



inprova

Certified



Corporation



B Corp Impact Report

Inprova



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 2028, 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.

We're incredibly proud of the huge strides we've made in the area of ESG over the past four years. That progress wouldn't have been possible without our brilliant workforce. People come to work at Inprova because they want to make a difference, and in 2024 they did just that: hand delivering Christmas parcels to Warrington families, donating over £1,000 to national causes and organising in-house green schemes, from recycling old tech to replacing office lighting with low energy alternatives.

But it's not just our people who made this work possible, it's our suppliers. In partnership with our supply chain, we facilitated £2m in social value contributions and raised nearly £17,000 for local charities. And we continued to level the playing field for smaller suppliers, achieving £128.3m spend with SMEs.

Our commitment to the environment remains strong. In 2024, we procured £72.1m in net zero carbon solutions (up over 44% from 2023), introduced fresh environmental policies guiding all our work, and commissioned a greenhouse gas inventory, which identified a 3% drop in carbon emissions per employee.



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 13% rise in our customer Net Promoter Score (NPS) - now 59.

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 in our state-of-the-art data and insight platform, Quantum.

Another important step in our ESG journey is achieving Certified B Corporation status, showing we meet the highest standards of social and environmental performance. More on that in next year's report.

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 and Dynamic Purchasing Systems (DPS), 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.



Environment

What did we do?

£72.1m spend

on net zero carbon
- up 50% from 2023

Net zero category specialist

recruited to procure sustainable services and technologies

98% recycling rate

for all old tech, print cartridges, batteries, paper, plastic, furniture and food waste in the office

157 office lights replaced, **saving**

23,036^{kwh} units a year

New environmental policies

guide how we purchase, recycle, and work with suppliers

3% drop in carbon emissions
per employee



Our score for 2024

12.3

The new standards



Environmental Stewardship & Circularity

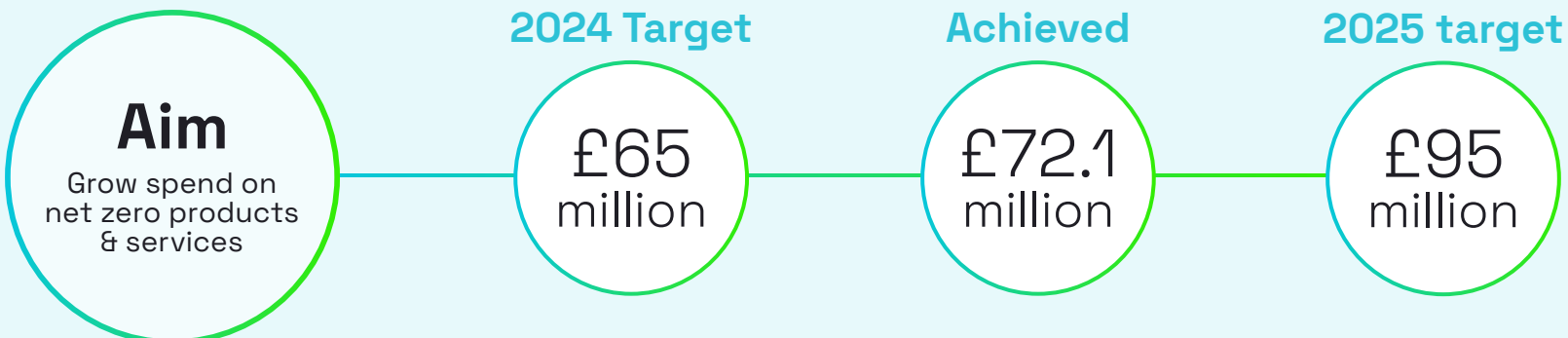


Climate Action

We know we need to improve - we have a new ambassador for each impact area.

What we will do this year:

- 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**



Workers

What did we do?

Annual staff survey

launched to inform and shape how Inprova staff are supported

81% response rate

87% of staff say they are proud to work for Inprova

89% of staff say we're a good employer

100% of eligible staff completed 4-day government procurement reform training

14 people trained

in confident call handling

21 'power hours'

held to inspire and inform staff

Personalised, interactive onboarding packs

for every new starter with great feedback

Breastfeeding policy

introduced to support new mums in our workforce

Volunteering policy

launched so our people can take paid workdays to volunteer

Our score for 2024

32.2

What are our plans for 2024 - 2027

Under the new standards 'Workers' will become 'Fair Work'



Fair Work

We did perform better in this area than all others so we are gratified to know we are doing things well in this area. However we don't want to stop our continual improvement journey and have sought out things we can do to improve:

- Stop asking candidates about prior salary at interview
- Continue to work harder on employee feedback



Governance

What did we do?

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.

What are our plans for 2024 - 2027



Purpose & Stakeholder Governance

This impact area will become Purpose and Stakeholder Governance.

We plan to do a full materiality assessment this coming year to set further goals.

Our score for 2024

20.8

Customers

What did we do?

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

59 NPS up 13% from 2023 (a score of 50+ demonstrates great customer experience)

Aim:

Maintain a great NPS

Continue delivering the very highest customer experience

Our score for 2024

2.1





Inprova sponsored Appleton Netball Club's kit

Community



What did we do?

£16,800

raised to support local children via Cash for Kids & St Joseph's Family Centre

Funded 321 Christmas parcels

for Warrington families, in partnership with St. Joseph's Family Centre

74 of these parcels delivered

to families by Inprova staff

£2m

in social value contributions generated

£1,019

raised for Comic Relief and Children in Need

Sponsorship of local girls' netball team

to mark International Women's Day

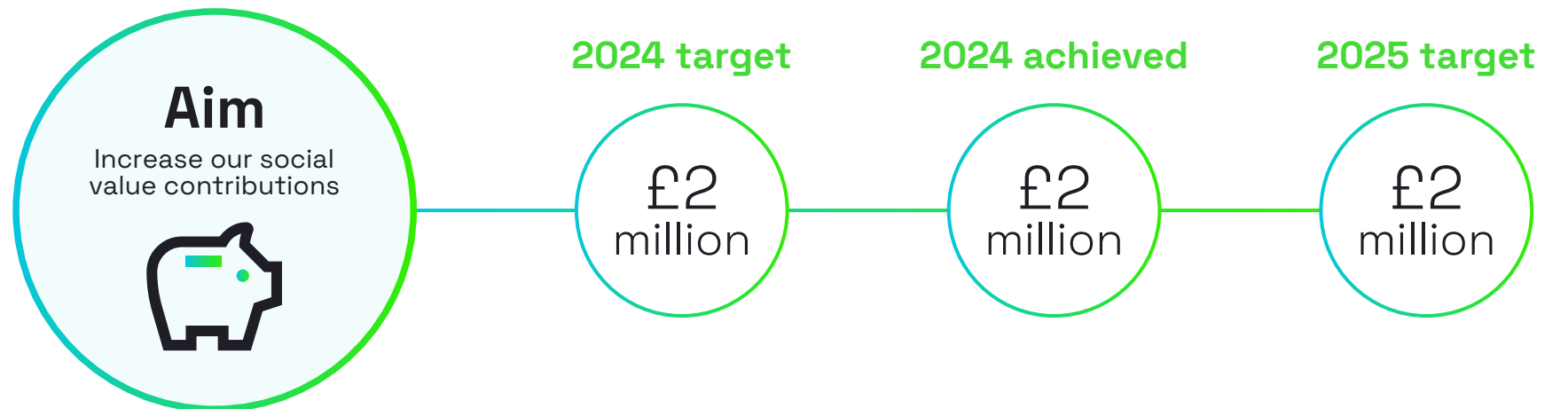
ED&I embedded

via refreshed job ads, training for recruiting managers and new starters, and candidate surveys



We are beyond grateful to Inprova for continuing their support. Together we have been able to ensure local disadvantaged children are fed during the summer holidays and have fun activities to take part in. We have replaced their tears with smiles, we have allowed them to create special memories and we have taken away financial worries for their parents and guardians. The impact this has for these children and young people is much greater than we can even explain. The whole Inprova team has such a passion for offering a helping hand to families in their local area and we adore working with them.

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





What are our plans for 2024 - 2027

- We are working hard to evaluate supplier ownership diversity
- We will be changing our bank to an impactful banking service
- 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 the whole of the impact area so that they can lead their colleagues and inspire action.

In February we are going to have a B Corp month (ahead of the B Corp month in March) so we can help share what we did in February to help inspire our customers and suppliers by sharing on our social media channel.

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:



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:

- **Human Rights** this was previously asked about in the 'workers' and 'community' section but this is now an impact area in its own right. As such we want to dedicate an ambassador to this who is involved in our supply chain decisions.
- **Government Affairs and Collective Action** - this was only noted in a few questions in the previous certification so we need to pay more attention to this and look at opportunities for outward partnerships, networks and panels.
- **JEDI** - this was within the 'Community' section previously and was already a high priority area for us and we have achieved our goals set out for 2025 but for 2026 we want to do more and have set new targets.

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 and Dynamic Purchasing Systems (DPS)
- 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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