



# Impact Report: Oct 2022 to Sep 2023

Published Jan 2024

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This is our 3rd annual impact report incorporating our financial year Oct 2022 to Sep 2023. Where applicable, we'll show alignment to our chosen United Nations Sustainable Development Goals (SDGs). We'll provide updates on:

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# Introduction to Encore Recruitment Limited

**What we do.** We help people to be in the right role, for the right reason, at the right time. And if it's not right, it doesn't happen.

We specialise in fashion and retail. When we've been recommended to people in other sectors, we're happy to talk.

Some of the roles we fill:

- Administration
- Import Merchandising
- Pattern Cutting
- Retail Merchandising
- Human Resources (HR)
- Buying
- Marketing / Public Relations
- Product Development
- Sales / Account Management
- Ethical, Compliance and Sustainability
- Designing
- E-commerce
- Garment Technology
- Project / Programme Manager

**How we work.** We keep it simple:

- Listening
- Understanding
- Knowing our network
- Building long-term, trusted partnerships
- Asking
- Advising
- Bringing everyone together
- Doing what we say we're going to do

**Who we are.** Lucy Ratoff and Paul Bryce started the business in Oct 2020.

- Lucy has been full-time since Oct 2020.
- Sam Delargy joined part-time in Apr 2022.
- Paul went from part-time to full-time in Oct 2023.

Between us we have over 40 years of recruitment and service sector experience.

- Lucy and Sam are the recruitment experts.
- Paul looks after the administration, research and partnerships.



**Lucy**



**Sam**



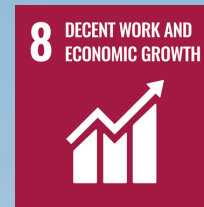
**Paul**

[Link to our Contact Details slide](#)

# Purpose Business Model: Background and Next Steps

When we started Encore Recruitment, we knew we wanted to be a for profit business which also does some good. We made some key early decisions, which will enable us to develop our purpose driven business model.

- We donate at least 2% of annual sales to social or environmental organisations.
- We completed a purpose mapping exercise to align our impact principles to the Sustainable Development Goals. We aligned our purpose to the SDGs below and you can read more about the exercise ([link to slide](#))



- We empowered our directors to consider all stakeholders (people and planet) by amending our company constitution; Memorandum and Articles of Association
- We signed-up to support the Better Business Act coalition (learn more on their website. [Link here](#)).

**Next steps.** Our focus over the next 1-2 years is to:

- Review our business model from the perspectives of environment, society and economy.
- Develop our understanding of our wider impact and how we could generate a net positive impact.
- Develop our knowledge of the Circular Economy and understanding the role of recruitment as an enabler for those wanting to transition to circular principles.
- Develop our understanding of climate related risk to our customers and how we could become an enabler to help mitigate potential impacts.
- Continue to build long-term impact partnerships in line with our wider business model (including mentoring / educational perspectives).

# Donations to Social / Environmental Organisations

This is our ongoing initial impact key performance indicator (KPI).

**Key Performance Indicator (KPI):** Minimum of 2% of annual sales revenue donated to social and environmental causes

**KPI achieved:** £3,077 (2.49%) donated (breakdown below)



**Donation:** £1250. FareShare website [link here](#)

**Impact:** To fight hunger and tackle food waste across the UK. Find out more about about the FareShare impact ([link here](#))

- Our donation helps the redistribution of enough surplus food for 5,000 meals for the most vulnerable members of our society

## Aligned to SDG 12

Ensure sustainable consumption and production patterns



**Donation:** £1,550. Surfers Against Sewage [link here](#)

**Impact:** Enable SAS to support their Plastic Free Schools movement ([link here](#))

- Over 3,768 schools signed-up (02 Jan 24)
- A change making pupil led education programme

## Aligned to SDG 14

Conserve and sustainably use the oceans, seas and marine resources for sustainable development

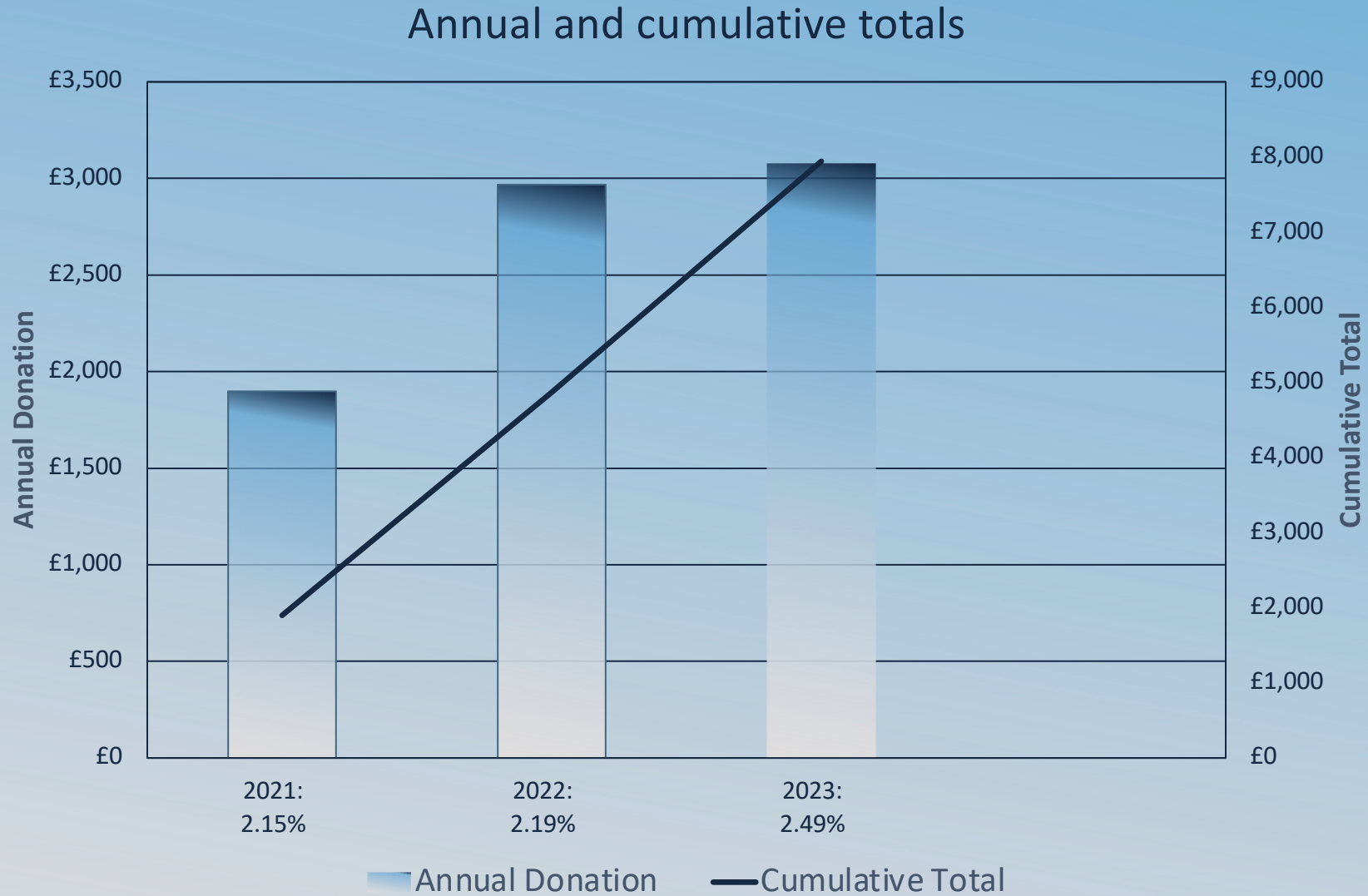


**Membership fee:** £277. 1% for the Planet [link here](#)

**Impact:** Enables 1% for the Planet to run their organisation and bring donations and doers together to accelerate smart environmental giving

**Donation certification:** We complete our annual certification process by submitting documentation from our accountants (annual sales revenue) and charities we supported (donation receipts)

# Overall Total of Donations to Social / Environmental Organisations (minimum 2% of annual sales revenue)





# Summary of SGD-linked Candidate Placements

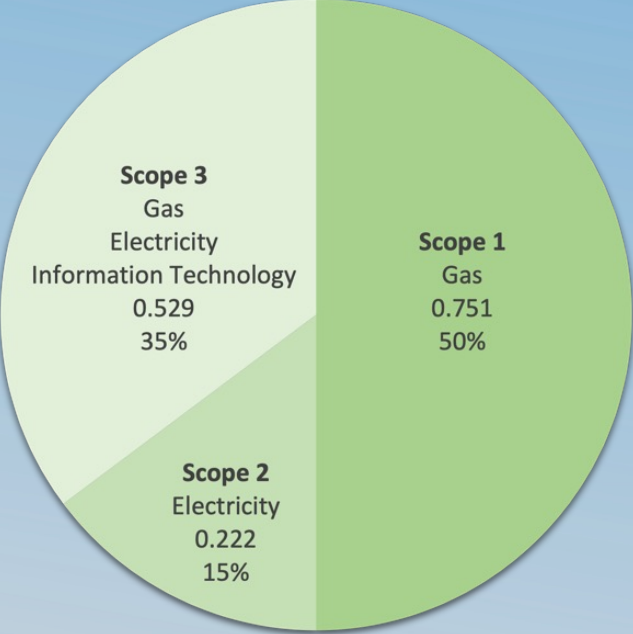
Our role is to find and propose the right person, for the right role, at the right time. We're aware we don't make the final recruitment decision, so while we do feel we contribute to the SDGs below, we won't claim we have a direct impact.

We'll review these categories as we develop our business model. At present we don't set KPIs as our process is about finding the right person for the right roles, not about 'hitting the numbers'. The impact commentary is based on our knowledge gained during the recruitment process.

Category	2022/23	2021/22	2020/21	Total	Impact
Women graduates placed in their first role	9	9	9	27	Applying knowledge from their studies and the confidence boost of securing a first step in their chosen sector
Unemployed / being made redundant candidates placed in a new role	10	5	7	22	Sense of relief; pressure off (mentally and financially); feeling appreciated and productive again
Women placed in a senior role	3	4	6	13	Some into their first senior role, which will improve their thought-leadership experience

Sustainable Development Goals (SDG)					
Sub-targets aligned to our recruitment process					
 <p><b>4</b> QUALITY EDUCATION</p>	<p><b>4.4:</b> Substantially increase the number of youth and adults who have relevant skills, including technical and vocational skills, for employment, decent jobs and entrepreneurship.</p>	 <p><b>5</b> GENDER EQUALITY</p>	<p><b>5.5:</b> Ensure women's full and effective participation and equal opportunities for leadership at all levels of decision-making in political, economic and public life.</p>	 <p><b>8</b> DECENT WORK AND ECONOMIC GROWTH</p>	<p><b>8.5:</b> Achieve full and productive employment and decent work for all women and men, including young people and persons with disabilities, and equal pay for work of equal value.</p> <p><b>8.6:</b> Substantially reduce the proportion of youth not in employment, education or training.</p>

# Carbon Footprint Baseline Calculation

Baseline Calculation	Updates																								
<p data-bbox="326 292 1279 335"><b>Oct 20 to Sep 21: Emissions (tCO<sub>2</sub>e): Total 1.502</b></p>  <table border="1" data-bbox="522 364 1151 992"> <thead> <tr> <th>Scope</th> <th>Category</th> <th>Emissions (tCO<sub>2</sub>e)</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Scope 1</td> <td>Gas</td> <td>0.751</td> <td>50%</td> </tr> <tr> <td>Scope 2</td> <td>Electricity</td> <td>0.222</td> <td>15%</td> </tr> <tr> <td>Scope 3</td> <td>Gas</td> <td>0.222</td> <td>15%</td> </tr> <tr> <td>Scope 3</td> <td>Electricity</td> <td>0.307</td> <td>20%</td> </tr> <tr> <td colspan="2">Total</td> <td>1.502</td> <td>100%</td> </tr> </tbody> </table> <p data-bbox="547 1028 1202 1113"> <span style="color: #92D050;">■</span> Scope 1 (direct emissions)  <span style="color: #C8E6C9;">■</span> Scope 2 (indirect emissions from the purchase of energy)  <span style="color: #E8F5E9;">■</span> Scope 3 (other indirect emissions)         </p>	Scope	Category	Emissions (tCO <sub>2</sub> e)	Percentage	Scope 1	Gas	0.751	50%	Scope 2	Electricity	0.222	15%	Scope 3	Gas	0.222	15%	Scope 3	Electricity	0.307	20%	Total		1.502	100%	<p data-bbox="1796 268 2102 299"><b>Oct 2020 to Sep 2021</b></p> <p data-bbox="1554 307 2356 378">We used the free carbon calculator tool from Compare Your Footprint (<a href="#">link here</a>)</p> <p data-bbox="1554 421 2356 492">This figure will be used as our baseline calculation for target setting as we develop our carbon footprint strategy.</p> <p data-bbox="1617 535 2280 566"><b>Oct 2021 to Sep 2022 and Oct 2022 to Sep 2023</b></p> <p data-bbox="1758 571 2140 602">No calculations completed.</p> <p data-bbox="1528 649 2382 756">During 2022 / 2023 we completed a full property renovation. We removed gas from our power supply, retrofitted insulation, installed solar panels, energy inverter and battery storage.</p> <p data-bbox="1541 799 2369 871">We received final installation certification in Sep 23 when we started to fully utilise our energy technology.</p> <p data-bbox="1796 913 2102 945"><b>Oct 2023 to Sep 2024</b></p> <p data-bbox="1541 949 2369 1021">We will complete a full carbon footprint re-calculation and net zero action plan.</p>
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## Data gathering and key criteria (baseline calculation)

Gas and electric consumption (scope 1 and 2). At present we run the business from home and decided to treat the whole house as the ‘office’ rather than the two rooms used. Using our annual consumption data, we calculated c. 22% of all gas and electric energy consumed related to business activity (8 hrs per day; 5 days per week; for 48 weeks).

Data for Information Technology (scope 3) is from cost of products / services

Scope 3 includes Well to Tank (WTT) factors for gas and electricity: Reporting on a market-based approach as we aim to purchase renewable energy as part of our impact mitigation strategy



# Governance and Business Model: Key Milestones

Goal	Activity	Update
<b>Purpose-based Governance</b>	Commit at least 2% of annual revenue to social and environmental causes	Agreed Oct 2020
	Updated Company Objectives to promote the success of the Company; i. for the benefit of its members as a whole; and ii. through its business and operations, to have a material positive impact on (a) society and (b) the environment, taken as a whole	Memorandum and Articles of Association updated Nov 2021
	Shareholding: Lucy Ratoff confirmed as person with significant control	Company documents updated Nov 2021
	Annual Impact Reporting	Initiated Dec 2021
<b>Purpose-based Business Model</b>	Purpose mapping exercise (alignment to SDGs)	Completed Jun 2021 (summary below)
	Positive impact partnerships / collaborations: Mentoring process	Commenced Feb 2022 Update and develop 2024
	Climate Risk: Task force on climate related financial disclosures (TCFD) learning	Commenced learning in November 2021
	Climate Risk: Further learning and implement principles into business modelling	Continue 2024
	Circular Economy (CE): University of Exeter CE Masterclass	Completed Nov 2023
	Circular Economy (CE): Mentoring for University of Exeter CE Masterclass	Commence Jan 2024
	Circular Economy (CE): Initiate and develop cross-sector collaborations on recruitment as enablers of CE transition	Commenced Nov 2023 Continue 2024
	Business Model: Review / update including perspectives from environment, society and economy	Commenced Nov 2023 Continue 2024

# Contact Details

Company website [link here](#)

Company LinkedIn page [link here](#)

## Recruitment

Co-founder: Lucy Ratoff

Email: [Lucy.Ratoff@encorerecruitment.co.uk](mailto:Lucy.Ratoff@encorerecruitment.co.uk)

Lucy's LinkedIn page [link here](#)

Mobile: +44 7795 978730

Account Manager: Sam Delargy

Email: [Sam.Delargy@encorerecruitment.co.uk](mailto:Sam.Delargy@encorerecruitment.co.uk)

Sam's LinkedIn page [link here](#)

Mobile: +44 7391 0849114

## Administration, research and partnerships

Co-founder: Paul Bryce

Email: [Paul.Bryce@encorerecruitment.co.uk](mailto:Paul.Bryce@encorerecruitment.co.uk)

Paul's LinkedIn page [link here](#)

## Company details

Company Number: 12682952

Registered address: 31 Great King Street, Macclesfield, Cheshire, SK11 6PL, United Kingdom

# Purpose Mapping Exercise and Results - Summary

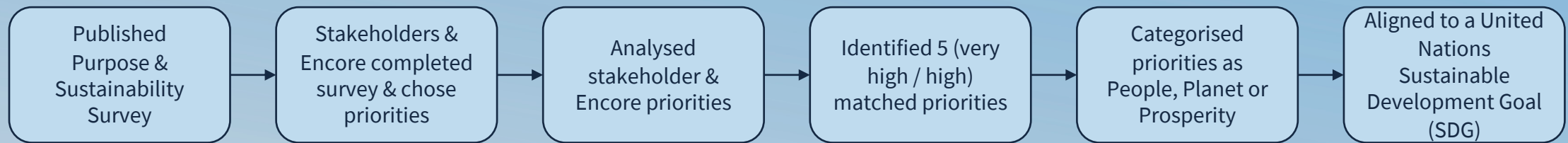
Even though we'd chosen our charity partners, we hadn't given much more thought about our wider purpose and what our stakeholders priorities might be.

In 2021 we learnt about Prosperah ([link here](#)) They work with companies to understand their purpose and alignment to the Sustainable Development Goals (SDGs).

We got to know founder Alice Troiano and agreed their purpose mapping exercise could help Encore define our wider purpose and connect with our stakeholders to understand their thoughts as well.

For us, even though it felt right, it was a leap of faith. We'd only been in business for 6-months. We had some doubts; What if no-one responds? What if our stakeholder priorities were completely different to ours? Would we need to choose different charity partners? How would we use the results?

We decided to embrace the uncertainty and went for it. Here is the process:



What happened? People responded. Our priority discussion with Prosperah was challenging and enjoyable and we learnt a lot about ourselves. We felt much more connected to our stakeholders. We were so glad we did it.

And when we reviewed the results and discussed the SDGs, there was a “lightbulb” moment. It all seemed to work. As a recruitment company, SDGs 4, 5 and 8 couldn't be any closer. As for our chosen charities, SDGs 12 and 14 are a natural fit.

How do we use the results? We use these SDGs as we develop our purpose driven business model.

