

B Corp Impact Report 2023

**Trustees
Unlimited**



About Trustees Unlimited

We are a Recruitment Business with a social purpose. Our vision, mission and impact go beyond recruitment.

Founded in 2009, Trustees Unlimited has disrupted and shaped the trustee recruitment market with a focus on improving the governance and cognitive diversity of boards to help organisations deliver better outcomes and achieve their social aims.



A word from our Managing Director

We're very proud of our B Corp journey. In 2015 Trustees Unlimited was one of a small handful of recruitment businesses globally to be B Corp certified, and we were the first in the UK. We continue to be assessed and audited against rigorous standards of:

- Social and environmental performance
- Accountability
- Transparency

We were delighted to be re-certified in 2021 and know it wouldn't have been possible without the wonderful team at Trustees Unlimited, our clients, our community and to the B Corp collective, who continue to offer support. Thank you, all!

Our fundamental purpose continues to be to improve the cognitive diversity of boards and in doing so, improve the impact charities and other social impact organisations can have.

We offer three services:

SNAP – a technological innovation aimed at helping the 97% of charities whose income is under £1m identify and be matched with high quality trustees.

Search and Selection – Deliver headhunting services for organisations who need support to find the best person(s) to join their board.

Step on Board – a pioneering initiative that helps senior leaders from outside the charity sector join boards.

The common thread that runs through all three services is creating the means for charities to find diverse talent which in turn will help them deliver better outcomes for their beneficiaries. One of our key achievements over the last twelve months has to have been recruiting three new board members for B Lab UK!

Over the last twelve months we have run a series of events supporting organisations in this diversity endeavour as well as helping them more broadly. We have also worked with Arts Council England to devise a suite of online training to support arts and cultural organisations improve their governance.

We're very excited about the year ahead as we continue to be the provider of choice for charities.



Ian Joseph
Managing Director

Our B Impact Score

In 2021 we re-certified with an overall B Impact score of 80.

We're pleased with our re-certification score and understand that it was somewhat impacted by Trustees Unlimited becoming part of a group structure, however, we believe B Corp's measurement allows us to recognise areas of improvement, and so when we re-certify in 2024, we hope to achieve a higher score, closer to 90.

In this Impact Report, we provide a glimpse of our goals for the next 12 months and hope that it goes some way to show how we're committed to improving across all 5 Impact Areas.

Impact: Governance



Score: 16.3

“The Governance Impact Area evaluates your company's overall mission, ethics, accountability and transparency through topics such as integration of social and environmental goals in employees’ performance evaluation, impact reporting and transparency, stakeholder engagement, and more.”

At Trustees Unlimited, we will consistently treat our social and environmental impact as a primary measure of success for our business and prioritise it even in cases where it may not drive profitability. We are totally committed to positive social impact and serving beneficiary groups in need.

Our internal transparency, in terms of day-to-day financial management, quarterly updates and access to the entire P&L is reflected in our score, however, we recognise that we could be doing more to communicate our social impact externally.

Highlights

- Mission Lock – We legally ensure that our social performance is a part of our decision-making over time.
- Profit & Loss transparency – For all employees
- Stakeholder Engagement – We hold formal and regular meetings to gather information and feedback.

Goals for the next 12 months



- Formalise our procedures to address results from stakeholder engagement and designate a specific member of the team to address appropriate follow-up.
- Formalise our Code of Ethics policy and make it publicly available.

Impact: Community



Score: 37.3

“The Community Impact Area evaluates your company's positive impact on the external communities in which your company operates, covering topics like diversity, economic impact, civic engagement, and supply chain impact.”

Highlights

- Supplier Ownership Diversity - 50%+ of our purchases were from companies' majority owned by women or individuals from underrepresented populations.
- Spending on Local Suppliers - 60%+ of our expenses were spent with independent local suppliers.
- Policy Advocacy for Social Standards – We make recommendations and provide expertise to advance standards.
- Advancing Social Performance - We regularly participate in panel presentations on social topics.

Goals for the next 12 months



- Formalise the tracking of diversity of ownership among our suppliers.
- Set formal targets to make a specific percentage of our purchases from suppliers with diverse ownership.
- Explore a more impactful banking alternative.

Impact: Environment



Score: 3.2

“The Environment Impact Area evaluates the company's overall environmental stewardship, including how the company identifies and manages general environmental impacts, its management of air and climate issues, water sustainability, and impacts on land and life.”

Highlights

After the Pandemic, Trustees Unlimited re-evaluated its need for an office in London and decided to take the leap to homeworking where possible. While this has substantially reduced travelling and other environmental impact, we understand that we need to start offering our employees more information on how we can further reduce our impact from home.

Goals for the next 12 months



- Formalise a written policy encouraging environmentally preferred products and practices in employee virtual offices.
- Share resources with employees regarding environmental stewardship in home offices.
- Formalise a policy for the safe disposal of e-waste and other hazardous materials purchased for employee home offices.
- Provide employees with a list of environmentally preferred vendors for office supplies.

Impact: Customers



Score: 23.1

“The Customers Impact Area evaluates your company's value to your direct customers and the consumers of your products or services covering topics like ethical and positive marketing, warranty and quality assurance of products and services, data privacy, data security, and more.”

Highlights

- Our services support organisations that directly support underserved populations.
- We continue to offer lower pricing for financially constrained organisations serving the underserved.
- We offer guarantees to give our clients reassurance.
- We continually seek input from our stakeholders to improve and refine our service offering.

Goals for the next 12 months



- Set up a formal process to monitor our client and candidate satisfaction
- Formalise our policies around ethical marketing, advertisement and customer engagement.

Impact: Workers



Score: N/A

“The Workers Impact Area evaluates your company’s contribution to its employees’ financial, physical, professional and social wellbeing through topics such as payment of a living wage, benefits, employee health and safety, professional development opportunities and more.”

Highlights

- All employees are paid above and beyond the living wage.
- Pension Plans with Socially Responsible Investing option.
- Healthcare benefits for all employees.
- Generous annual leave of 30 days excluding bank holidays.

Goals for the next 12 months



- Create a more formal onboarding process for new employees.
- Formalise a policy to encourage internal promotions and hiring for advanced positions (e.g. posting job openings internally first).
- Review how we communicate and encourage external professional development opportunities, (e.g. conference attendance, online trainings) rather than responding to requests on an ad hoc basis.
- Write a policy to support breastfeeding mothers.
- Write a menopause policy.
- Review the maternity pay package to see if it can be improved further.
- Re-introduce employee satisfaction or engagement surveys on a more regular basis.

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