



**Ghyston**

**Impact Report**

**2023**

## Welcome to our annual impact report

As we reflect on 2023, we are proud to share the strides we've made towards our mission to become the South West leaders in creating sustainable software development. Each success story and milestone in this report is a testament to the collective effort of our dedicated team, partners, and supporters. Together, we are not just shaping outcomes; we are building a legacy of positive change.

### A welcome from our CEO, Emily Hill

When we asked what our team wanted Ghyston to be known for, it boiled down to two things: technical excellence and operating with a strong conscience.

It's thrilling, therefore, to see how every employee has played their part in the positive impact Ghyston has had in 2023! My personal highlight has to be setting up the Ghyston Foundation – something that had been rumbling at the back of our minds for years – and I can't wait to see how we use that for a force for good in the future.

Another area of great progress was integrating carbon considerations into our every day work, building software. I'm really impressed with how the team have embraced this massive area of unknowns, the results of which mean we are already implementing more carbon efficient solutions.



# Our Values

## Innovation

Crafting bespoke software means innovating and solving complex challenges, which we love! At Ghyston, we thrive on continuous improvement - asking questions, seeking feedback, exploring new ideas, and applying them alongside our existing knowledge. This commitment keeps us at the forefront of our industry.

## Collaboration

Collaboration defines us. Whether in projects, business decisions, or fostering friendships, we operate as a united team. Our culture prioritises genuine connections, creating a supportive and enjoyable environment where our best work thrives. The Ghyston family is our most cherished asset.

## Excellence

At Ghyston, we're all about excellence. Our high standards reflect in exceptional work. We prioritise quality over hours, stay positive amid setbacks, and uplift those around us. Committed to making Ghyston an excellent workplace, we embrace challenge and continuously strive to be our best.

**100+**  
Morale Events



**1690**

Cups of tea at  
our fortnightly  
staff briefings

**5th**

Best Small  
Company in the  
UK to work for



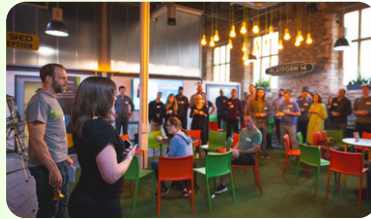
**Best**

Workplace  
Culture - Tech  
South West  
Awards



10

Tech and  
Business Leaders  
roundtables held



Headline  
sponsors of  
Bristol Tech  
Festival

7

New starters  
and 0 leavers



9 students  
joined us for  
our Summer  
Internship  
Programme

# What our **clients** have said about us...

**Exscientia** - Adrian Rossall,  
Vice President of Platform Engineering



"Developers from Ghyston are always good people who turn into good engineers that get stuck in and help build; they did fantastic work on our data visualisation and were key in accelerating the development and stabilisation of our machine learning platform, a real success piece for Exscientia."



**PFS** - Glenn Prevett, CTO

"We are currently engaging with Ghyston for a second time, the team is always professional and responsive to our ever-changing requirements. Code quality and development practices are top shelf!"

**Greencore** - Dan Holmes, Group  
Technology Officer



"We have worked with Ghyston over a number of years, and they have provided insight, quality of service and technical expertise in a number of point solutions requiring bespoke technical solutions."

# Who we've worked with...

To name a few

**NEWTON**



 **WESTCOAST**

**VerdEx**

**IOP** Publishing

 **ONEPOST™**



**Greencore** 

**Nu-Heat**  
Feel the difference

 **ALD**  
Automotive

 **XMA**

**QR.** 

# The Ghyston Foundation



2023 was the year the Ghyston Foundation began its mission. We pledge 10% of our profits to support worthwhile causes and have outlined clear goals to ensure our ongoing ability to undertake impactful initiatives. The result of this has been a fantastic range of projects.

## The Ghyston Foundation Goals

- Build tech for good
- Further the cause of software development with a conscience
- Support our local community
- Increase STEM outreach, with a focus on Equity, Diversity & Inclusion
- Support Ghyston employees' charitable endeavours

We're proud to have exceeded our target of committing 10% of our profits to worthy endeavours in 2023.

To increase our positive impact and represent the breadth of the Foundation, in 2023 we decided to have not just one, but two Charities of the Year, voted for by the team.

2023 Mission Partner



2023 Community Partner





## Community Partner – Bristol North West Foodbank

Our selected community partner for 2023 was the Bristol North West Foodbank. Over the last 11 years, Bristol North West Foodbank has helped more than 60,000 people in crisis with the provision of emergency food parcels from their four outlets in Avonmouth, Henbury, Hotwells and Lawrence Weston. They also have a Social Justice Hub in Avonmouth, from where they extend their vision of support and provide a more holistic service.

Through the Foundation, Ghyston has helped the Bristol North West Foodbank by:

- Provisioning food donation boxes within the Ghyston offices, and the foyer of our office building so that Ghyston employees and others in the building can make direct donations of food items.
- Making direct regular financial contributions towards online food shopping by the foodbank.
- Fundraising for the foodbank by running sweepstakes on sporting events, and running collections at Ghyston events such as customer and employee parties.
- Volunteering in their Avonmouth depot to help them put together Christmas parcels.



## Mission Partner – Codebar

For 2023, our selected mission partner was Codebar. Codebar is a charity that facilitates the growth of a diverse tech community by running free regular programming workshops for minority groups in tech. Their goal is to enable minority group members to learn programming in a safe and collaborative environment and expand their career opportunities, using these regular workshops and one-off events to try and create opportunities for making technology and coding more accessible.

Ghyston employees supported Codebar in 2023 by:

- Providing coaching and mentorship at Codebar events to help students improve their coding skills, and help enable pathways into employment.
- Hosting and facilitating a mock technical interview event to prepare students for the sorts of scenarios they will be faced with in a real recruitment process, helping them gain the tools to succeed.



## Building Tech For Good

The Ghyston Foundation supports a wide variety of worthwhile charities by offering software development free of charge. In 2023 we donated **£42,758** of software development services to the following organisations...



### Baby Bank Network

Baby Bank Network is a charity that collect donations of pre-loved baby equipment, clothing, toys and other essentials and pass them on to families experiencing poverty or crisis in Bristol.

Powered by volunteers and working with referrers, they make sure all of your pre-loved donations get to the families that need them most.

Baby Bank had a problem in that their item donation process was quite lengthy and manual, relying on the inefficient exchange of messages about items. Ghyston solved this problem by redesigning their website, focussing on the item donation process, trimming that process down, resulting in a significant increase in donations and reduced administrative overhead.

Ghyston also provide ongoing support and maintenance for the website: <https://www.babybanknetwork.com/>

**Value of Ghyston services provided - £19,445**



## Grassroot Communities (GAP)

Grassroot Communities is a community-based organisation that is creating sustainable change in everyday communities in Bristol through dedicated you and community work. They are closing the gap on opportunities and supporting young people to realise their passions. They do this by providing young people with access to education, training, employment opportunities, mentoring and support.

In 2022 Ghyston sponsored a young person through the Grassroot Activators Programme (GAP). This initiative is open to all young people aged 16-30 who live in Bristol, and seeks to raise aspirations, create role models and develop realistic pathways future opportunities. Some Ghyston employees also acted as a mentor to a young person going through the programme.

In addition to the above, in 2023 Ghyston provided software development services in order to build a website for Grassroot Communities, which they were lacking.

<https://grassrootcommunities.org/>

**Value of Ghyston services provided - £10,775**



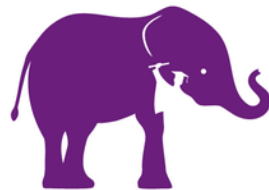


## DEKI

Deki empowers communities to be resilient to poverty and the effects of climate change. Working in the Maritime region of Togo, West Africa, Deki works closely with their local partner to empower vulnerable families to develop sustainable livelihoods and become financially resilient.

Ghyston supports Deki by providing ongoing support and maintenance services for their website: <https://deki.org.uk/>

**Value of Ghyston services provided - £9,350**



## The Elephant Group (TEG)

TEG was formed in 2018 by a group of headteachers committed to increasing access to 'top third' universities for their 'top third' students. Through a collaborative and cross-sector approach, they build knowledge and resource in schools, and co-deliver a Year 12-13 'Elephant Access' programme, to support academically able students' aspirations and applications into top universities.

Ghyston supports The Elephant Group by providing software development services to build and maintain a bespoke website (portal) to support data entry by teachers to manage students through the access programme: <https://www.theelephantgroup.org/>

**Value of Ghyston services provided - £3,188**

# Ghyston Green Goals

Sustainability has been a central focus for us as we embark on our mission to have a positive impact on the world around us.

Our awareness of the environmental impact of software systems has led us to establish company-wide goals to measure and enhance our environmental footprint. We are closely scrutinising both our internal operations and our collaborations with clients to identify areas where improvements can be made

Ghyston is committed to reducing our carbon footprint, and in 2023, we have also offset our total carbon emissions, making us Carbon Neutral. In addition, we've gone a step further by buying Carbon removal offsets such as investing in Biochar (burying Carbon dense material which also improves soil health).

## Our short term targets

- 100% emissions offset by 2021 - **Done** ✓
- 30% of suppliers to have a sustainability target by 2024
- 50% emissions offset via carbon removal offsets by 2025
- 25% reduction per employee in Scope 1, 2 & 3 emissions by 2025

## Medium-term targets

- 50% reduction per employee in Scope 1, 2 & 3 emissions by 2030
- 90% of suppliers have a Net-Zero target by 2030
- 90% of customers measuring emissions and setting Net-Zero targets by 2030

## Cycle September

We are always encouraging our employees to opt for sustainable travel choices. One recent success in 2023 was Ghyston won the Bristol Love to Ride Cycle scheme. Our team covered over 1835 miles in one month, saving 485lbs of CO2 and securing the top position in our 50–199 staff category.



## Green Software Practitioners

10 members of our team have qualified as Green Software Practitioners and are on a mission to weave green software techniques into all our projects.

## The Ghyston Forest

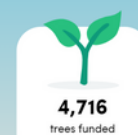
The Ghyston Ecologi Forest continues to grow. We are proud to have planted 4,716 trees.



**Ghyston**

City of Bristol, United Kingdom

[ghyston.com/](https://ghyston.com/)



## The Ghyston Green Giants

This year we launched the Green Giants, a group of passionate team members who are bringing sustainability to the core of everything we do. One of the first things the Green Giants did was open the Ghyston Swap Shop. Our team contributed items they no longer needed, resulting in a diverse array of offerings, from baby clothes to trainers, on our communal rail. Now, anyone can freely select items they fancy. This initiative is a permanent fixture in our office.



## Moving Pensions

Our pensions were a surprising high contributor to our carbon footprint. To reduce this, we successfully moved our pension provider to one that aligns better with our ethical values.

## Green Tech Focussed Innovation Day

During one of our dedicated Innovation Days to explore new ideas, the team focused solely on Green Tech, exploring innovative solutions to reduce carbon intensity in software development. Here are some highlights that came from that day...



- Using the Remix framework for React and the Carbon Intensity API, Max W crafted a powerful dashboard to monitor and manage carbon intensity efficiently.
- Liam D delved into Microsoft Azure, exploring features and services that make hosted solutions less carbon-intensive. His research highlighted the benefits of serverless technologies and auto-shutdown mechanisms for idle applications.
- Liam H developed a cutting-edge system that fetches real-time carbon intensity data from the Carbon Intensity API, displaying it on a physical LED matrix in our office. This aids decision-making on optimal times for running heavy compute loads.



- Sam's contribution involved creating a widget displaying current carbon intensity directly in your PowerShell terminal, integrating sustainability awareness into daily development workflows.
- Yek reduced the carbon impact of one of our internal apps by 30 fold by moving where the code is run to a place with greener electricity.

## EDI



Our vision is for Ghyston to be recognised as a pioneering force in Equality, Diversity, and Inclusion (EDI) within the tech industry.

We are firmly committed to building a diverse workforce that champions positivity and inclusivity for all.

In addition to providing mentoring and coaching support to underrepresented groups in tech through initiatives like CodeBar and Grassroot Communities, we've been actively working on several other programmes aimed at fostering diversity in the tech industry.

### INTERNATIONAL WOMEN'S DAY

For International Women's Day 2023 we were delighted to join forces with other Bristol Business Leaders to host an event to talk about how a focus on equity can help more women into leadership roles. It was brilliant to get together and exchange our unique experiences.



### INCLUSIVITY IN MORALE

We want to ensure morale events are inclusive and can be enjoyed by everyone, so we are working on ensuring there is a diverse calendar of activities to suit all. We achieved 83% of the company attending at least one morale event in Q3 in 2023.



## BRISTOL WOMEN IN BUSINESS CHARTER

In 2023 we renewed our membership with the Bristol Women in Business Charter for another year. Out of the charter's goals, we have selected two to prioritise:

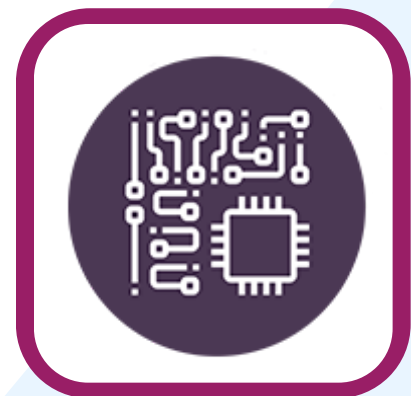
- A commitment to increase the numbers of women at senior levels of the business
- A focus on implementing recruitment, appraisal, personal development and promotion processes that are non-discriminatory towards women and are free from unconscious bias

Collaborating with a peer-to-peer mentor from TLT has helped us to formulate targeted action plans for these areas.



## MOTHERBOARD

This charter specifically promotes mothers re-entering the tech world, and we joined the charter at the start of 2023. It offers regular webinars and knowledge-sharing content to its members.



## DIVERSE EVENT PANELS

We've pledged to curate diverse panels and speakers for our events, and it's already yielding positive results. Our AI panel event in 2023 featured an interesting mix of perspectives and garnered excellent feedback



## GENDER PAY GAP REPORT

In 2023 we we're very proud to have completed one of our Bristol Women in Business Charters goals of measuring our gender pay gap. It was great to share with the team where we are and brainstorm ideas of how we can make improvements.



Founded in 2012 by wife and husband team Emily and Ric Hill, we have established ourselves firmly on the Bristol tech scene, working with businesses in the South West, and beyond. We are proud to be part of the local technical community; our name Ghyston comes from a mythological character from Bristol folklore - the industrious giant who created the Avon gorge! We put a huge amount of effort into recruiting bright, inquisitive people and train most of our developers and project managers from scratch in house. As a result, we have a close-knit team who work well together and are passionate about creating exceptional outcomes for our clients.

## Want to pick our giant minds?

If you would like to chat about how using AI can transform your business then please get in touch.

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ghyston.com