

**B CORP
IMPACT
REPORT
2024**

Certified



Corporation

**STREETS
HEAVER**

About us

Streets Heaver is an Award-Winning, B Corp Family Business with a passion for employee development and using business as a force for good.

For over 38 years, we've developed, tested and delivered our innovative healthcare software solution, Compucare®, to hospitals of all shapes and sizes across the UK and beyond. Our focus has always been to go beyond immediate needs and concentrate on providing a future-proof solution, implementation, and first-rate support service to all our customers.

Compucare, is now arguably the most comprehensive specialist private hospital/clinic system available within the UK. It supports the ever-increasing demands of interoperability requirements for interfacing disparate systems; with the ability to talk bi-directionally with 3rd party suppliers including NHS PAS, Laboratory, PACS, Radiology and Drug Monitoring systems; and many hospital open architecture systems.

Today, we have over 95 dedicated employees at our HQ in Lincoln, and continue to grow.



38+

YEARS ESTABLISHED

95+

DEDICATED EMPLOYEES

8,332+

HOSTED USERS & STILL GROWING

26,320+

HOURS PRODUCT DEVELOPMENT

A message from our **Managing Director, Benedict Heaver.**



Dear Stakeholders,

As we reflect on the past year, it is with great pride that we present our first B Corp Impact Report. Achieving B Corp certification has been a significant milestone for Streets Heaver, marking our commitment to redefining success in business by balancing profit with purpose.

The B Impact Assessment is a powerful tool that helps us shift our business strategy towards long-term sustainability and positive impact. Buy-in from senior leaders is crucial as it sets the tone for the entire organisation, encouraging employees, suppliers, investors, customers, and other key stakeholders to engage in continuous improvement. This collective effort fosters creativity and positions us as market leaders, regardless of our size.

This year has been transformative for Streets Heaver. Despite the global challenges, we have made significant strides in enhancing our positive impact on people and the planet. Our journey through B Corp certification has been a testament to our dedication to ethical business practices, sustainability, and social responsibility. We are proud of the progress we have made, including the implementation of new best practices and the documentation of our existing efforts.

We have nearly reached our three-year target within the first year, demonstrating our commitment to continuous improvement. Our goal is to achieve a B Impact Assessment score of over 101 by December 2026, and we will re-evaluate our progress in December 2025. This year, we have increased our overall B Impact Score by 14 points, bringing us closer to our target.

Some of our specific achievements include:

- ✓ **Enhancing our supply chain practices to ensure all suppliers meet high ethical and environmental standards.**
- ✓ **Increasing employee engagement, with 65% of our employees actively participating in workplace initiatives.**
- ✓ **Partnering with local charities to support community projects and initiatives.**

As we move forward, we remain committed to maintaining our company culture and values, even as we grow. Effective communication and employee engagement will be key to our success. We have already taken steps to address these challenges, such as hiring a dedicated HR resource and implementing new initiatives to support our employees and community.

Thank you for your continued support as we strive to make a meaningful difference in the world.

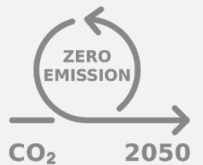
Sincerely,

Benedict Heaver

Managing Director, Streets Heaver



Microsoft
Partner



Our journey to certification

We have always prioritised environmental friendliness at Streets Heaver, for instance, installing solar panels over a decade ago, LED lighting, and joining the bike-to-work scheme. We've also supported our community through charity events and local initiatives and focused on employee wellbeing with personal development plans and the introduction of Mental First Aiders almost 5 years ago. The decision to become a B Corp was to achieve the following:

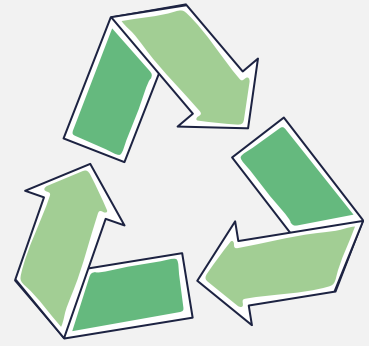
- ✓ **Document and evidence of the practices we had in place and improve on these.**
- ✓ **Implement new best practices in the B Corp Impact Areas to ensure we can be the best version of the company and align those with our goals.**
- ✓ **Be transparent and have an easy way to convey the type of organisation we are to stakeholders.**

The process to certification took us 11 months and was mainly around gathering evidence and documenting processes that were already embedded within the ethos of the company.

We see the goal of achieving B Corp the first step on our journey and have continued to grow over the past year building on the foundations we have put in place.



Our challenges this year



- ✓ As the company grows it becomes challenging to maintain the same **company culture and values** – we have been able to maintain this currently. However, we may have to look at new ways as we continue to grow.
- ✓ **Effective communication** becomes more complex to ensure everyone is on the same page regarding company strategy and culture.
- ✓ Keeping **employees motivated and engaged** can become more difficult. We try to ensure all employees feel valued and part of the team.
- ✓ An increase in employees led to a need for a **dedicated HR resource**. As a result, we have now hired a member of staff in HR to specifically deal with these.

Our achievements in 2024

CATEGORY 2023

Digital Pioneer

WINNER

Streets Heaver (Compucare)
Hospital Management Software



Patient Voice Awards



FAMILY BUSINESS AWARDS

2024 Winner

Employer of the Year



Benedict Heaver

Streets Heaver Healthcare Computing

Featured in The Times

One to Watch
The LDC Most Ambitious Business Leaders



THE PLANET SAVER
GREEN BUSINESS OF THE YEAR

FINALIST



Technology Support Provider of the Year

FINALIST

#LBAwards
www.laingbuissonawards.com

HealthInvestor Awards **FINALIST**
05 June 2024
Grosvenor House Hotel, London

FINALIST

Healthcare Technology Provider of the Year

healthinvestorawards.com/finalists #HIAwards24



We have been **SHORT-LISTED** in the UK's 2024 Patient Experience Network National Awards

Showcasing patient-centric work that's setting new standards in health



#PENNA24
PENNA celebrates the achievement of Patient Experience Excellence

STREETS HEAVER
HEALTHCARE COMPUTING

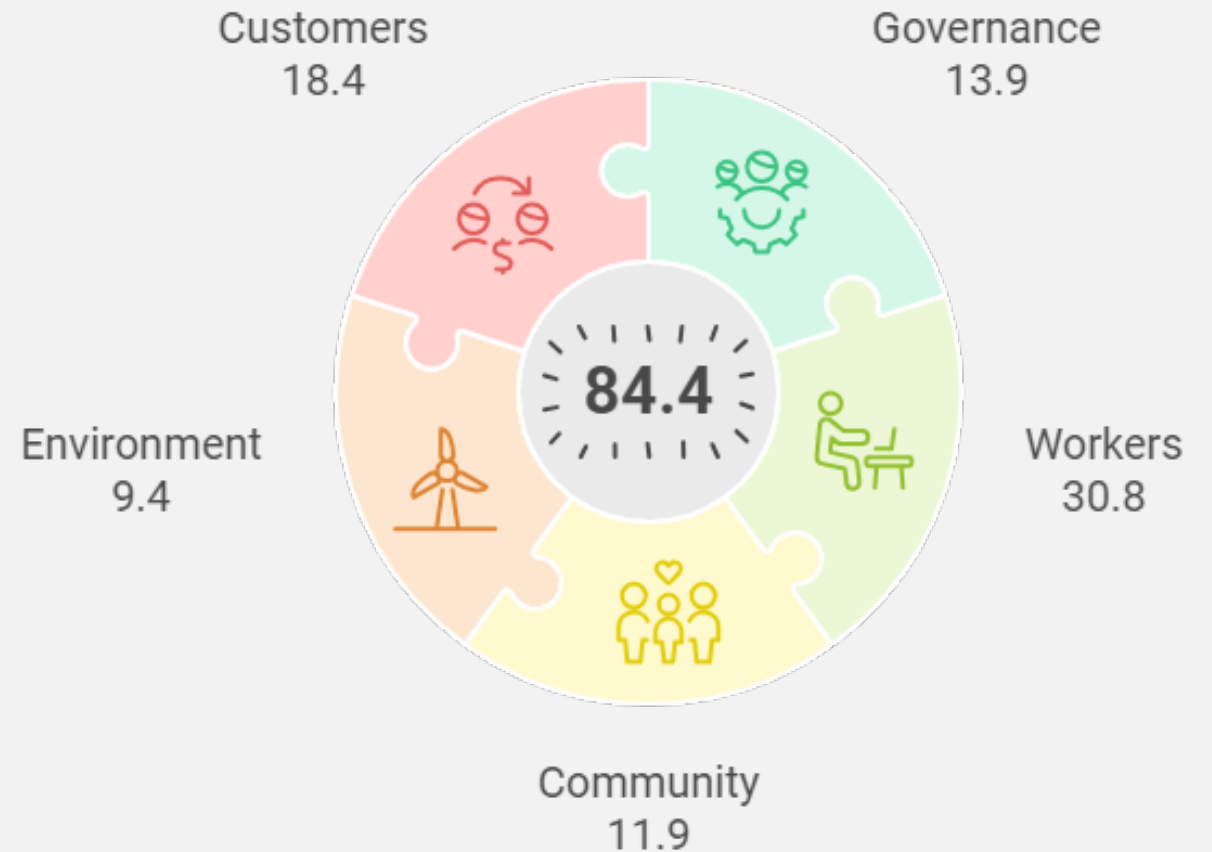
Impact Assessment 2023

OVERALL B IMPACT SCORE:

84.5

A score of 80+ qualifies for B Corp Certification.

The median score for ordinary businesses is 50.9.

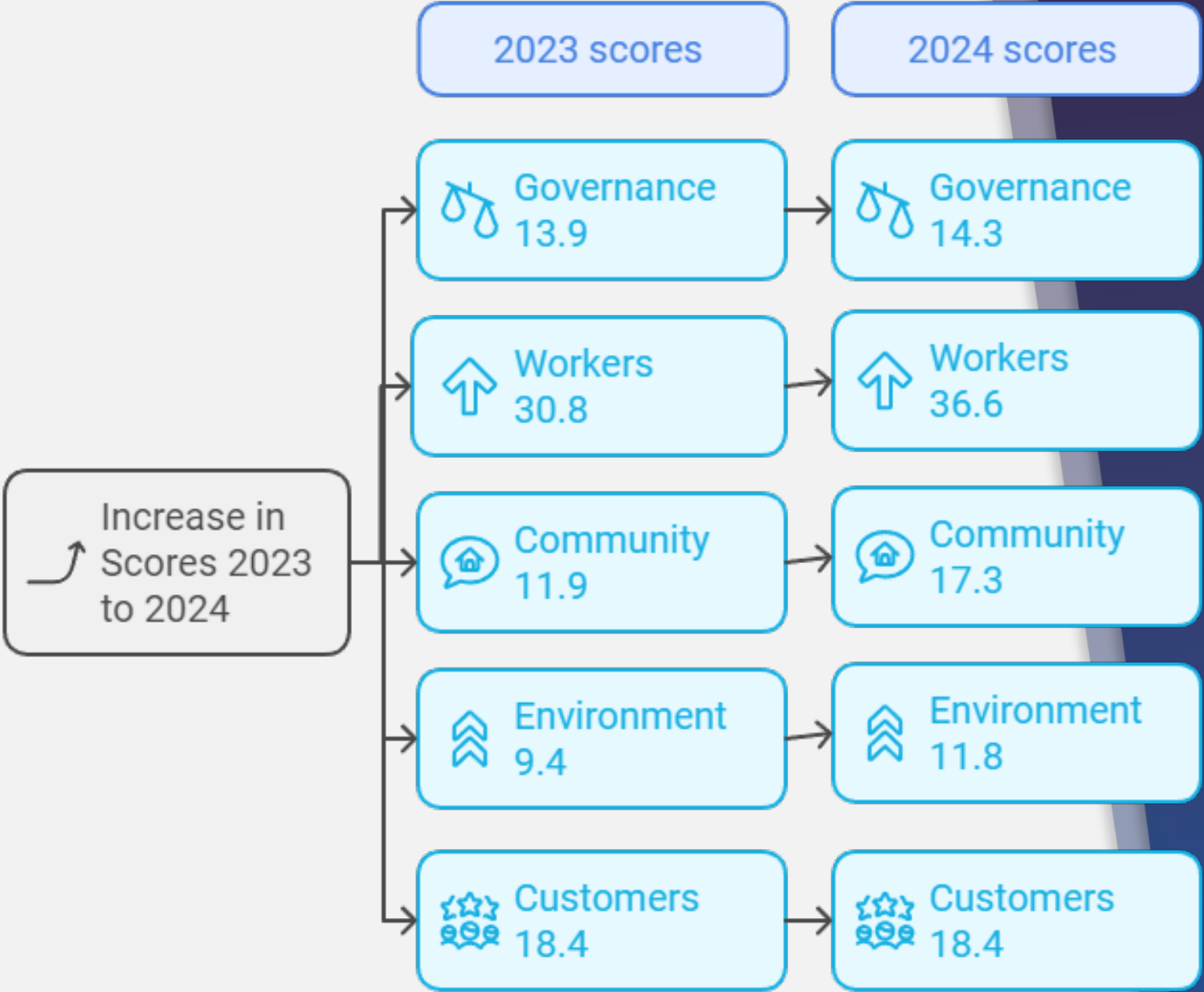


Impact score 2023 to 2024

Governance:	+0.4
Workers:	+5.8
Community:	+5.4
Environment:	+2.4
Customers:	0

2024 B IMPACT SCORE:

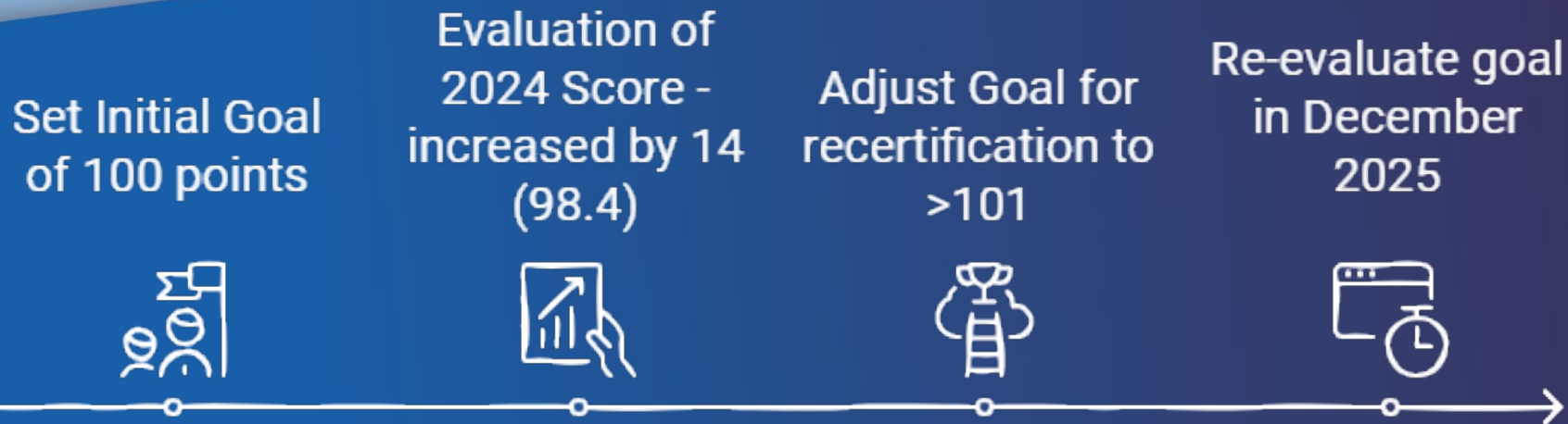
98.4



B Corp Recertification Goal Progress

The goal was set in 2023 to be recertified in 2026 at 100 points which would have been an improvement of 15.6 points. Looking at our current 2024 score of 98.6, we have increased by a total of 13.9 points and almost reached our target already.

We have re-evaluated our goal and feel a **more achievable target for 2026 to be > 101**, this will be re-evaluated again in December 2025.



Governance

Impact score from 2023 to 2024



What we said we would do:



**Financial
transparency**



**Third-Party
Validation**

What we did:



**Created bandings
with our Engineering
and Support
department**



**B Corp validation of
our processes and
evidence**

Our plan for the next 12 months

Employee training that includes social or environmental issues



Job descriptions to incorporate social and environmental performance



Performance reviews to incorporate social and environmental issues



Board of directors review the social and environmental performance



OKRs to align with social and environmental issues



Governance

Workers

Impact score from 2023 to 2024



What we said we would do:



Improve employee engagement



Provide more opportunities for feedback



Improve employee financial wellbeing

What we did:



Conduct employee forums once a year to identify employee engagement



Created an anonymous feedback form to allow all employees to give feedback at any point



Run an external finance webinar giving an overview on relevant finance topics

Our plan for the next 12 months

Identify and
create a
severance
policy



Run more in-
depth external
finance
webinars

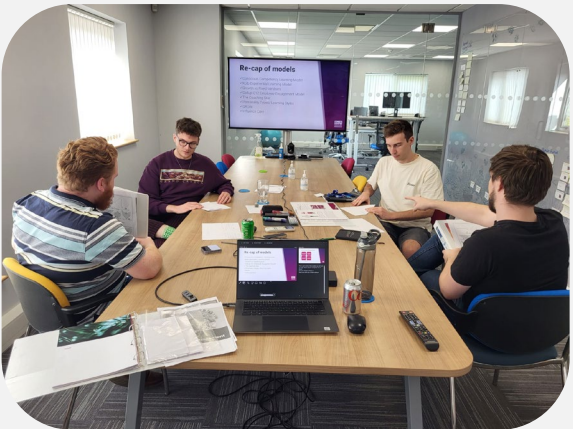


Roll out
Microsoft Viva
Glint

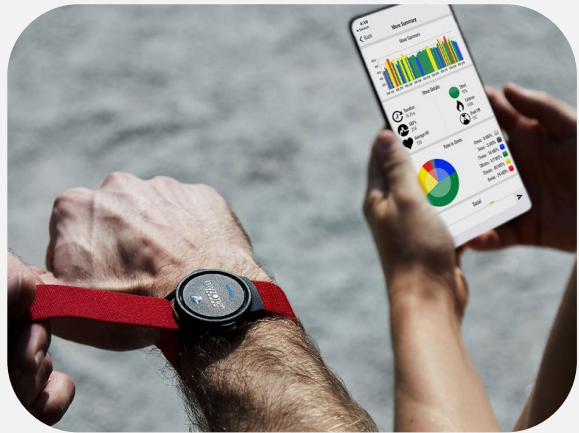


Workers

Employee wellness & engagement



Collaboration spaces with the latest technology



Activity trackers linked to challenges and rewards



Company Tribes for team building and cross-department collaboration



Dedicated personal development time



Qualified Mental Health First Aiders & wellbeing community channel

Community

Impact score from 2023 to 2024



What we said we would do:



Work with a
community focused
charity

What we did:



Increased our
measurement of
diversity within our
IRIS HR system
reports



Raised over
£2,500 for
Lincoln City
Foundation



Increased our
charity days from
18 people in 2023



We became an official
sponsor for Lincoln City
Foundation

Our plan for the next 12 months

Ensure the language within our job descriptions are inclusive and equitable



Look to offer training around diversity, equality and inclusivity



Increase the amount of people taking charity days through performance reviews



Create a list of local suppliers and targets for local purchasing



Community

Fundraising & volunteering



In September, 19 employees (21% of the company) took part in a local litter pick to 'clean LN6'. We also raised an extra £40 for charity on the day.



In October, 4 employees volunteered at Hope meadows. A local nonprofit CIC who offer free/affordable counselling to adults and children using horses.



In July, 13 employees walked 27 miles through Lincolnshire to raise money for Lincoln City Foundation. This event raised over £700.



Our chosen charity of the year 2024

133%
of target!

£2,675
raised in TOTAL
for 2024

Environment

Impact score from 2023 to 2024



What we said we would do:



Produce an environmentally preferable purchasing policy



EMC covering waste generation, energy use, water use and carbon emissions to be implemented



HVAC to be introduced

What we did:



Wrote, implemented and circulated an environmentally preferable purchasing policy for the elements we purchase



Environmental Management System implemented to cover all aspects of the company



HVAC introduced

Our plan for the next 12 months

Employee training that includes social or environmental issues



Manager roles with job descriptions that explicitly incorporate social and environmental performance



Performance reviews that formally incorporate social and environmental issues



Board of directors review the social and environmental performance



Environment

Customers

Impact score from 2023 to 2024



As this is our inaugural year as a B Corp, we have prioritised our efforts on Workers, Community, and the Environment.

Operating within the Healthcare sector, where system changes are infrequent and market entry for clients is gradual, we recognise that securing contracts often requires extensive effort over several months, sometimes even years. Our **client retention rate is exceptionally high**, due to our commitment to customer relations and continually evolving the system to integrate and use the latest technologies.

Given our **strong commitment to client support and collaboration**, we have established robust procedures to ensure we excel in customer engagement and satisfaction. However, we are not complacent and will continue to strive for improvement in our annual NPS score and customer feedback.

In 2025, we will emphasise greater transparency and set specific targets for customer satisfaction, continuing to work closely with our clients to meet their evolving needs.

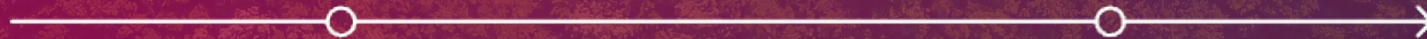


Our plan for the next 12 months

Marketing and advertising around our new initiative we are working on with Lincoln City Foundation



More transparency and targets around customer satisfaction with analysis on meeting them



Customers

Thank you



Certified



Corporation

**STREETS
HEAVER**