



Creative  
environments

**Certified**



**Corporation**

**B Corp™**

**Annual Impact Report**

2026

## Index

1. Executive Summary.....	3
2. Leadership Letter .....	4
3. Journey to Certification .....	6
4. B Corp™ Score and Goals for Recertification .....	7
5. Impact Area Plans and Progress .....	8
5.1. (a) Impact Area 1 – Governance.....	8
5.2. (b) Impact Area 2 – Workers.....	10
5.3. (c) Impact Area 3 – Customers.....	14
5.4. (d) Impact Area 4 – Environment.....	17
5.5. (e) Impact Area 5 – Community .....	23
6. Conclusion.....	28

## 1. Executive Summary

Having become a Certified B Corporation™ in 2025, in the company's 50<sup>th</sup> year in business, ONE is proud to have continued our improvement journey.

ONE's bold vision is: "Creating a better world through design, sustainability and innovation" and always considers the impact on people and the planet, with a clear plan to become Net Zero by 2035. Becoming a Certified B Corp™ was a natural next step for ONE formalising everything that the company was doing with the team using the B Impact Assessment as a framework for continuous improvement.



**ONE's score in 2025 was: 98.7%**

- **Governance: 13.4/25**
- **Workers: 35.6/50**
- **Customers: 3.1/5**
- **Environment: 30.3/80**
- **Community: 16/50.**

Having received our individual report, we are proud to have achieved higher scores for each impact area for: our country, sector and company size range.

This report outlines actions and progress in the last 12 months since certification with outcomes and case studies in each of these 5 impact areas, as well as plans for the year ahead.

Importantly ONE is using the new standards as a framework to shape further activity, led by the company's ESG/Social Value Committee with further investment by ONE e.g. in Social Value measuring software and in R&D to help solve industry challenges and support clients in their own Net Zero journeys.

Very clear Governance is in place and significant developments in the last year include Board Members with responsibility for People and Sustainability. This ensures the impact on the environment and people is considered in all aspects of the company with quite literally, a seat at the table.

## 2. Leadership Letter



2025 was a special year for ONE as we celebrated 50 years in business. I am also proud to say that it was also the year that we became a Certified B Corporation™.

We are delighted to have joined a global community of businesses committed to positively impact all people, communities and the planet. It's confirmation of what we've been working hard to achieve, using business as a force for good. We are proud to have achieved higher scores for each impact area's average for: our country, sector and company size range, however, we continue to strive for further improvements and are happy to share our experience to inspire and help others.

Our 50th anniversary provided the unique opportunity to reflect on our legacy over the last 5 decades and look to the future, as we always work to leave a positive lasting impact. It was also the opportunity to thank clients and staff for their continued support, as well as a host of 50 themed ESG/Social Value activities to give something further back, building on our work within communities, charities and schools.

Our talented multi-disciplinary design team includes: masterplanning, architecture, interior design, landscape architecture, civil and structural engineering, building services (MEP), digital estates and smart assets consultancy, all working together at the forefront of Building Information Modelling (BIM). Sustainable design is so important globally to reduce CO<sub>2</sub> emissions and this is something that ONE is absolutely committed to and proud to be recognised for.

According to climate and energy research (including Architecture 2030 and UN Environment Programme building sector reports), around 70-80% of the buildings that will exist in 2050 are already built, making our approach for renovations and retrofits all the more important as well as our innovative digital approach. By harnessing cutting-edge digital and BIM technologies, ONE remains at the forefront of design innovation, shaping a better future for all. Our Smart Assets consultancy and Digital Twin approach launched in 2025 has been recognised for its role in helping clients to achieve their sustainability goals and Net Zero journey.

We pride ourselves on both innovative and sustainable design and continue to win several industry awards in these categories. Sustainability is central to our vision, one of the 4 pillars of our strategic plan and we invest in the latest training, with inhouse Low Carbon Consultants and Passive House Designers, to help our clients achieve their sustainability goals. We also remain fully committed in our own journey to Net Zero by 2035, lowering our carbon per employee year-on-year.

We are delighted to be a Certified B Corporation™ and part of a global community of businesses that meet high standards of social and environmental impact. We have continued to improve our impact with clear actions taken over the last 12 months and in our future plans.

We hope that by joining the B Corp™ movement that we can help others. The process is reassuringly rigorous, challenges activities and it really is a meaningful achievement to achieve Certified B Corporation™ status. We are always happy to share our experiences to help other companies to make positive changes and progress their B Corp™ journey.

**Mark Martin, Chairman of ONE**



## Our Vision:

“ Creating a better world through design, sustainability and innovation.

## Our Mission:

“ To offer a collaborative, multi-disciplinary, innovative and tailored design service using the latest technology to provide creative buildings and environments in a sustainable way.

### 3. Journey to Certification

ONE is committed in our journey to Net Zero, helping clients achieve their sustainability goals and having a positive impact on all stakeholders, people and the planet. Our bold vision inspires staff, suppliers and clients: “Creating a better world, through design, sustainability and innovation.”

Becoming a Certified B Corporation™ was a very natural next step and we are proud to be counted amongst businesses that are leading a movement for an inclusive, equitable and regenerative economy.

We joined the B Corp™ movement in 2025 which brought together everything that we were doing across the whole company. Our strategic 5-year plan for further growth, which was launched in 2022, has 4 pillars: Design, Innovation, Sustainability and People which provides a framework for our business activity that always considers the impact on people and the planet.

Led by the Board, we have several groups that focus on different elements of our ESG and Social Value approach, with this being a key part of our culture and a strategy overseen by our ESG/Social Value Committee.

Prior to certification, we used the B Impact Assessment as a vital tool to review our activities and structure our future actions. We are proud to now be part of global community of businesses that meet high standards of social and environmental impact.

Since certification, we have continued our improvement journey strengthening our approach. Looking ahead, we are using the new standards as a structure for further improvement as we also look ahead to recertification in 2028.






#### 4. B Corp™ Score and Goals for Recertification

## Overall B Impact Score

Based on the B Impact assessment, ONE Creative environments (ONE) earned an overall score of 98.7. The median score for ordinary businesses who complete the assessment is currently 50.9.

# 98.7

-  98.7 Overall B Impact Score
-  80 Qualifies for B Corp Certification
-  50.9 Median Score for Ordinary Businesses

#### Impact area scores:

- **Governance: 13.4/25**
- **Workers: 35.6/50**
- **Community: 16/50**
- **Environment: 30.3/80**
- **Customers: 3.1/5.**

Having received our individual report, we are proud to have achieved higher scores for each impact area for: our country, sector and company size range.

ONE's full profile and verified score from 2025 can be viewed on the B Corp website here: [ONE Creative environments \(ONE\) - Certified B Corporation - B Lab Global](#)

We are working to increase our scores in each of the impact areas. We are also considering the requirements of the new standards from B Lab™, which will be in place when we recertify in 2028, and provides a structure for continuous improvement.

## 5. Impact Area Plans and Progress

### 5.1. (a) Impact Area 1 – Governance

Impact Area name: Governance	
<i>What we said we'd do</i>	<i>What we did</i>
A) Strengthen the Board with additional appointments and clear responsibilities for the Environment and People.	<p>A) Joel Pearson was promoted to the Board in July 2025, making a Board of 8.</p> <ul style="list-style-type: none"> <li>• Joel Pearson is the Board member with responsibility for Sustainability.</li> <li>• Gavin Vickers is the Board Member for People.</li> </ul> <p>Gavin and Joel lead the ESG/Social Value Committee.</p>
B) Review the internal groups responsible for health and wellbeing, sustainability and ESG.	B) Led by Directors, Joel and Gavin, the groups have been reviewed, reinvigorated and amalgamated where appropriate, to bring together activity/plans and to actively consider improvements for B Corp™.
C) Invest in software to further track/oversee ESG commitments.	C) ONE has invested in a social value measurement platform, with several staff having received training.
D) Invest in staff communications.	D) A new approach is in place which complements face-to-face communication with all company information, further staff engagement and updates from the Board. It also hosts a dedicated internal newsletter from the Managing Director.
E) Invest in a new HR process with appraisal targets linked to corporate objectives, including ESG.	E) A new HR system is in place which provides greater oversight and engagement with staff objectives, alignment to the vision and mission, ESG, training and any other requirements.
<p><b>Plans for the next 12 months</b></p> <ol style="list-style-type: none"> <li>1. For the ESG Committee to lead further developments in line with the new B Corporation™ Standards from B Lab™.</li> <li>2. Further formalise the Sustainability Team and increase its membership.</li> <li>3. Continue our commitment to innovation and R &amp; D to further improve the operational built environment, solve industry challenges and create further skilled jobs.</li> <li>4. Consider champions across the business for different schemes, with direct oversight by the Board e.g. on health issues, neurodivergence.</li> </ol>	

## Mission and Engagement

The company's bold vision: "Creating a better world through design, sustainability and innovation" sets a clear direction for staff, suppliers and clients and puts ONE's ESG and Social Value commitments, central to the company's ethos.

The company's ambitious 5-year plan also includes 4 pillars which are led by the Board:

- Design
- Sustainability
- Innovation
- People.

With an absolute commitment to internal career progression, ONE welcomed three exceptional members of the team to the Board in 2023. In addition, last year (2025) Joel Pearson was also promoted from his role of Technical Director of Mechanical Engineering, making a Board of eight.

Joel's appointment included responsibility for Sustainability with Gavin Vickers being the Director of People. This ensures the impact on the environment and people is considered in all aspects of the company with quite literally, a seat at the table.

Joel and Gavin lead the ESG/Social Value Committee and dedicated internal groups that support sustainability and health and wellbeing which have been reviewed. This approach ensures this ethos is embedded across the organisation with staff engagement being key and an opportunity for all staff to be involved.

The company's continued commitment to innovation and R&D help solve industry challenges and creates further skilled jobs, with ONE's innovative Smart Assets team launched in the last 12 months. This Digital Twin approach brings many benefits due to actionable insights, including being vital in the journey to Net Zero.

## Ethics and Transparency

ONE prides itself on ethical business practices and transparency.

ONE has recently invested in social value measuring software, to track, monitor and give further visibility to social value commitments.

Staff have access to the latest information, policies, news and training materials as well as a dedicated monthly newsletter, with all staff understanding how the company is doing and being able to contribute to its success.

A new HR process has been also implemented which helps align all staff's activities to the goals and expectations of the organisation, including those related to ESG goals, benefitting people and the planet.



**5.2. (b) Impact Area 2 – Workers**

We are proud to have already scored highly in this impact area, however, continued to look for improvements and build on our successes.

Impact Area name: Workers	
<i>What we said we'd do</i>	<i>What we did</i>
<p>A) Continue to invest in CPD and professional development with a formalised new training policy.</p>	<p>A) An updated and more comprehensive training policy is in place linked to annual reviews, training budgets and HR.</p> <p>Regular CPDs are organised and Knowledge Shares with 1 to 1s identifying development requirements, supported by a generous training budget. This results in internal expertise e.g. Low Carbon Consultants and Passive House designers and newly chartered professionals, including engineers.</p> <p>ONE is: a RIBA Accredited practice supporting RIBA's Future architects scheme, an ICE approved employer with an ICE approved training scheme, certified by BSi under BS EN ISO 19650-2 International BIM Standards supporting BIM accredited professionals, Landscape Institute Registered Practice and a CIBSE Member Practice. This gives access to professional qualification and formal career development with support for charterships.</p> <p>10% of ONE's current workforce is on a structured educational programme.</p> <p>Many internal promotions, including to Board level.</p>
<p>B) Strengthen our health and wellbeing programme for staff.</p>	<p>B) Lunchtime and evening social events continue.</p> <p>Staff appreciation events were a key part of our 50 years' celebrations in 2025. This included the annual whole company trip away as a thank you for everyone's hard work and a programme of other activities, including a whole company sporting day with a local leisure company and a 50km charity walk.</p> <p>ONE took on an allotment for staff in 2025 encouraging the growing of food and providing a relaxing option away from the office.</p>
<p>C) Strengthen internal communication and engagement, including recognition of a job well done.</p>	<p>C) Regular face-to-face sessions, a monthly newsletter, internal news articles, emails and CPD/Knowledge Share Sessions.</p> <p>Monthly staff awards are held with nominations received from across the senior management team</p>

Impact Area name: Workers	
What we said we'd do	What we did
	and are presented by Gavin Vickers, Director of People.
D) Become a strategic member of the Chamber of Commerce.	D) ONE became a strategic member of Herefordshire and Worcestershire Chamber of Commerce in January 2026. As well as working more closely with the public and private sectors locally, this provides further support for ONE's workforce as well as the opportunity to shape/feed into important agendas e.g. the Local Skills Improvement Plan (LSIP).
<p><b>Plans for the next 12 months</b></p> <ol style="list-style-type: none"> <li>1. Further investment in social activities, both lunchtime and evening, as well as a programme of wellbeing "check ins" and talks e.g. neurodiversity, sleep, stress, diet/exercise, menopause, active listening, etc.</li> <li>2. Encouraging more people to be involved in wellbeing opportunities e.g. the allotment and wellbeing walks.</li> <li>3. Interdisciplinary CPDs to gain further understanding of each other's work, how people can work more closely together and further support each other, which also further benefits clients.</li> <li>4. Further review the workplace and activity with staff engagement e.g. through the potential of standing desks or other developments.</li> </ol>	

### Engagement and Satisfaction

We recognise our people are our greatest asset and ONE looks after our team.

Ahead of being a Certified B Corporation™ in 2025, ONE is proud to have been an Investor in People for many years. Fantastic feedback has been received from the team e.g. in the 2024 Investors in People Survey said:



**98% agreed "My organisation is a great place to work".**



ONE is an equal opportunities employer, promotes fair pay, flexible working and supports staff wellbeing and CPD, with individual training plans and support in place. Through openness and engagement, the team can contribute to the company's success and shares in this e.g. through annual celebratory trips away.

In January 2026, ONE became a strategic member of the Herefordshire and Worcestershire Chamber of Commerce, engaging further with local businesses and the public sector, while gaining access to further workforce support tools, training and feeding into important agendas e.g. the Local Skills Improvement Plan (LSIP).

**Career Development**

ONE has grown significantly in recent years, creating a wealth of opportunities for skilled jobs, with ambitious plans for further growth outlined in the 5-year plan. The company remains committed to internal career progression, with several internal promotions including to the Board of Directors. Mentoring, training and knowledge-sharing sessions support staff’s development and ambition for excellence, which benefit clients also.

ONE is committed to equal opportunities, promoting a diverse workforce and recruiting, mentoring and upskilling local talent, supporting long-term economic stability. This includes work experience, apprenticeships, and collaboration with initiatives with ONE’s Chairman having previously been a Board Member on the Worcestershire Local Enterprise Partnership (WLEP) for several years.

**Support for apprentices/training**

ONE continues to target an annual growth in jobs, which includes apprentices (to join those already on the team). We continue to expand on the mentoring we offer for the RIBA Future Architects students’ scheme and supporting young professionals through chartership programs.

**Examples:**

**Shaun Harris, now a Civil and Structural Technician at ONE, completed: a Level 3 Civil and Structural Engineering Apprenticeship in June 2016 with the ‘Double Grade Distinction’ and an HNC in Civil and Structural Engineering in December 2017.**



**Shaun said:**



*I received individual support for my apprenticeship as well as access to a range of other training, for example, through weekly CPD sessions with outside speakers and Knowledge Share sessions. I have also been on a number of training courses at ONE to further develop my skills to fulfil my job as a Civil and Structural Technician.*

**Charlie Burgess, Apprentice for Building Services in Electrical Engineering, started at ONE in December 2023. Charlie attends a University course at college in Longbridge one day a week, as well as receiving a wealth of support whilst undertaking his role:**



**Charlie said:**



*The company has been incredibly supportive throughout my apprenticeship, not only in my studies but also by offering additional learning opportunities through CPDs and targeted training for electrical engineers, including Revit. The team environment is equally encouraging, with senior colleagues and our Technical Director actively contributing to my development and progression.*

## Health, Wellness and Safety

ONE prioritises staff wellbeing through a Board-endorsed, Director-led strategy informed by external experts and aligned with HSE Management Standards and Mind’s Mentally Healthy Workplaces Framework.

### Example activities include:

- Policies reviewed regularly
- 24/7 confidential Employee Assistance Programme
- Mental Health First Aiders and mentoring network
- Respectful, supportive workplace culture
- Regular wellbeing events.

In the last 12 months activities have included additional training for some managers to ensure further support for staff, which is planned to be further rolled out further in the next year. A host of wellbeing activities took place including those linked to ONE’s 50<sup>th</sup> year celebrations, a weekend away as well as a fun-filled day of team building activities at March Hare Leisure. The team are encouraged to implement further activities and ONE’s allotment is a great new addition!



*ONE’s “Wellness” – wellies at the ready at ONE’s allotment!*



*Team building activities at March Hare Leisure*

5.3. (c) Impact Area 3 – Customers

Impact Area name: Customers	
<i>What we said we'd do</i>	<i>What we did</i>
A) Thanking our clients for their support and further engagement with our customers.	A) We held a host of activities for our 50 <sup>th</sup> anniversary celebrations. This included client appreciation events in Malvern, Birmingham and Westminster.
B) Continue to seek feedback for our projects.	B) We continue to work closely with clients to receive feedback throughout projects as well as regularly sending out customer satisfaction surveys to receive formal feedback.
C) Further tracking social value outcomes associated with projects.	C) ONE's ESG Committee oversees our social value strategy and tracks activity. The company has now implemented social value measuring software to help further in measurement and visibility of activity.
D) Measuring the benefits of our projects further.	D) ONE's inhouse Sustainability Team is leading the approach for the carbon measurement of projects. ONE's Sustainable Design toolkit enables clients to be further engaged in the design process and understand which sustainable credentials are included in their project or potentially could be. This approach has successfully resulted in further BREEAM Excellent buildings and Net Zero in operation facilities.  ONE's Smart Assets team provides real time information and actionable insights, helping clients from RIBA Stage 7 in their journey to Net Zero.
<p><b><i>Plans for the next 12 months</i></b></p> <ol style="list-style-type: none"> <li>1. Continue to work to measure the positive impact of our projects e.g. quantified carbon reductions, health &amp; wellbeing outcomes, accessibility improvements and community benefit metrics and share our knowledge with the industry.</li> <li>2. Deliver CPDs to existing clients on emerging legislation, technology and information across disciplines. This will help clients understand current challenges and solution opportunities in the built environment.</li> <li>3. Look for future growth opportunities with existing/new B Corp™ organisations and clients who are looking for sustainable solutions.</li> <li>4. Continue to innovate with our commitment to R&amp;D, ensuring clients continue to receive advice utilising the latest industry knowledge.</li> </ol>	

## Customer Stewardship

We are fortunate to work with some fantastic clients on some wonderful projects and innovate to bring added value for projects.

We continue to maintain our ISO9001 certification ensuring quality and invest in training and digital innovation to deliver the best possible service for our clients, with a highly collaborative approach.

In 2025 we launched our Smart Assets Team using our innovative Digital Twin approach to provide actionable insights from RIBA Stage 7 for clients, which enables a host of benefits including supporting the journey to Net Zero.

We continue to work to track the outcomes of our projects for our clients and have recently invested in the Social Value software to manage and record the delivery of initiatives associated with projects.

Our Sustainable Design team utilises our toolkit to help clients understand which sustainable solutions are included in their projects and which could potentially be, enabling full collaboration and for the sustainability credentials of a project to be maximised, resulting in more BREEAM Excellent and Net Zero in operation facilities.



## Feedback from clients:

We always seek feedback ensuring that every project learns from the last, meaning that our customers benefit from ONE's 50 years of experience. As a result, we continue to work with clients time and again as well as new business.

### Nadia Kaminska, Regeneration Manager at Wyre Forest District Council, said:



*The Piano Building was one of those projects that captures both the spirit of a place and the discipline of great design.*

*From the very beginning, we felt ONE's team had an instinctive understanding of how to breathe new life into a listed landmark, honouring its history while shaping a contemporary future for it. That sensitivity carried through every stage of design.*



*What sets ONE apart is the strength of their integrated, multidisciplinary approach – architecture, engineering, landscape, and interiors working seamlessly as one. Their openness, clarity and genuinely collaborative way of working brought balance to every discussion, ensuring that design ambition was always weighed carefully against cost and practicality.*

*The result is more than a renovation – it is a reawakening. A once-silent landmark now resonates again, reflecting Kidderminster's renewed sense of identity and ambition."*



### Regeneration Project Manager, Rebecca McElliott at Bromsgrove District Council said:



*We had the pleasure of working with ONE Creative on the Former Market Hall project in Bromsgrove. They demonstrated a high level of professionalism throughout the engagement, consistently meeting deadlines and maintaining clear, open communication.*

*Their collaborative approach to design has created a mixed development that will serve the whole community. ONE's sustainable approach to design has enabled us to make informed decisions to achieve a low carbon footprint for our development.*

*Their positive and proactive approach made collaboration seamless, fostering a productive and enjoyable working environment. Kevin from ONE Creative showed remarkable expertise across various design disciplines.*

*The experience and commitment to excellence they brought to the project were truly invaluable, and their ability to adapt to evolving requirements showcased their flexibility and dedication to client satisfaction. We greatly appreciate their contributions and would highly recommend them to any organisation seeking a skilled and dedicated multi-disciplinary design team."*

## Client appreciation and customer engagement

Last year, in our 50<sup>th</sup> year in business, we wanted to show our appreciation to staff and customers that have supported us over the years as well as give something further back to communities.

ONE held a series of client appreciation events in different locations during the year which culminated in Westminster. They were a chance to enjoy great food and hospitality, entertainment and meet in a more relaxed atmosphere as we thanked those who have supported us over the past 5 decades. A wonderful opportunity to engage with our clients and receive further feedback to shape our services.



## 5.4. (d) Impact Area 4 – Environment

Impact Area name: Environment	
<i>What we said we'd do</i>	<i>What we did</i>
A) Strengthen the leadership for sustainability with a Board member appointment.	A) Joel Pearson was appointed to the Board in July 2025 as the Director responsible for Sustainability.
B) Continue to measure our carbon footprint and work with Positive Planet in our journey to Net Zero.	<p>B) Significant progress has been made:</p> <ul style="list-style-type: none"> <li>• Carbon reduction Plan verified by Positive Planet in place, with a clear roadmap to Net Zero by 2035.</li> <li>• Employee carbon intensity (annual footprint per employee) reducing year on year.</li> <li>• Scope 1 and 2 emissions now at zero. Future focus is now on Scope 3.</li> </ul>
C) Continue to innovate helping clients to achieve their sustainability goals.	<p>C) ONE's sustainable design approach:</p> <ul style="list-style-type: none"> <li>• Aligned with RIBA Sustainable Outcomes Guide, UN SDGs, and NHS Net Zero Toolkit.</li> <li>• Uses NBS Sustainable Specification to assess environmental, social, and ethical impacts across asset lifecycle.</li> <li>• Embedding sustainability: "fabric first" design, passive principles, and in-house specialists (BREEAM, Passivhaus, Low Carbon).</li> <li>• Skilled landscape architects enabling Biodiversity Net Gain – we have supported multiple projects this year targeting a minimum 10 percent biodiversity uplift.</li> <li>• Digital twins and IES thermal modelling monitor performance and enable optimisation.</li> </ul> <p>There have been several successful project examples e.g. Trowbridge Integrated Care Centre opened in Spring 2026, is designed to be BREEAM Excellent and having followed the NHS Net Zero Toolkit, Net Zero in operation.</p>
D). Continue to work with suppliers to ensure our supply chain is sustainable.	D) We have an Ethical and Environmental Policy in place and choose to work with suppliers who hold the same high standards that we do. We engage with our suppliers and encourage them to also hold ISO14001 Environmental Standard.

**Plans for the next 12 months**

1. With Scope 1 and 2 now at zero, ONE is working with Positive Planet to enhance our measuring and reduction of Scope 3 emissions, with the aim of reducing these further in the journey to Net Zero.
2. Further engagement with our supply chain is planned to help reduce the emissions associated with purchased goods and services.
3. We will continue to innovate with further staff engagement in sustainability initiatives that benefit both ONE and clients' Net Zero journeys.
4. We will continue to work with clients for sustainable outcomes for projects, utilising our sustainable design toolkit and further developing our Sustainable Design Team.

Sustainability is central to ONE's vision, it is a pillar of the company's strategic plan for growth and is now led by a dedicated Board Member.

ONE continues to be committed to our Net Zero journey and as a multi-disciplinary design company, sustainability is central to the design process as we consider the impact on the air and climate, water, land and life.

**ONE's commitments:**

In the last 12 months, ONE has continued to hold our certifications and work towards our targets. These include:

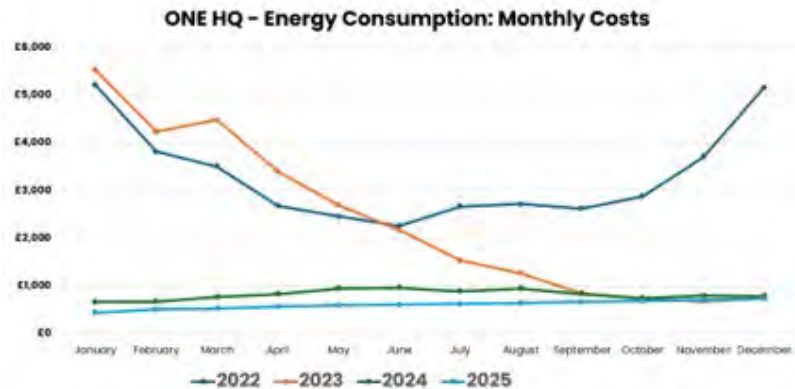
- Maintaining our ISO 14001 Environmental Standard certification, which leads our environmental strategy.
- A very clear commitment to being Net Zero by 2035.
- A PPN compliant Carbon Reduction Plan verified by Positive Planet, tracking total tCO<sub>2</sub>e and tCO<sub>2</sub>e per employee.
- Signatory to the Construction Industry Climate & Biodiversity Emergency Declarations.

**ONE's progress in our journey to Net Zero:**

ONE has consistently reduced the employee carbon intensity (footprint per employee) year on year.



Through the application of Digital Twin technology, which we have applied at our HQ, we have tracked our energy usage. Meaningful intervention and improvements works have taken place which have lowered our own energy consumption significantly. Our Smart Assets team was launched in 2025 and is offering this service to clients to help them in their own journeys to Net Zero.



ONE is now focussed on Scope 3 emissions, having achieved zero for both Scope 1 and 2. With most emissions in the purchased goods and services category, which would be expected from our company type, in the year ahead ONE has plans to work more closely with Positive Planet to work to reduce these emissions further.

**ONE integrates cutting-edge sustainable design and green principles into every project:**

- **In-house expertise** (Sustainable Design Team, Passive House Designers, Low Carbon Consultants) ensure **high-performance, energy-efficient buildings**.
- Using our own collaborative, sustainable design toolkit, aligned with **RIBA's eight sustainable outcomes** and the **UN Sustainable Development Goals**.
- Utilising the **NBS Sustainable Specification** considering the economic, environmental, ethical and social impacts of the built asset over the entirety of its lifecycle.
- Ensuring **energy-efficient designs, BREEAM standards, and passive house principles where applicable**. Our designers strive to apply passive house design principles to every project, such as orientation, thermal mass, insulation, air tightness and analysis of glazing to maintain healthy building operations with minimal mechanical intervention, minimising unwanted heat gain and loss, while promoting the use of clean energy and green technology.
- We invest in **sustainability training and development**.
- As an **ISO 19650 accredited practice**, and an early adopter in BIM technology and workflows, we are highly efficient at eliminating issues (and potential waste) prior to operations on site.
- **Digital twins** (led by ONE's inhouse Smart Assets team) and IES thermal modelling monitor performance and enable optimisation, enabling interventions to reduce energy usage and ongoing costs as well as the journey to Net Zero.



**Passivhaus and Low Carbon Consultancy** – Energy efficient, cost-effective facilities, reducing long-term operational costs and supporting Net Zero.

**BREEAM Accredited Resilient designs** – Climate adapted, environmentally friendly infrastructure, ensuring future-proof facilities with minimal ecological impact.

## Biodiversity Net Gain

Working collaboratively with ecologists, our landscape team embeds Biodiversity Net Gain within our landscape led design process at all stages of project development. We treat biodiversity as a core environmental and social responsibility, not simply a regulatory requirement.

Across multiple projects this year we have supported schemes targeting a minimum 10 percent biodiversity uplift through native habitat creation, tree planting, species rich grassland and multifunctional SuDS.

By integrating measurable ecological outcomes, long term stewardship strategies and climate resilience principles from concept through to delivery, we contribute to nature recovery, carbon sequestration, and improved community wellbeing. This approach reflects our commitment as a B Corp to generate positive environmental impact alongside commercial performance.

### In 2025, ONE is proud to have been recognised in several Sustainability awards:

- Named Sustainability Champion at the UK Real Estate Investment and Infrastructure Forum (UKREiIF)
- Winner of the Property & Construction Award - Midlands Sustainability Excellence Awards
- Winner of Excellent Contribution to Sustainability – RIBA Worcestershire Architectural Awards for Tussac House, Falkland Islands.



*ONE's Directors with the Sustainability Awards.*



### Project Example:

#### **Tussac House – the first purpose-built extra care facility on the Falkland Islands**

- **Winner of Healthcare Project of the Year 2025 at the Structural Timber awards**
- **Winner of RIBA Worcestershire Architecture Awards – Excellent Contribution to Sustainability 2025.**

Commissioned by the Falkland Islands Government, Tussac House is a state-of-the-art new care facility positioned on the coast of Stanley Harbour overlooking the Narrows, which opened its doors in March 2025. This pioneering 3,600m<sup>2</sup> development set a new benchmark for social care and assisted living on the islands providing a high-quality, adaptable environment for older people, individuals with disabilities or learning difficulties, and those requiring dementia care.

One of the key design objectives for the project was to prioritise a sustainable, thermally and acoustically enhanced, low-energy design suited to the South Atlantic climate.

**Locally sourced materials helped to ensure sustainable credentials:** Early visits to a nearby quarry on the islands (10km away), allowed ONE to assess excavated stone for use in fill, aggregates, blocks, gabions, working with the quarry's lab to test and confirm material compliance/performance.

**The building was designed to be constructed utilising local skillsets with sustainability in mind:** A low embodied carbon timber frame using offsite manufacturing with precise and efficient production was utilised, minimising waste generation and reduced onsite construction in the remote location.

**Sustainable Materials:** The main entrance and communal atrium space utilised large glulam portal frames and a naturally finished, Forest Stewardship Council certified Accoya timber cladding with durability class I (EN 350) specified with its Environmental Product Declaration confirming low embodied carbon credentials, which clad the majority of the building's façades.

**Multi-disciplinary sustainable approach and sustainable results:** The building integrates efficient, low-energy systems designed for minimal environmental impact, climate-adapted design, natural light and heat recovery ventilation strategies, to deliver a high-performing, sustainable facility with reduced long-term operational costs:

- A fabric-first approach resulted in U-values below local and UK Building Regulation standards and an air permeability target of  $<3 \text{ m}^3/(\text{h}\cdot\text{m}^2)$  at 50 Pa.
- For structural elements, ONE set a target of  $201 \text{ kgCO}_2\text{e}/\text{m}^2$  - 60% of the 2030 LETI Residential Target. By the end of RIBA Stage 4, we achieved  $196 \text{ kgCO}_2\text{e}/\text{m}^2$ , surpassing our goal.
- The building targeted an A-rated Energy Performance Certificate, achieving an emissions rate of  $47.8 \text{ kgCO}_2/\text{m}^2/\text{yr}$  and regulated energy use of  $215.7 \text{ kWh}/\text{m}^2/\text{yr}$ .

**Richard Hyslop, Falkland Islands Government Representative to the United Kingdom and Europe, said:**



*When I was back in the Islands I visited Tussac House and was blown away by the quality of the facilities and the level of care provided. I had with me a group of MPs from Westminster, one of whom had a background in the care sector before entering politics, and they were all thoroughly impressed with Tussac House, considering it better than any care home they had seen in the UK.*



*Mark Martin, Chairman of ONE and Dame Harriett Baldwin MP DBE, presenting awards for Tussac House to Richard Hyslop, Falkland Islands Government Representative to the United Kingdom and Europe.*

## 5.5. (e) Impact Area 5 – Community

Impact Area name: Community	
<i>What we said we'd do</i>	<i>What we did</i>
A) Build on our community engagement/charitable giving.	A) Our 50 <sup>th</sup> year celebrations in 2025 included a number of 50 themed activities for charitable organisations and communities. This included a 50km walk to help a local charity to bring our design for a sensory garden to life to support people with a wide range of disabilities and additional needs
B) Further support local businesses/communities.	<p>B) We have embedded our approach across the company:</p> <ul style="list-style-type: none"> <li>• Preference for local SMEs, social enterprises, VCSEs within 30 miles.</li> <li>• Ethical procurement prioritising ISO14001 suppliers</li> <li>• Payment within 30 days (100% credit score).</li> <li>• Collaboration with Tier 1 contractors to embed local supply chain benefits.</li> </ul>
C) Reinforcing our commitment to an inclusive workplace.	<p>C) Further training for some managers has been organised including neurodivergent training and mental health first aider training, with the aim now of rolling this out across the organisation.</p> <p>We have also renewed Disability Confident – Committed for the company and are engaging with Mencap for work-based opportunities.</p>
D) Build on our engagement with schools and community groups.	<p>D) Our 50<sup>th</sup> year celebrations engaged a number of community groups e.g. the Street Kitchen, Food Bank and Worcester Snoezelen.</p> <p>Our school engagement has also continued, which we continue to build on year on year, enabling young people to have access to the profession and promoting STEM opportunities.</p>
<p><b><i>Plans for the next 12 months</i></b></p> <ol style="list-style-type: none"> <li>1. Continue to work with our clients to ensure meaningful social value commitments for local communities, including charitable and community work.</li> <li>2. Work even more closely with our supply chain and continue to prioritise local businesses.</li> <li>3. Further promote volunteering opportunities within the organisation and work to track this more closely now having invested in a Social Value Measurement tool.</li> <li>4. Reviewing our recruitment and retention strategy, looking to target underrepresented groups where applicable, as well as further high school/further education engagement.</li> </ol>	

5. Encouraging individual staff members to champion specific initiatives e.g. wellness days sustainable initiatives, neurodiversity, etc.

## Economic Impact and Supply Chain Management

As a company we have grown significantly in recent years with a 77.5% increase in staff since 2021 and a strategic plan for further growth. This has created several skilled job positions for local areas near our offices.

With all the essential disciplines for a design project inhouse, we provide a consistent and high-quality service for our clients and pride ourselves on our relationships with the supply chain:

- ONE specifies local products and suppliers wherever possible in tender documentation, ensuring economic benefits remain within the community.
- We encourage our clients to work with local, like-minded contractors and suppliers, sharing knowledge/experience with those who may not have encountered a particular issue before, supporting local economies/workforces and developing local skills for future contracts.

## Diversity, Equity and Inclusion

We are an equal opportunities and inclusive employer and design inclusive spaces utilising design guides such as Design for the Mind.

We are always working to reduce inequalities in the way skills are distributed amongst the population, finding ways to provide access to the professions offered by us, as well as partnering with local businesses, suppliers, and contractors supporting the local economy.

### Our ongoing commitments include:

- **Armed Forces Covenant** (supporting ex-service personnel into employment).
- **Care Leaver Friendly Employer** (helping young people into careers).
- **Disability Confident – Committed** (ensuring an inclusive, accessible work environment).



### The company supports:

- **Inclusive recruitment practices**, supporting CPD, proactively making reasonable adjustments, flexible working with fair pay and transparency for rewards. Recruiting people based on their potential and helping them achieve it, supported by our talented team and a generous training budget.
- **Appropriate policies support our workforce** which are regularly reviewed.

**Access to the profession - school, college and university engagement:**

We actively work to promote the industry and STEM professions in underrepresented groups. e.g., women in engineering. Our Design Director, Becki Smith (national winner of Mentor of the Year at the Inspiring Women in Property awards), leads our strategy to promote design as a career in underrepresented groups.



We engage with schools, colleges and universities delivering career sessions, guest lectures, mentoring, CV workshops, mock interviews, and STEM activities to help students prepare for the workforce as well as work experience and educational site visits. With a number of sessions taking place in the last year, we continue to build on this in the year ahead through our community engagement.



*Just wanted to say a HUGE thank you for today! Your team were incredible and the children LOVED the activities. The children were raving about it afterwards and even the adults had learned a few things! Honestly, any time you want to come in again, we would love it!*



**Sarah Price, Deputy Head, Red Hill C of E Primary School.**



*Vicki Reynolds winning "Women in Construction" at Education Estates People's awards 2025 for her contributions.*

**Community Engagement and Giving in ONE's 50<sup>th</sup> year in business**

ONE has a strong commitment to supporting local communities and charities, which we continue to build on each year, working with clients to ensure we make a meaningful impact in their local areas.

In our 50<sup>th</sup> year in business (2025), we wanted to give back even more with a range of '50' themed activities. These included: 50 Easter eggs for the Food Bank, 50+ meals for the Street Café, a celebratory 50 years tree in the Cathedral's festival and a 50km charity walk.



### 50km charity walk

Having designed the extension and therapeutic sensory garden for Worcester Snoezelen, an incredible local charity which caters for people with a wide range of disabilities/additional needs, we committed to a 50km walk from Birmingham to Worcester (a route connecting two of our office locations) to aid in their fundraising.

With more than £4,000 raised to help with the build, it is fantastic to see their extension being completed increasing capacity so they can help more people as well as providing opportunities for further therapeutic activities. ONE's team has also helped to identify further funding streams to help bring the project to fruition.



### Jane Roberts, Chief Executive Officer at Worcester Snoezelen said:

“ ONE's team is fantastic to work with and we are very grateful that they have chosen to raise money for The Snoezelen as part of their 50-year celebrations.

*Thank you also to everyone that donated – every penny is much appreciated. The new facilities will make such a difference to what we are able to deliver, increasing capacity so we can help more people as well as providing opportunities for further therapeutic activities.”*



In addition to the 50 years campaigns, there have been many other activities that have continued e.g. supporting sports teams here and abroad.





### 6. Conclusion

ONE is committed to our B Corp™ journey, which started at Certification as we work for continuous improvement.

In the next 24 months, we will work to make improvements as well as use the new standards as a framework for further development in readiness for recertification in 2028.



Creative  
environments

Worcester  
01905 362300

Birmingham  
0121 312 3876

London  
0208 059 6526

Cardiff  
029 2002 7983

[oneltd.com](http://oneltd.com)

