



HewardMills B Corp Impact Report

Oct 2023 – Oct 2024

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Audience and Purpose of report

- HewardMills' 2024 B Corp Impact report outlines our commitment to environmental, social and governance responsibility, detailing our journey to B Corp accreditation and the challenges and achievements since.
- The report concludes with HewardMills' aspirations for the future, including a plan to further embed sustainability into our operations and expand our reach within the B Corp movement.
- Our Report is designed to inform and engage all impacted by HewardMills' B Corp activities and ambitions, including employees at all levels of our organisation, our client stakeholders, consultants and partners.
- We believe that transparency and accountability are crucial in fostering trust. Through this report, we seek to emphasise our dedication to creating positive social and environmental impacts and hope to inspire others to do the same.

A word from our founder and CEO

I have always believed in the power of business to be used as a force for good. So, it makes me extremely proud that HewardMills, as a leading provider of Data Protection Officer services, upholds this belief and prioritises purpose alongside growth.

Our company is diverse by design. Operating globally, we are registered as a DPO in over 70 jurisdictions and have over 15 languages and cultures within our multidisciplinary team.

We continue to embed a culture of good governance, trust, and transparency within our own and our clients' businesses and set out some of the ways we do this within this report.

I am excited to share more about our Corporate Social Responsibility (CSR) initiatives, where we have sought to extend our impact as a B Corp and to realise our ambition of making business and society more just, equitable and inclusive. Over the last year, as well as growing our business both in terms of people and clients, for the first time in our history we have had the honour of supporting several inspiring organisations that offer life-changing support to others.

In the year ahead, we will continue to prove that commercial success and purpose-driven impact are truly compatible by aligning our business growth with increased support of purpose-led charities, Community Interest Companies (CICs) and individuals through our CSR programme.

I hope you find this report insightful and inspiring.

Dyann Heward-Mills, October 2024



HewardMills B Corp Report 2024

Delivering data dignity. Championing diversity.

Our mission is to create an inclusive society where diversity is celebrated and data dignity is prioritised. We believe in empowering individuals by respecting their unique backgrounds and experiences while ensuring their data is handled with the utmost integrity and respect. Our approach fosters innovation and trust, paving the way for meaningful impact in the communities we serve.

Our Values



Collaboration

We embrace diverse thinking and value different perspectives. We act inclusively and work together to leverage our collective strength. Sharing knowledge and fostering strong partnerships is key to our success.



Integrity

We maintain an independent perspective and believe in always doing what's right. We stay the course. Diligent in everything we do and proud of what we accomplish.



Innovation

We seek out and create opportunities to drive growth and add value for our clients. Continuously learning. Questioning what we see and hear whilst listening intently to understand and find the best way forwards.



Passion

We are bold. Approaching work with courage and energy. Encouraging and supporting growth and development. We anticipate and adapt to change, unafraid to lead it.



Positivity

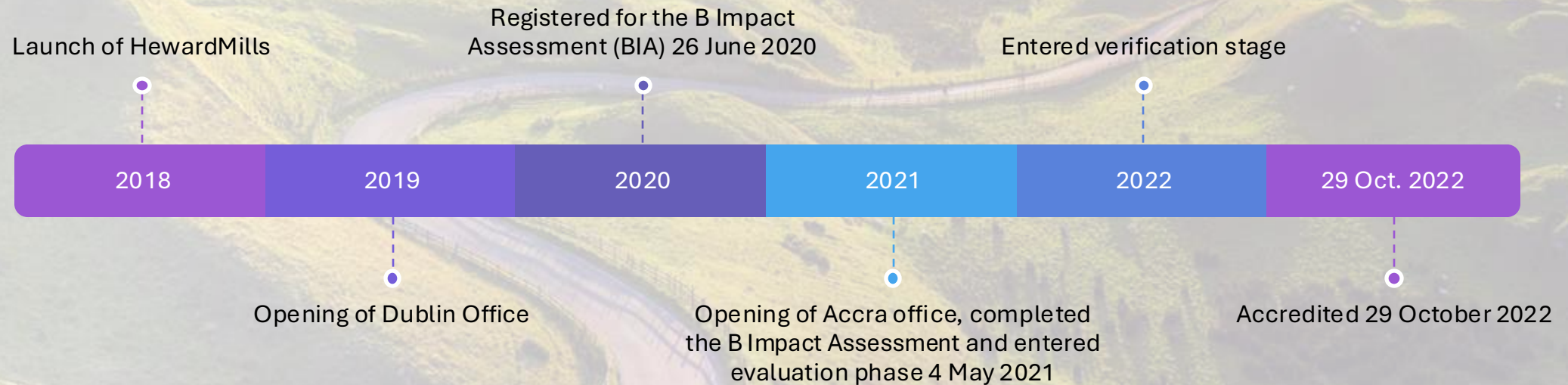
We are unerring and passionate in our quest to be the best we can be and make a positive impact. We view challenges as opportunities, always open-minded to different scenarios and solutions.

Where we started

Our journey toward becoming a B Corp began with a clear vision to create an organisation that was driven by purpose and committed to making a positive impact on society. The mission of B Corp aligned perfectly with this vision, and we joined their call to redefine business success by focusing on social and environmental performance, accountability, and transparency.



Our Journey To B Corp





B Corp Certification Challenges

Rigorous Standards

Achieving high standards for social and environmental performance requires substantial effort and commitment. This includes consistently implementing updates and enhancements to our operations and ensuring that we meet the rigorous criteria necessary for maintaining our certification. Regular evaluations and a proactive approach to making progress is essential.

Extensive Documentation

Gathering detailed evidence for the B Impact Assessment was labour-intensive and required comprehensive internal audits and data collection.

Cultural Shifts

Adapting to new Environmental, Social, Governance (ESG) initiatives required significant cultural adjustments and training within our organisation. Following ethical practices wasn't enough; we had to learn how to monitor, evaluate, and report while maintaining data protection and privacy principles.

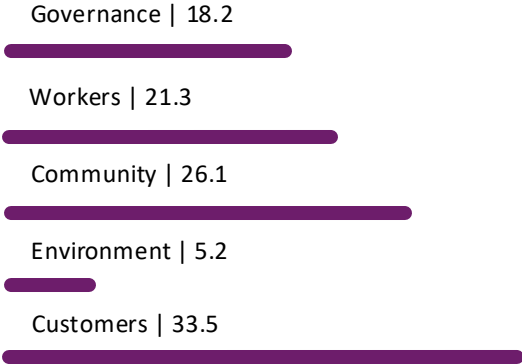
HewardMills' Verified B Impact Score



In our first-year certifying, we were proud to obtain an overall **Impact Score** of **104.5**.

We were particularly pleased to score **33.5** points in the **Customers pillar** due to recognition of our efforts in 'Serving in Need Populations' and 'Education'. This demonstrates our commitment to providing data dignity to communities with no visible legal frameworks on data protection.

Score Breakdown



Overall B Impact Score

104.5

Qualifying score for BCorp certification

80

Average score for most businesses

50.9



Testimonials from the Team – “What does B Corp mean to you?”



“B Corp's commitment to social and environmental responsibility aligns with my values and inspires me to work harder daily.”

- Client Manager and DPP Consultant

“The transparency and accountability of B Corp practices motivates me to contribute to a company that prioritises sustainability and ethical standards.”

- Business Development and Senior Account Manager

“The commitment to balancing purpose and profit is evident in everything we do here at HewardMills, from the way we handle client projects to our internal culture of integrity and social responsibility. Working here means being part of a team that genuinely values making a positive impact on people and the planet, all while upholding the highest standards of data protection and privacy. HewardMills isn't just about doing business—it's about doing business the right way, and that's something I'm truly proud to be part of.”

- Trainee DPP Solicitor & Client Manager

“I didn't know what to expect or how working at a company that has achieved B Corp status may be different. It became clear quite quickly that it means every member of staff is treated like an individual. I feel valued, appreciated, and cared for”.

- IT & Cyber Security Analyst

Governance

As a data protection officer, strategic governance is at the core of our service offering. We are therefore acutely aware of the importance of ensuring robust governance structures and accountability within the business. This means challenging each other to uphold standards in all areas of corporate decision-making and advocating for our clients to do the same.

Achievements in the last 12 months:

Wider Client Impact

Utilising our governance expertise, we have supported several clients with:

- DPO Registration and completing internal governance documents
- Establishment of cross-functional governance bodies to identify and mitigate risks in line with best practice
- Participation and contribution to strategy through DPO touchpoints and SteerCo meetings, fostering a culture of openness and transparency
- Ongoing review of key documentation such as employee handbooks, data protection policies and website notices to ensure these are updated as necessary
- Capturing new requirements and implementing new policies and processes to meet compliance
- Educating decision-makers on the use of new technologies such as AI and establishing appropriate governance structures to ensure compliant and responsible use

Building Strong Foundations

We have implemented clear policies and procedures to ensure transparent and ethical decision-making processes across the organisation. This has involved defining roles, responsibilities, and accountability measures.

Diverse Perspectives

Our governance structure ensures diverse representation from employees and contractors. This allows us to consider multiple viewpoints and make more informed decisions.

Governance

Looking forward:

- We will continue to put in place internal governance structures that allow for and welcome diverse stakeholder input at all levels of the organisation; building trust through our operations and being accountable and transparent in decision-making and reporting.
- We will develop and deliver training, specifically on the use AI and how to establish appropriate governance structures to ensure compliant and responsible use.
- We will actively seek to influence and support our clients at a C-Suite level to enhance accountability and set the right tone at the top.
- We will work with Regulators and Industry leaders to influence industry standards; we will attend key conferences and events, respond to whitepapers and take part in impactful consultations.



Workers

Since receiving accreditation, our team has grown significantly, more than doubling in two years.

Achievements in the last 12 months:

- 7 new interns have joined us globally, all of whom have undertaken our comprehensive intern onboarding programme. All interns are paid at the living wage for their jurisdiction This encompasses technical and soft skills, with a dedicated focus on our core values, diversity, and leadership development.
- A total of 25 HewardMills People have been onboarded. Each person was allocated a “Buddy” to ensure they had someone they could lean on as they got up to speed, this guarantees they are supported with queries and assures they have a smooth journey.
- We've invested in robust training and development programmes to help our workforce gain new skills and advance their careers. More than 45 people participated in our Level 2 Coaching Training, and 19 participants completed training developed by the renowned trainer Dr Isha Mavinga McKenzie on a “Black Empathetic Approach”. These courses develop skills which can be used in personal and work life to support and grow our workers.
- All programmes are rooted in the HewardMills Executive’s vision of investing in and cultivating an environment for personal and professional growth.
- From mental health support to flexible working, we've implemented a range of well-being initiatives to prioritise employee well-being and work-life balance. We have found this beneficial on productivity and the overall state of mind.
- We have actively encouraged our workers to contribute ideas and take on additional responsibilities, empowering employees and fostering a culture of ownership and innovation.
- We have held quarterly company-wide meetings in person in the city of one of our regional headquarters. We’ve also organised offsites throughout the year, including a CEO Equine Retreat delivered by Denise Lyttle. Here, we developed relational depth and learned to improve communication.
- Our senior leadership team also had the benefit of coaching in-person in our London office to foster creativity and collaboration.

Workers

Looking forward:

- As our team continues to grow, our compliance and governance team will ensure clear processes are communicated to existing and incoming personnel.
- We will continue to provide an opportunity to review goals and be given timely and clear feedback to enable ongoing professional and personal growth.
- We recognise the benefits of our coaching and investment in our People. We will continue to invest in these activities and extend them to include our clients and other stakeholders whom we work closely with on purpose-led initiatives.
- We will evolve our teams into regional hubs to facilitate more in-person connections with colleagues, clients and B Corp businesses.



“For me, B Corp means prioritising the well-being and valuing the unique attributes of all stakeholders – staff, clients, and the wider community – by fostering a flexible, inclusive environment that embraces innovation. This approach encourages trust, creativity and collaboration, helping staff and clients thrive while achieving business goals”.

Senior Client Manager and DPP Consultant

Coaching Programme at HewardMills



People Coached

HewardMills has successfully coached 33 individuals, fostering personal and professional growth.



Impactful Sessions

We conducted 6 impactful sessions, including horse retreats and empathic leadership training.



Coaching Hours

Our team has dedicated 63 hours to coaching, demonstrating our commitment to people growth development.

Community

As a global business with teams based in different parts of the world, one of the ways we encourage a sense of deeper connection is encouraging each other to be active in our local communities.

Achievements in the last 12 months:

- We had a month dedicated to Community, where we asked team members to share ways they interacted with their local communities. Examples included supporting small local businesses, volunteering with search and rescue organisations and connecting with colleagues they wouldn't normally see in person.
- We became a key supporter of several female-led non-profit organisations. A fundraising day held in the summer raised over £13,000, with the funds raised shared among the organisations.
- We've offered support to underserved communities through our knowledge and expertise; recently offering pro bono privacy policy reviews and cookie scan reports to Black-owned businesses as part of our Black History Month initiatives. We offered a similar package for B Corp accredited businesses as part of our commitment to the community.
- Our team extended its involvement in local communities with a focus on key jurisdictions. For example, we have worked alongside the Ghana Data Protection Commission to draft a Legislative Instrument, providing guidelines for the country's Data Protection Act 2012.



Feedback from our DEI Survey

Diversity, Equity and Inclusion is in our DNA. During the past year, we ran an internal audit to independently review our standards on diversity and inclusion. We are proud that the results reflected our commitment in this important area.

Commitment to Diversity

"The survey is testament to HewardMills' deep commitment to diversity and fostering unity and respect for all cultures".

Leading Organisation

"HewardMills is one of the best organisations I have worked with in this area".

Personal Connection

"HewardMills takes the time to get to know employees on a personal level, showing genuine interest in their endeavors and hobbies."

Global Collaboration

"Despite the challenges of remote work, HewardMills enables opportunities to connect and learn about colleagues worldwide."

Inclusive Onboarding

"Colleagues and management focus on an employee's skills and potential, rather than age or experience, providing a supportive onboarding process."

Diversity Events

"Initiatives like the Ghana team-building trip helped foster understanding and appreciation of differences", which the employee suggests expanding to virtual DE&I workshops.

Community

Looking forward:

- We will act upon the recommendations resulting from our DEI survey, continuing to hold this central to our ethos. Committing to acting upon the feedback, allows us to make a strong impact on the business to develop the workers and the company. It enables us to continue to grow the positives we have taken from the survey.
- We aim to increase civic engagement by encouraging employees to participate in volunteering opportunities and developing structured systems to record participation hours.
- We will continue to work closely with the good causes we supported in 2024 to empower their capacity to reach many more people who need their services.

“It’s empowering to know that we are part of a B Corp-certified company and making a positive impact in our community and the world. I am also proud to work for a company that prioritises people alongside profit.”

BD & Senior Account Manager

HewardMills is proud to support Protect Black Women



The Mission

Protect Black Women’s mission is to be part of an empathetic and empowering support system for Black women. Supporting charitable events such as golf days, lunches to raise money and creating awareness at all HewardMills events for Protect Black Women.

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|-----------------------|------------|
| Funds Raised | £55,542.28 |
| Clients Served | 193 |
| Therapists Involved | 65 |
| Sessions Conducted | 810 |
| Assessments Completed | 285 |



Environment

As our team continues to expand globally to meet our clients' requirements, we remain heavily reliant on virtual meetings and communications to provide our services. Despite the challenges this brings in measuring our environmental impact as an organisation, we believe that through the education of our people, we are still able to make positive strides in this field.

Achievements in the last 12 months:

- We have used knowledge sharing via internal communications channels to promote environmental stewardship and awareness within our business; believing that by shifting attitudes and behaviour on an individual level, we can eventually effect change on a larger scale. Several employees provided examples of produce they had grown at home, demonstrating efforts to reduce fuel consumption and food waste. In July, we also observed the global plastic-free month by encouraging staff to share ways they were reducing plastic waste – some examples were using a reusable water bottle, reusable shopping bags and reducing the products we buy with a large amount of plastic packaging.

Looking forward:

- As a company, we acknowledge that our environmental impact is a key area to target for improvement over the coming year. We aim to achieve this through a more structured approach to calculating and reporting on our company footprint, which will enable us to set targets more effectively and manage our performance within this key impact area. To have a positive impact on the environment, we can have a green team who are aware of the businesses environmental strengths and weaknesses, to ensure this is targeted and to increase knowledge and awareness of what we can do as a remote company, to make constructive changes.

Customers

HewardMills' services are designed to address a social issue for our clients, their customers, and the wider community by ensuring data dignity for all. As a global Data Protection Officer (DPO) service provider with a proven track record of working with innovators within the Technology, Health and Life Sciences sector, we bring legal, cybersecurity, regulatory and cross-industry experience and expertise to our clients.

Achievements in the last 12 months:

- We have engaged with stakeholders to understand their needs and continue to develop a range of services to meet them. This year, we launched our DPO Essentials service offering, designed to make our services more accessible by providing a cost-effective solution for our SME clients.
- We continually monitor data protection developments globally, especially in regions with emerging regulations. This enables us to update our clients so that greater awareness is created around differing personal data protection around the world.



HewardMills has been instrumental in helping us navigate ever-changing global regulations on privacy.

HCL, Global Technology Company



HewardMills' support gives us and our clients the confidence to know their data is protected and respected

Headstrong, Online Counselling Services

Customers

Looking forward:

- Many of our clients operate globally in markets where there is no legal framework on data protection, and as a result some of our clients' beneficiaries have no, or only nascent, legal protection. We will continue to increase data dignity by supporting clients to build privacy programmes that meet global benchmarks across all markets.
- We will also further strengthen service excellence for our clients by continuing to forge strong relationships and actively tracking and reporting to ensure compliance with regulations.

“

HewardMills' has given us the confidence to expand our operations globally knowing our data governance doesn't suffer as a result

Campaign Monitor, Email Marketing Platform & Services

“

HewardMills' multilingual and multidisciplinary team help us manage risk and give us the headspace to think expansively on our business growth.

iManage, Legal and Professional Services Provider

Future Challenges

- Preparing for B Corp re-accreditation under existing standards by October 2025, with completion of the BIA by April 2025.
- Adapting to evolving B Corp standards due in 2028, focusing on supply chain management and environmental impact.
- Managing relationships with third-party vendors to address varying requirements from prospects, clients, and B Corp.
- Addressing complexities in B Corp adherence, resource allocation and operational efficiency due to rapid business growth.



Continuing our B Corp Journey

The world is at a crossroads when it comes to continuing progress on environmental, social and governance standards.

We believe the growing dissatisfaction and lack of consensus on these issues emphasise the need for purpose-driven organisations like HewardMills to raise the bar and continue to prioritise our values and ESG ambitions.

B Corp's updated guidance reinforces the importance of considering all stakeholders in decision-making processes. This additional performance requirement will ensure businesses tailor policy to account for a wider range of stakeholders, focusing on areas such as human rights and fair wages, which hadn't been referred to explicitly in the previous accreditation process.

Moving from a flexible scoring system to a fixed approach will also ensure businesses adopt a more well-rounded approach to sustainability strategy.

With our recertification taking place next year we aim to improve scores across the board with a particular focus on impact assessment areas where we have underachieved previously.

Our Ambitions

Doubling down on DE&I

Building upon our Diversity, Equity, and Inclusion (DEI) initiatives, integrating them with Environmental, Social, and Governance (ESG) principles.

Amplifying the movement

Championing and collaborating with B Corp and other value-led businesses, as exemplified by our partnership with Small Green Studio for our digital marketing strategy and support to Inspiring Golf Inclusion and cancer charity Black Women Rising.

Sustainable Procurement

The climate crisis necessitates careful procurement choices with third-party providers. We aim to reinforce B Corp environmental standards by fostering a culture of sustainability and responsibility through our procurement choices.

'I joined the HewardMills' team in its early days and I have loved seeing how the company has grown whilst always staying true to the founder's original mission and values. Remote working can have its challenges but we are a cohesive team and this is apparent in the engagement from the team in our quarterly updates and regular get togethers. I managed the original B Corp certification, which was a challenging process but so rewarding when we achieved certification with such a high score. We keep the company values at the forefront of our strategies and are proud to be a B Corps. I was lucky enough to attend the Louder than Words festival in September, which really energised me ready to support on our re-accreditation next year!'

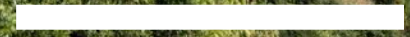
- **Head of Finance, HR & B CORP**



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