



Certified



Corporation

Having confidence in your data protection and privacy measures, knowing that your business isn't exposed to unnecessary risk, means you can focus on your business growth.

HewardMills excels at being your trusted partner in meeting global data protection and privacy standards.



Our Purpose and Mission 4

A word from our CEO 5

Our Values 6

Journey to Certification 7

Governance 9

11 Community

13 Our People

16 Customers

17 Environment

# Our Purpose & Mission

**Welcome to our B Corp impact report. It's exciting to be able to share with you our journey since becoming certified in October 2022.**

*“Everything we do must reflect our mission, supporting the HewardMills purpose and moving us towards our vision for the future, whilst consistently enshrining our values and beliefs”*

## Our Mission

Championing diversity. Delivering data dignity. We partner with the world's most forward-thinking organisations to set global standards on Data Protection & Privacy.

# A word from our CEO

I am delighted to share HewardMills' first B Corp Impact Report following our certification in 2022.

HewardMills was founded with a vision to create a professional services business driven by purpose and impact. The principles that anchor B Corp certification align closely with our own values, earning us a score of 104.5, and reminds us daily why we do what we do.

HewardMills has always been diverse by design and has strived to embed a culture of good governance, trust and transparency in both our own and our clients' businesses. We believe in playing our part in using business as a global force for good.

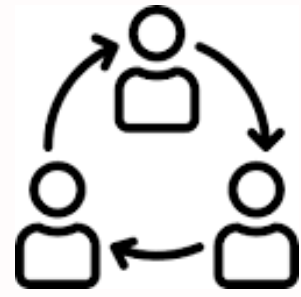
This is the story of our journey to certification. More than that, it's a reflection of our demonstrable processes that highlight our commitment to transparency, how we remain accountable to our key stakeholders, and how we live our B Corp values.

Our ambition to extend data dignity to more people is unswerving. We remain equally focused on our mission to be a beacon of positive social and environmental change, as we navigate the next phase of our company's growth journey.

*Dyann Heward-Mills, CEO*  
*October 2023*



# Our Values



## Collaboration

We embrace diverse thinking and value different perspectives. At HewardMills, we act inclusively and work together to leverage our collective strength, while sharing knowledge and fostering strong partnerships.



## Integrity

We say what we mean and do what we say. Maintaining an Independent perspective and 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.



## 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.



## 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.

# Journey to Certification

## Our inspiration in becoming B Corp certified

HewardMills was founded on the back of our strong belief that purpose and impact-led organisations can effect change in the world.

The rigorous process in becoming certified allowed us to be held accountable as an example of a company championing ethical business practices, by meeting high standards of social and environmental performance, transparency, and accountability.

Our purpose is to champion diversity and drive the privacy and data protection industry forward by delivering data dignity to all individuals. We believe this to be a fundamental human right, and of critical importance in the digital age. To this end, we base our daily actions on our corporate values of integrity, passion and positivity, innovation and collaboration.

Opening of Dublin office

Opening of Accra office

Internship programme expansion

2018

2019

2020

2021

2022

2023

Launch of HewardMills, London

Global reach expansion

Growth and B Corp certification

In 2022, HewardMills achieved a B Impact Score of **104.5**

Overall B Impact Score

104.5

Qualifying score for BCorp certification

80

Average score for most businesses

50.9



## B Corp Verified Score, Benchmarking Progress and Goals for Recertification

We were excited to receive an overall impact score of 104.5. We were particularly proud to score 33.5 points in the Customers pillar due to successfully gaining two IBMs, Serving in Need Populations and Education, demonstrating our commitment to providing data dignity to communities where there is no legal framework on data protection.

104.5

### Score Breakdown

Governance | 18.2

Workers | 21.3

Community | 26.1

Environment | 5.2

Customers | 33.5



# Governance

Governance is a key deliverable we offer clients as one of our four pillars, so this particular area was essential for us to demonstrate.

As part of the certification process, we updated our governance documents to incorporate a commitment to consider all stakeholders in our decision-making. The owners and senior leadership team live and breathe this daily.

Our mission statement has been refined, following an internal brainstorming session, and is incorporated into our internal training and embedded in our programme of work.

Our Score

**18.2**



# Governance

How we're building on this



In the last year, we have reviewed our corporate structure and implemented changes designed to benefit HewardMills' employees.

We have listened to the wider team and reviewed and refined our organisational chart with, clearly understandable reporting lines and ownership of responsibilities within departments and teams.

We have also reviewed our descriptions in consultation with team members to further clarify roles, responsibilities and outline clear lines of professional development.

In the coming year, we are looking to implement HR systems and structures that will enhance team supervision and support our own data governance.

# Community

Embedded within HewardMills' business model and values is the belief that purpose, and impact-led organisations can effect change in the world, and we do this by continuously striving to deliver data dignity for all.

One of the key successes for certification was the diversity of the team which continues and will continue.

We are proud to be minority and female led and will continue to be diverse by design. We include a diversity statement in all our job postings and job descriptions, and this is clearly evidenced across the wider team.

Our Score

**26.1**



# Community

## How we're building on this

We continue to work with policymakers to advocate for policy change, with our CEO being an ethics expert for the European Commission in research and innovation.

Many of the team took part in an insightful panel discussion held in Accra, Ghana, on the growing need to strengthen data protection and resilience in Africa, and we look forward to exploring the relationships made further.

As our ongoing commitment to community building and supporting underserved groups, we will continue to offer DPO services on a pro-bono basis for selected clients.



# Our People

HewardMills is diverse by design and comprises a multi-disciplinary global team. At the time of accreditation, we had an established team of just over 20 which has more than doubled in the last year. A necessary consequence of such rapid internal growth is the requirement to ensure best practice and processes and we continue to develop and implement these to futureproof the business whilst providing a secure and rewarding environment for the team.

Being a global team brings challenges, but as well as regular online check-ins to accommodate all time zones, we have also ensured that team members get the chance to meet in person. Offsites have been held in London, Dublin and Ghana and even in a field in the British countryside where team members bonded whilst working with and learning from horses!

Our Score

**21.3**



# Our People

## How we're building on this

We have implemented an intern programme of which we are particularly proud and are just embarking on a second round of new joiners from across the globe. Many of our interns have stayed with us, been promoted and are now able to share their skills and experience with the new cohort.

Training includes on the job technical skills alongside a regular programme of values, diversity, and leadership training. We have just completed another 360-review programme giving team members the opportunity to review and be reviewed by peers, direct reports, and mentees alike. We have continued to develop the mentee programme so that team members can learn from and bounce ideas off their teammates.

Many of our people start with us as consultants before becoming full time employees and these transitions are expected to continue at pace.



# A global, diverse client base

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 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.

We have engaged with stakeholders to understand their needs and continue to develop a range of services to meet these needs. We will soon be launching our DPO Essentials Service as a direct result of this stakeholder listening.

Our Score

**33.5**



# Customers

## How we're building on this

Education is the very core of our service offering to clients and our training, policy creation and tailored advice on processes and procedures helps our clients' team members to identify material issues and business transformation opportunities with regards to global data security. These skills and knowledge are transferable and provides the skills to help raise standards globally.

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 train our clients' staff to set data protection standards across their organisations that protect the public above and beyond the legislation in those countries.

We continually monitor data protection developments across the globe, especially in these underserved areas, and prioritise the delivery of related training to our clients.





# Environment

HewardMills is a global company with our headquarters in London. Prior to the global lockdown, our London team were office based, with our global colleagues connecting online to collaborate on client deliverables. Today our teams mostly work remotely, with access to co-working spaces for in-person meetings and strategy sessions.

Most of our clients are based outside the UK, meaning the majority of client meetings are held remotely.

As a service led business without a permanent office space, our impact on the environment is minimal, and equally hard to quantify.

We have a policy to advise the team on good environmental practices from their home offices and will continue to monitor any improvements we can make in this important area.

Our Score

5.2



# Key impacts of B Corp membership

Without a doubt, becoming B Corp certified has enhanced our brand as a leading Global Data Protection Office, highlighting the ways in which we support diversity, data dignity, and being a force for good. Being associated with an organisation, exhibiting strong ethical and sustainable standards has helped us bolster our position as a business that operates with purpose and integrity.

Our employees are genuinely passionate about Diversity, Equity & Inclusion and making an impact through their work.

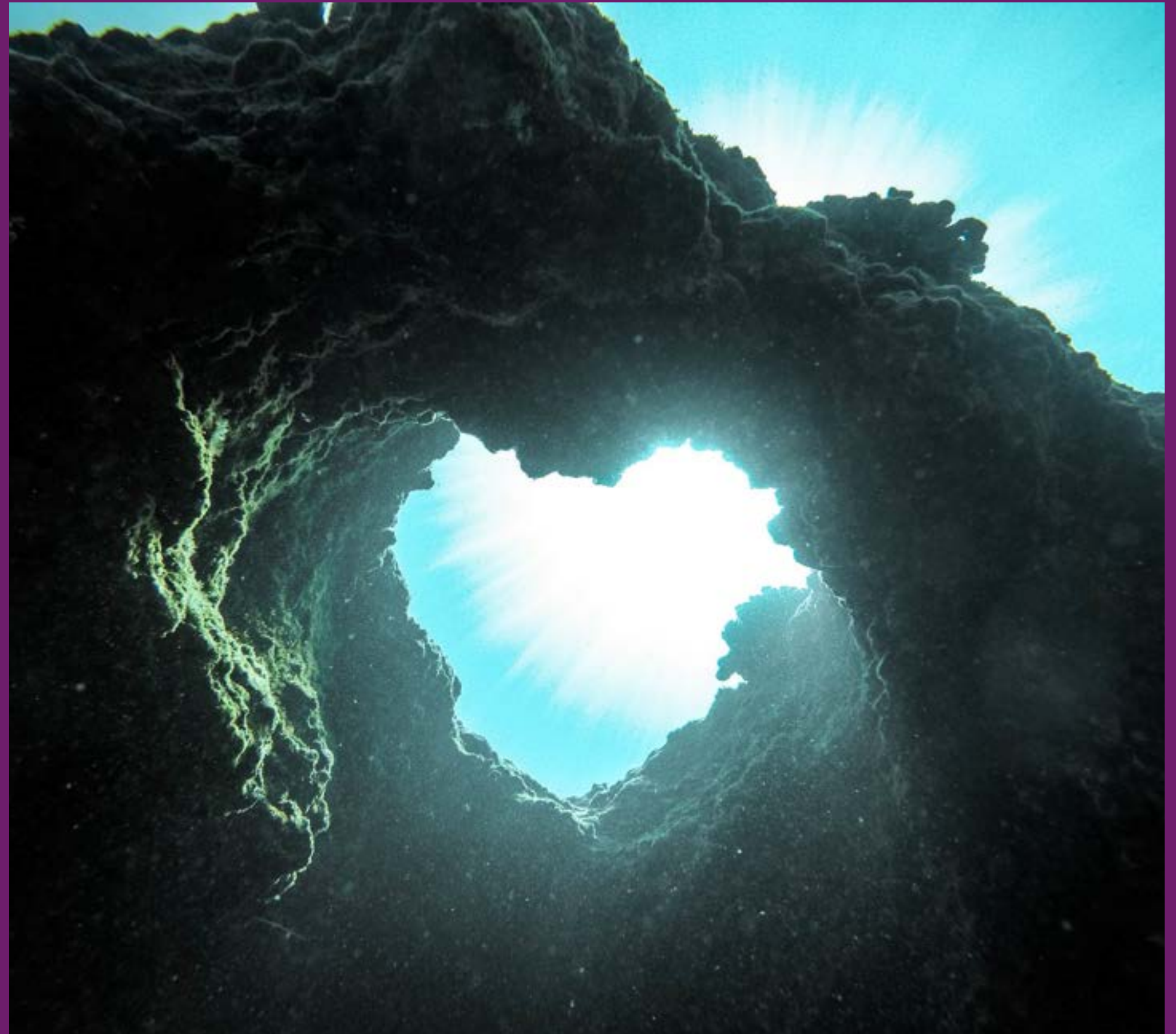
Demonstrating our commitment to strong business ethics and clear values through B Corp certification has attracted a new crop of talent who want to be part of a purpose-driven company. It's clear that our B Corp status is one of the reasons why individuals want to work with us. Our team is proud to work for a business with strong values, ethics, and to be in an inclusive, more diverse workplace.



# A global community aligned on being a force for good

It's great being a part of a global community of change-makers, with access to an extended panel of experts in a broad spectrum of sectors.

The rigorous and extensive process to becoming certified reap invaluable rewards of connecting with like-minded peers who are equally passionate about sustainability, transparency, and ethics.



# Continuing our B Corp journey

The process of becoming B Corp certified infused our global team with a renewed sense of everyone moving together in the same direction with a shared purpose and goal.

It also helped to sharpen and amplify our vision to truly effect change with our work, not just tick boxes on sustainability.

We have ambitious growth targets, not just for our revenue and team numbers but to genuinely create opportunities for many more people to benefit from data dignity. This means continuing to ensure robust governance, empowering our teams to develop and grow and spread our reach globally.

We are excited to see where our B Corp journey takes us next!

