

+

IMPACT

REPORT

22/23



Gemserv[®]

A Talan[★] Company

+

Certified



Corporation



ABOUT GEMSERV

Gemserv is a purpose-driven professional services company dedicated to enabling sustainable and ethical business practices that tackle today's social and environmental challenges.

Working across multiple sectors of the economy, Gemserv has specialisms in energy transition and Net Zero, and cyber security and data privacy.

We help our clients with some of the most pressing issues of our time. Whether it is the urgent need to address climate change through decarbonising energy, transport and the built environment, or the world's increasing dependence on technology opening companies and individuals up to increasing levels of cybercrime, Gemserv provides advice, assurance, and delivery services to support clients through a rapidly changing world.

As this purpose is core to our DNA, the decision to become a B Corp was a natural step for us. We were proud to receive our certification in April 2022, and remain committed to making an impact for our staff, clients and wider society through our actions and the work that we do.



CONTENTS



WE ARE FOCUSED
ON IMPACT



WE INVEST IN OUR
PEOPLE AND THE
COMMUNITY



WE PLAY
TOGETHER, WE
WIN TOGETHER



SUSTAINABILITY
EDUCATION IN
SCHOOLS



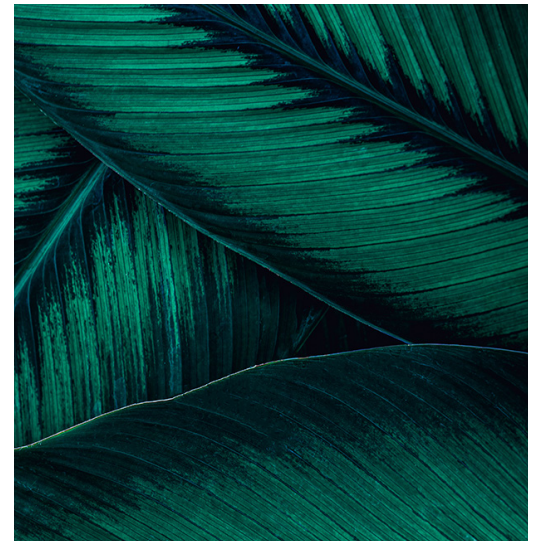
RETAIL ENERGY
CODE CHANGE
IMPROVEMENT



MOORFIELDS NHS



OUR B-CORP
SUMMARY SCORE



OUR AWARDS
AND
CERTIFICATIONS



FOREWORD

It is with great pleasure that we present Gemserv's first annual B Corp impact report. As a certified B Corporation, we believe in using business as a force for good, prioritising social and environmental impact alongside financial performance to achieve our purpose of making things that matter work better for everyone.

In this report, we aim to showcase the progress we have made within the company, and through the work we do to create a positive impact in our communities, with our clients and for our staff. We are committed to using our expertise to empower organisations to create lasting change, and this report represents our dedication to that goal.

Gemserv makes impact through the work that we do.

In the energy transition, we continue to lead on reducing carbon emissions and tackling climate change through the delivery of Government funding for heat networks, driving the deployment of heat pumps, and analysing the green skill gaps required to carry out this work. We are also leading the development of low carbon hydrogen policy, and delivering an energy efficiency scheme in London to help households manage the cost-of-living crisis.

We are supporting the rollout of smart meters across Great Britain (GB). We have also committed to ensuring that Gemserv, as a company, achieves net zero emissions by 2040. Our cyber security and data protection teams continue to support our clients to protect their data, systems and information.





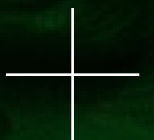
FOREWORD

With our partners we have led programmes for training and awareness on climate change within schools and launched an Equality, Diversity & Inclusion (ED&I) group which has already worked on achieving Disability Confident credentials, and been nominated for two Disability, Equality and Inclusion in Tech Awards. We maintain an apprenticeship programme within the company to facilitate different routes into professional careers.

We also provide mentoring to university students within Manchester and Warwick universities with a specific focus on decarbonisation. Moreover, we have implemented a reverse mentoring scheme within our organisation, allowing staff from underrepresented backgrounds to provide insights to more senior colleagues, and receive guidance on their own careers.

We would like to express our gratitude to all our stakeholders, including our clients, partners, employees, and the broader community, for their continued support and commitment towards creating a better world. We hope that this report will provide insights into our impact and inspire others to join us in our efforts towards a more sustainable future.

Alex Goody
Gemserv CEO





WE ARE FOCUSED ON IMPACT





13%+
increase

In energy theft reports in 2023 compared to 2022 using the reporting environment created by Gemserv

160k+
tonnes

CO₂ reduced by Frimley NHS trust per year by 2040 with our support

26+ tonnes
of CO₂

Saved through our electric vehicle scheme

10,000+
applications

Assisted for energy efficiency support to fuel poor homes through the Mayor of London's Warmer Homes 3 project

42%
business-related
emissions

Of our total emissions in 2021/22





140+
completed

Cyber risk assessment reviews on the GB Smart Metering Infrastructure

4
apprenticeships

Of current staff members

£640m+
funding delivered

Through our heat network projects

1000+
lesson downloads

From our Leaders for a Changing World project, delivered in-person to over 100 children

80+
sustainability projects

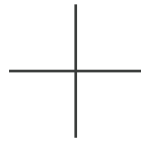
Our Low Carbon team enabled positive change in the last year





WE INVEST IN OUR PEOPLE & THE COMMUNITY





Awards & Certifications

Maintained ISO 9001, 27001 and 14001 and Cyber Essentials certification

We are an Investors in People Gold Standard employer

3 years consecutively

Awarded Financial Times UK's leading management consultants

£12,500 donated

Annually to SSAFA, the Armed Forces Charity

£3,500+ raised

For US in a Bus and other UK charities in the last year

8 internships/placements

Provided across 2022

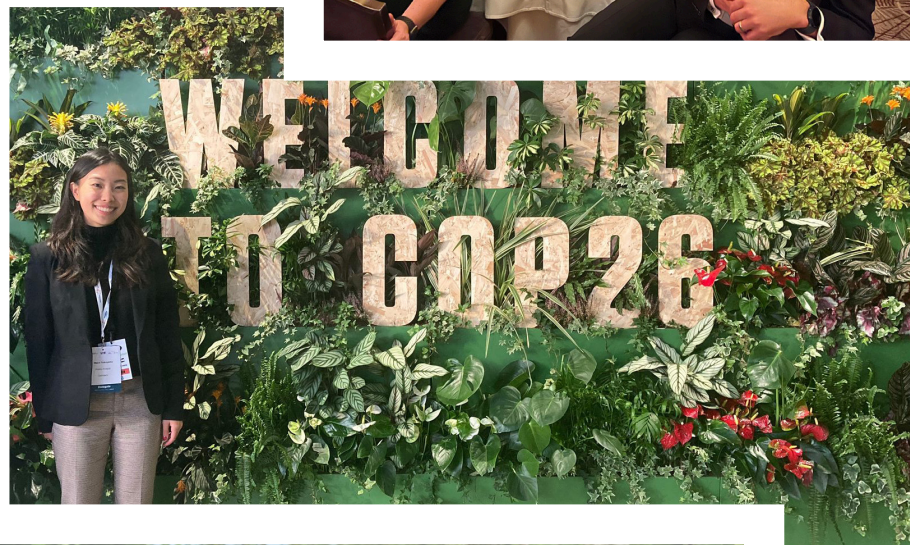
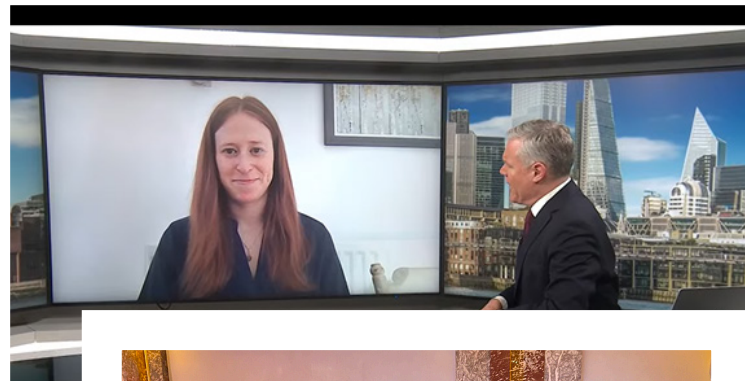
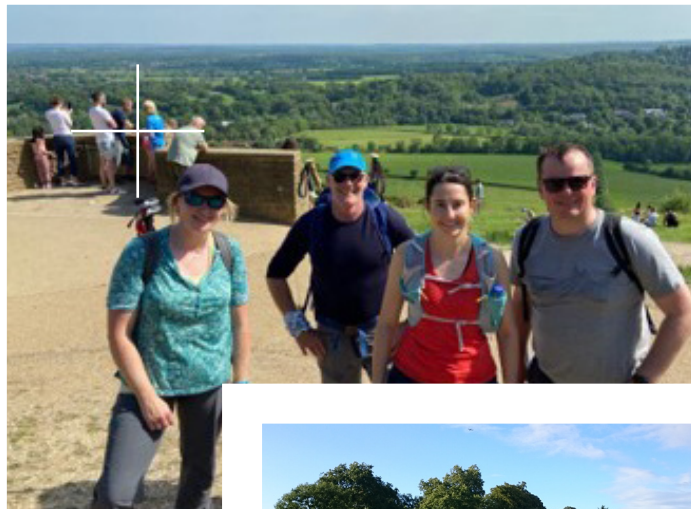
INVESTORS IN PEOPLE
We invest in people **Gold**





**WE PLAY TOGETHER,
WE WIN TOGETHER**







SUSTAINABILITY EDUCATION IN SCHOOLS



“A really great resource, all the pupils were engaged throughout! Plus it has all the resources attached making it easy to deliver!”

Gemserv joined Teach First and BNP Paribas in a three-year partnership to produce, share and deliver four new school lessons aligned with the curriculum educating young people on net zero and climate issues.

The partnership aims to:

- **Focus** on closing the attainment gap
- **Engage** young people in key sustainability issues
- **Support** pupils from disadvantaged backgrounds

“We used the video last week because it was so clear. Would recommend to other teachers who are finding challenges with engaging students.”

Our Solution

The team have developed three of the four lesson packs and are in the process of completing the fourth:

- **Renewable Energy and Electricity: Powering a Net Zero Future:** how low carbon electricity generation technologies support the decarbonisation agenda.
- **Sustainable Financing for a Net Zero Future:** how sustainable financing can be used to support the transition to net zero.
- **Sustainable Cities for a Breathable Future:** how cities can be made more sustainable with a focus on addressing air quality and air pollution.
- **Sustainable Lifestyles for a Net Zero Future:** how young people and their families can adopt lifestyles that reduce their carbon and environmental impacts.

Our Impact

- The resources have already reached an estimated **25000** students.
- Our consultants have also had a great impact in schools – volunteering in **6 schools** to present the materials to over **100 students**.

“A really well resourced lesson with current information. Thank you!”



“Really useful, well presented & accurate. Thanks”



= UN Sustainable Development Goals. Metric used by B Corp to demonstrate impact.





RETAIL ENERGY CODE CHANGE **IMPROVEMENT**



Retail Energy Code Company (RECCo) and industry have embraced the improvements with RECCo stating ‘the Code Manager has responded positively’.

Gemserv took on the role as the Code Manager for RECCo, defining and driving the Change Management Process. It was vital that we created a process that could evolve with innovation in the energy market, and deliver benefits without introducing new challenges.

Through the delivery of a Retail Energy Code (REC) Portal, Gemserv introduced a secure infrastructure for the exchange of critical business information between REC Parties which has become an essential service with over **5,000** registered users.

4 Affordable & Clean Energy



9 Industry, Innovation & Infrastructure



13 Climate Action



Our Solution

- Measure the effectiveness of existing change processes.
- Introduce a framework for decision making.
- Appoint a consumer advocacy team to ensure that their interests were at the heart of every solution.
- Work closely with charities & REC to ensure that the needs of consumers were understood and considered.

Our Impact

- Performed Data Protection Impact Assessments on REC services.
- Updated the method for change prioritisation to focus on changes that offer the most benefit.
- Improved change documentation & engaged industry with the change process.
- Added a housekeeping process to enable proportionate change.
- Established a REC issues group to work closer with industry on refinement.

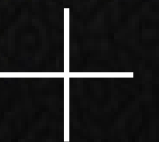


= UN Sustainable Development Goals. Metric used by B Corp to demonstrate impact.





MOORFIELDS NHS



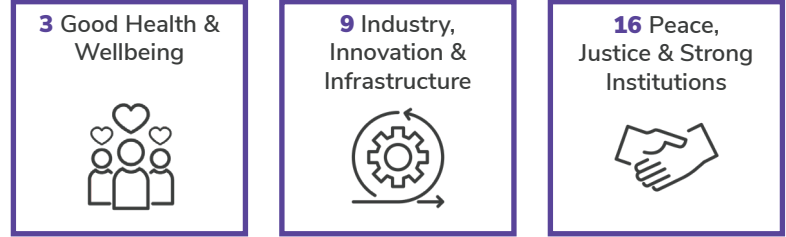


Gemserv supported Moorfields in creating a Data Security & Protection Toolkit (DSPT) submission, demonstrating its cyber security posture against the National Data Guardian’s 10 data security standards.

Gemserv received thanks from Moorfields for supporting the Trust in reaching data security compliance.

Our Solution

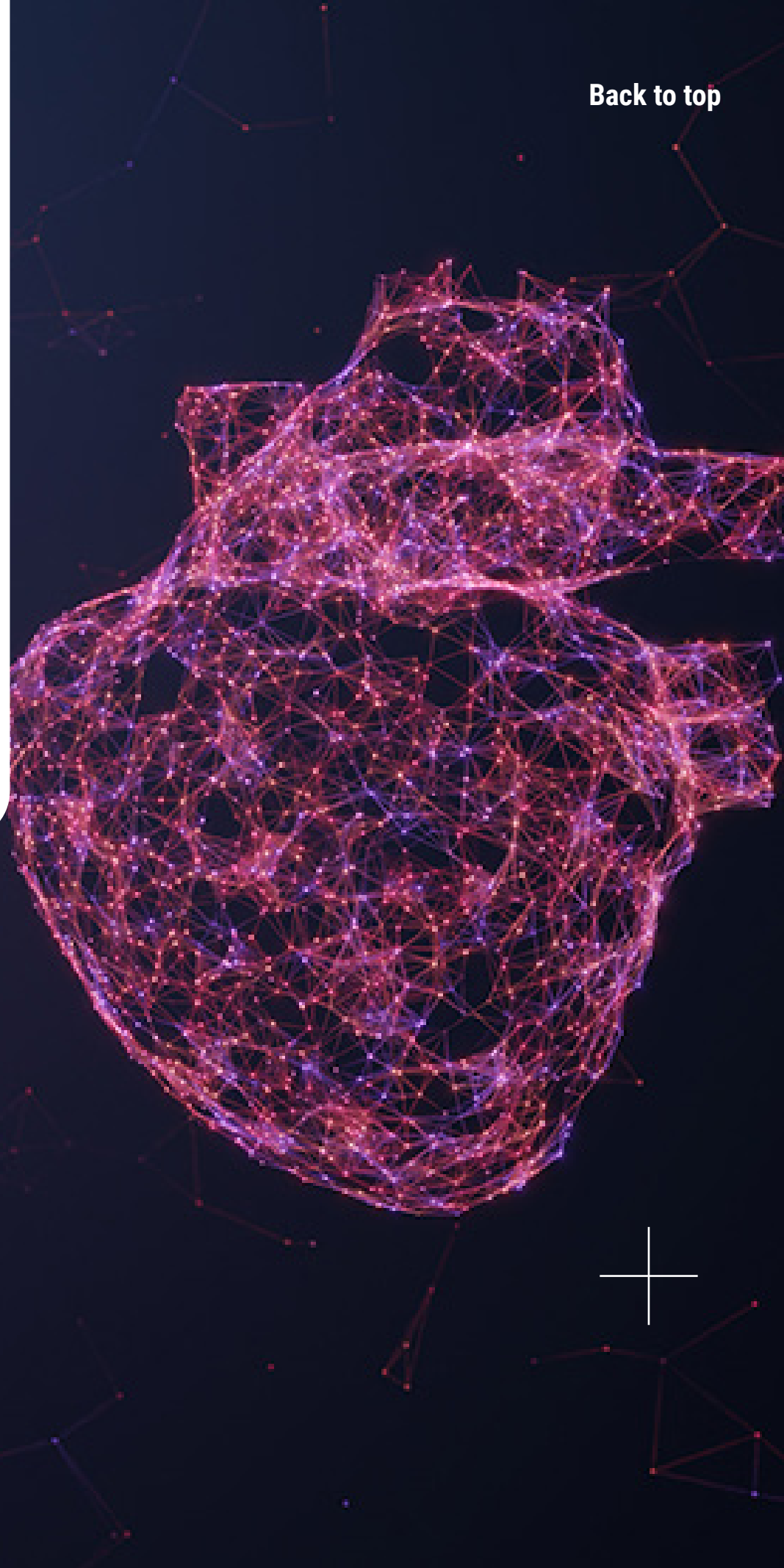
- Provide resources and solutions to address governance and reporting.
- Undertake a gap analysis to find the client’s baseline position.
- Deploy additional support to support risk-based activities.
- Create solutions to address technical remediation.



Our Impact

- The Trust is fully compliant with DSPT requirements.
- Moorfields have created a strategy to ensure all data is safe, secure and processed fairly.
- The client can demonstrate that their technology improves the patient experience.

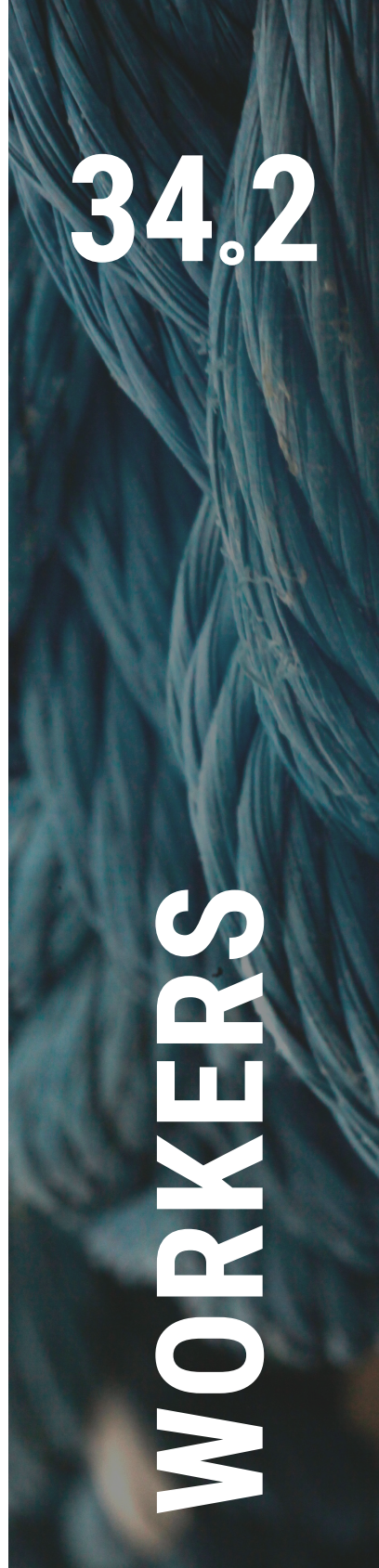
[Back to top](#)





OUR B CORP SUMMARY SCORE

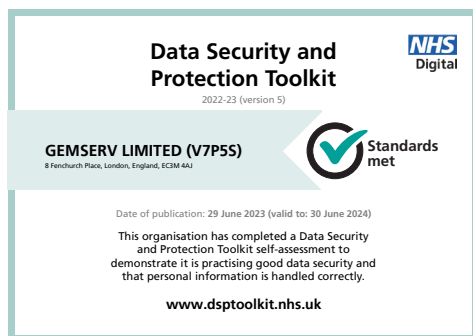


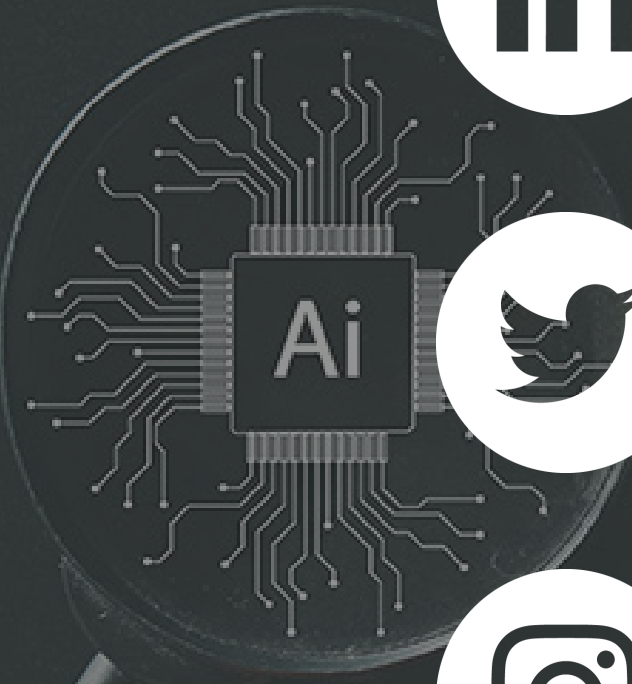




WE ARE PROUD OF OUR AWARDS & CERTIFICATIONS







Gemserv[®]

A Talan[★] Company

