

# Heyne Tillett Steel B Corp Impact Report 2024

HEYNE  
TILLETT  
STEEL

Certified  
  
Corporation



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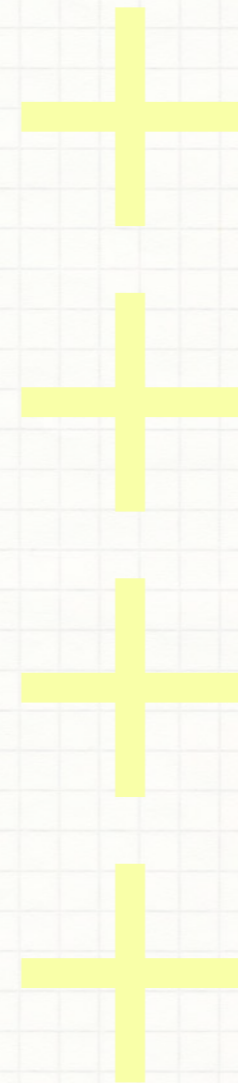
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Summary of goals



# 1. Leadership letter

It's hard to believe that a year has passed since we gained our B Corp certification. As an industry, I feel our focus is always looking forward – to the next meeting, deadline, project or innovation – so stopping to look back at our first year as a B Corp has been thoroughly rewarding.

Despite a challenging year for the industry (the office market in particular – one of our core sectors), it's fantastic to see the positive effect of the improvements we've made within the practice over the last year; the growing impact that our HTS+ R&D initiative has on our day-to-day work through their expert studies, the formation of our Technical Excellence Group – policing the practice to keep standards sky high, and the 19 promotions across the practice – maintaining our ethos of promoting from within.

Personally, my proudest achievement was the creation of The Engineers Reuse Collective, bringing together engineering practices across the UK to advance the reuse of structural elements and drive circularity in our everyday process through collaboration and knowledge sharing. Seeing its genesis from a discussion across a pub table through to launching a community interest company in late 2024 and engaging with firms from across the UK has been amazing.

Creating a resilient future requires a commitment to continuous improvement, something which has been at the heart of HTS since the founding directors set up in 2007. We're incredibly proud of the score we achieved in our first assessment, particularly in the Workers and Environment impact areas, reflecting the importance of these aspects to the core values of the practice. Our B Corp journey so far has allowed us to reflect on what we do well as a practice and motivated us to introduce further improvements to build on that progress.



James Morgan  
Director



## 2. About us

Delivering intelligent low carbon solutions on complex, urban sites.

Heyne Tillett Steel is an employee-owned engineering practice based in London and Manchester, delivering low carbon solutions for complex sites.

Established in 2007, we're now a dynamic, interdisciplinary practice of over 180 staff working with the UK's leading developers and architects. We became a Certified B Corporation in December 2023.

Our proactive approach, dedicated innovation studio HTS+, and culture of continuous learning means we never stop pushing the boundaries of not only what's possible, but the best thing to do.

Recent projects include Holbein Gardens, for Grosvenor, which won both Structural and ICE awards for pioneering the reuse of steel and instigated the development of the HTS Stockmatcher tool, and the redevelopment of Denys Lasdun's Grade II listed IBM building at 76 Southbank for Stanhope.

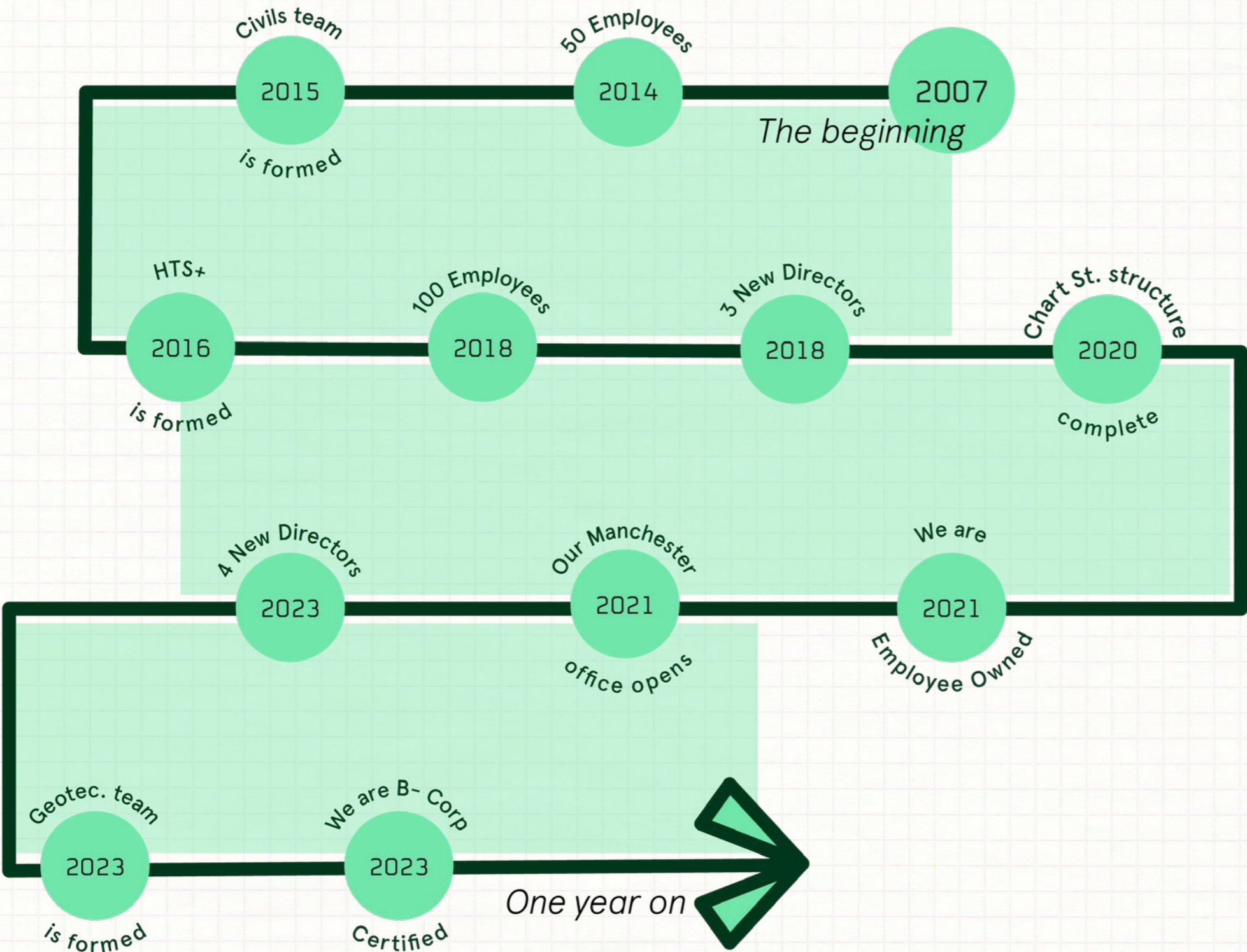
[hts.uk.com](https://hts.uk.com)



### Research and innovation

HTS+ is Heyne Tillett Steel's self-funded research initiative, a team of full-time research engineers, scientists and software developers exploring new ways to advance the sustainability of our designs, enhancing our knowledge and processes across the practice.

### 3. Journey to certification



The process of becoming a B Corp was both simple and difficult in equal measure. We have always been an ethical business that looks after our people. From the outset, Andy, Mark and Tom knew that the key to building a successful practice was attracting and retaining the best people.

Our move to become employee-owned in 2021 was with this philosophy firmly in mind, formalising the ownership and accountability that was always embedded in our culture. From there, B Corp Certification felt like the natural next step for HTS.

That was the simple bit. The challenging part of the assessment was the process of self-reflection and the technicalities of collating the variety of information across different parts of the business. The process drove us to improve our data collection and reporting procedures, which has consequently benefitted the operation of the practice as a whole.

We have enjoyed meeting other B Corp companies and have found being part of the growing network of B Corps in the built environment a real benefit to the business. We have also been talking to our collaborators, sharing our knowledge and experience of the process with those who are starting out on their B Corp journeys.

## 4. Our B Corp score and goals for recertification

### Last verified B Corp score

We first certified in 2023 with a verified B Corp score of 112.1.

We're very proud to have scored above average for our peer group at our first assessment, with particularly good results in the Governance and Workers impact areas.

How we scored in each impact area:

- + Governance: 15.6
- + Workers: 66.5
- + Community: 10.1
- + Environment: 17.4
- + Customers: 2.2



### Continuous improvement

At the heart of B Corp Certification is continuous improvement. Following our first assessment we identified areas for improvement in the Governance and Community areas and targeted these for 2024. Our progress on these is detailed in the relevant Impact Area sections in this report.

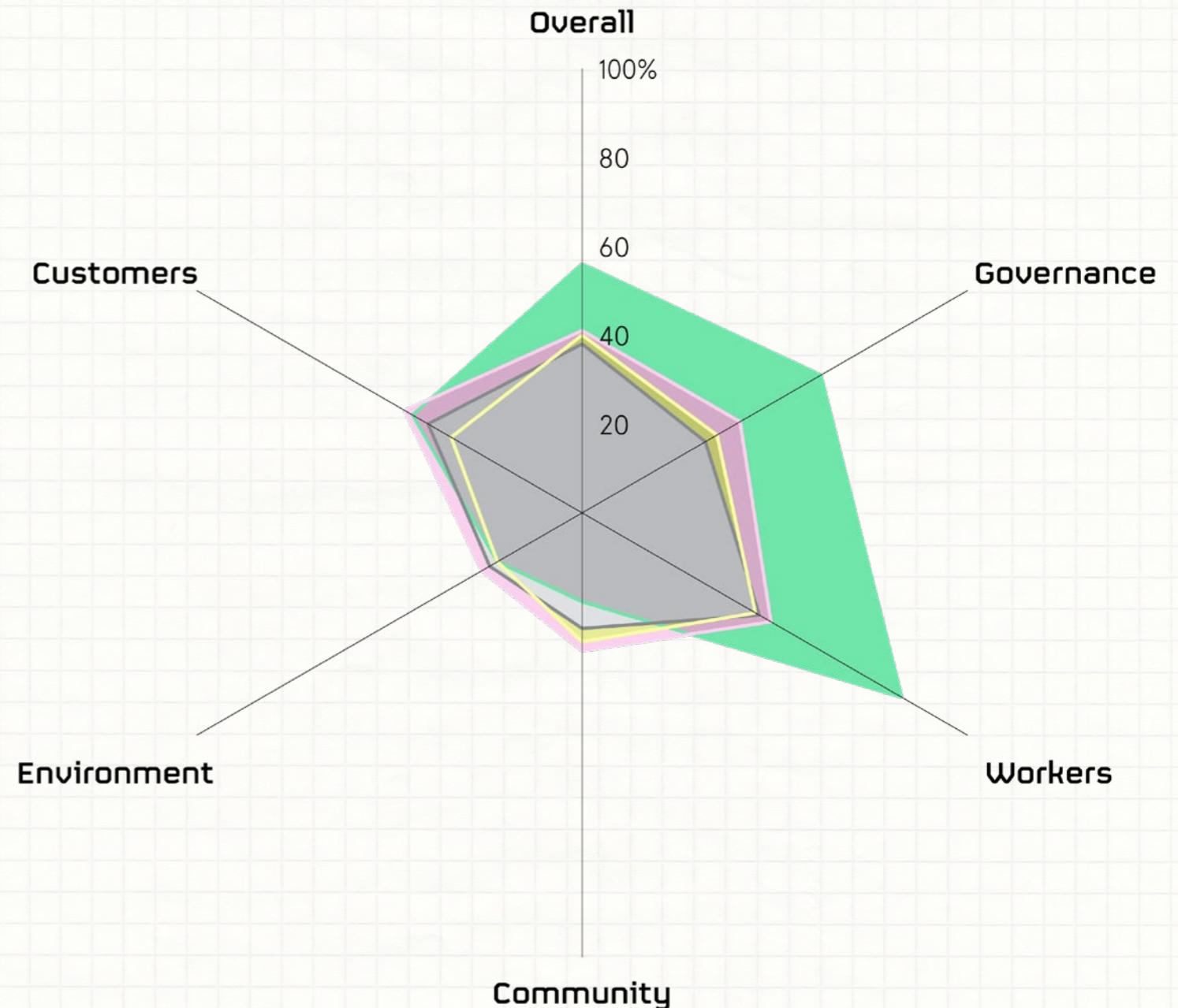
Building on this progress, in 2025 we aim to make further improvements in our Community area as well as working collaboratively with our clients and through our projects to achieve greater transparency and impact in the Customers and Environment areas.

### Target B Corp score for recertification

At the time of publication, new B Corp standards are about to be launched which will set out revised assessment criteria and a new scoring structure for B Corp certification. We are therefore not setting a target score for recertification in this year's report, but have focused our 2025 goals on the main areas of variation between the old and new standards to ensure that we're performing well across the board when we embark on recertification in 2026.

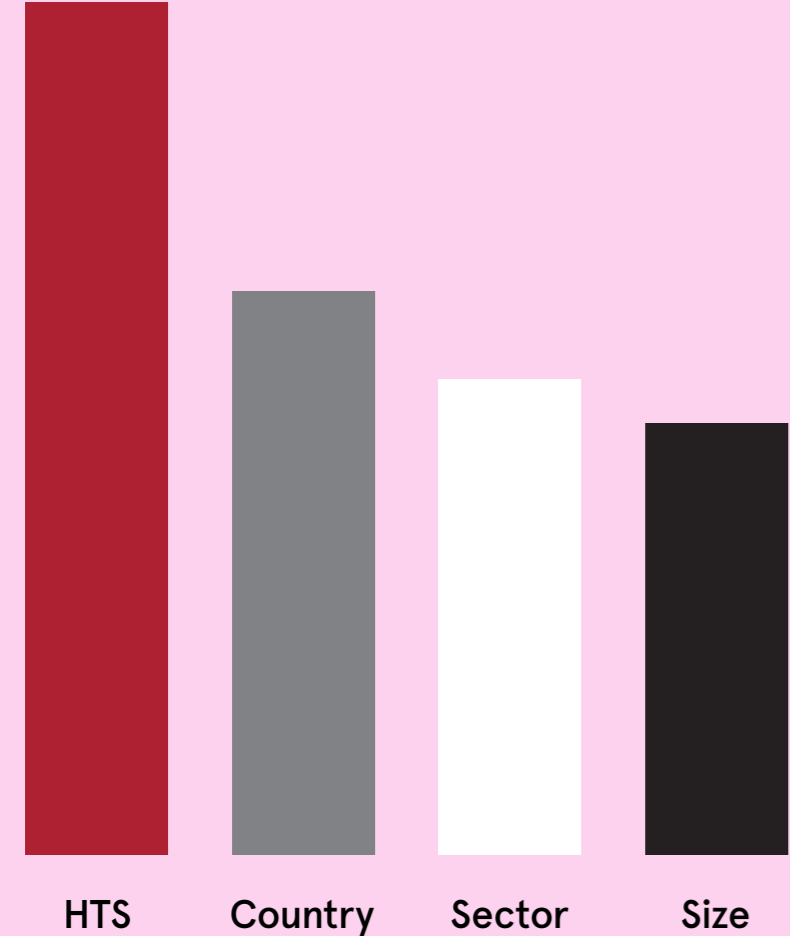
These areas include:

- + Purpose & Stakeholder Governance (PSG)
- + Justice, Equity, Diversity & Inclusion (JEDI)
- + Climate Action (CA)



- Heyne Tillett Steel
- Country (UK)
- Sector (Service)
- Size (50-249 staff)

# 5. Governance



Our Governance score at certification was well above the industry average, which we're very proud of. We know that creating a resilient future requires a commitment to continuous improvement, something which has been at the heart of HTS since the founding directors set up in 2007.

In 2024 we focused on putting practices in place to enable annual tracking and reporting at Board level on the company's social, environmental and ethical performance.

With this in place, we have set the following goals for 2025:

## Mission & Engagement

- Our Board of Directors will review social and environmental performance annually
- We plan to update our communications policies to include specific guidance on responsible communications

## Ethics & Transparency

- We aim to implement an annual conflict of interest questionnaire at Board level



*"In the four years since becoming an Employee Ownership Trust we've seen a range of tangible staff benefits driven forward by our Employee Council, from healthcare to flexible working, to parental leave. More than that, the council drives forward ideas and initiatives that make HTS a better firm in every respect - enabling us to do our best work as individuals and as a collective, and have a more positive impact on the world around us."*

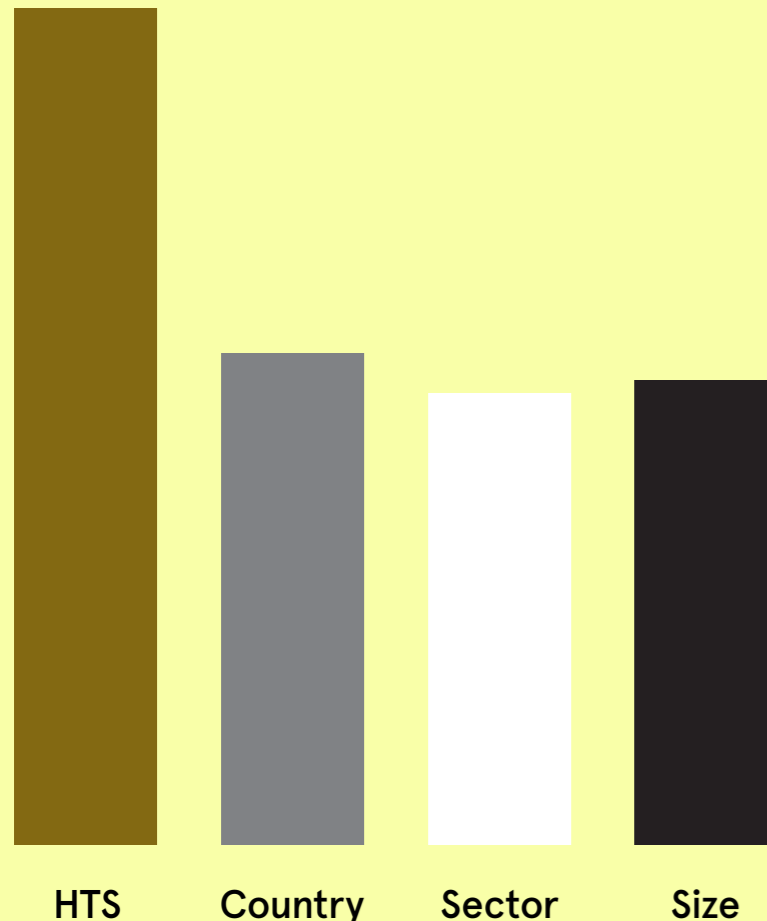


Tom Steel, Director

## 6. Workers



Impact  
score:  
**66.5**



HTS has been an Employee Ownership Trust (EOT) since 19 April 2021. This strategic decision reflects the core values of the practice and safeguards the practice's future by ensuring that talent is rewarded and the ethos is protected for generations to come.

### Health, Wellness and Safety

To extend the health benefits we offer our staff, we set out to provide private supplemental health insurance as part of our benefits package. In 2024 we made Medicash, a health cash plan, available to all HTS staff who have passed probation.

### Career Development

In 2024 we implemented a 360-degree feedback process as part of our staff development reviews. This is mandatory for those at Associate level and above, and available on an opt-in basis for everyone else.

In 2025 we plan to:

- ✦ Further improve our review forms, standardising our data to enable us to identify and respond to common themes e.g. training requests
- ✦ Formalise our training policy - centralising training arrangements and budgets with HR to facilitate knowledge sharing and help us to better evaluate the quality and relevance of training being undertaken

### Engagement and Satisfaction

We have historically monitored employee satisfaction through staff development reviews, exit interviews and our annual Diversity and Inclusion Survey.

From 2025 we will be implementing a dedicated annual employee engagement survey to provide greater insights and benchmark data on employee engagement, satisfaction and attrition.



*"Joining HTS as a graduate was probably the best career decision I made. My colleagues have been genuinely invested in my learning journey, the inclusive culture here has made it easy to connect with talented and experienced engineers and HTS's strong values have greatly contributed to my growth as a graduate."*

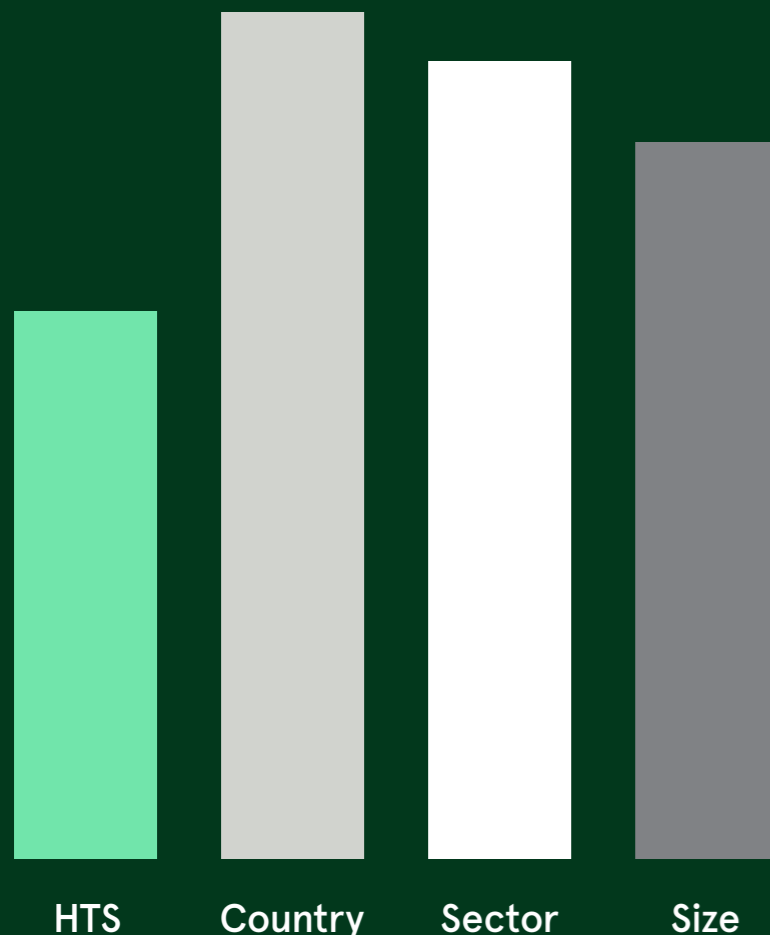


Sonia Chummun, 2024 Graduate Structural Engineer

## 7. Community



Impact  
score:  
**10.1**



### Economic Impact

In 2024 we aimed to increase the percentage of the company's expenses (excluding labour) on independent suppliers local to our headquarters from "don't know" to 20-39%. We increased this spending to 40-59%

In 2025 we plan to continue to favour local/independent suppliers, and monitor progress. Aim to increase this to 60-75%.

### Civic Engagement & Giving

In 2024 we made significant progress in formalising and tracking our charitable commitments.

We established a charities committee made up of representatives from across the practice which sources, reviews and coordinates relevant opportunities for volunteering, civic engagement and charitable giving. The committee keeps a central record of our volunteering efforts and donations, and manages a wider network of HTS volunteers.

Each Christmas, in lieu of cards, HTS makes donations to a number of charities that work hard to improve the lives of others in the UK and internationally. In 2024 all charities were nominated by HTS staff, with the final selection made by our charities committee.

In 2025 we plan to:

- ✦ Write a formal statement on the intended social or environmental impact of civic and charitable efforts
- ✦ Introduce a formal donations commitment (e.g. 1% for the planet)
- ✦ Increase staff volunteering hours by offering a paid volunteering day to all staff

### Diversity, Equity & Inclusion

In 2024 we aimed to increase inclusivity in work processes and policies.

- ✦ We have added programs for mentorship, apprenticeships and internships for individuals from underrepresented groups.

- ✦ We also added accommodation for learning or emotional disabilities in work processes and policies.
- ✦ Since 2023 we have conducted gender pay gap analysis as part of our annual review of Diversity and Inclusion at HTS. In 2023-24 we took steps to reduce our gender pay gap by 9%, from 22% in 2023 to 13% in 2024.

In 2025 we will be:

- ✦ Rolling out a new neurodiversity policy to complement our existing policies regarding stress at work and absence due to illness. This aims to foster a respectful and inclusive environment for employees who are neurodivergent and signpost to the support and resources available to them at HTS.
- ✦ Reviewing our female staff retention, looking specifically at ways to improve our support for returning mums and formalising the return onboarding process.

*"As an industry we are becoming more diverse, but it's a slow process. It's important to take stock and reflect each year on both what we are experiencing and what others around us are too. We want everyone at HTS to thrive, to feel comfortable and achieve their full potential. It's really useful getting everyone's honest feedback each year."*

Susan Mantle, Director



# 8. Environment



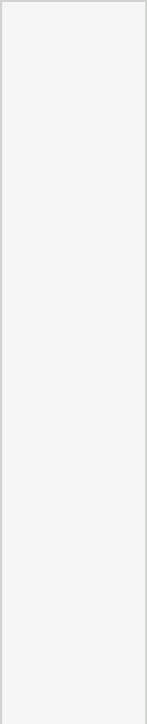
Impact  
score:  
17.4



HTS



Country



Sector



Size

## Air & Climate

A key priority for 2024 was to improve how we manage and reduce our Scope 1 and 2 greenhouse gas (GHG) emissions. We had three aims: To set specific science-based targets for reduction, to reduce our Scope 1 and 2 GHG emissions by 15-20%, and to offset 100% of our Scope 1 and 2 GHG emissions.

- We switched energy supplier from SSE to Ecotricity, who are one of the 3 UK power providers recommended by the UK Green Building Council as they provide additionality as well as sourcing power from 100% renewables.
- By switching to Ecotricity for our electricity, and by having no gas in the building, we reduced our GHG emissions for Scopes 1 and 2 to zero and no longer need to offset.

We also set out to estimate our Scope 3 GHG emissions for 2022. We have not progressed with this so far, instead a target for 2025 will be measuring our Scope 3 GHG emissions for 2024.

Finally, we set a goal to reduce our energy use by 15-20%. We achieved that, reducing our energy use by 19% over the two reported 12-month periods.

In 2025 we plan to:

- Record and reduce overall energy use – this can always reduce regardless of the source of generation.
- Estimate Scope 3 emissions for 2024
- Conduct a commuting survey, to help understand and reduce the impact of the practice’s travel and commuting, and support more people to cycle or use other active travel modes



### Water

Alongside energy use, we aimed to monitor and record water usage and compare it to science-based reduction targets relative to our watershed. There has not been any progress on this to date.

In 2025 we plan to install a water meter to record usage.

### Environmental Management

We aimed to write an environmentally preferable purchasing policy for all applicable products & services. While we don't have a formal written policy, we do have an informal policy to only purchase environmentally preferable cleaning supplies. Food products are all vegetarian and sourced locally where possible.

Following certification we set a goal to certify our HQ to an accredited green building program. While we have made progress in reducing our building emissions to zero, we did not pursue accredited green building certification in 2024. As a consultant in an industry directly responsible for 25% of the UK's GHG emissions, our direct environmental impact (Scopes 1 and 2) are outweighed by Scope 3, the impact of our designs. We therefore decided focus on measuring and reducing Scope 3 rather than accrediting the building to a certification.

In 2025 we plan to investigate sourcing policies for electronics, office supplies and paper.

### Land & Life

We set a goal to use recycled/environmentally preferred office supplies (paper, pens, notebooks, etc.). Having gone relatively paperless as a business, we use very little of these products anymore. See "Environmental Management" section above.

*As a consultant in the construction industry, we know that our most significant impact by far is through the buildings we design. It will take effort and determination by the whole team – client, consultants and contractors – to deliver buildings and places that are not just sustainable, but regenerative. We set up HTS+ five years ago as a vehicle to invest in developing knowledge and tools to help us, our colleagues and the wider industry to better address these challenges.”*

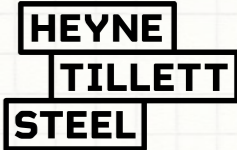
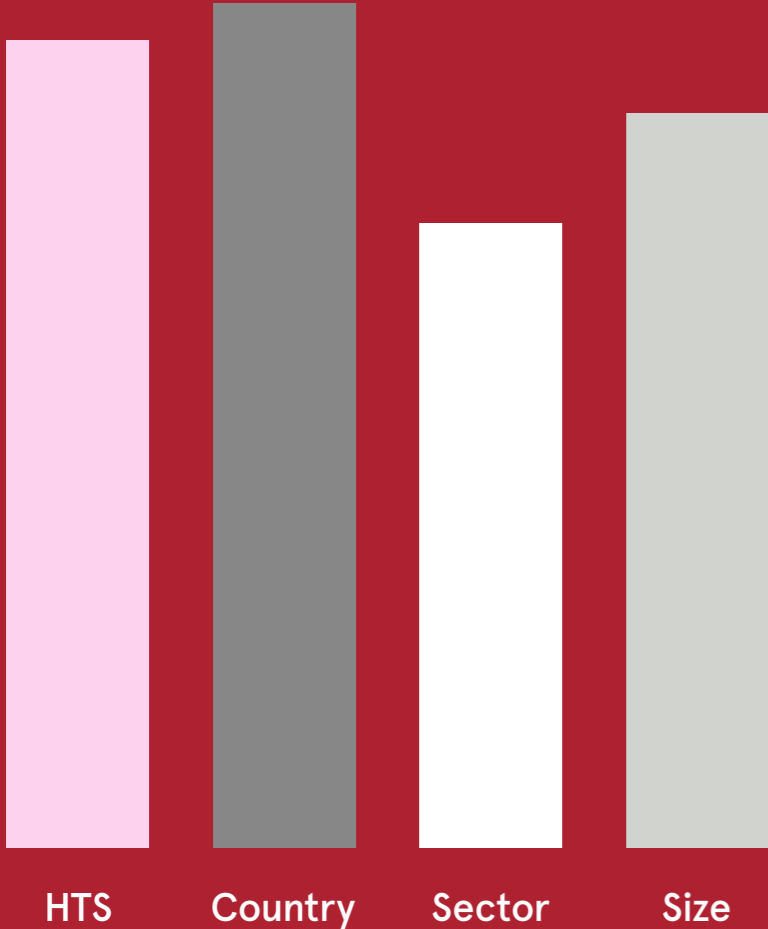
Laura Batty, Senior Associate, Research and Innovation



# 9. Customers



Impact  
score:  
66.5



In 2023 we conducted a client listening study, interviewing existing clients and collaborators about their experience and perception of HTS. The information gathered directly informed our business and communications strategy for 2024-25, and a summary of these outcomes was shared with the wider company.

In 2025 we intend to:

- Formalise our procedure for client feedback and end of project reviews
- Share an annual summary and analysis of our client feedback data internally within the company
- Specify targets for client satisfaction

*“HTS push boundaries and aren’t afraid to challenge us as clients – which we like! We’re impressed by their bright ideas which have real benefit to projects, like proactively sourcing 115 tonnes of reclaimed steel for Timber Square via their Stockmatcher tool – we’d definitely use it again.”*

Neil Read, Project Director, Landsec



## 10. Summary of goals

