



# B Corp Impact Report 2024



<i>Our Mission</i>	<b>2</b>
<i>B-Corp Score</i>	<b>4</b>
<i>Impact Area – Workers</i>	<b>6</b>
<i>Impact Area – Environment</i>	<b>8</b>
<i>Impact Area – Governance</i>	<b>10</b>
<i>Impact Area – Community</i>	<b>12</b>
<i>Impact Area – Customers</i>	<b>14</b>

# “Innovate And Grow Sustainably”

We shall strive to strengthen the company’s market position through innovation and sustainable growth whilst acting responsibly in the interest of the company, its stakeholders and the environment.

**INGO AICHER**  
Managing Director



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IMPACT REPORT

# BCORP SCORE

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**SCORE COMPARISON**

- Our Score 99.3 Points
- B Corp Certification 80 Points
- Median Business Score 50.9 Points

**IMPACT AREA BREAKDOWN**





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# IMPACT AREA **WORKERS**

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Photo by Anna Shvets from Pexels

Certified



Corporation





## FORMAL PROFESSIONAL DEVELOPMENT PROGRAM

### Program Categories Include:

- Onboarding
- On-The-Job Training
- Mandatory Job Specific Training
- Core Job Skills Training
- Cross-Skill Training
- Life Skill Training

## WHAT WE SET OUT TO DO

- Actively promote and create an inclusive working environment, strengthening our focus on inclusion, equality and identity.
- Allow a voice to all employees to empower them in all aspects of their role, especially focusing on feedback regarding their present and future roles.
- Ensure a way of working that allows great vision for each team member to allow for their own learning and development, helping instil confidence and ease.

## WHAT WE HAVE ALREADY IMPLEMENTED

- A Formal Professional Development Program
- Implemented an internal promotion and hiring policy to encourage internal promotions and hiring for advanced positions
- Bonuses are offered as additional financial benefits.
- Employee feedback annually with clearly identified and achievable goals for everyone.
- We have formalized feedback and complaint mechanisms beyond direct reporting lines to address concerns and improve company practices.

## WHAT'S NEXT?

- Continue to ensure each member of the team is stepping into their highest value contribution through external professional development and learning opportunities in the next year.
- Employee feedback to include a written guidance for career development, including social and environmental goals.
- Continue to create an engagement strategy that allows each person to feel they are contributing to the vision of our company and setting time on a regular basis for feedback from all.



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IMPACT AREA

# ENVIRONMENT

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## INTEGRATED THEATRE OF THINGS (ITOT)

Our innovative system for operating theatres is designed with environmental sustainability at its core:

- Energy efficiency through smart power management
- Optimised system architecture
- Smart device management

## WHAT WE SET OUT TO DO

- Develop and market products/services that actively reduce environmental impact, focusing on energy conservation.
- Promote responsible environmental practices within our virtual offices, minimising our distributed footprint.

## WHAT WE HAVE ALREADY IMPLEMENTED

- Introduced a new product that significantly reduces energy consumption compared to similar systems on the market.
- Established a greener office handbook, encouraging environmentally preferred products and practices, including recycling, safe e-waste disposal, and a list of environmentally preferred vendors for office supplies.
- Began monitoring our energy and water usage.
- Introduced monitoring of our greenhouse gas emissions.
- Maintained a company-wide recovery and recycling program for paper, cardboard, plastic, glass, metal and composting.

## WHAT'S NEXT?

- Continuously innovate to further reduce the environmental impact of our products and services through design improvements and material selection.
- Provide additional training and resources to employees to promote sustainable practices in their virtual offices and beyond.
- Partner with suppliers and other stakeholders to promote environmental responsibility throughout our supply chain.



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IMPACT AREA

# GOVERNANCE

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## LEGAL REQUIREMENTS

We have amended our Articles of Association to formally integrate our commitment to stakeholder governance.

This means our directors are now legally required to consider the impact of their decisions on all stakeholders—including employees, customers, suppliers, communities, and the environment—alongside shareholders.

## WHAT WE SET OUT TO DO

- Embed social and environmental impact into all levels of decision-making.
- Strengthen our commitment to positive impact through transparent policies that guide ethical behaviour and accountability.
- Ensure that our management structures and oversight processes support robust, ethical, and transparent operations.

## WHAT WE HAVE ALREADY IMPLEMENTED

- Formalised our commitment to positive impact by embedding social and environmental objectives into our company's legal framework.
- Integrated social and environmental criteria into employee training, management roles, and performance reviews, ensuring these values are integrated in our daily operations.
- Established a formal Code of Ethics to further guide ethical conduct and decision-making across the organisation.
- Publicly share information on our social and environmental performance and progress toward our targets, using recognised third-party standards for transparency.

## WHAT'S NEXT?

- Expand formal training on social and environmental issues to all employees, ensuring consistent understanding and engagement across the organisation.
- Further strengthen transparency by increasing the scope and accessibility of our public reporting.
- Periodically review and update governance policies and controls to adapt to evolving ethical, legal, and operational standards, maintaining our commitment to integrity and accountability.



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IMPACT AREA

# COMMUNITY

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## DIVERSITY AND INCLUSION

We are proud to share some key insights on diversity and inclusion after conducting an internal survey:

- Our team includes people from diverse backgrounds
- Team members span a wide range of age groups
- Half of our management identify as women

## WHAT WE SET OUT TO DO

- Promote diversity, equity, and inclusion (DEI) in our hiring practices and workplace culture, fostering a sense of belonging for all.
- Support community initiatives through charitable donations and volunteering.
- Actively engage with stakeholders to drive positive change on social and environmental issues within our industry and beyond.

## WHAT WE HAVE ALREADY IMPLEMENTED

- Included a DEI statement in all job postings, conduct anonymous resume reviews, analyse job description language for inclusivity, and provide DEI training for all employees.
- Track workforce diversity attributes (race, ethnicity, gender, age, and other relevant factors) through anonymous surveys to identify areas for improvement.
- Established a formal donations commitment, introduced a matched giving policy for employee donations, and offered paid volunteer days for our team.
- Participated in panel presentations and public forums on social and environmental topics, with our managing director actively contributing to these discussions.

## WHAT'S NEXT?

- Expand our DEI initiatives to include mentorship programs and partnerships with organisations that support underrepresented groups.
- Increase employee participation in volunteer activities and charitable giving through awareness campaigns and incentives.
- Strengthen our engagement with community stakeholders by establishing regular dialogues and collaborative projects.



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IMPACT AREA

# CUSTOMERS

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## IMPROVED CUSTOMER EXPERIENCE

User-focused product development in collaboration with customers  
New helpdesk and ticketing system  
Integration of support into familiar platforms like SharePoint and Teams

### WHAT WE SET OUT TO DO

- Empower our customers to reduce their environmental impact through offering an energy-efficient system.
- Ensure customer satisfaction and build long-term relationships through exceptional service, quality products, and transparent data practices.
- Prioritise data privacy and security, adhering to the highest standards of protection and user control.

### WHAT WE HAVE ALREADY IMPLEMENTED

- Provide cutting-edge, energy-efficient technology that helps customers lower their energy consumption and decrease their carbon emissions.
- Monitor customer satisfaction.
- Maintain a formal, publicly available data and privacy policy and ensure all email list building and email marketing strategies are GDPR compliant.

### WHAT'S NEXT?

- Strengthen our customer feedback mechanisms to proactively address concerns and improve satisfaction.
- Develop educational resources and training programs to help customers maximise the benefits of our energy-efficient technology and sustainable practices.
- Continue building strong relationships with our customers, fostering long-term partnerships.



**We're proud to a B Corp.**

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**Certified**



**Corporation**