

# Tivarri Impact Report 2024



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# Introduction

Our mission: to reduce Tivarri's environmental impact, whilst operating responsibly to benefit our customers, stakeholders, and community.

Tivarri takes an unusual approach to IT services; one which considers the environmental aspect of IT. From innovative energy-saving software, to low-carbon data centre infrastructure, to low-impact office activities, we seek to reduce our own environmental impact, as well as that of our customers.

It is the diligent work of our team that allows us to do this. As a small business, Tivarri has always sought to create a beneficial and healthy working environment for its team members, and to offer opportunities for career improvement wherever we can.

This level of care also applies to our customers. The highest levels of security and service quality apply in every interaction Tivarri has with its customers. We take pride in an excellent customer service record, and in delivering our services at market beating rates.

We look forward to undergoing the official B Corp assessment this year, to certify our achievements and to hold us to account.

# Who We Are

Tivarri is a distinguished industry leader in both public and private Cloud, Microsoft 365, cybersecurity and business continuity.

Our mission, established 15 years ago and still true today, is to deliver reliable, fully compliant cloud solutions to asset managers, hedge funds and other businesses in the UK financial services sector.

Unusually for an IT service provider, we also recognise the environmental impact of IT and have always been proactive about reducing it.

# Our Goals and Achievements in 2024

Goal	Target	Current	Status
Achieve B-Corp Status	Certified by 2025	Assessment Submitted	Progressing
Set Net Zero Target	Net Zero by 2030	Committed	Achieved
Reduce Annual Carbon Emissions	10% Reduction	5.5% Increase	Failed
Low Annual Energy Consumption per Employee	Below 2,700 kWh	1,753 kWh	Achieved
Premises & Offices Powered by Renewable Energy	100% by 2020	100%	Achieved
Low Annual Waste Production per Employee	Below 500 kg	150.46 kg	Achieved
Recycle the Majority of our Waste	75% of recyclable waste	100%	Achieved
Deliver IT e-waste Recycling Scheme	100%	100%	Achieved
Low Annual Water Consumption per Employee	Below 6,000 litres	3,918 litres	Achieved
Profits Donated	1%	1%	Achieved



# Message from our founder



Tivarri exists to deliver “better” IT services to our clients. There are many ways in which “better” helps our clients. This involves better:

- Customer care,
- Cyber security,
- Vision to help our clients make the most of IT.

But fundamentally, we consider what is better for the environment in all that we do.

Over the past 15 years we have grown to serve more than a hundred organisations. During this journey we have achieved multiple cyber and data security certifications, become an approved IT Services supplier to government, and worked in partnership to deliver services to UK critical national infrastructure.

In 2025, we plan to achieve B-Corp status which aligns with the beliefs we have held since day one.

Business is not just about rewarding shareholders but having a positive impact on our community and the lives of everyone that works with us.

**Simon Ponsford**  
Founder & CEO

# Our B Corp Score

Tivarri is proud to have passed the benchmark in all areas of its self-reported B Corp Impact Assessment.

In 2025, Tivarri looks forward to undergoing the official B Corp assessment.



# Workers





# Our Workplace Culture

Tivarri goes above and beyond industry standards to ensure the welfare of its employees.

We pride ourselves on being a company that offers more to its employees than to its shareholders. Tivarri operates not only to turn a profit, but to provide people with a fulfilling worklife that allows them to develop their skills in any direction they choose. As a result, Tivarri's employee satisfaction this year far exceeded that of the industry average.

# Workers

## Summary and Achievements

Tivarri takes the welfare and fulfilment of its employees seriously, and is proud to put this to the test through the B Corp assessment process.

- ✓ Turnover rate well below industry standard.
- ✓ Majority of employees enrolled in continuing education.
- ✓ Employee diversity has increased since 2023.
- ✓ Roll out of company-wide health insurance.
- ✓ All employees earn higher salaries than the equivalent Living Wage.

# Workforce Statistics

Tivarri has a strong record of employee satisfaction, starting with an equal opportunities hiring policy and a competitive salary, and ending with an industry-beating turnover rate.

## Diversity

Our workforce is **23.5%** female, **17.6%** BAME, and **47%** not university educated.



## Salary

**100%** of our employees and apprentices earn above the minimum and living wage.



## Staff Turnover

Tivarri's turnover rate (21.4%) is **13.8% lower** than the industry average\* (35.2%).



These figures represent January – December 2024. \*Turnover statistics from [CIPD](#), 2024.

# Health, Safety, & Wellness



*Tivarri's work culture has a positive impact on my mental health. Regular check-ins and catch-ups with my managers provide me with comfort in my role, while clear objectives help guide my focus.*

*Beyond just work, the team's connection extends into social events, like the recent employee Christmas party and meal, where I had the opportunity to bond with colleagues I wouldn't typically interact with.*

*Additionally, our weekly team call, where each of us shares our plans for the week and what we have recently accomplished, this keeps everyone aligned and fosters a supportive, inclusive environment.*



Amy, Business Administrator

## Private Health Insurance

All Tivarri employees receive healthcare coverage provided by Aviva, covering:

- Acute conditions
- Cancer treatment
- Musculoskeletal conditions
- Mental health issues



# Career Development



*Working at Tivarri has been an enriching and fulfilling experience. Each day brings new challenges and opportunities to grow, allowing me to develop valuable skills and gain substantial experience across a broad range of technical areas.*

*The diverse range of clients I interact with has improved key career skills and deepened my understanding of varied business needs. I value the company's commitment to employee development through training programs and certification opportunities, which has helped me feel valued within the organisation. This focus on growth, combined with meaningful and engaging work, makes my role fulfilling and rewarding.*



Daniel , Network Engineer

Tivarri employees undertaking an accredited course have access to **8 hours a week of paid training**, including skills-based, cross-skills, and external professional development opportunities.



3 employees are **Continuing Education** by studying for sponsored Microsoft certifications.



7 employees are **apprentices**, studying courses including Data Essentials, Network Engineering, and Software Development.

# What's Next?

- ✓ We will keep our attrition rate well below the industry standard by continuing to invest in employees' training and welfare.
- ✓ We will maintain our high standard of employee welfare as we welcome new people into the business under our expansion plans for 2025.
- ✓ We will keep our salary ratio for the highest and lowest full-time salaries in the business at 2:1.

# Environment



# Climate & Environment

Tivarri recognises the contribution that the IT industry makes towards environmental damage, and goes above and beyond to mitigate its own impact.

Tivarri has always prioritised sustainability, due to its founder's background in Human Environmental Science. In 2024, it began monitoring and measuring its environmental performance against seven key goals, covering emissions, energy usage, water consumption, and waste production. Tivarri is proud that it falls well below the average environmental impact of UK SMEs in all areas, but recognises that there is always progress to be made.



# Environment

## Summary and Achievements

Tivarri has taken significant steps to reduce its environmental impact, from emissions, to energy, to water, to waste. It looks forward to having B-Corp assess these measures.

- ✓ Started tracking our emissions to find new methods for reduction.
- ✓ Rolled out a range of energy efficiency measures across our facilities.
- ✓ Reduced water consumption per employee since 2023.
- ✓ Waste production well below the average for UK offices.

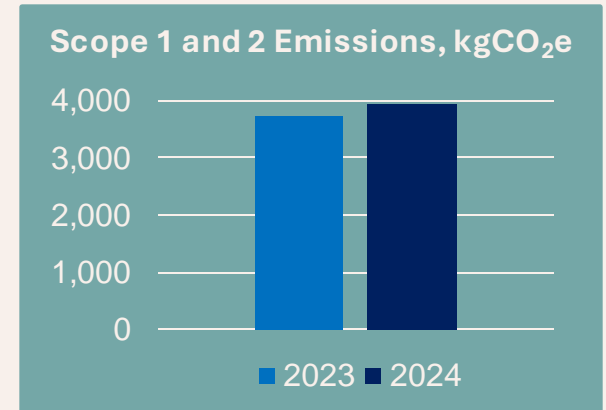
# Emissions

On paper, Tivarri produces just 659 kg of CO<sub>2</sub>e emissions. We choose to report more.

Tivarri's 100% renewable energy contract with Octopus Energy means that we could claim to produce only Scope 1 emissions. Octopus Energy is the most sustainable energy supplier in the UK but uses Renewable Energy Certificates to claim it has a 100% renewable energy supply. However, Tivarri recognises that it sources its electricity from the UK's National Grid like any other supplier, not directly from renewable sources.

Tivarri's total emissions have increased since 2023, due to growth in employee numbers. However, Tivarri is pleased that its emissions have only increased by 5.5% with a 36% increase in employee numbers – and that per employee emissions have fallen by 36% too.

Scope	Emissions	Source
1	659 kgCO <sub>2</sub> e	One gas boiler in an office facility.
2	3,286.9 kgCO <sub>2</sub> e	Electricity supply to office and data center facilities owned by Tivarri.
3	1.01 kgCO <sub>2</sub> e/kWh	Electricity consumed by a third-party data centre. Total energy consumption of this data center was not recorded in 2024.





# Energy

Tivarri has invested in a range of energy efficiency installations on its premises, resulting in a yearly energy consumption almost half that of the average UK small business ([Bionic](#), 2024). Per employee, Tivarri's energy consumption has **decreased by 13%** since 2023.

Since 2021, Tivarri has installed double glazing, floor and ceiling insulation, LED lighting, and air source heat pumps in its office facilities. **In 2025, Tivarri will install solar panels to generate its own off-grid renewable energy.**

Average UK small business energy consumption: **50,000 kWh**

Tivarri's 2024 energy consumption: **26,295.5 kWh**

Tivarri uses a **100% renewable energy** supply through Octopus Energy.

# Energy Case Study: Scope 3 Data Centre

Tivarri operates its services through two UK data centres. One is owned and operated entirely by Tivarri, and its energy usage is included in Tivarri's Scope 2 emissions.

Tivarri rents server racks in the other. This therefore falls under Tivarri's Scope 3 responsibilities.

In 2024, Tivarri switched its third-party data centre rental to a new supplier. As well as consolidating servers and using more efficient machines, this new, more sustainable supplier means that Tivarri has almost halved the energy consumption of its rented servers.

The maximum power draw of our new third-party data center is **46% more efficient** than our old one.

At present, measurements can only be taken of the maximum power draw of these servers, not the actual power draw. In 2025, Tivarri will start measuring the actual power draw of its third-party servers. This will allow us to calculate the specific Scope 3 emissions generated by our use of this facility.



# Water

Tivarri's employees are encouraged to save water. As a result, they use just a fifth of the average office worker's 50 litre/day water consumption\*.

Tivarri recognises that its total water consumption has increased since 2023, due to the addition of 4 new employees. However, our efforts to reduce water wastage have led to an **8% decrease** in in-office water consumption per employee.

2023 water consumption per employee per day: **11.6 L**

2024 water consumption per employee per day: **10.7 L**

These figures represent the average total consumption for 2023 and 2024.

\*Average water consumption statistics from [South Staffs Water](#).





# Waste

Tivarri employees are encouraged to be conscious of their waste, and produce significantly less than the average office employee.

The average office employee produces 500 kg of waste every year ([Business Waste](#), 2024). At Tivarri, our employees produce just **150.46 kg**, of which **58%** was recycled.

Total waste produced: **2,257.09 kg**

Non-recyclable waste produced: **946.4 kg**

Non-recyclable waste per employee: **63.09 kg**

Waste recycled: **1,310.69 kg**

Percentage of recyclable waste diverted from landfill: **100%**

These figures represent average production from January to December 2024.



# Products & Services

It is not only Tivarri's operations that are environmentally conscious. Our products and services are designed with sustainability in their foundations.



Cranberry Cloud is a private cloud-hosted desktop solution from Tivarri. Powered by renewable energy and using refurbished hardware, it provides an innovative system for sharing computing power, increasing energy efficiency.



The ESG-C Course is an online training course on Environmental, Social, Governance and carbon emissions issues for businesses, educating individuals on how to improve their company's performance.



Tailpipe is a SaaS platform that accurately measures an organization's carbon emissions from their use of cloud computing, suggesting cost-effective reduction methods without impacting performance.

# What's Next?

- ✓ We will cut our annual carbon emissions by 10% by installing further energy efficiency measures and increasing employee awareness of energy usage.
- ✓ We will generate our own, 100% renewable solar energy through solar panel installation at our office, reducing our reliance on National Grid electricity.
- ✓ We will keep our energy usage, water consumption, and waste production well below industry levels.
- ✓ We will start measuring our Scope 3 emissions from our rented data centre facility.
- ✓ We will keep promoting sustainability as a solution through our products and services.

# Community

# Community

## Summary and Achievements

From its employees to its profits, Tivarri invests in the local community. We look for ways that our business can bring meaningful benefits to the community, and have been inspired by the B-Corp process to take this further in the future.

- ✓ Donating 1% of profits from 2023/24 to charity.
- ✓ Codifying our commitment to hiring local people.
- ✓ Running an internship with a local university.
- ✓ Providing pro bono services to a local charity.

# Community Case Studies

## Local Hiring

Two thirds of our employees live locally to our headquarters (within 50 miles).



## Local Internship

In 2024 we ran a paid internship in collaboration with the University of Bath.



## Charity Donation

In 2024 we donated 1% of profits to a local anti-homelessness charity.



## Pro Bono Services

In the previous financial year, we provided services for free to a local anti-violence charity.



## Charity Discounts

We always discount our services to charities.



# What's Next?

- ✓ Continue to provide free and discounted services to local charities.
- ✓ Donate 1% of our profits for the 2024/25 financial year to a local charity.
- ✓ Look for new opportunities to contribute our expertise to local businesses, charities, and organisations.
- ✓ Keep engaging with the community in our approach to hiring and education.

# Customers



# Customers

## Summary and Achievements

Tivarri is committed to delivering high-value outcomes for its customers through ethical practices. We are a customer-focused business, with a track record of excellent customer satisfaction.

- ✓ 99.5% positive customer feedback.
- ✓ Rollout of our new customer support platform.
- ✓ Recertification of our two customer protection qualifications in 2024.

# Customer Protection

## Long Term Outcomes for Customers

- ✓ Maintain compliance with industry regulations.
- ✓ Ensure business continuity.
- ✓ Increase customer base and revenue.
- ✓ Reduce the environmental impact of customers' IT services.



## Customer Satisfaction

Of 4,872 tickets, 621 received customer feedback, of which 618 were positive. Tivarri aims for 100% positive feedback as standard and resolved all 3 negative responses. In 2025, our new customer support system will allow us to respond to customer needs even more efficiently.

# 99.5%

Positive Feedback

## ISO and Cyber Essentials Certification

As an IT services provider, Tivarri holds itself to the highest standards to protect customer data and privacy. In 2024, Tivarri renewed its ISO 27001 – Information Security Management certification, as well as maintaining its NCSC Cyber Essentials certification.



# What's Next?

- ✓ In 2025, we will expand our customer base to include arts and charity organisations following our acquisition of Modalit.
- ✓ Start comparing year-on-year customer satisfaction statistics with the help of our new support system.
- ✓ Keep aiming for 100% positive feedback.
- ✓ Investigate how our services can be delivered to more small businesses outside the scope of our competitors.

# Governance

# Governance

## Summary and Achievements

### Company Objects:

The purpose of Tivarri is to provide high performance and secure IT services to its clients in a commercially and environmentally sustainable and responsible manner.

- ✓ Updated the Objects in our Articles of Association to reflect Tivarri's commitment to corporate responsibility.
- ✓ Developed employee and management training on environmental responsibility.
- ✓ Published our first Impact Report to be more transparent about our operations.
- ✓ Updated our Code of Ethics.

# Good Governance in 2024

## Code of Ethics

We revisited and updated our Code of Ethics in light of our experience with the B Corp Assessment, to emphasise the importance of accountability and morality in our business.



## Responsibility Training

We developed a suite of resources on environmental responsibility that new and current employees will be trained on, including managers.



## Public Reporting

We published our inaugural Impact Report, to be more transparent about our operations with our stakeholders, and to hold ourselves to account when it comes to progressing our goals.



## Tracking our Impact

We decided that from March 2025, Tivarri's Key Performance Indicators will include environmental (data centre energy consumption) and social (employee satisfaction ratings) metrics.



# Management Team

Tivarri's management team is comprised of four highly experienced individuals who ensure that the business runs smoothly and that every team member is valued.

Simon, Will, Dave, and Elen are committed to transparency, compliance, and good practice in every aspect of their work at Tivarri.



**Simon**  
Founder & CEO



**Will**  
Operations Manager



**Dave**  
Projects & Migrations Manager



**Elen**  
Company Financial Accountant

# What's Next?

- ✓ Introduce our environmental and social KPIs in March 2025.
- ✓ Keep monitoring our performance and gathering information throughout 2025 for our next Impact Report.
- ✓ Onboard new employees with environmental responsibility training.



# Closing Statement

This process has allowed us to quantify our impact for the first time, and in 2025, we look forward to making progress against our new goals.

The B Corp Assessment process has given Tivarri the opportunity to reflect on its practices and goals. We are proud to have met the benchmarks across the core areas of environment, workers, customers, governance, and community, and have taken inspiration from the B Corp guidelines to make our impact even bigger and better in the future.

We aim to use the experience gained from this process to find new ways of reducing our environmental impact, giving back to the community in Bath, prioritising our team members and their personal development, and offering market-beating IT services to our customers.

# Contact Us

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