



Independent workplace compliance

A large, stylized orange triangle graphic, similar to the one in the logo, is centered on the page. It is composed of three thick, curved orange bands that overlap to form a triangular shape. A dark green horizontal band cuts across the middle of this graphic, serving as a background for the title text.

**Corporate Responsibility  
Report  
2022**

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## Welcome to our Corporate Responsibility report 2022

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We believe that whatever the size of an organisation, your business plans should focus on more than just making a profit. Therefore, our company takes time to invest in four key areas:

- 1 - Workplace;
- 2 - Marketplace;
- 3 - Environment; and
- 4 - Community.

In each of these areas we have set targets for our company to deliver and achieve. These include maintaining our nationally recognised accreditations and certifications, such as ISO 14001, ISO 9001, ISO 45001 and United Kingdom Accreditation Service (UKAS).

This summary report has not been validated by an external organisation, however some of the information within it has been validated through the general quality system that our company works within. We also carry out an internal review of our activity, compile it and promote all our good work to our employees within our 'Monthly Takeout' newsletter throughout the year.



## About Assurity Consulting

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Assurity Consulting is the UK's leading independent consultancy for workplace health, safety, and environmental solutions. We have thirty-seven years' of experience in compliance management, giving impartial advice to organisations, offering a broad range of compliance guidance from inception to continual control and management.

We make sure that our customers achieve compliance in a cost-effective way, letting them focus on the core of their business. We do not offer remedial services giving our qualified Consultants the freedom to focus totally on finding the best solution for our customers. The impartial advice we give to our customers on their individual situation delivers many opportunities for cost savings and the avoidance of unnecessary expenditure as well as potentially saving lives and supporting the wellbeing of their employees.

## Overall leadership

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At Assurity Consulting we have recognised that to be a truly successful organisation we must also be a responsible business. Over the last thirty-seven years, our company has grown from a family run organisation to a medium sized enterprise employing over eighty-five people. We have achieved this success by incorporating Corporate Responsibility (CR) into the day to day running of our business. We believe that for a company to be socially and environmentally responsible, willingness needs to be driven from the top of the organisation. Any time and resource required in the management of our corporate responsibility must be properly budgeted for each year with key targets for specific individuals. This enables proper planning, record keeping, and regular review of the processes involved.

To continue this legacy, in 2022 all our managers became shareholders in the business, which will continue the success and sustainability of the company as it continues to grow, alongside our commitment to our people and local community.



## Aligning our business with the UN Sustainable Development Goals

In our Corporate Responsibility report for 2021, we reflected for the first time on where we made progress towards the UN Sustainable Development Goals. The 17 UN Goals, as listed below, were adopted by all United Nations Member States in 2015 and intend to provide a shared blueprint for peace and prosperity for people and the planet.

Going forward, we intend to increasingly demonstrate our positive impact by breaking down our accomplishments in terms of the UN Sustainable Development Goals. We will highlight our achievements and strengths, revisit our accomplishments as well as identify areas where we could develop even further. This will enable us to put our best foot forward and continue to contribute to positive change in the world around us.



# 1 Our challenges and successes - workplace

We have found a number of our accomplishments for this area have helped us work towards UN Sustainable Development **Goal 3: "Good Health and Wellbeing"**, **Goal 4: "Quality Education"**, and **Goal 16: "Peace, Justice, and Strong Institutions"**.

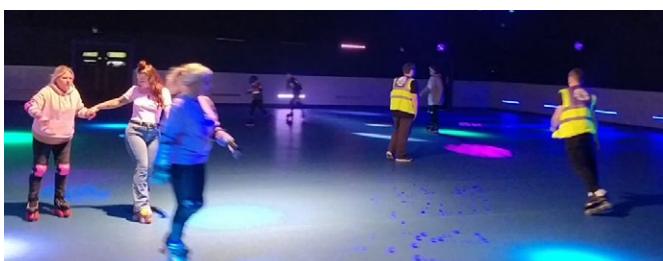
## Workplace challenges for 2022

- Continue to engage our employees through the organisation of internal events. Hold several in person events for employees to attend to support their physical and mental wellbeing.
- Undertake our employee stress and wellbeing survey.
- Complete a 'top level' risk assessment for stress and distribute it to our employees. This should help us further support our employees with managing stress.
- Engage employees in giving their feedback to the SHEQ steering group meetings, so that any issues can be raised, discussed and addressed.
- Complete the external decorations of the office.
- Redecorate the laboratory and IT room.
- Improve the hot desks with better, more adjustable monitors, with keyboards and mice available.

## Workplace successes for 2022

### Continue to engage our employees through the organisation of internal events. Hold several in person events for employees to attend to support their physical and mental wellbeing

In 2022, we were able to reintroduce several activities that were on hold throughout 2020 and 2021 with the health and safety of our employees in mind. We aimed to hold internal events to suit everyone, and activities throughout the year ranged from local catering companies visiting our office to serve our employees food, drinks, and ice-creams, to wellbeing walks, and companywide lunches following our Business Plan updates. All employees were invited to a variety of social events on the company - such as a comedy night, escape room event, and a roller-skating trip.



## Workplace successes for 2022 cont'd

We also held our company wide summer party, complete with a three-course meal, free bar all night, a band performance, and funny-money casino games. In December, we held our company wide Christmas party, with food, drink, music, and a Christmas quiz, Christmas jumper competition, and charity raffle. In addition to this we attended all St Catherine's Hospice Golf Society golf days.



**"I had such a fantastic time at the summer party, and it was lovely to see people in a social setting!"** - Charlotte, Customer Administration Coordinator

**"The roller-skating event was a particular highlight for me. As someone who enjoys roller-skating in my spare time, it was great to go with colleagues for a social evening!"** - Adam, Marketing Supervisor

Throughout the year we joined in with some wellbeing events in partnership with At Work Wellbeing - from workplace massages to virtual wellbeing sessions that were free for our employees to attend, and covered topics such as 'Mindful Communication' and 'Financial Wellbeing'.



## Workplace successes for 2022 cont'd

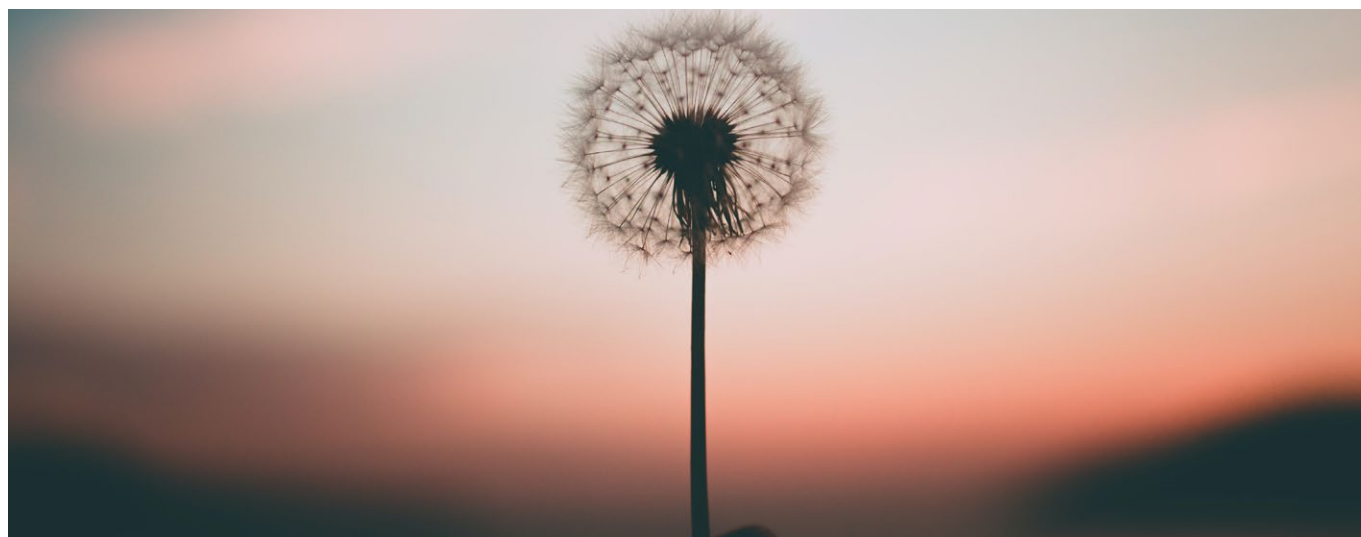
### Undertake an employee stress survey

At Assurity Consulting we take our duty of care for our employees very seriously. Our company ethos describes our commitment to providing:

- The best possible support for our people;
- Support for the whole person and making it readily available;
- Promoting wellbeing and being energised by work; and
- Creating a happy place to work.



In 2022, we carried out our annual employee stress survey, for our Consultancy and Business Services teams. We have continued to use the Health and Safety Executive's survey designed specifically to obtain feedback on 'stress at work'. Employees were encouraged to take the 10-minute survey and we received 53 completed replies, equalling 62% of our company's employees.



Overall, the survey findings were very positive and indicated that our employees feel the company is managing stress at work very well. In particular, the survey indicated:

- People feel they have a good understanding of their job role;
- People feel they are trained well for their role; and
- People feel well supported by their managers and their colleagues.

There are two specific areas that the survey indicates we can do better:

- People feel they are working intensively; and
- People feel they are working quickly.

All employees were given the option of providing their name on their survey, so that any issues they had could be discussed with our Business Support and HR Manager. Nobody took up this offer this time round. We will use this survey and future surveys to recognise trends, so that we can continue to reduce stress and improve wellbeing amongst our employees.

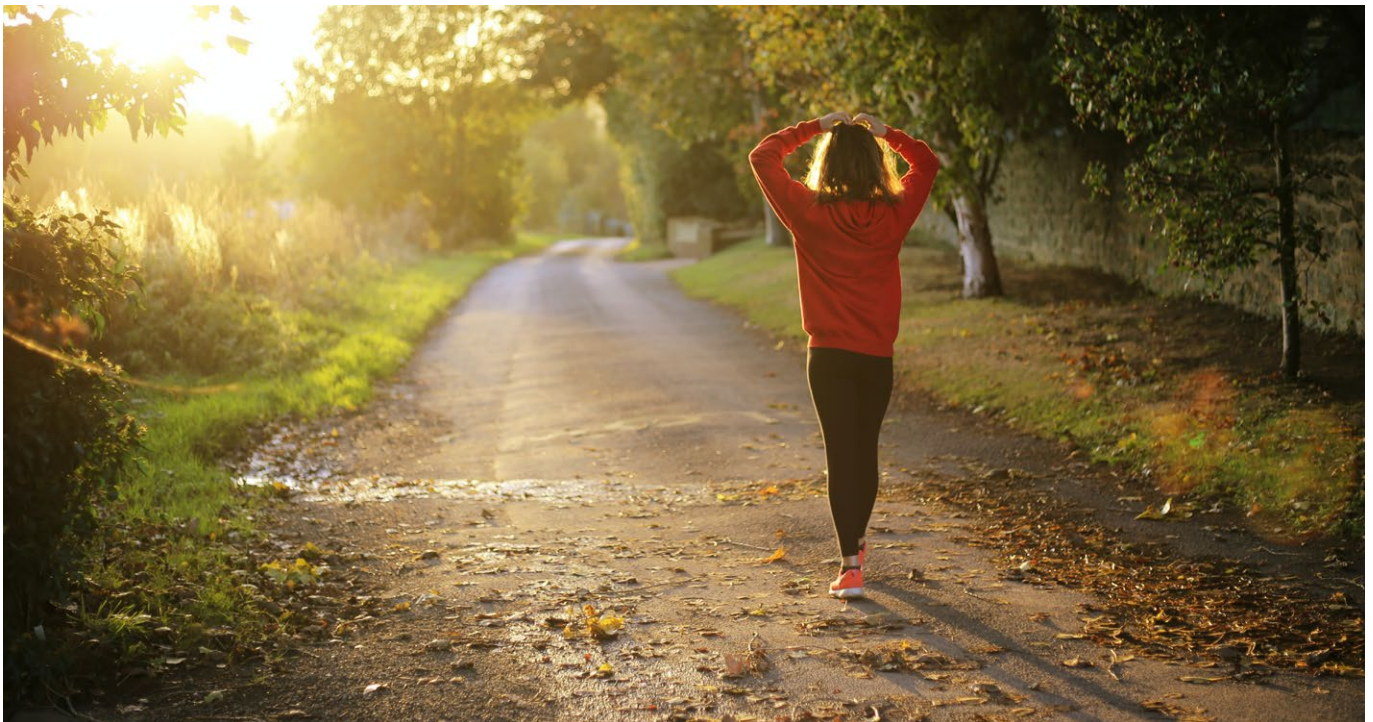
## Workplace successes for 2022 cont'd

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A survey was also carried out for all employees in 2022 to help us determine what our employees would like from our workplace wellbeing activities in 2023. We recognise that looking after our employee's wellbeing is an important factor of working at Assurity Consulting.

### **Complete a 'top level' risk assessment for stress and distribute it to our employees. This should help us further support our employees with managing stress**

Our top-level risk assessment was successfully completed and distributed to all employees in April 2022. This risk assessment details all identified hazards that could potentially become a source of stress in our roles and business, the control measures in place to mitigate these, and who is responsible for them.



The results of this risk assessment were made available to all employees so that they can clearly understand what support they can receive and action they can take to help mitigate work related stress. Our management team have a formal understanding of what stress related hazards our employees may experience, and what their responsibilities are when it comes to mitigating this. The risk assessment includes controls such as:

- Employee surveys;
- Managers having regular one to ones with employees;
- Mental health training; and
- Wellbeing sessions for our employees.



## Workplace successes for 2022 cont'd

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### Engage employees in giving their feedback to the SHEQ steering group meetings, so that any issues can be raised, discussed and addressed

Our SHEQ Steering Group continued to meet regularly in 2022, had a say in the objectives for 2022 and 2023, and will continue to do so in the future.

To engage employees, we continued to invite feedback via email and in our company newsletter. These communications were sent out to all employees to encourage engagement and make sure that all voices, ideas, and concerns can be heard and then addressed in our SHEQ steering group meetings. The minutes from these meetings have continued to be published on SharePoint and distributed to all employees, to keep them up to date on how topics are being addressed and our action plans.



## Workplace successes for 2022 cont'd

### Complete the external decorations of the office

In 2022, our planned external decorations for the office were successfully completed, creating both a more pleasant workplace for our employees to work in and improving the overall safety of our building. Our proactive improvements to the roof and render mean that there is no longer a risk of the render becoming loose and causing injury to either our employees or the public. In completing our planned decorations however, we have discovered other areas that need improvement, and we have planned for these to be completed in 2023. Line painting was also completed outside the side entrance of the office building, to indicate which areas should be used to exit the building in the event of an emergency.



### Redecorate the laboratory and IT room

We successfully completed refurbishment works in our office, with a newly painted prep room, waste room, and back room for our laboratory - with additional shelving and wipe down surfaces available for use. A new ceiling was installed in the IT office, with clean white tiles and new blinds, skirting boards, and lighting were also installed. In addition to this we installed new reflective blinds to improve the lighting in the area where our Customer Administration team work within the office.



## Workplace successes for 2022 cont'd

### Improve the hot desks with better monitors, more adjustable monitors, with keyboards and mice available

Our improvements to the hot desks were successfully made in January 2022, and all hot desks now have adjustable monitors, keyboards, and mice available. This has reduced DSE risk, improved functionality, and increased comfort for employees using the hot desks.



### Further wellbeing accomplishments

- The Stress and Mental Health Group continued to meet regularly in 2022.
- We delivered on **Goal 4: "Quality Education"**, by providing training to our employees for their wellbeing. Our employees that drive for business reasons received additional support on driving safely, with training sessions and tasks from IAM Roadsmart, and all new employees received ACT Counter Terrorism training to bring them in line with our current employees.
- We held a bake sale for World Mental Health Day that our employees could take part in and provided print outs and links to resources for managing mental health to help raise awareness about the support available.
- Our Anti-Slavery and Corporate Responsibility policies also remain available on our website [here](#), both being in line with **Goal 3: "Good Health and Wellbeing"**, in addition to **Goal 16: "Peace, Justice, and Strong Institutions"**.



## Workplace successes for 2022 cont'd

### Equality in the workplace

In line with the UN Sustainability **Goal 10: "Reduced Inequalities"**, and **5: "Gender Equality"**, we have continued to improve equality via education for our employees in 2022, in line with **Goal 4: "Quality Education"**. This has included:

- Continuing to deliver 'Equality Act inductions' for all new employees, making sure that they are informed of what is considered workplace discrimination, protected characteristics, and how they can help prevent, report, and handle discrimination in the workplace;
- Continuing to hold our Dyslexia working group, enabling us to take steps to make sure our employees with Dyslexia are given the right support to complete their work effectively, for example by carrying out additional quality checking for written reports; and
- A new initiative in 2022 was Dyslexia awareness training. A Director, several Managers and many employees took the opportunity to attend this training with The British Dyslexia Association, to help make sure we are doing our best for each other. A strategy has also been developed to make our organisation more Dyslexia friendly.



In addition to this, at Assurity Consulting we endeavour to uphold gender equality, both as a standard and within our workplace for progression and pay. This is reflected in the large number of women who hold senior management positions within the business. In 2022, all our managers also became Shareholders in the business. This means that a significant number of our Shareholders are women, and a large number of women have been able to make a long term investment in the company and its legacy.



## Workplace successes for 2022 cont'd

### Benefits to our employees

- With the rising cost of living in 2022, we have introduced a 'free' breakfast in the office. Employees are now able to help themselves to breakfast items, such as toast, cereal bars, crumpets, jam, and butter. The result of this initiative has been that many employees have been able to save both time and money by having their first meal of the day provided by our company.
- We partnered with Horsham District Council, to deliver a Wellbeing MOT for all eligible employees. Employees were able to sign up to sessions where a Wellbeing Advisor could carry out a health check and offer expert advice on whether their health stats were within healthy ranges and discuss any potential improvements.
- We once again partnered with DC Pensions and Investments, to provide pension surgeries free of charge for our employees. Our people were all given the opportunity to meet with a pension advisor to discuss their pension, to support them in making the best decisions when it comes to their financial wellbeing.
- We continued to reward employees for their loyalty to our company using our Loyalty Benefit Scheme. Employees who have over five years service have the option to enhance several of their existing benefits. They can increase the contribution our company makes to their pension, receive a larger profit related bonus, or receive a sum of cash to donate to charity or spend on a membership to a learning, cultural, or wellbeing association.
- We have increased the maximum holiday our employees are entitled to in 2022, from 25 days to 28 days.
- In the summer of 2022, we gave our employees a discretionary bonus to recognise their hard work and to help them financially with the challenging living and working circumstances at the time.



## Workplace successes for 2022 cont'd

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### Workplace challenges for 2023

- Continue to engage our employees through the organisation of internal events. Hold several in person events for employees to attend to support their physical and mental wellbeing.
- Undertake our employee stress and wellbeing surveys.
- Replace all render on the top of our office building to ensure the long-term sustainability of the building and the safety of our employees.
- Replace the windows near the Marketing team, which became difficult to open and close in 2022.
- Become a member of the British Dyslexia Association, by undertaking the BDA Dyslexia SMART Award and continuing to raise awareness of Dyslexia in the workplace. This will enable us to be recognised as a company that is Dyslexia aware, and give us further training opportunities and resources to help us support Dyslexia within our business.
- Deliver refresher training for employees who drive for work purposes with Arrive Alive, with the additions of training on managing behavioural change, defensive driving, and mental wellness while driving.



## 2 Our challenges and successes - marketplace

There are a number of achievements we have made in 2022 when it comes to our marketplace and industry, that we feel have demonstrated positive progress towards the following UN Sustainable Development Goals:



In this section of our CR report we will explain how we achieved our goals

### Marketplace challenges for 2022

- Continue our development and launch a mobile app for Assurity Plus 2.0 our property risk management software, to allow documents, incidents and tasks to be added and helpdesk requests to be followed up via a mobile device.
- Continue developing new features for Assurity Plus 2.0 including a Helpdesk module.
- Continue development of new software for our laboratory and implement its use in the workplace.
- Begin to bring back in person seminars, conferences, and workshops for our customers and contacts, providing up to date information and networking for our industry.
- Continue to run and develop our webinar plan and website content to provide up to date and reliable industry information.
- Continue with our journey to become ISO 27001 certified.

### Marketplace successes for 2022

#### Continue our development and launch a mobile app to work with Assurity Plus 2.0 to allow documents and tasks to be added via a mobile device.

We continued the development for our Assurity Plus 2.0 mobile app, by continuing to collaborate with local software company Red River. Most of the development for the app was completed in 2022, and we began final bug testing and trials towards the end of the year. We are continuing tests to make sure that the app is ready for official release.

# A+2.0

This app will enable our customers to easily log tasks and hazards when it comes to their workplace health and safety on the go. Rather than needing to return to their desk to use our health and safety management software, they can simply use the Assurity Plus 2.0 app on their phone. Customers will therefore be able to make notes on our system during their walk arounds, making managing their workplace safety easier and more streamlined.

In the development of these services, we aim to contribute to **Goal 9: "Industry, Innovation and Infrastructure"**, which should in turn make further progress for **Goal 8: "Decent Work and Economic Growth"**.

## Marketplace successes for 2022 cont'd

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### Continue developing new features for Assurity Plus 2.0 including a Helpdesk module

We completed the development and went live with our Helpdesk module for Assurity Plus 2.0 in 2022, and it is now being used by a number of our customers. This system enables our customer's employees to submit any hazards or tasks they spot in the workplace, enabling our customers to strengthen the control of their workplace compliance, health and safety.



### Continue development of new software for our laboratory and implement its use in the workplace

We successfully rewrote the application our laboratory team uses for sample processing. Our laboratory team are now able to perform data transfers over Wi-Fi rather than needing to connect to a computer, saving a massive amount of time for our laboratory technicians and microbiologists. Performing data transfers over Wi-Fi has also seen less support issues compared to the method of connecting to a computer, reducing support times and reducing the workload for our IT team as well.





## Marketplace successes for 2022 cont'd

Begin to bring back in person seminars, conferences, and workshops for our customers and contacts, providing up to date information and networking for our industry

With the easing of COVID-19 regulations in 2022, we have been able to return to running our live seminars and workshops, delivering expert-led presentations from an independent viewpoint. We ran two in person seminars, on workplace health and safety topics, including an interactive mock "Trial by Fire" seminar with our delegates acting as the jury.



In line with **Goal 17: "Partnership for the Goals"**, for these sessions we partnered with an Environmental Health Officer from the City of London Corporation, and lawyers from legal firm Mishcon de Reya. This enabled our seminars to provide further specialist knowledge when it comes to health and safety and the law in our industry.

17 PARTNERSHIPS  
FOR THE GOALS



# Mishcon de Reya

## Marketplace successes for 2022 cont'd

We also ran a local workshop on post COVID-19 Culture, giving our customers further insight into health and safety culture within the workplace. For our in-person events, we hosted a total number of one-hundred-and-twenty delegates in total, and at each of these events there was plenty of opportunity for networking for those in our industry.

**“Excellent session and the level of detail and resource was outstanding.”**

**“They’re very engaging, very warming, and very funny. It just makes it a lot easier to understand!”**

### Continue to run and develop our webinar plan and website content to provide up to date and reliable industry information

With workplace culture still adjusting following COVID-19 regulations, we continued to run online webinars similar to those we began in the wake of Government restrictions. Although these events do not have direct networking opportunity, they are more accessible for all customers prospects around the country and enabling them to obtain new industry information and ask for expert advice without the need for travel.

In 2022, we ran three webinars and partnered with various people and organisations including the Head of Policy from the Institute of Workplace and Facilities Management (IWFM) and a Barrister of Gough Square Chambers. In total, one-hundred-and-seventy delegates attended our webinars in 2022.

**iwfm**



We also wrote twelve whitepapers covering air, water, fire, asbestos, agile working, and health and safety management. We published forty-eight insights on trending themes, issues, and government guidance. Links to our online resources were also emailed to customers and prospects or positioned on our website.

The combination of our in-person seminars and workshops, and our online webinars and resources, have made progress towards the following UN Sustainable Development goals:



## Marketplace successes for 2022 cont'd

Upholding and further developing partnerships was also achieved as we actively continued our support for industry bodies and events with our roles/relationships with:

- IWFM (Institute of Workplace and Facilities Management);
- BCO (British Council for Offices);
- IoD (Institute of Directors);
- ISBA (Independent Schools Bursars Association)
- IIRSM (International Institute of Risk and Safety Management) committees;
- CIBSE (Chartered Institute of Building Services Engineers); and
- The London Health and Safety Group.

We believe that maintaining these partnerships will continue to help develop and contribute to our marketplace, aiding **Goals 8: "Decent Work and Economic Growth"**, and **9: "Industry, Innovation and Infrastructure"**.



### Service leadership and education

As an independent consultancy, education is core to the services we deliver to our customers. As we do not offer any remedial services, we have no vested interest, and are therefore able to offer our customers unbiased advice, guidance, and education to help them manage their workplace compliance. This remains true across all our services, from our wide range of audits, through to the training we deliver.



## Marketplace successes for 2022 cont'd

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In 2022, we invested a total of £30,984 into our team's education, supporting a number of our employees in gaining industry recognised qualifications to further their personal development and careers with us.

**"I've had some great training opportunities with Assurity Consulting. I was able to become qualified to carry out internal audits when the company funded my BSI Internal Auditors Training - something I wouldn't have necessarily been able to attain by myself. I have also completed my IOSH training."** – Charlotte, Customer Administration Coordinator

**"I have also qualified to carry out fire risk assessments, and Assurity Consulting supported me in getting my NEBOSH certificate in fire safety. This was something I otherwise wouldn't have had the opportunity to do, so I've had some great opportunities."** – Tom, Consultant

We also ran a 'Plain English' training course internally, for Consultants and Customer Administration Coordinators, to ensure the continued creation of reports for our customers that are easy to understand and free from technical jargon.

We plan to continue to invest in the development and education of our people, both to deliver a high quality of service and contribute towards **Goal 8: "Decent work and economic growth"**, and also to have a positive impact for our employees, making sure we support them in their personal development and **Goal 4: "Quality Education"**.



## Marketplace successes for 2022 cont'd



### Further marketplace successes

In 2022, we were able to continue to and be involved in developing knowledge in our industry through active involvement in stakeholder groups, conferences, and other events. We attended the Venues of Excellence Annual Conference and IWFM Awards, and we were able to return to attending a number of other in person events including:

- The Facilities Show with Informa
- ISBA Annual Conference
- ISBA Health and Safety Conference
- IAPS and HMC Annual Conference

We also for the first time attended Data Centre World at the ExCel in London, promoting our services and providing our expert insight to a new target market, Data Centres.



## Marketplace successes for 2022 cont'd

Greg Davies our Director for Market Development continued in his position as Chair of the IWFM Sustainability Interest Group. This enabled us to further our knowledge, and to contribute our own expert knowledge to various areas of facilities management and sustainability. Further achievements for 2022 included:

- Greg Davies continued to Chair for the IIRSM. The IIRSM delivered nine webinars in 2022 covering areas from fire safety to risk management, which we supported by hosting their events.
- For the IWFM, we helped to produce a survey in three parts with over a thousand responders looking at subjects including carbon and net zero, circular economy, and wellbeing.
- We contributed to World Facilities Management Day, having various meetings with industry bodies on aspects such as CO2 emissions and how organisations can achieve net zero.
- Greg Davies has continued to operate as a member of the Department for Business, Energy, and Industrial Strategy (BEIS) Office of Product Safety and Standards, meeting with the group regularly to contribute expert insight and discuss improvements to the Primary Authority scheme.
- We continue to operate a member of the IOD Expert Advisory Panel on Employment and Skills contributing to government consultations and IOD output on work and workplace.
- We have supported the ISBA by delivering multiple webinars on health and safety.



venues of  
excellence

iwfm

iirsm

IOD

ISBA

This has helped us contribute towards **Goal 13: "Sustainable Cities and Communities"** within our industry, by providing **Goal 4: "Quality Education"** and **Goal 9. "Industry, innovation and infrastructure"** such as by supporting the development of a sustainability action plan for our industry. We also hope that this will help contribute towards **Goal 13: "Climate Action"**.

## Continue with our journey to become ISO 27001 certified

We have continued our journey to become ISO 27001 certified, to demonstrate that we have the systems in place to protect corporate information and data and provide further reassurance for our customers. Wording has begun to be included in our integrated Business Management System manual and plans have begun to form a new working group to focus on gaining the certification.



## Marketplace successes for 2022 cont'd

### Equality in the marketplace

**Goal 11: "Reduced Inequalities"** is not just one of our goals for our own workplace, but also how we aim to have a positive effect in our industry. In 2022, we continued to see success in this area, via the uptake of our access services. From carrying out access audits for our customers to help make their buildings more accessible, to delivering equality, disability, inclusivity and accessibility training, reducing inequalities is a vital part of one of our core services, that we carry out throughout the UK and internationally.



### Marketplace challenges for 2023

- Complete testing and launch a mobile app to work with Assurity Plus 2.0 to allow documents and tasks to be added via a mobile device.
- Develop an inspections module for Assurity Plus 2.0 to allow our customers to create and complete inspection forms and link them to tasks/schedules.
- Commence work on developing an online water management system for Assurity Plus 2.0.
- Continue development of new software for our laboratory and implement its use in the workplace.
- Continue to hold further seminars, conferences, and workshops for our customers and contacts, providing up to date industry information and networking for our industry.
- Continue with our journey to become ISO 27001 certified.
- Become accredited with BAFE SP205 fire certification, to demonstrate the high quality of our fire risk assessments.

# A+2.0



# 3 Our challenges and successes - environment

## Environment challenges for 2022

- Keep gas, electricity, water, and paper usage within our predicted targets.
- Investigate and install further video conferencing facilities in our office, to help reduce travel and CO2 emissions.
- Create a hybrid working policy and distribute this to our employees, this should have the benefit of reducing unnecessary travel and CO2 emissions.
- Continue to maintain our ISO 14001 accreditation.
- Continue to support our customers with improving and maintaining their sustainability and clean water in their buildings.

## Environment successes for 2022

We look to try and be as environmentally responsible as possible and reduce our electricity, gas and water usage where we can. We incentivise our employees to choose lower emission company cars, so that our company CO2 emissions can be kept to a minimum. This also demonstrates our commitment to **Goal 7: "Affordable and Clean Energy"** and **Goal 12: "Responsible Consumption and Production"**.



## Keep gas, electricity, water, and paper usage within our predicted targets.

- **Gas** - The average usage for 2022 was below the monthly target of 380m<sup>3</sup> per month, at 322m<sup>3</sup> per month. We therefore propose reducing the monthly usage to 350m<sup>3</sup> per month for 2023.
- **Electricity** - The average usage for 2022 was above our planned target of 5000kwh per month at 5255kwh per month. We believe this is due to the additional people in the office, car charging, and some air conditioning usage. We have more PHEV cars on our fleet now and therefore more vehicles are likely to be charged on a given day. We therefore propose increasing the monthly usage to 5300kwh per month to account for this increased usage in 2023.
- **Water** - The average usage for 2022 was less than the planned 28m<sup>3</sup> per month at 22m<sup>3</sup> per month. We propose to reduce the usage for 2023 to 26m<sup>3</sup> per month.
- **Paper** - The average usage was significantly lower than our target of 30,000 sheets per month at 22,500 sheets per month. We therefore propose reducing the monthly target for 2023 to an average of 22,500 sheets per month.





## Environment successes for 2022 cont'd

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### Investigate and install further video conferencing facilities in our office, to help reduce travel and CO2 emissions

Video conferencing software was successfully installed in one of our meeting rooms, helping reduce our employees needs to travel to our customers buildings by giving them a more suitable space to deliver private meetings in our office. These facilities have been successfully used for applications such as external and internal meetings, meetings, presentations, and training.



### Create a hybrid working policy and distribute this to our employees

We successfully completed and distributed a hybrid working policy to all our employees. This replaced our previous policy with more up to date information and controls, including risk assessing our employees home working environment, and how much work our people can do from home. This policy has also been added to our employees contracts of employment.

Our hybrid working policy has enabled our employees to have more flexibility, whilst also having the effect of encouraging collaboration as employees have the opportunity to interact in person during the working days they spend in the office.

### Continue to maintain our ISO 14001 accreditation

We are proud to say we continued to maintain our accreditation for ISO 14001 Environmental Management System in 2022.



## Environment successes for 2022 cont'd

### Continue to support our customers with improving and maintaining their sustainability and clean water in their buildings

We believe that as a business we have a responsibility towards the environment and sustainability, and this is reflected in how we contribute to knowledge in our industry, who we work with, and how we work. In 2022, we made various achievements towards **Goal 14: "Climate Action"**, which in turn will have a positive effect towards **Goals 15: "Life Below Water"** and **16: "Life on Land"**. Our successes are detailed below.

We continued to deliver our environmental management services, giving our customers expert advice on how to properly manage their buildings, so that they have a more positive impact on the environment. Our services in relation to water hygiene also continue to have a positive effect, in making sure of a clean supply of water and sustainable systems in our customer's buildings, also contributing to **Goal 6: "Clean Water and Sanitation"**.



In 2022, we have also continued working with suppliers who we feel have a positive impact on the environment and are conscious of how they work sustainably. For example, this includes asking our catering suppliers how they source their food, whether they use disposable packaging, and how waste is disposed of. This effort has also had the effect of contributing to **Goal 12: "Sustainable Cities and Communities"**.



### Net Zero

As with any responsible organisation, we are committed to reducing our negative impact on the planet. So, in addition to our existing work and initiatives we are using 2022 to plan and identify our best approach for net zero. To be meaningful and effective we must be ambitious, but realistic, in the targets we set and clearly understand the full extent of our scope one, scope two and scope three carbon emissions. We are already in discussions with independent external organisations to help us formulate our plan and ongoing actions.

## Environment successes for 2022 cont'd

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### Further environmental successes

- In 2022, we launched a recycling Facebook group, that our employees can use to rehome items such as furniture, rather than just sending it to the tip.
- We continued to raise awareness of ways employees can help reduce their carbon footprint, such as sending out reminders of switches reminders to turn off switches and monitors at the end of the working day in our monthly newsletter.
- We kept employees up to date on our targets for gas, electricity, water, and paper usage, and our usage each month.

### Environment challenges for 2023:

- Keep gas, electricity, water, and paper usage within our predicted targets.
- Continue to form our roadmap for achieving net zero by 2035.
- Continue to maintain our ISO 14001 accreditation.
- Continue to support our customers with improving and maintaining their sustainability and clean water in their buildings.
- Review our brand collateral items, to evaluate whether we can use materials that are more sustainable.
- Review what we are currently recycling in our office, and any further steps that could be taken.
- Hold team "Make a Difference Days" to improve the local environment, that our employees can get involved in.



# 4 Our challenges and successes – community

We believe that to be successful, we cannot be indifferent to the society in which we operate. We believe that community engagement benefits both parties and, where we can, will look to align the goals of the business to the priorities of the local community.



Following the reduction in COVID-19 restrictions, we were able to support our local community in a number of capacities in 2022 and exceed the expectations for a number of our Community challenges throughout the year.

## Community challenges for 2022

- As COVID-19 restrictions continue to lift, attend in-person university careers fairs, and local careers fairs and deliver a presentation or workshop to a local university, so that we can share our expertise with them, and widen our pool of recruitment candidates.
- Re-engage with our employees to hold in person events and fundraising activities.
- Further promote our 'Make a Difference Days' to our employees, organising group events our employees can get involved with.
- Attend external charity fundraising events.
- Spread any fundraising we achieve between four charity community partners - St Catherine's Hospice, Springboard, Chestnut Tree House and The Olive Tree.

## Community successes for 2022

### Attend in person university careers fairs, and local careers fairs and deliver a presentation or workshop to a local university, share our expertise and widen our pool of recruitment candidates

In 2022, we supported various local education establishments such as The College of Richard Collyer, Therfield School, and the Weald School – attending careers fairs for younger students to help broaden their horizons on what their options are after education. We also attended careers fairs at universities in the local area, such as the University of Brighton, the University of Sussex, University of Surrey, and University of Southampton to discuss their options after university and promote our careers to students there. In addition we attended local careers fairs and apprenticeship fairs to engage and promote our careers opportunities to the local community.



## Community successes for 2022 cont'd

Two of our managers, Kimberly and Ian, also used their Make a Difference Day to support our local college Collyers at their "Challenge of Management" event, acting as business advisors for the students to help broaden their horizons.



We also offer apprenticeships to local students. We were unable to take on new apprentices during government COVID-19 restrictions, however in 2022 we were able to take on a new Apprentice Consultant:

**"Throughout my time at Assurity Consulting, I have gained many skills and improved upon those I already had. In a short space of time, I have learnt so much about the industry we operate in, and different skills I can use not just as a Consultant, but also to improve my opportunities within this career. Through the support of my mentor and all my colleagues I have been able to improve my confidence." - Tom, Apprentice Consultant**

These initiatives have helped make progress towards **Goal 11: "Sustainable Cities and Communities"**, and **4: "Quality Education"**. Working alongside organisations such as Universities and careers fairs exhibitors has also contributed to **Goal 17: "Partnerships for the Goals"**.



## Community successes for 2022 cont'd

### Re-engage with our employees to hold in person events and fundraising activities

In 2022 we ran fundraising events such as bake-offs and afternoon teas in our office, and banded together to donate items towards the Ukraine crisis and a food bank for Horsham Matters. Our company wide Christmas party saw a Christmas quiz, Christmas jumper competition, and charity raffle. Employees went home with various prizes – and we also raised £411 for our local children's hospice, Chestnut Tree House during the event! All monies were donated to support the valuable work Chestnut Tree House do.



We were also able to further engage our employees regarding how we can support our local charities, by inviting them to our Business Services meetings to deliver presentations on the work they do and how we may be able to get involved. Both Olive Tree Cancer Support and St Catherine's Hospice delivered in person presentations to our people, and we donated to both charities as a thanks for their time.



### Attend external charity fundraising events

We sponsored employees to take part in the St Catherine's Hospice Midnight Walk, who raised a total of £620. We also promoted the event and fundraising both internally and on our social media. We also attended the Richard Place Dobson annual Charity Quiz, which raised money for St Catherine's Hospice, and attended numerous St Catherine's Hospice Golf Society golf days with customers and partners in 2022. At the end of the year, the society raised a total of £30,000 for St Catherine's Hospice.



**ST CATHERINE'S  
HOSPICE**  
Hospice Care in West Sussex & East Surrey

## Community successes for 2022 cont'd

### Further promote our 'Make-a-Difference-Days' to our employees, organising group events our employees can get involved with

In 2022, we relaunched our employee 'Make a Difference Days' – one paid day our employees receive per annum to be spent giving back to the local community. Our employees can use their day to support any charity of their choice, or they can join our team 'Make a Difference Days' - which we organise together with local charities. Collaborating with local charities, in line with **Goal 17: "Partnerships for the Goals"**, has helped us make progress towards **Goal 11: "Sustainable Cities and Communities"**. This year we were able to hold three team 'Make a Difference Days', at the Olive Tree Cancer Support Centre, Springboard and the YMCA.



We supported our charity partners by tidying gardens, jet washed patios and painted murals to make their premises more welcoming for their employees and visitors.

## Community successes for 2022 cont'd

**"We would like to say a huge thank you to Assurity Consulting who spent time revamping our garden on Friday. The pots especially are looking blooming marvellous! We really appreciate your time and hard work."** – Marylin, Horsham Office Administrator, Olive Tree Cancer Support Centre



**Springboard**

**"We feel honoured to have such a long-lasting relationship with Assurity Consulting. It means so much to us and really gives the centre a new lease of life."** – Vickie, Fundraising and Communications Manager, Springboard

**Spread any fundraising we achieve between four charity community partners - St Catherine's Hospice, Springboard, Chestnut Tree House and The Olive Tree.**

Throughout the year, we raised £2,231 for our four charity partners: St Catherine's Hospice, Springboard, Chestnut Tree House and Olive Tree Cancer Support – and spread the fundraising we achieved between these charities. We also got involved with further campaigns, charities, and fundraising initiatives from our people, suppliers and customers throughout the year – raising a further £778. Overall, we fundraised £3,010 for various charities and causes, smashing our £3,000 target!

**Springboard**

**ST CATHERINE'S  
HOSPICE**

**the olive tree**



**YMCA**



**BREAST  
CANCER  
NOW**

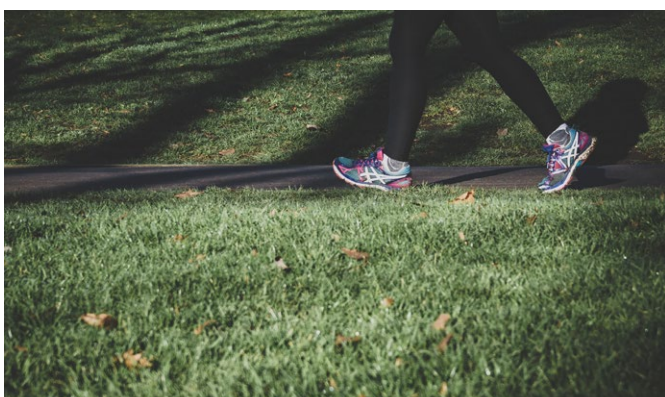




## Community successes for 2022 cont'd

### Further community successes

- We contributed to and promoted employee, customer, and supplier fundraising campaigns, including for Cancer Research, Breast Cancer Now, and Horsham Community Responders.
- We sponsored one of our employees, Ross to play for Rudgwick Football Club
- We provided the trophy and prize for the Volunteer of the Year Award at the Springboard 30th Anniversary celebrations.
- Mireille, Consultancy Services Manager, continued to act as Associate Governor for Tandbridge House School. She supported the school free of charge, attending their Health and Safety Committee and performing a school walk around to assess their health and safety once per term.
- Our employees continued engagement with personal fundraising activities throughout the year. Emma, one of our Consultancy Services Deputy Managers, took part in a 100 mile walking challenge for Cancer research – raising a total of £885.
- Steve, Senior Consultant, took part in the “Hit the Downs” bike ride in aid of Chestnut Tree House – riding 80 kilometres to support our local children’s hospice. In total he raised £265.
- Katie, Consultant, raised money for Horsham Community Responders with family and friends by undertaking a steam haulage run from London to Brighton. In total the campaign raised £3,430.
- We helped support these fundraising campaigns both by donating and promoting these events to our employees.



## Community successes for 2022 cont'd

### Support for Springboard

One of our Consultants provided free expert health and safety advice and support to Springboard for their electrical safety in their building. Another one of our Consultants also visited their site and shared their expertise in regards to their fire doors and general fire safety. They then provided a PEEP template to Springboard and provided further expert support via email.

This support and advice was provided to Springboard for free, so they didn't have to carry out some unnecessary work that was recommended by another company, saving them thousands of pounds. Being able to give expert, unbiased advice to this local charity is another way that we can give back to our community and support the valuable work they do.

We believe that these achievements have helped contribute towards **Goal 3: "Good Health and Wellbeing"** and **Goal 4: "Quality Education"**.



### Supporting Gatwick Diamond Business

In 2022, we also continued our membership with Gatwick Diamond Business, an organisation that supports local business and makes a commercial difference to business in the Gatwick Diamond area. We attended a number of members meetings and networking events, and continued to support the organisation via our membership with the GDB Diamond Experts programme, where we offer our independent expertise on health and safety to other members.



We also entered the Gatwick Diamond Business Awards for Business of the Year – over £1M turnover, which we won in 2020.



## Community successes for 2022 cont'd

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### Community challenges for 2023

- Continue to attend in person university careers fairs, and local careers fairs and deliver a presentation or workshop to a local university, share our expertise, strengthen the relationship, and widen our pool of recruitment candidates.
- Run a workshop in partnership with a local university, delivering insight on our specialist knowledge to students and broadening their horizons on their career options following their degree.
- Engage with our employees by holding in person events and fundraising activities, with a fundraising goal of £3,250 for local charity partners.
- Continue to promote our 'Make A Difference Days' to our employees, organising group events our employees can get involved with.
- Attend external charity fundraising events.
- Spread any fundraising we achieve between our charity community partners - St Catherine's Hospice, Springboard, Chestnut Tree House, and Olive Tree Cancer Support.



## Thank you for reading

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If you would like to discuss any aspect of this report, please contact tel. 01403 269375, [info@assurityconsulting.com](mailto:info@assurityconsulting.com) or visit our website [www.assurityconsulting.co.uk](http://www.assurityconsulting.co.uk)

Carrie Liddell  
Marketing Coordinator



Independent workplace compliance



**Assurity Consulting Limited**

26 Redkiln Way Horsham West Sussex RH13 5QH  
**t** +44 (0)1403 269375 **e** [info@assurityconsulting.co.uk](mailto:info@assurityconsulting.co.uk)  
**w** [assurityconsulting.co.uk](http://assurityconsulting.co.uk)

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