



Impact Report 2023 - 2024

Contents

- **Leadership Letter**
- **About Us**
- **Journey to Certification**
 - **B Corp verified score and goals for recertification**
 - Governance
 - Workers
 - Community
 - Customers
 - Environment
 - **Fylde Sand Dune Project**
 - **The Last Word**

Leadership Letter



During the past twelve months, our business has experienced unprecedented growth and transformation. The transition from BiU to Sustainable Energy First marked a defining moment in our journey, as we sharpened our focus on delivering purpose-driven impact and deepened our commitment to sustainability. This rebranding was not just a shift in name but a renewed emphasis on making a meaningful, lasting contribution to the fight against climate change and social inequities.

Becoming a certified B Corp was a pivotal milestone for us and a moment of monumental pride in our company, serving as a catalyst for greater transparency, accountability, and long-term sustainability.

The B Corp Certification not only validates the work we've already done but also holds us accountable for future improvements. As we look ahead to recertification in 2026, we are committed to strengthening our ESG credentials and deepening our positive impact on both people and the planet as a matter of continual improvement and reflection.

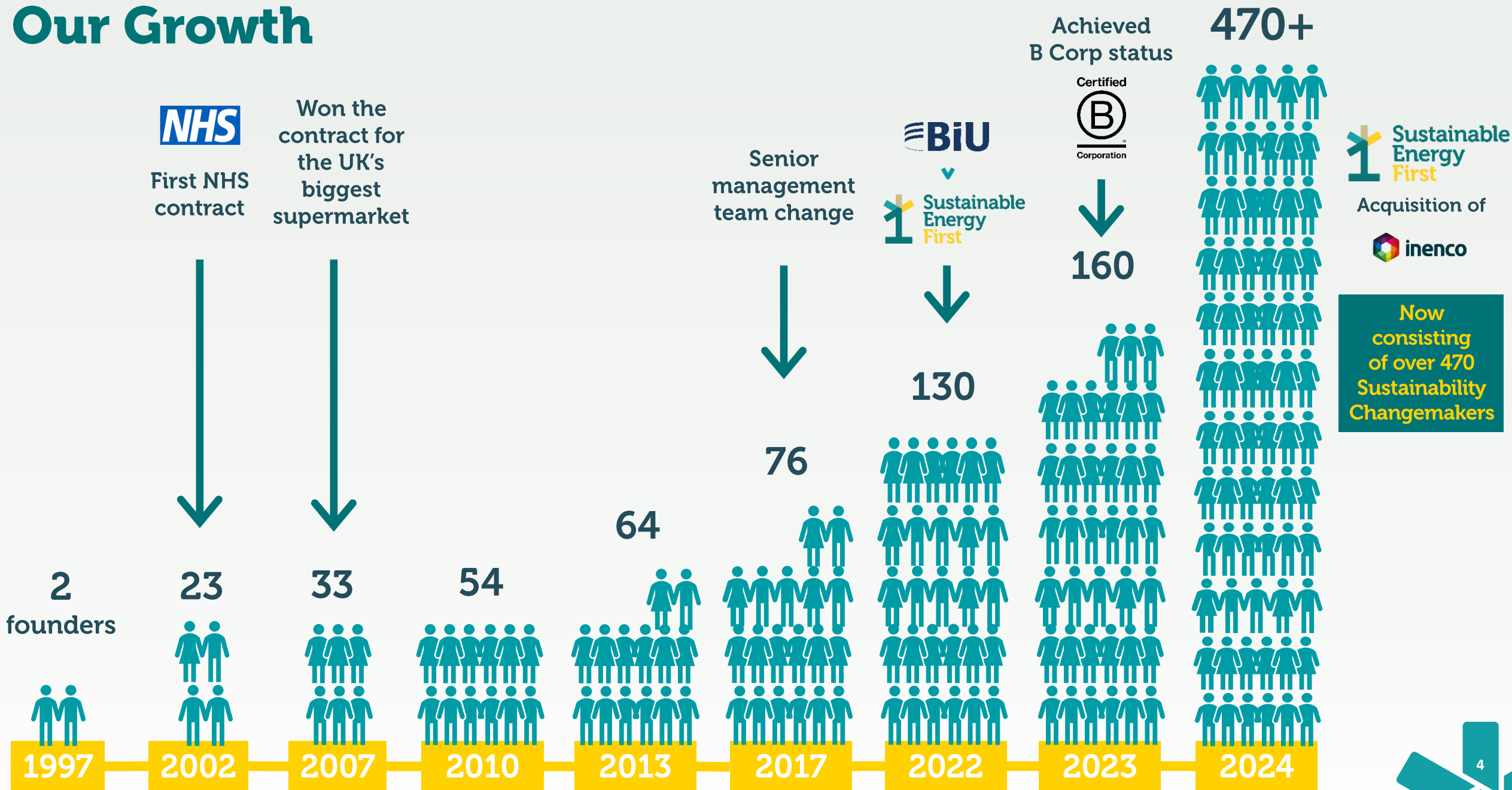
Our business has grown significantly over the past year, expanding our headcount from 186 to 461 colleagues. This growth has been powered by organic development and strategic acquisitions, including our acquisition of Inenco Group. Our support from our founders and partnership with Beech Tree Private Equity has enabled us to invest further in digital transformation which is supporting our strategy and ambitions for the clean energy transition, providing us with the resources to drive our clients' and our own net zero ambitions even further. We remain committed to operating in a way that reflects who we are and who we aspire to be.

Our focus on staff wellbeing, community contributions, and environmental stewardship continues to guide our strategy and actions. We take great pride in supporting our clients through their complex energy and sustainability challenges, and we look forward to further scaling our impact in the many years to come.

A photograph of Michael Abbot, the Chief Executive Officer, speaking at a conference. He is wearing a dark suit, a white shirt, and glasses, and is holding a small black object in his hands. The background shows other people seated at tables, slightly out of focus.

Michael Abbot
Chief Executive Officer

Our Growth



Milestones over the last two years

Sept 2022

Becoming Sustainable Energy First

BiU repositions to Sustainable Energy First

[Click Here](#)

Feb 2024

B Corp Certified

Sustainable Energy First achieves B Corp status

[Click Here](#)

Investors In People – Gold

Sustainable Energy First achieves Gold

[Click Here](#)

Aug 2024

Beech Tree Investment

Sustainable Energy First secures major investment to scale up net zero ambitions

[Click Here](#)

Inenco Acquisition

Sustainable Energy First Acquires Inenco

[Click Here](#)

Oct 2023

April 2024

Our purpose

Inspiring and empowering our
people to make a positive
difference for themselves,
our clients and the planet.

Our values



#BeBold



#BeResponsible



#BeImaginative



#BeTogether

Our Services



Sustainability and net zero

Turning energy data and compliance into opportunities for a healthier planet and bottom line.



Utility management

Making sure businesses only pay for what they use, for electricity, water and gas.



Revenue recovery

Retrieving money that businesses are owed. A historic utility bill audit to identify erroneous charges.



Energy procurement

Expert procurement managers helping to deliver budget assurance trading on the wholesale energy market.



Site infrastructure

A complete connection and metering service where projects are completed on time and within budget.



Renewable energy experts

Applying our experience, talent and technology to improving companies economic, environmental and social sustainability.

Social

- Investors in People, **GOLD** – achieved in 2024
- Powered by **470+** sustainability change makers
- **10th** best consultant to work for, across all sectors
- Responsive colleague benefits and support
- Supporter of Fylde Coast Food Bank
- Sponsor of several grass-roots local sports

Finalist Red Rose Lancashire Awards:
Employer of the Year 2022

Finalist FSB Awards:
Wellbeing Program of the Year 2022



INVESTORS IN PEOPLE®
We invest in people Gold

Environmental

- Sustainability insights
- Sustainability projects
- Renewable energy pioneers
- Certified carbon professionals
- Set a Carbon Reduction Target of **327,170 CO₂e**
- In Oct '23 achieved B Corp certification

93% of staff agreed we have a strong social conscience and nationally ranked **10th** for protecting the environment through UK Best Companies to Work For

Certified



Corporation

This company meets high standards of social and environmental impact.



IEMA



Economic

- Energy and carbon trading
- Revenue recovery specialists
- Delivering energy financial forecasting
- Supplying timely site works
- Ensuring first time compliance

For the UK's largest pub chain our energy surveys resulted in a savings potential of £500,000

We delivered economic and environmental results for ESOS phase 2 clients:

22GWh
energy savings identified

£3.98m
cost savings

1.74
years average ROI

5623.2t
CO₂e savings potential

Journey to Certification

We are proud to have joined the growing global movement of certified B Corps, and we are excited to use this report to reflect on our first 12 months as part of the B Corp community. The decision to pursue B Corp certification was motivated by our commitment to embedding sustainability into the very core of our business. The certification process required a rigorous evaluation of our practices and processes, pushing us to re-examine how we operate and improve on areas where we could make a greater positive impact.

The B Corp framework aligned perfectly with our mission to make a meaningful difference, not only for our clients but for our colleagues, communities, and the environment. It provided us with an external validation of the work we had already begun and a structured pathway for future improvements. By joining this community, we also gained access to a network of like-minded businesses committed to balancing purpose with profit, and the shared learning opportunities have been invaluable in shaping our strategies going forward.

Why we became a B Corp

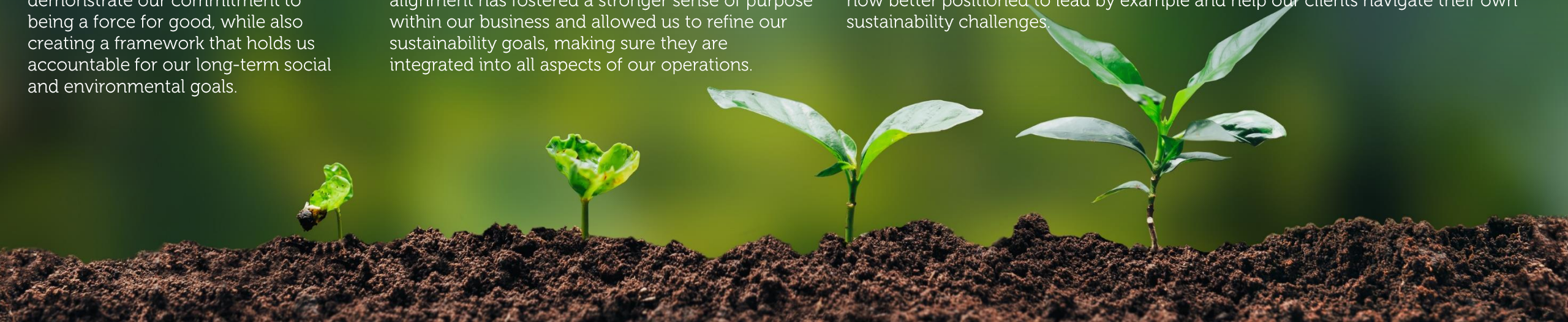
Our decision to become a B Corp was rooted in our belief that businesses must take an active role in addressing global challenges, such as climate change and inequality. Certification provided us with a tangible way to demonstrate our commitment to being a force for good, while also creating a framework that holds us accountable for our long-term social and environmental goals.

How it aligns with our business strategy and culture

Becoming a B Corp aligns seamlessly with our company's strategic direction and culture of responsibility. The balanced approach of the B Corp philosophy resonates with our own values, ensuring that as we grow, we continue to prioritise the well-being of people and the planet. This alignment has fostered a stronger sense of purpose within our business and allowed us to refine our sustainability goals, making sure they are integrated into all aspects of our operations.

How becoming a B Corp has impacted our business

Since obtaining certification, the B Corp framework has provided credibility to our sustainability initiatives and a transparent mechanism for accountability. It has reinforced our efforts to avoid being "sustainable in name only" by demanding measurable actions and ongoing improvement. In addition, the certification has strengthened our relationships with stakeholders who increasingly expect businesses to take responsibility for their social and environmental impact. We are now better positioned to lead by example and help our clients navigate their own sustainability challenges.

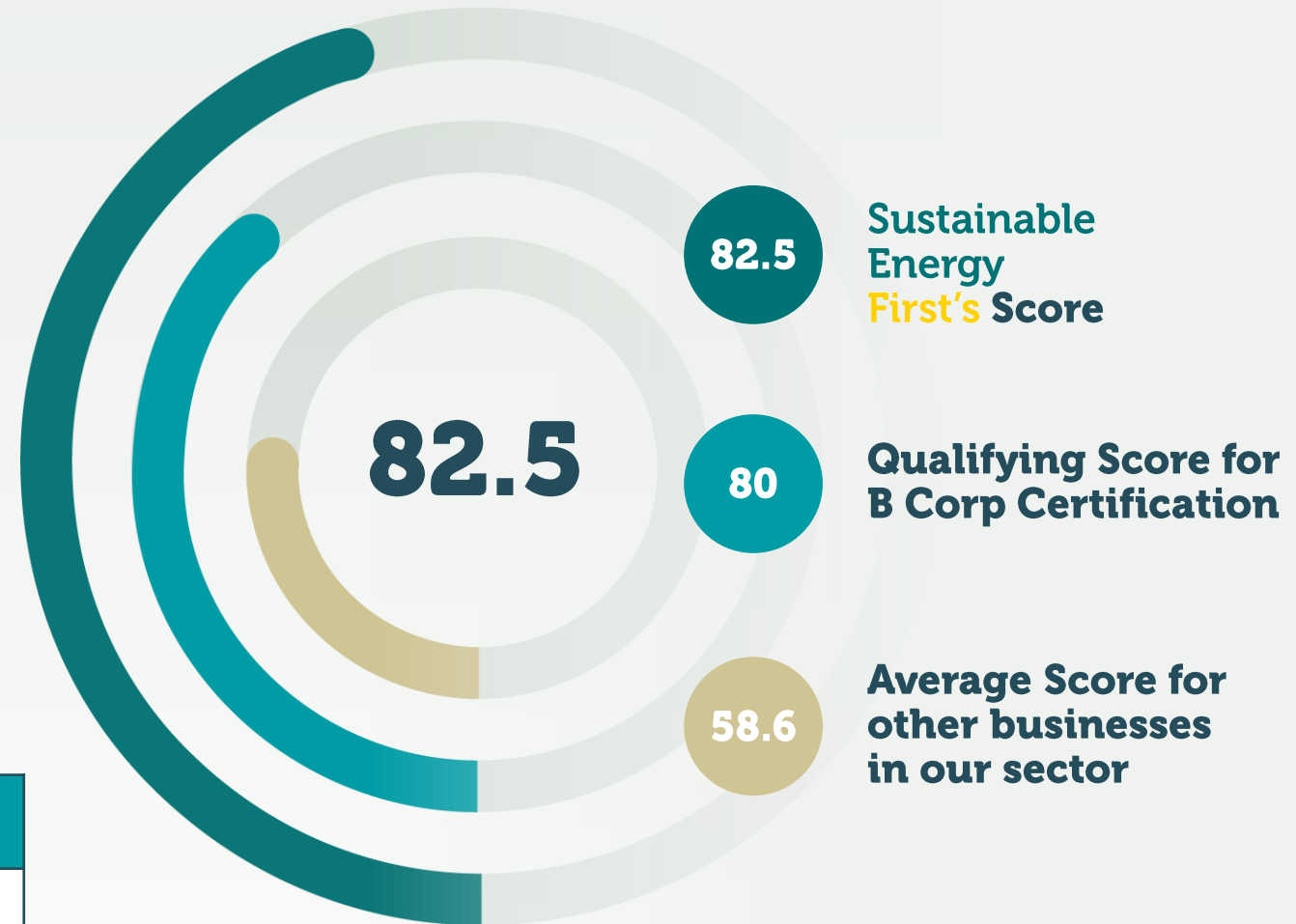


B Corp verified score and goals for recertification

Our latest verified B Corp score reflects not just where we stand today, but also guides our roadmap for future improvements.

Including this in our report allows us to communicate our ongoing journey to all stakeholders - colleagues, customers, suppliers, and investors - showing that we are holding ourselves accountable and that we are strategically investing in key areas to make a positive difference.

This aligns with our purpose-led mission and our goal to remain at the forefront of the sustainability movement, contributing meaningfully to both people and the planet.



	Governance	Workers	Community	Environment	Customers
Our score	11.5	32.8	19.6	14.7	3.6
Average score in sector	8.7	22.4	14.7	11.1	1.7



B Corp verified score and goals for recertification

Following our B Corp certification, our business assessed and implemented a senior stakeholder committee to meet with our staff in a number of structured workshops. The aim of the workshops was to hear from our staff on where they would like to see impact associated with B Corp's 5 pillars. The results of the workshops were formulated into a strategic plan, with monthly progress and update meeting to support our business in driving specific impact activities to further enhance our efforts in all 5 impact areas.

	Governance 	Workers 	Community 	Environment 	Customers 
Our plans to enhance our scores	<ol style="list-style-type: none"> 1. We will further adopt policies to implement and integrate social and environmental performance into decision making. 2. We will continue to invest in more matters which will benefit our workers, environment, community and customers. 	<ol style="list-style-type: none"> 1. We will further develop training opportunities for our staff to enhance their personal development. 2. We will continue to look for opportunities to further improve and reduce cost to our staff in commuting and better support in health and wellbeing. 	<ol style="list-style-type: none"> 1. We will implement a structured policy and process for charity donations. 2. We will provide further opportunities for our colleagues to support in charitable events to support the local community and environment. 	<ol style="list-style-type: none"> 1. We will provide further environmental training to our staff to support best practice stewardship in the office and at home. 2. We will implement technology for measuring in air quality and review 	<ol style="list-style-type: none"> 1. We will further adopt customer satisfaction and retention. 2. We will further ensure our services are developed to further support our clients needs inline with ESG. 3. We will further adopt tools to engage our customers interests for the future such as CSAT/NPS feedback and engagement.

Governance

11.5
Our 2023 score

What we said we'd do:

- Attract outside investment that aligns with the values, purpose and mission of the company.
- Celebrate autonomy and collaboration by making sure we have clear leadership, communication and structure to engage with all colleagues across the business.
- Successfully pass our ISO9001 and ISO14001 audits.

What we did:

- Secured private investment from Beech Tree Private Equity to enhance our net zero offering and capability of accelerating our clients' clean energy transition.
- Acquired Inenco Group, a utility and sustainability consultancy business with a proven track record and rich industry history. The acquisition marked an exciting time for both businesses, creating a scalable energy and sustainability provider that will continue to support its collective and ever-expanding customer base with enhanced energy procurement and specialist sustainability services. Our common objective is simple, to make truly renewable energy more accessible to businesses of all sizes, helping them achieve their net zero targets.
- In addition to our half and full year in-person updates and monthly company updates we've introduced weekly updates, all company-wide via Teams led by our CEO.
- Passed both ISO audits with no major or minor non-conformances.

Beech Tree Investment



Beech Tree
PRIVATE EQUITY

"We are delighted to partner with the Sustainable Energy First team whose core mission is to reduce the carbon footprint for its customers. We are excited to support the team in continuing to deliver market leading organic growth and supplement it with strategic acquisitions and further investment in data and technology to accelerate the momentum of the business"

Andy Marsh, Managing Partner at Beech Tree

Inenco Group Acquisition



inenco

"We are thrilled to have completed the acquisition of Inenco, bringing together two like-minded and complimentary businesses. This acquisition complements our mission to inspire and empower our people to create a positive difference. Together, we will provide unparalleled energy solutions that benefit our clients and contribute to a more sustainable future"

Michael Abbot, CEO at Sustainable Energy First

Workers

What we said we'd do:

- Achieve 'Investors in People Gold' accreditation - Set a high standard for colleague development and workplace culture.
- Celebrate colleague achievements - Regularly recognise and celebrate colleagues' successes.
- Improve colleague satisfaction and feedback – Measure and implement colleague feedback to enhance the working environment at Sustainable Energy First.

What we did:

- **Living Wage Commitment:**
 - Annual Review: Ensure fair compensation by reviewing the living wage regularly.
- **Merit Bonus Program:**
 - Tiered Structure: Introduced merit categories that are weighted dependent on recognition type, such as positive feedback from client, covering a colleague's work and showing great leadership. 4,200 merits were sent between colleagues across the business in 12 months.
- **HR System Overhaul:**
 - New System Implemented: Launched an updated HR platform for better management and colleague support.
- **Colleague Wellbeing Initiatives:**
 - Introduced Simply Health, a comprehensive healthcare plan that provides supplemented health, dental and complementary therapies. Colleagues receive £2k+ of benefits to manage their mental and physical wellbeing. Other initiatives include birthday leave, paid volunteer days, training opportunities, gym membership contribution, EV scheme and flexible working.
 - Training Opportunities: Launched 'AimHi' environmental training to boost awareness and skills and created the SE First Academy for employee training, learning and development. The area is a central repository for what training courses are available, our training investment, a library of videos and online courses.
- **Ongoing Feedback Mechanisms:**
 - Company Surveys: Pulse Surveys are regularly conducted to gather insights on colleague satisfaction and results shared with line managers.
 - Data-Driven Improvements: Used survey results to shape policies and initiatives to improve colleagues' wellbeing and satisfaction.

 Sustainable
Energy
First

32.8

Our 2023 score

Proud to be B Corp Certified

Average employee satisfaction is 85% with managerial department leadership at 91%.

Workers

INVESTORS IN PEOPLE®

We invest in people Gold

Achieved 'We Investor in People, Gold' accreditation, an internationally recognised standard for people management, offering the status to organisations that adhere to Investors in People standards.

"Becoming accredited is an achievement to celebrate but it's not the end of the journey. We want this whole process to be about continuous improvement. One of the most gratifying aspects for me was witnessing our colleagues' alignment with our company values, something which I am very passionate about. Our values are part of the ingredients that make up how we not only treat one another but also drive our approach to our work"



Victoria Zawistowicz,

Head of People and Culture
at Sustainable Energy First

32.8

Our 2023 score

**INVESTORS
IN PEOPLE**

Sustainable Energy First Ltd

has achieved

We invest in people Gold

A part of our community since 2000

Community

19.6
Our 2023 score

What we said we'd do:

- Position volunteering at the heart of colleagues' social objectives.
- Increase our support of local charitable causes with colleague-led contributions and provide staff with meaningful volunteering opportunities that have real impact in the local community.

What we did:

- A core objective was added for each colleague that stipulates they must utilise their volunteer day within the calendar year.
- A combination of volunteering opportunities and charitable causes were undertaken within the local and wider community.

cashforkids
Volunteer Opportunities

MISSION CHRISTMAS
cashforkids

SAMARITANS
Blackpool, Fylde & Wyre

Sophie Willis has signed up to run **100km** in September to raise money for **Great Ormond Street Hospital**

Every day, more than 750 seriously ill children and young people from across the UK arrive at Great Ormond Street Hospital (GOSH). Every day, doctors and nurses battle the most complex illnesses and conditions and come together to achieve pioneering medical breakthroughs.

SCAN HERE TO DONATE

This is Gonzalo

He is running the London marathon on 21st April raising money for 'Children with Cancer'.

He lost Natalia in 2015 when she was just 14 years old after fighting cancer for 4 years, he lives in Colombia and he will be travelling to London just to run in her memory, he wants to help Children in the UK who are going through the same that she went through.

Gonzalo is our colleague Daniela Villegas' uncle, so your donations will be even more appreciated.

SCAN HERE TO MAKE A DONATION TO THIS FANTASTIC CAUSE

Elizabeth Lee is running in the AJ Bell Great North Run, on **Sunday 8th September** raising money for **Tiny Paws MCR**

A small animal rescue based in Manchester, that take in and rehome; hamsters, mice, rats, chinchillas, degus, gerbils, guinea pigs, rabbits and other small animals.

SCAN HERE TO DONATE

Charitable and Community Causes

- Donated money to **Circus Starr**, an organisation that holds accessible and inclusive animal-free circus shows for children.
- In Partnership with **Fylde Foodbank** in St Annes, contributions are made every Monday.
- Raised £250 for **Macmillan** coffee morning.
- Raised £800 for **Children in Need**.
- 100km run in September for **Great Ormond Street Hospital** raising £390.
- Great North Run for **Tiny Paws MCR** raising £520.
- London to Brighton Cycle Ride for **British Heart Foundation** raising £60.
- London Marathon for **Children with Cancer UK** raising £2520.
- Supported the **Samaritans** Clothing Donation Drive with garment donations.
- Donated £250 for garden equipment to the Shepherd Road Allotment Society. Agreed to conduct a solar PV feasibility study for them. They would like to use solar power to provide lights and hot water on the allotment.
- Sponsored **Lytham Town Football Club's** football kits for the season.
- Donated over 50 gifts for the Giving Christmas Tree initiative for **Women's Refuge** and local children.

Volunteer Days

- In partnership with the **Wildlife Trust**, 25 volunteers participated in the **Fylde Sand Dunes Project** to make the dunes a better place for both wildlife and people. Activities includes planting trees, removing invasive species, supporting carbon sequestration and the local ecosystem.
- 15 colleagues volunteered at **Blackburns Farm Nurseries & Wildlife Centre** in preparation for their open day, volunteers tidied lavender fields, pruned hedgerows, prepared areas for vegetables and land for arable crops.
- Colleagues supported Mission Christmas at **Cash for Kids** Lancashire, a charity who work with grass-roots organisations that aim to make a difference to young lives, directly supporting families who have nowhere else to go.
- The Blackpool, Fylde & Wyre **Samaritans** branch is now run by a former colleague. Colleagues supported the shop after refurbishment with donations to mark the new opening.





British Heart Foundation



The Wildlife Trusts



SAMARITANS



MACMILLAN CANCER SUPPORT



Customers

3.6
Our 2023 score

What we said we'd do:

- Implement a formal complaints and compliments process to manage customer feedback more effectively.
- Establish thought leadership network in sustainability to become a leading voice in sustainability and energy within the local business community.

What we did:

- **Formal Complaints and Compliments Process:**
 - Implemented an internal system to log complaints, triggering review meetings with our Corporate Compliance Manager and stakeholders.
 - Published a comprehensive complaints policy online to ensure transparency and accountability.
- **Launched 'Sustainably Speaking':**
 - Created a business-focused platform that includes events, videos, and podcasts to simplify complex energy topics and policies to empower UK businesses in achieving climate goals.
 - Engaged diverse stakeholders in discussions on social, economic, and environmental sustainability, including guest speakers and panel events in partnership with Greater Manchester Chamber of Commerce and Lancashire Energy HQ.



Customers

What we did:

- Supported Renewable Energy Access:
 - Developed a Sustainable Energy Consortium to assist clients with access to specific UK renewable assets.
 - Enabled access to 'deep green' REGO (Renewable Energy Generation of Origin Certificate) - backed energy for businesses previously thwarted by barriers to entry, such as not being able to meet energy consumption levels or higher level of credit to access cheaper and greener energy by other means.
 - Facilitated direct sourcing from UK renewable projects, supporting net-zero targets and helped businesses connect with clean energy projects to reduce reliance on fossil fuels and journey towards decarbonisation.



Haverigg – Wind Power

3.6
Our 2023 score

Sustainable Energy Consortium

SMARTER
THAN FIXED
SIMPLER
THAN BESPOKE



100%
TRACEABLE GREEN ENERGY
Provides a direct source of traceable REGO backed green energy generation.



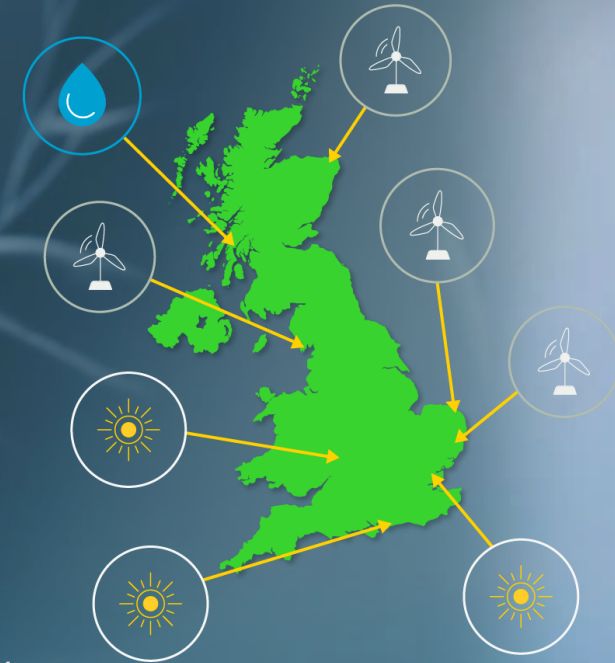
NET ZERO
DECARBONISING UK BUSINESS
Report lower figures for Scope 2 emissions and help the UK move towards its 2050 Net Zero target.



PRO
PERFORMANCE REWARD OPPORTUNITY
Offering both price protection and the potential to gain from energy market fluctuations.



NON-COMMODITY RELIEF
Reducing non-commodity costs by ~1.5p/kWh* through Peer to Peer networks - the pioneering future of energy procurement.



Environment

14.7

Our 2023 score

What we said we'd do:

- Set a carbon reduction target to support our clients and the UK in its trajectory towards net zero
 - Aim to support clients and the UK's energy transition to more renewable power projects and net zero.
- Review waste practices in communal areas pertaining to single use items
 - Focus on reducing single-use items in communal areas.
- Enhance environmental training for staff
 - Equip colleagues with knowledge on climate change and environmental stewardship.

What we did:

- Committed to reducing the UK's business carbon footprint by 327,170 tonnes of CO2e by 2028
 - Progress Made: On track with decarbonisation initiatives.
- Improved Waste Management:
 - Paper Towel Elimination: Removed single-use paper towels from kitchens and restrooms.
- Energy Efficiency: Installed boiling taps in all three kitchens, replacing kettles
 - Recycling Boost: Added a new recycling bin, resulting in a 12% increase in recycling over the past year.
- Sustainable Energy Procurement:
 - Renewable Sourcing: Procure electricity exclusively from renewable energy tariffs, backed by renewable energy certificates.
- ISO14001 Recertification Success:
 - No Non-Conformances: Achieved recertification with zero non-conformances or improvement recommendations, reinforcing our commitment to high environmental standards.

108GWh



The amount of energy procured via our renewable energy initiative products over the next 15 years



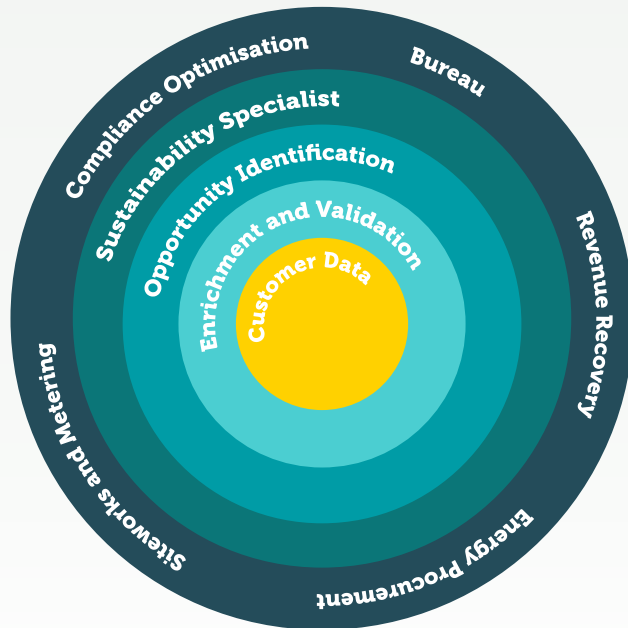
Environment

Sustainable Energy First has committed to decarbonising the UK's business carbon footprint by 327,170 tonnes of CO₂e by 2028.

The business will look at a 2.5% absolute reduction per year over the next 5 years for their entire client population's scope 1 (direct) and 2 (indirect) GHG emissions, to further support these businesses and the UK in its trajectory towards net zero, 1.5°C compatible plan by no later than 2050. The decarbonisation target represents a core element of the company's sustainability strategy and reflects the business' commitments to assisting its clients with their carbon footprint reduction and establish a framework for climate action.

"We thought long and hard about the repurposing of our company over several years. We became Sustainable Energy First at the point when we could commit to, and accurately measure, a significant carbon reduction".

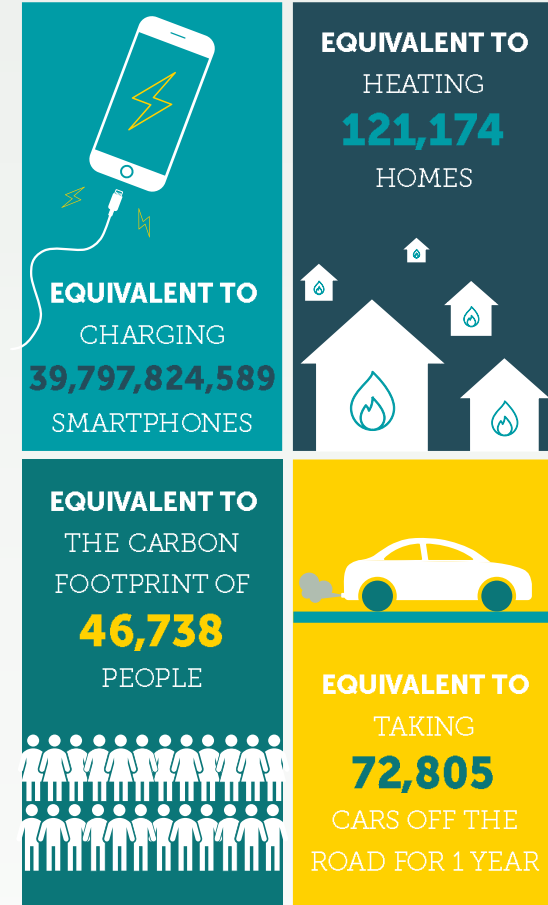
- Anthony Mayall, Chief Commercial Officer



Sustainable Energy First's approach is to create sustainable energy opportunities for the UK's most prominent organisations. Its target of reducing emissions by 327,170 tonnes of CO₂e by 2028 will be through existing and new customer collaboration achieved by using expertly delivered services that have been enhanced and perfected over 26 years - their **'Ecosystem'**.

14.7
Our 2023 score

Our carbon reduction target is **327,170 CO₂e tonnes** by 2028



References for figures:
<https://www.ons.gov.uk/>
<https://city.co.uk/city-live/what-is-the-carbon-footprint-of-a-house>
<https://www.epa.gov/energy/greenhouse-gas-equivalencies-calculator>
 The average household in the UK emits 2.7 tonnes of CO₂ every year from heating their home. The average CO₂e footprint per person in the UK is 7 tonnes.
 Sources: Department of Energy and Climate Change (DECC), the Office of National Statistics (ONS), the Committee on Climate Change (CCC), and the Environmental Protection Agency (EPA).

Fylde Sand Dune Project

Background

Sustainable Energy First is collaborating with Lancashire Wildlife Trust and the Fylde Council Ranger to support the Fylde Sand Dune Project, an initiative focused on restoring local sand dunes to benefit the environment and community. The project provides SE First with a valuable opportunity to engage colleagues in hands-on environmental efforts close to the office.

Engagement Approach

The project includes the organisation of company volunteer days where staff members can contribute by planting dune vegetation, removing invasive species, or creating a new 'SE First' scrape to support dune restoration. Given the proximity of the dunes to the SE First office, the initiative is highly accessible for colleagues, enabling convenient participation and making a tangible impact on the local environment.

Future Plans and Integration

SE First plans to present the initiative to the company board to secure potential sponsorship and to embed volunteer days into colleague development goals through the Clear Review performance system. This strategy aims to increase colleague engagement and participation in sustainability activities.

Project Impact and Achievements

The Fylde Sand Dune Project has already made significant strides in dune restoration, expanding the dunes by 20-30 metres in most areas. These dunes play a crucial role in providing wildlife habitats and serving as natural flood defences. The long-term goal is to continue restoration until the dunes reach the mean high tide line. Additionally, Lancashire Wildlife Trust's efforts extend to managing nearby nature reserves, enhancing local biodiversity and protecting rare species, such as birds and orchids.

Conclusion

The partnership with the Fylde Sand Dune Project demonstrates SE First's commitment to sustainability, not only through energy solutions but also by actively supporting local ecological initiatives. The project is a testament to SE First's broader environmental stewardship, combining corporate responsibility with meaningful colleague engagement.



Key Points:

- SE First support the Fylde Sand Dune Project through volunteer days and potential sponsorship.
- Volunteer activities include planting, removing invasive species, and creating new scrapes.
- The dunes provide wildlife habitats and flood defence, with a goal to extend them further.
- The project supports carbon sequestration, though less than trees, but significantly benefits the local ecosystem.
- The Lancashire Wildlife Trust also manages a nearby nature reserve with diverse wildlife and rare species.

The Last Word

We are immensely grateful to our colleagues, partners, and clients for their support over the past year. The progress we've made would not have been possible without the dedication and collaboration of everyone involved.

Together, we are building a business that not only thrives but also contributes to a more sustainable and equitable world. We understand that B Corp is not a stamp of perfection – **it's a continuous journey of growth and improvement, and we are excited for the road ahead.**



Impact Report 2023 - 2024