# B Corp Impact Report

# Inprova

2025 achievements and 2026 targets



# Introduction

Being a B Corp means we are a global leader in using business as a force for good. B Corps meet high standards of verified social and environmental performance, public transparency, and legal accountability to balance profit and purpose. B Corps represent a new kind of business that balance purpose and profit to make a quantifiable impact.

We certified in 2025 and have big plans to expand on our efforts for continual improvement. We have been working on understanding the new standards ahead of our recertification in 2027, so we have geared our impact report to these impact areas so that we can start early.

# What it means to Inprova to be a B Corp

We have always had a mission to make a difference to a more sustainable world. In addition, we have created a culture where everyone is valued, heard, appreciated and supported. We have looked at various external accreditations as we have grown and as soon as we heard about B Corp we knew we wanted to be part of the community. Everything about the B Corp certification is integral to how we operate and we only want to get better over the coming years. The accomplishment of achieving B Corp status marks a significant milestone in our ongoing journey to prioritise sustainability, social responsibility, and ethical governance in everything we do.

# At Inprova,

Everything we do is rooted in a single purpose: to positively impact people's lives. Our Environmental, Social and Governance approach ensures this isn't just a statement, but a measurable commitment – one that drives how we support our customers, empower our people, strengthen our communities, and protect our planet.

Our latest report marks the next chapter in our ESG journey and captures a year of meaningful progress. We generated £2.17 million in social value, an increase of 8.5%, and supported families across the UK through fundraising, volunteering, and partnerships.

None of this would have been possible without our people. Their compassion and energy underpins everything we've achieved, from supporting disadvantaged children through charitable contributions, to boosting local biodiversity with City of Trees.

That impact is amplified through the partnerships we build across our supply chain. Together with our suppliers, we're using procurement to unlock social value and strengthen local economies through both charitable initiatives and better social housing. In 2025, this collaborative approach generated over £23,000 for Cash for Kids and supported more than 1,000 local children. At the same time, we're creating opportunities for smaller businesses, community enterprises, and innovative suppliers, achieving a record £193.5 million spend with SMEs.

We're continuing to reduce our environmental impact and make the transition to net zero. In 2025, we procured £50.8 million in net zero carbon solutions while lowering our own emissions per employee and promoting more sustainable ways of working. While progress isn't always linear, our direction of travel is clear: to be a net zero business by 2030 and help our customers and suppliers do the same.



Steve Malone, CEO, Inprova



We continue to run a responsible business, with 100% of suppliers paid within 30 days, strengthened practices in data security, Equality, Diversity and Inclusion and a 24% rise in our customer Net Promoter Score (NPS) – now an exceptional 73.

This report reflects both our achievements and also our ambitions. It also marks the next step in our journey: using insights we've gained by measuring our own ESG impact to empower customers to measure theirs, through tools like the new ESG dashboard and social value reporting tool in our state-of-the-art data and insight platform, Quantum.

Together with our customers and suppliers, we're proving that procurement can be a catalyst for social change – improving homes, supporting communities, and protecting the planet for the long term.

What we've achieved so far is just the start. By continuing to collaborate across our networks, we will keep turning procurement into a powerful force for social value, environmental progress and responsible growth.

**Steve Malone, CEO, Inprova**

# Who are Inprova and what do we do

We are Inprova, a trusted, technology-enabled procurement partner. We work with public and private sector organisations to help them manage their spend more effectively, drive sustainable value, and improve operational efficiency. We provide procurement consultancy, procurement frameworks, Dynamic Purchasing Systems (DPS), Dynamic Markets (DM), and procurement technology via our spend and contract management platform, Quantum.

At the heart of everything we do is a commitment to positively impacting people's lives. This purpose drives us forward and has earned us recognition as a certified B Corp and one of the Sunday Times Best Places to Work 2025.

# The 5 areas of B Corp

### Workers
How is your company taking care of your workers, improving their lives and wellbeing?

### Environment
How is your company prioritising and taking care of the planet?

Certified B Corporation

### Impact Area Pillars
Every B Corp is scored using the live impact areas in the B Impact Assessment.

### Governance
How do you make sure your company's governance considers all stakeholders?

### Customers
How is your company having a positive impact in your customers' lives?

### Community
How is your company giving back and contributing positively to the community?

# Inprova score

## Overall B Impact Score

Based on the B Impact assessment, Inprova Group Ltd earned an overall score of 89.0.The median score for ordinary businesses who complete the assessment is currently 50.9.

- 89 Overall B Impact Score
- 80 Qualifies for B Corp Certification
- 50.9 Median Score for Ordinary Business

We see this as our baseline score and have set an improvement plan for each area.



# Environment

## What did we achieve in 2025?

Our overall emissions rose in 2025 due to increased business activity, not inefficiency. We delivered more for customers which resulted in higher travel-related Scope 3 emissions. At the same time, we reduced our Scope 2 emissions and continued to lower our carbon footprint per employee, signalling real progress in how efficiently we operate.

**£50.8m**
spend on net zero carbon solutions

**Zero**
direct (Scope 1) emissions maintained for the fourth year running

**11.5%**
reduction in Scope 2 emissions, driven by more efficient office energy use

**1.95 $tCO_2e$**
carbon intensity per employee (-6% improvement)

**150%**
increase in electric vehicle uptake (5 employees on salary-sacrifice EVs)

**36%**
rise in home-working days, reducing commuting emissions

**153**
black bags of rubbish collected – a significant drop due to higher recycling rates

**9**
employees helped boost local biodiversity with City of Trees

We have increased the number of waste types that we recycle, including confidential waste, paper, cardboard, cans, plastic and waste from electronic and electrical equipment (WEEE), and monitor our impact through our ESG emissions reporting. Our digital carbon footprint also fell, including lower website emissions and reduced cloud-services carbon output.

Our baseline score:
**12.3**

**Definition of emissions:**

**Scope 1**
covers the emissions we create directly.

**Scope 2**
covers the emissions from the energy we buy.

**Scope 3**
covers *everything else* connected to the way we work.

# The new standards

Under the new B Corp standards, the Environment area is split into Environmental Stewardship and Circularity, and Climate Action. We have new ambassadors for each impact area and know we need to continue improving.

# What we will do:

- Assess environmental impacts (own operations and value-chain)
- Develop an environmental strategy that reflects material priorities (e.g., biodiversity, water, resource use)
- Clarify value chain expectations around biodiversity, water stewardship and supplier engagement and monitoring supplier performance
- Understand the new sub-requirements to screen for environmental impacts in investments or projects
- Map key environmental impacts
- Evidence and documentation improvement: set targets, monitor progress
- Map value chain (major suppliers)
- Climate action plan aligned with limiting global warming to 1.5 °C
- Publicly disclose greenhouse gas (GHG) emissions (Scopes 1, 2, 3), set science-based targets

| Aim | 2025 Target | 2025 Achieved | 2026 Target |
|---|---|---|---|
| Grow spend on net zero products & services | £95 million | £50.8 million | £95 million |
| Reduce carbon emissions per employee | Reduce | 1.95 $tCO_2e$ (-6%) | Further reduction |
| Promote sustainable commuting | Increase EV uptake | 5 EV employees (+150%) | Encourage car sharing & cycling |

# Workers

## What did we achieve in 2025?

Our people are the heart of everything we do. In 2025, we continued to invest in their wellbeing, development, and sense of belonging. To say thank you to our incredible people and boost their wellbeing, we regularly get together to connect and unwind, as well as recognising those who go above and beyond. We also help develop the next generation of procurement professionals through our exciting new apprenticeship programme.

**92%**
of our team are satisfied with their jobs

**91%**
of employees have confidence in our management (vs 74% industry average)

**12**
colleagues celebrated through our monthly recognition scheme for outstanding contributions

**4**
recruits across the business for our new apprenticeship scheme

**Sunday Times**
Named one of the Sunday Times Best Places to Work

Regular learning and development sessions were held throughout the year, alongside wellbeing and team-building activities including quizzes, fancy dress, bake-offs, charity days, a triathlon challenge, and an away day.

We improved diversity and inclusion through our new recruitment strategy in partnership with an external agency, ensuring our hiring practices reflect our values of fairness, openness, and respect for difference.

THE SUNDAY TIMES
T Best Places to Work 2025
MEDIUM ORGANISATION

Our baseline score:
**32.2**

### New policies introduced in 2025:

**Neonatal care policy** introduced to support parents of babies who need extra care

**Referral bonus policy** launched, partnering with our people to build a stronger talent pipeline

**Improved diversity and inclusion** through our new recruitment strategy in partnership with an external agency

# Plans for 2025–2027

Under the new standards, 'Workers' will become 'Fair Work'. We did perform better in this area than all others so we are gratified to know we are doing things well. However, we don't want to stop our continual improvement journey and have sought out things we can do to improve.

- Grow our apprenticeship programme: Create new local job opportunities while developing existing employees
- Enhance mental health support: Train mental health first aiders to recognise challenges and offer confidential guidance
- Expand our volunteering programme: Offer our people more paid time to give back to causes they care about
- Continue to work harder on employee feedback
- Stop asking candidates about prior salary at interview

> "As an older learner, I am particularly grateful for the opportunity to complete an apprenticeship. I feel confident I can develop skills and take on new responsibilities that will benefit both myself and the company."
>
> **Jennifer Pilling,**
> **Finance Assistant and Level 3 Apprentice**





# Governance

Our baseline score:
**20.8**

## What did we achieve in 2025?

We have made a large impact through setting our stall out with our Sustainable Development Goals (SDG) goals which have been filtered down from board – manager training – new staff joining – employee objectives. Running a responsible business remains fundamental to how we operate.

### B Corp
We became a Certified B Corporation in 2025

### 100%
of suppliers paid within 30 days

## Plans for 2025–2027

This impact area will become Purpose and Stakeholder Governance under the new standards. We plan to do a full materiality assessment this coming year to set further goals.

# Customers

Our baseline score:
**2.1**

## What did we achieve in 2025?

We maintained a fully automated feedback process which means we can immediately review and monitor customer satisfaction. Customer satisfaction and our monthly Net Promoter Score (NPS) are reported monthly at our senior leadership meeting.

**73 NPS**
up 24% from 2024 (a score of 70+ demonstrates exceptional customer experience)

We also launched a new social value reporting tool in our spend and contract management platform, Quantum, so customers can track their ESG progress.



## 2026 ambition

**Maintain an exceptional NPS score (70+).**

Continue delivering the very highest customer experience

> Inprova hardwires social value into the procurement right from the start.
>
> **Scott Duffield,**
> **Head of Procurement**
> **Incommunities Ltd**



> This was our first time using Inprova and we were impressed by how straightforward the process was. The team kept us up to date at all times, and the contract was awarded promptly.
>
> **Gavin Wright,**
> **Head of Property Management, Bield Housing and Care**

> What an incredibly quick and efficient process! A huge thank you to the team for their outstanding support.
>
> **Jenny Johnson,**
> **Procurement and Assurance Lead, Thrive Homes Ltd**

# Community

Our baseline score:
**21.5**

## What did we achieve in 2025?

Our social value strategy revolves around people. Whether it's championing our dedicated colleagues or helping local families thrive, we strive to build a culture where people feel valued, supported, and able to make a meaningful difference in their communities.

### Social value and fundraising

**£2.17m**
in social value contributions through supplier contracts – up 8.5% from 2024

**£23,116**
raised for Cash for Kids, supporting 1,000 local children during the summer holidays

**£205,700**
contributed to Clarion Futures to support community grants and social housing residents

**£1,500**
raised for Christmas presents for children at Russells Hall Hospital in Dudley

**£846**
raised for Comic Relief and Children in Need

**£1,000**
sponsorship for Lymm Rugby Club children's team, funding a new kit for all players



## Volunteering and direct support

- **190** food parcels personally delivered to **95** families and **12** schools on behalf of St Joseph's Family Centre
- **70** gifts and **£300** cash donated by staff, plus **30** extra gifts and an additional **£300** contributed by partners PTSG and Wolseley UK for Cash for Kids' Mission Christmas campaign
- **6** employees packed gifts at Cash for Kids' Mission Christmas HQ in Manchester



"I can't explain how blown away we have been with the phenomenal support from Inprova! We are so grateful to everyone involved in the Sky High Charity Bash, which raised over £23,000, helping us to feed local children in poverty over the summer holidays and provide fun activities so they could socialise with their peers, learn new skills, and make special memories. As a small team, incredible donations like this mean the world, and working with a fantastic company like Inprova, which cares so deeply about helping the local community, is amazing."

**Jess Rigby,**
**Charity Manager, Cash for Kids Greater Manchester**

> Through Inprova's support, Clarion Futures has been able to deliver projects that have not only provided essential services, but have also inspired hope, created opportunities, and strengthened the fabric of our communities.
>
> **Shelley Hathaway-Batt, Head of Strategic Partnerships and Projects, Clarion Futures**

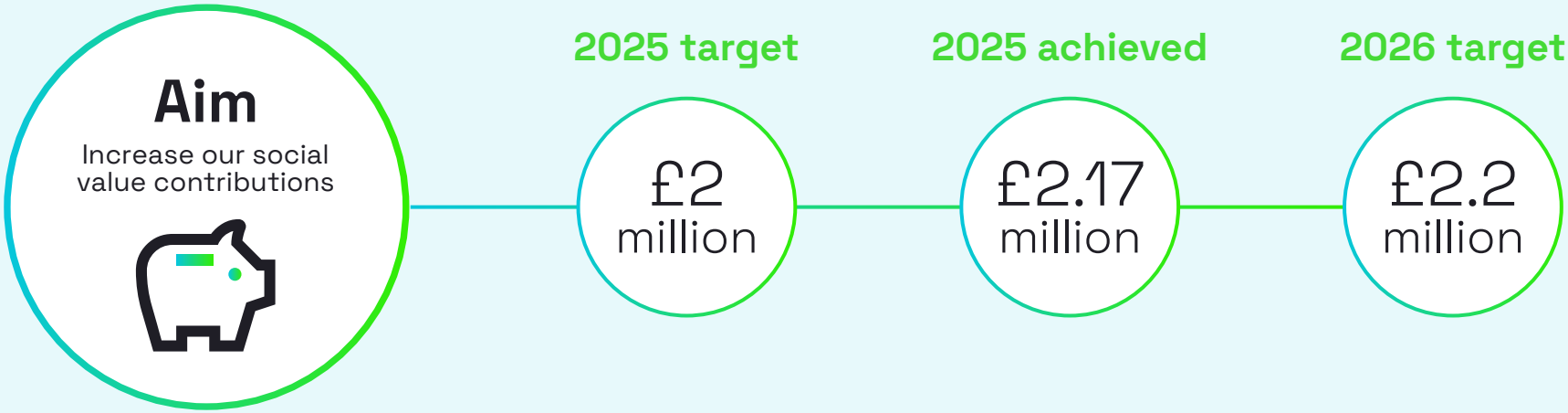
## Supply chain impact

We help grow the economy and create social value by giving smaller organisations, voluntary and community enterprises, and innovative businesses more opportunities to thrive. This approach has delivered real progress in 2025:

**£193.5m**
spend with SMEs – a record year, up 51% from 2024

**£3.2m**
spend with high and medium tech suppliers – higher than ever, up 52% from 2024

**£7.4m** spend with VCSEs (voluntary, community, and social enterprise suppliers)






# What are our plans for 2025 - 2027

- We are working hard to evaluate supplier ownership diversity
- We have increased our goals of time and money given to charity and community

# Overarching plans for 2026

We see our certification as our baseline and recognise the need to become more sophisticated in our record keeping and proactive action.

For the seven impact areas for the new standards, we want to involve more people across the business and have ambassadors for each of the impact areas. Ambassadors will understand each of their respective impact areas so that they can lead their colleagues and inspire action.

We are going to have a B Corp relaunch event – we have plenty of new team members so we can enjoy getting together with some B Corp goodies and introduce our B Corp ambassadors for each of the seven impact areas:



**Purpose & Stakeholder Governance**



**Fair Work**



**Justice, Equity, Diversity & Inclusion**



**Human Rights**



**Climate Action**



**Environmental Stewardship & Circularity**



**Government Affairs & Collective Action**



## Some of the key areas of difference are:

- **Purpose & Stakeholder Governance** - this is an evolution of the original Governance area and is the foundation of B Corpcertification. The aim is to embed stakeholder considerations into decision-making by engaging key stakeholder groups, incorporating their feedback into business strategy, and ensuring leadership oversight of our social and environmental impact to create long-term value for all.
- **JEDI (Justice, Equity, Diversity & Inclusion)** - this was within the Community section previously and was already a high-priority area for us. Having successfully achieved our 2025 goals, we have set new targets for 2026 to further strengthen our commitment to reflecting our core value of People First. We are committed to upholding the principles of justice, equity, diversity and inclusion throughout our business, identifying and addressing barriers affecting our workers, suppliers and customers through engagement and feedback. We will continue to review and develop our policies and practices to foster a fair and inclusive culture where everyone is valued, respected and able to thrive, while working towards the enhanced objectives we have set for 2026.

# How we help

Inprova is a technology-enabled procurement partner working with leading organisations to manage their spend better, drive sustainable value, and improve operational efficiency. Our core commitment is to positively impact people's lives.

We provide:

- Procurement consultancy
- Compliant solutions such as frameworks, Dynamic Purchasing Systems (DPS) and Dynamic Markets (DM)
- Procurement technology and analytics through our Quantum platform

We work across both public and private sectors.

Get in touch to discuss your challenges or learn more about how we can add value to your organisation.


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