others. We are an accredited Living Wage employer, choosing to pay all our staff, including subcontracted staff, a real living wage. Recognising potential barriers for women in the workplace, in 2021 Commercial increased its maternity pay.

We are also a member of the national Disability Confident employer scheme, striving to remove barriers to disabled

people and those with long-term health conditions, ensuring that everyone has the opportunity to fulfil their potential and realise their aspirations.





# RENEWABLE ENERGY

Commercial has been purchasing solely renewable energy since 2006. With the UK's goal for electricity to be from 100% renewable sources by 2035, we feel it's imperative for us to achieve our own targets as quickly as possible.

That's why we have challenged ourselves to be 100% self-sufficient for renewable energy across all sites by 2028. With the help of our Smart Technologies division, we are piloting 'proof of concept' in the use of small-scale wind power technologies, to measure its potential and share that insight with our clients.

We've generated 759,580 kilowatt hours of our own power from solar arrays in Cheltenham and London, since 2012. We make use of this to help power our offices and send what we can't use to the National Grid. By exploring improved battery storage, our aim is to use even more of this energy ourselves in future, becoming self-sufficient for approximately one third of our electricity needs from solar alone.

We partner with Ecotricity to supplement our self-generated power, ensuring all the supply we purchase from the grid is proven to be from renewable sources.



# CARBON OFFSETTING



**O**ur goal is to be completely Net Zero in our operations, our offices and across the communities where we work by 2028. To that aim, we're bringing down our carbon footprint year on year.

At the same time, we're offsetting our emissions across all three scopes by supporting forestry and conservation projects through Natural Capital Partners. This has helped us to achieve carbon neutrality status since 2006.

All the offsetting projects we support meet the Climate, Community and Biodiversity standards, as well as the Verified Carbon Standard. Over the last couple of years, the projects we are supporting include Mangrove planting and teak afforestation in Mexico and Amazonian rainforest conservation in Brazil.





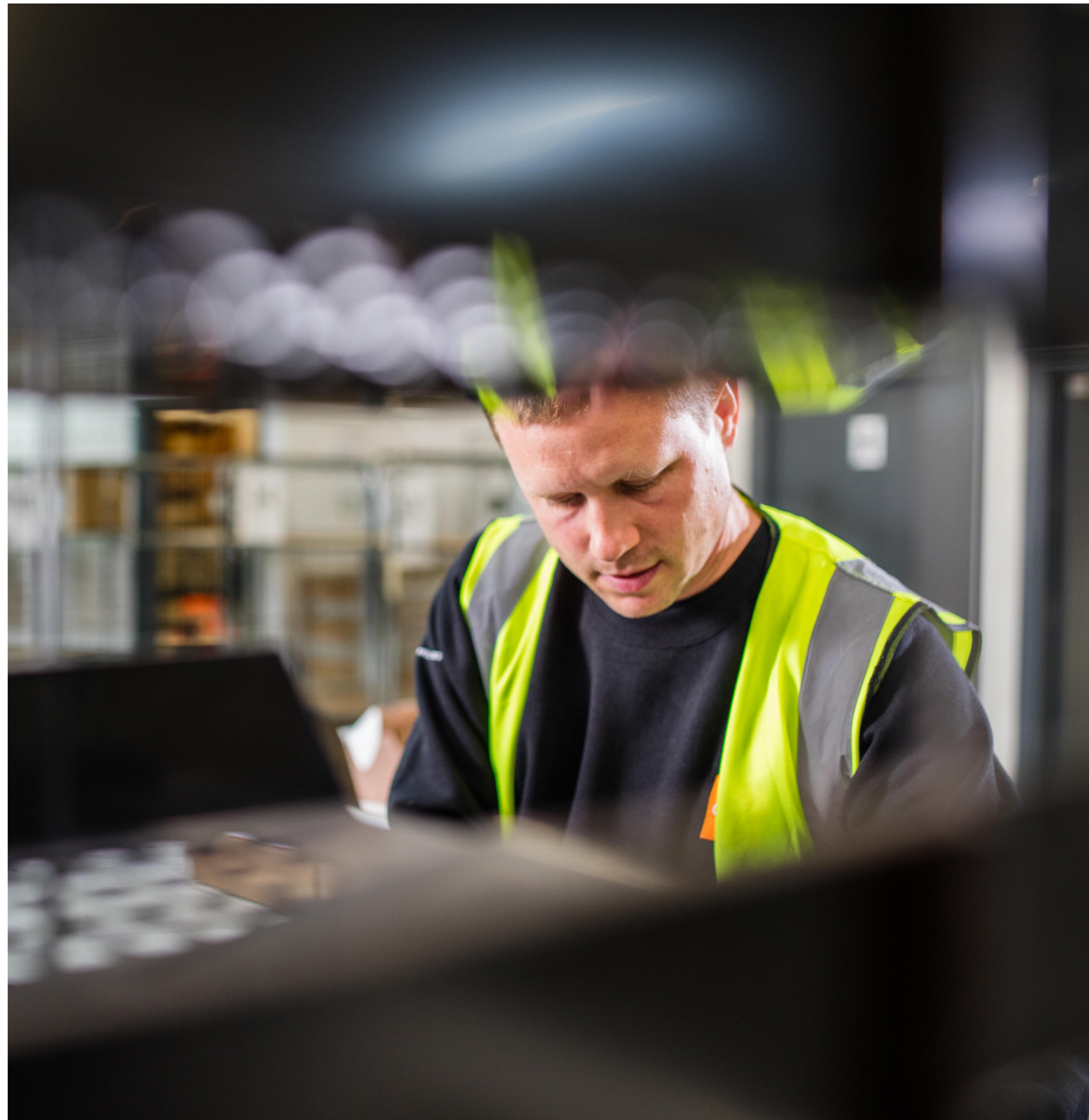
# EMISSION-FREE TRANSPORT

[Find out more](#)

Managing the movement of goods and people while limiting vehicle emissions is a major consideration for us. We have been involved in a number of consortia since 2007 looking at alternative fuels including biodiesel, hydrogen and electric.

We are also a member of organisations promoting dialogue and world-changing action in the low carbon agenda. These include LoCity, Go Ultra Low Companies, Hydrogen London and the Clean Van Commitment, pledging zero tailpipe emissions by 2028.

More than 50% of our van fleet has been hydrogen-fuelled since 2012 saving 75% of CO2 for each mile travelled, compared to a diesel van.



# LOGISTICS PLANNING

Balancing stock management and delivery frequency has always been an area of particular interest for Commercial and our clients. Our smart logistics planning software, Power Bi, is helping us to work with our customers to understand their CO2 impacts from deliveries and consolidate orders to achieve the greatest efficiencies.

# HEALTH IMPACT OF EMISSIONS

**T**o try and better understand the health impacts of traffic pollution, five of our drivers took part in a scientific study by researchers at King's College London.

Black carbon is an indicator of incomplete fuel combustion, the primary source of which, while driving, is diesel exhaust. The black carbon detected by monitors worn by the drivers who participated was higher than all other occupations except taxi drivers. More evidence, if it were needed, of the urgent need for widespread adoption of low- and no-carbon vehicles.

Published in 2019, the results among our drivers showed a higher exposure to black carbon during their working hours of driving, compared to other parts of their day, with spikes correlating to traffic congestion.





# ELECTRIC CARS

**O**f course, the problem is not just about vans moving goods; our team needs to move around the country too, albeit much less frequently than since before the pandemic.

We have set an ambitious strategy to eliminate all emissions within the company fleet. From 2021, Commercial is no longer purchasing full diesel or petrol cars. Our vehicle replacement strategy will increase year on year, with a goal that 75% of our company cars will either be a hybrid or zero-emission vehicles by 2025. At that point we'll no longer purchase hybrid cars, as we strive to achieve a zero-emissions fleet by 2028.

[Find out more](#)





*ACTIONS*  
**TO EMPOWER  
& COLLABORATE**



05

# ACTIONS TO EMPOWER & COLLABORATE

If all the world's a stage, then Commercial surely has the most remarkable cast and crew of players.

With a unique set of characteristics, the team innovates through collaboration, by forensically looking for, and implementing, new and improved processes. Our team is empowered to make decisions quickly, effectively and to act.

What's more, we're focused on providing services and products that empower our clients' organisations too.

It is through empowerment and collaboration that we will enact a new story for our world.



- Reimagined workspaces
- Measuring clients' social impact
- Change Champions
- Charitable giving and fundraising
- Cycle to work scheme
- Go electric
- Bike twinning
- The Commercial Foundation
- IT Schools Africa
- Toilet twinning
- Personal carbon offsetting



# REIMAGINED WORKSPACES

**H**ow companies operated pre-Covid is, for many, a dim and distant memory.

The concept of home, hybrid and agile working has taken precedence. The benefits, where such models can be implemented, are numerous and include even greater health and wellbeing for employees.

Little to no physical social interaction however, was one aspect of lockdown that impacted society negatively. As a result, businesses are now viewing their humble office as an area of opportunity. To reinvigorate teams, attract new talent,

inspire, motivate and excite creativity.

To be considered a destination not an obligation, reinventing the office includes the reimagining of the physical, spatial and digital aspects of your organisation. How do people connect? How do they interact? How is data stored, shared, secured?

We apply our expertise in interiors, managed IT systems, smart technology and sustainability to create environments that enable people and business to thrive without compromise to the natural environment.

“

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*A modern workspace has to be a social destination. A venue for collaboration and inspiration where people want to be, for fear of missing out, and don't simply attend out of a sense of obligation.*

# MEASURING CLIENTS' SOCIAL IMPACT



Cost neutral



Cost in use



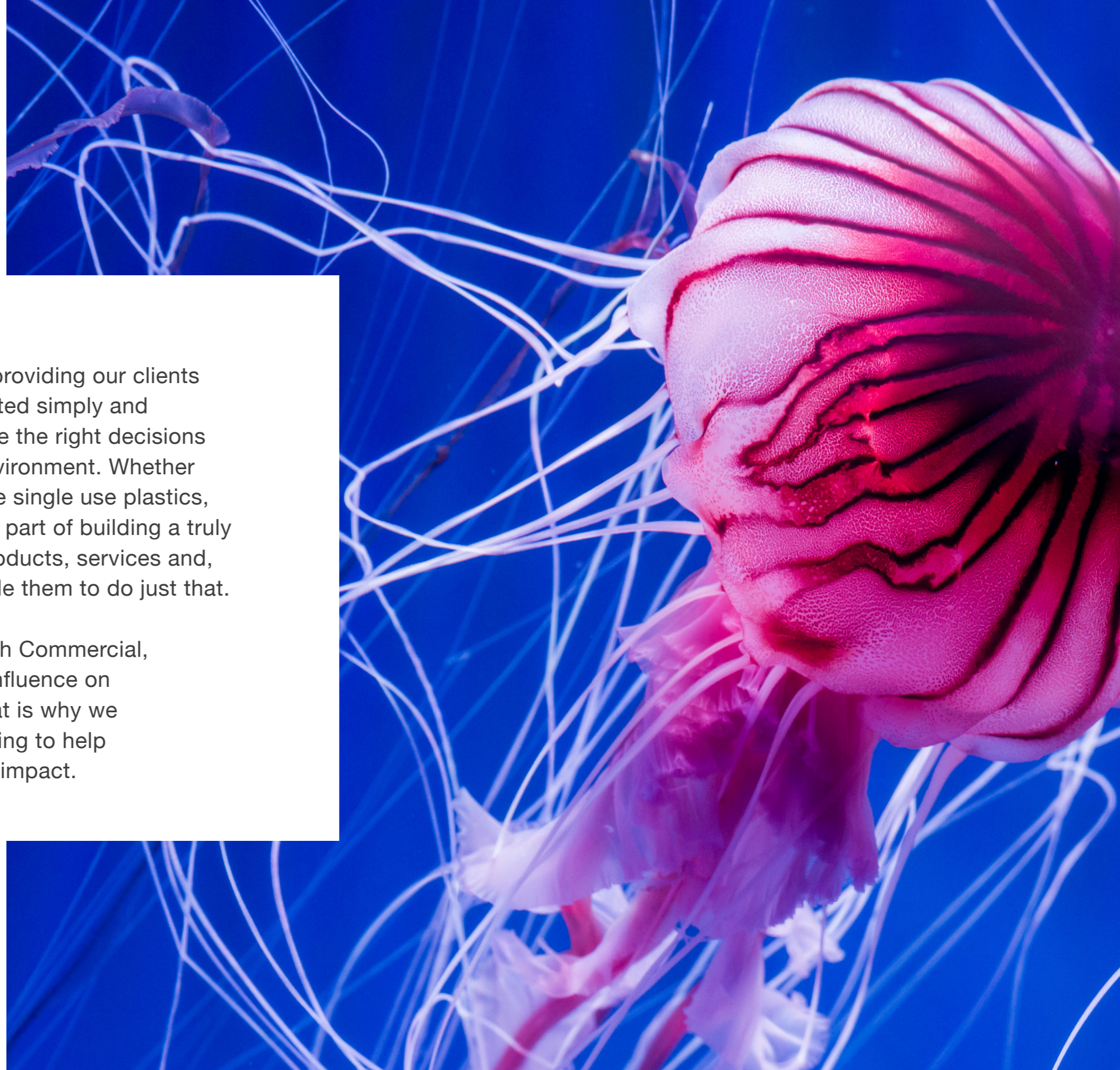
Cost to run





**A**t Commercial, we believe in providing our clients with facts and figures presented simply and accurately to inspire them to make the right decisions for their organisations and the environment. Whether our clients are looking to eliminate single use plastics, give back to the community or be part of building a truly circular economy, we have the products, services and, importantly, the reporting to enable them to do just that.

Simply by choosing to partner with Commercial, our clients are having a positive influence on their own sustainability goals. That is why we provide clear, personalised reporting to help them understand and drive down impact.



# CHANGE CHAMPIONS

Our award-winning Change Champions leadership programme has created business transformational change in our own and our clients' organisations by inspiring and empowering staff to act on issues that matter to them.

Since the launch of the programme in 2015, around 150 employees across Commercial have now taken part in the programme, usually in groups of six to eight, implementing scores of projects.



# THE GIFT OF TIME

**B**ranching Out is the name of an initiative launched by our Change Champions team. The concept is simple, all staff are given a paid day's holiday, each year, for them to be able donate their time to a charity or cause of their choice. To date, 11 organisations have been supported and 360 hours donated.

“ Thank you to the lovely team from Commercial who spent the day gardening at Kites Corner, home of James Hopkins Trust. We are incredibly grateful to companies like Commercial that generously donate a workday a year to charity for each of their staff.

**Ria Heap, the Trust's Community,**



# CHARITABLE GIVING AND FUNDRAISING

**T**he third sector was deeply affected by the pandemic, making donations and fundraising activity even more important. Commercial has always been a benevolent organisation thanks to the caring nature of our team. Over the past two years we have been particularly active, even when virtual events were the only avenue open to us to get together in support of good causes.





COMMERCIAL

ARE YOU READY  
TO GO GREEN?

## CHARITY DAYS

In addition to the paid day off that any member of staff can take to dedicate time to causes close to their hearts, Commercial hosts charity days and fundraisers that the team can get involved with.

Over the course of the year, we have supported charities including Children in Need, Macmillan, Save the Children, and Cancer Research UK. In the financial year ending January 2021, collectively, our fundraising efforts – which included holding a ‘Green Jumper Day’ – have raised £1,150.



COMMERCIAL

PRIDE

*In having a choice*

## PRIDE – EQUALITY, DIVERSITY, INCLUSIVITY



Taking great Pride in what makes us all special and unique runs through the heart of Commercial.

During Pride month each June we are proud to fly the rainbow flag on our branding as well as undertake a number of company-wide initiatives and group learning sessions to highlight what makes us stronger together. Equality and inclusivity sit at the heart of our organisation, because we believe that diversity is our biggest strength.

A person wearing a light green shirt, dark shorts, and a blue helmet is riding a bicycle on a red wooden boardwalk. The boardwalk is bordered by a white railing with a green top rail. The background is filled with lush green trees and foliage. The scene is brightly lit, suggesting a sunny day.

# CYCLE TO WORK SCHEME

**A**s part of our commitment to reducing emissions, we offer employees a salary sacrifice scheme which makes it possible for staff to spread the cost of a new bike and accessories over 12 months. In the last two years, seven of our team have taken advantage of the tax-free benefit.



# BIKE TWINNING

**W**henever we add a car to the company fleet, we supply a new bicycle to someone in one of the world's poorest countries.

In partnership with World Bicycle Relief, we're helping communities gain access to markets, schools and healthcare. Most bicycles are donated to girls, giving them a safer way to get to school.

The programme also trains mechanics, making it a sustainable and self-sufficient way to transform communities. we've committed to providing at least five bicycles every year, supplying five in 2020, and eight in 2021.



# GO ELECTRIC

**N**ot including business mileage, we estimate that our colleagues' commuting by car accounts for approximately 30% of the company's total carbon footprint each year.

With the sale of new petrol and diesel cars to be ended in 2030, we wanted to get ahead of the game and help make electric vehicles as affordable and accessible to our tribe as possible.





And with the cost of petrol and diesel at the pumps soaring to record levels, there has perhaps never been a better time to go electric.

As part of our Change Champions Team recommendations, Commercial implemented a salary sacrifice electric car leasing scheme in 2021.

Our aim is to achieve the same number of sign-ups as our Cycle to Work scheme. By doing so, we can reduce our Scope 3 emissions by 50%.





# THE COMMERCIAL FOUNDATION

**W**e want to help young people in our local area who have skills and ambition but no opportunities to fulfil them. That's why, in 2015, we set up our social enterprise known as Commercial Foundation.

On the Foundations #NoLimits programme, each cohort of delegates in the foundation learns practical skills in print, IT and employment to help them on the path towards a career and a fulfilling role in society. We help them prepare for work and realise what they are capable of. We also give them the chance to find work placements and even full-time employment, through our local contacts and our family here at Commercial.

**127**

127 young people have been through the #NoLimits programme

**87%**

of these young people have subsequently found employment or enrolled in education

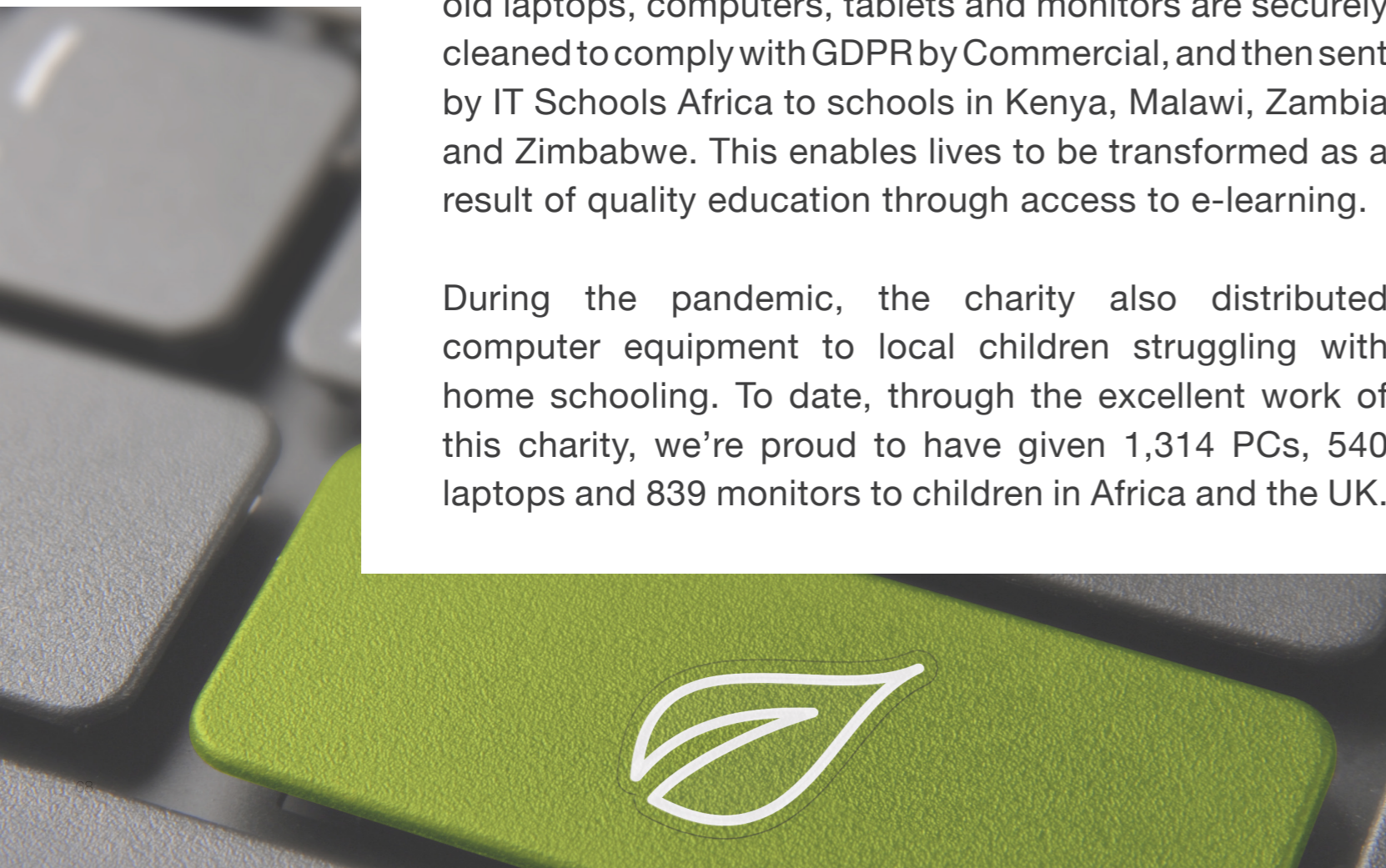


# IT SCHOOLS AFRICA

Commercial has supported IT Schools Africa since 2011, bringing the charity together with our clients when they are disposing of old computer equipment.

Under our 'Managed IT with a Conscience' programme, old laptops, computers, tablets and monitors are securely cleaned to comply with GDPR by Commercial, and then sent by IT Schools Africa to schools in Kenya, Malawi, Zambia and Zimbabwe. This enables lives to be transformed as a result of quality education through access to e-learning.

During the pandemic, the charity also distributed computer equipment to local children struggling with home schooling. To date, through the excellent work of this charity, we're proud to have given 1,314 PCs, 540 laptops and 839 monitors to children in Africa and the UK.



# TOILET TWINNING

Every year, we twin every loo and urinal across our business (that's 23 in total) with a family or a community in the poorest, most challenging areas of the world.

We match our sponsorship, loo for loo. This pays for toilets, sanitation, access to clean water and hygiene education.

Lack of sanitation is one of the world's biggest killers, so this is lifesaving stuff, and we're proud and delighted to be involved. Our Foundation has joined in too, twinning a further two loos.

VEHIVAVY

SONA  
RA

MANGATA  
BOAHAN  
G

# PERSONAL CARBON OFFSETTING

In July 2021, Commercial began a partnership with Ecologi, an environmental conservation organisation that offers a monthly subscription service to help individuals lower their negative impact on the climate.

For the price of a coffee and croissant, per month, 50% of which is paid by Commercial and 50% paid by staff, Commercial employees can offset their carbon footprint through verified carbon offset projects and have trees planted.

In the first six months since its launch, 32% of Commercial employees have signed-up to this initiative and to date 9,564 trees have been planted.





For the price  
of a coffee and  
croissant, per month



50% of which is  
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Commercial employees  
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footprint through verified  
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and have trees planted

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*ACTIONS*  
**TO INSPIRE  
& LEARN**







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06

# ACTIONS TO INSPIRE & LEARN

The human spirit is energised by the world around us.

We act and react. We come together to learn and adapt, to inspire and challenge, to nurture and defend. To sustain.

Commercial's pathway towards a more sustainable future is paved with lessons learnt. Just as we are inspired by our clients, colleagues, supply partners and families, we hope to pay it forward, within and outside the workplace, embracing all ages.

- A thirst for knowledge
- Sharing ideas
- Women in technology
- Artists in residence
- Connecting with the next generation



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*Everyone assumes that survival of the fittest means it's the strongest that will survive. That's not true, it's the ones who are most adaptable, flexible and willing to change will.....*

# A THIRST FOR KNOWLEDGE

**W**e are continually learning and evolving at Commercial. From formal training courses to sharing skills, knowledge and expertise with each other, it's fair to say we have a thirst for knowledge.

Over the past two years, as a result of the pandemic and numerous lockdowns, Commercial has been particularly focused on the mental health and wellbeing of our team. As a result, we have hosted a number of training and awareness activities.



We offer a free, confidential counselling service. And this year saw the launch of our Help@Hand virtual, value-added benefit service which is run via an easy to use app. It provides employees with quick access to five key health and wellbeing services.

At its peak, the pandemic naturally caused concern and, in some cases, anxiety. In a bid to support our staff further, Commercial introduced its life insurance policy providing additional peace of mind and ran a number of life skills workshops. These included suicide awareness training and The Everymind Champion, an interactive online course that equips people with the tools to support themselves and others with practical suggestions to improve mental health.



# SHARING IDEAS

Our clients are, and always will be, the driving force behind Commercial.

Every challenge they encounter is an opportunity to support. To find new ways of working, to increase efficiencies, to deliver tangible results, to help them in achieving their own sustainability goals – ethical, environmental and social.



## Virtual meetings

**N**ever has this been more acutely felt than in the past two years. From virtual coffee meetings between our co-founder and MD, Simone Hindmarch, and clients, to simple surveys discussing the impact of the new world, we have created closeness at a time when physical distance was required.

Not to be deterred by lockdown commencing just as we were ready to publish, Simone has presented Commercial's award-winning 2019 Social Impact Report to multiple organisations via video conferencing. Invariably, these are stimulating discussions, prompting ongoing dialogue on our common goals.

## Home advice

**H**ome is where the start is, is an interactive, online brochure created by our Change Champions team. Shared with all staff, it highlights ways in which we can significantly reduce our carbon footprint at home and offers tips, advice and links to information portals for more details, including grant applications for larger ticket items such as boilers, windows and electric vehicles.



[View flipbook](#)

## Veganuary

**A**head of COP26, the Climate Change Committee, which advises the Government on its targets, recommended that people should consume 20% less meat and dairy by 2030 and 35% less by 2050. Commercial has joined a growing number of people and organisations around the world to promote Veganuary with the Vegan Society.

In the first year that we participated in Veganuary, we cut our CO2 emissions by 5,6658kg, saved 7,974m2 of Forest and 777,744 bottles of water.

Our catering, for staff and for guests, is fully vegetarian.



# WOMEN IN TECHNOLOGY

One of our most recent Change Champions projects has involved taking positive steps to encourage more women into science, technology, engineering and manufacturing (STEM) careers.

**1.** Empower our colleagues to become the best they can be. Provide opportunities and inspiration to go 'above and beyond' as a key part of the engineering and technology world.

**2.** Help our local communities. Supporting local communities through a unique volunteering programme, offering Commercial's time and services for the benefit of others.

**3.** Stand against inequality. We want everyone to have a fair chance. We are focusing on women in technology, by showing women the opportunities ahead.

**4.** We want to support our own colleagues to see themselves as role models and influencers in this area.



A programme of interactive workshops and career events with schools and colleges is underway, offering work experience placements within Commercial and forging links with our Foundation.

We will also provide coaching and support for women applying for roles within the technology sector, which might include interview coaching, careers advice, training advice and job application support such as CV writing. Through this element of the programme, we aim to facilitate career progression within Commercial as well as identify and attract the very best young aspiring technologists into the business.

In addition, several colleagues have become STEM Ambassadors – joining a group of more than 37,000 volunteers across the UK, inspiring communicators and relatable role models, who are bringing STEM subjects to life.

[Find out more](#)



# ARTISTS IN RESIDENCE

This year, Commercial is launching its first Artists in Residence programme; a progression from a number of collaborative creative projects in recent years.

Commercial has always encouraged creativity as a way of engaging and innovating among the team. Recognising the scope for artistic expression to connect emotionally with people of all ages and inspire positive action for the environment, an idea was born. Performance artist Liberty Mann, a creative practised in delivering school workshops, costume and prop making, storytelling and writing, shares a passion for the environment with her mother, our co-founder and managing director Simone. Plans for an initial collaboration between Liberty and Commercial – a beach clean and children’s workshop to get creative with their trawl – were derailed by Covid.



Liberty Mann



*unleashing the creativity*



Instead, Liberty took her workshops online, involving the children of Commercial colleagues. By the end of 2021, our creative online workshops that highlighted the plight of endangered animals had been enjoyed enthusiastically by 150 children, including pupils from two of our client schools.

Now, the integration of our Artists in Residence programme into our organisation will deepen the connection between the arts and business. It will embrace colleagues, customers and the community and encourage us all to explore our creativity. The programmes aim is to work together across generations, helping to remove boundaries and bringing together different perspectives so we can recognise that we are one planet.



**Liberty was an engaging author who immersed the children within her book and her concepts throughout our virtual workshop during the pandemic. She pitched her workshop appropriately and the children were excited and enthusiastic about her book and activities she had planned. We would recommend Liberty to all.**

# ARTISTIC COLLABORATION

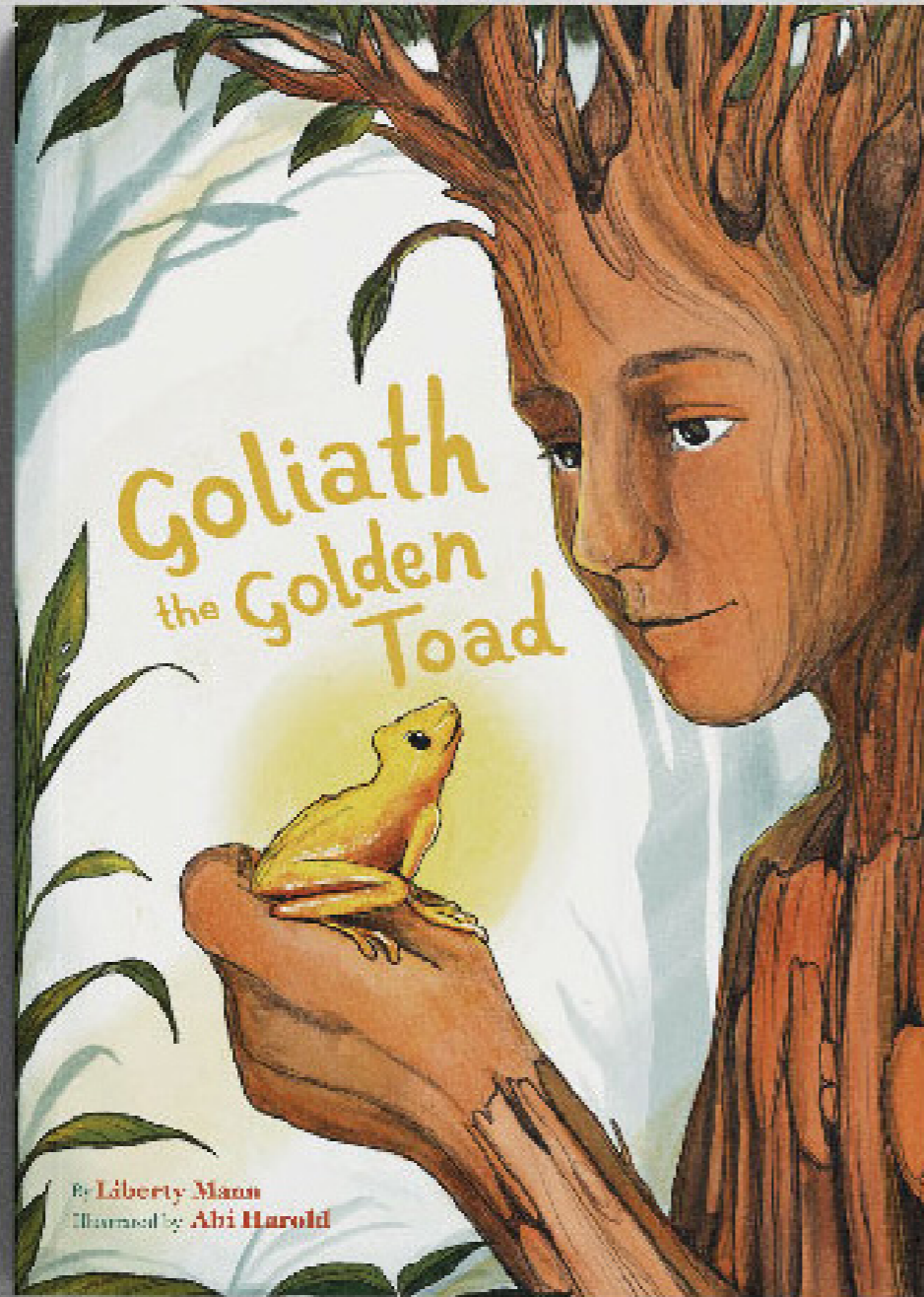
**B**uilding upon the success of the workshops, Liberty has written a playful and inspiring book aimed at primary-aged children. Beautifully illustrated by talented graduate artist, Abi Harold, the story highlights ways in which the young readers can help combat climate change and the negative impact it has on our planet and its population.

At the heart of the story of Goliath the Golden Toad is a call to action for children to come together to make their voices heard.



[animalallies.co.uk](http://animalallies.co.uk)

The book was launched in April 2022 among some of Commercial's families with a fun-filled and inspirational day of storytelling, costumes and woodland adventure, set in the grounds of Parnham Park in Dorset. As the first project of Liberty's residency, Commercial's aim is to roll out this immersive experience more widely, empowering every child, school class or community group to join Goliath's call for change by creating an army of Animal Allies.



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**THE NEXT**  
CHAPTER







# THE NEXT CHAPTER

Every day, another scene

**T**he good news is that we already have many of the solutions to the planet's greatest threats within our reach. Some are firmly within our grasp; others require more of a stretch.

We're making progress in the simplest everyday choices we take, in the knowledge we gain, in the experiences we share, and in the investments and commitments our organisations make.



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So, where will your life  
story take you next?



# LESSONS FOR TOMORROW

The pace of change in the last couple of years was, to a great extent, driven out of necessity.

When the health of everyone around us was under threat, many organisations gained a new perspective about the importance of wellbeing and an employer's duty of care. We supported customers by sourcing PPE and all that was required to be Covid-secure.

As homeworking brought into sharp focus the many benefits of sharing data in the Cloud with the versatility of log-ins from anywhere, the need for heightened cyber security solutions was also evident, with guidance provided by our teams. And many of our clients have since discovered

that the innovations, smart technologies, digitalisation and automation that deployed then, so that they could work differently, also saved them time. What's more, in many cases there has been a positive environmental impact too.

More than ever, recent months have shown us that the agile, collaborative, customer-service driven actions of our Commercial colleagues, supply partners and customers can be positive for people and the planet.

It is this that drives us forward. We have it within our grasp to re-write the future, to become good ancestors.

A man and a young girl are seen from behind, holding hands and looking out over a vast landscape at sunset. The sun is low on the horizon, casting a warm, golden glow. In the distance, several large wind turbines are silhouetted against the sky. The foreground is a field of tall grass and small flowers. The overall mood is peaceful and hopeful.

**Together, we can - we must - enact  
a new story for our world.**

# HOW TO GET IN TOUCH

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If you'd like to join us in re-writing the future, and talk about how we can take care of business and each other, simply drop us a line at [hello@commercial.co.uk](mailto:hello@commercial.co.uk) email or call 01242 690006.

## COMMERCIAL BY NATURE

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