YFM Equity Partners

RESPONSIBLE INVESTMENT REPORT 2024



CONTENTS

Foreword from Our Managing Partner
Snapshot 2024 in Review
YFM Portfolio at a Glance
Our Journey to Date
YFM's Role as a Responsible Investor in the UK Economy
Investing in Our People
Measuring Our Carbon Footprint
How We Give Back
Our Responsible Investment Process
Portfolio Engagement and Proactive Support
Four Pillars to Building Better Businesses
Our Portfolio in Numbers
Portfolio in Action
Driving Sustainable Growth with Protein Works
Strengthening Commercial Stability through ESG
Advancing Sustainable EV Charging Solutions
Driving Renewable Innovation in Off-Grid Power
Transforming Patient Engagement and Healthcare Efficiency



FOREWORD FROM OUR MANAGING PARTNER

I am delighted to welcome you to the fifth edition of our report detailing YFM's approach to responsible investing. We believe there is an opportunity to help shape the future UK economy for the better through our investing activities and the businesses we support. Our guiding principle is to make strong financial returns for our investors, and to do so in a responsible way by building sustainable, forward-thinking businesses that can thrive in an ever-changing world.

Reflections on the past year

This year has been a significant one for us at YFM. We have invested a record £93m into Entrepreneurial businesses looking to grow across the UK, representing a year-on-year increase of 78%, supporting our portfolio, which now stands at 48 companies, having added 9 new innovative and fast-growing businesses to the cohort this year.

This funding is being used to accelerate growth, innovate, create high-skilled employment opportunities, train people, invest and export - creating a positive impact for the businesses, for their employees and for the UK economy as a whole. Since initial investment, our current portfolio of companies have added over 1,600 jobs to the UK regional economy, further demonstrating the real-world impact of our strategy. We have also raised £90m of new funding from investors in 2024 to allow us to continue accelerating growth.

As an investor, we remain signatories to the United Nations' Principles for Responsible Investing (PRI), the leading organisation for advancing responsible investment globally, and we are pleased to report an improvement in our PRI score for 2024, being awarded four out of five stars across all 3 categories.

We have also made progress in our own business outside of our investing activities this year, across Environmental, Social, & Governance (ESG) areas. We have grown our headcount, with 13 new joiners, including the appointment of an ESG & Sustainability Manager to help us and our portfolio with the sustainability agenda and to seize opportunities in this area. We have measured our baseline carbon footprint, giving us clear insight into our environmental impact and ways we can reduce it. We have also continued to give back to the communities in which we operate, raising over \pounds 60,000 for a range of charitable causes and working with an organisation called SEO to provide internship opportunities in our business for students from lower socio-economic backgrounds.

Why Responsible Investment Matters

At YFM we provide funding and support to ambitious businesses, helping them to grow, innovate, and create long-term value. Entrepreneurial businesses are the backbone of the UK economy but often lack the financial and business support needed to grow and to do this sustainably. This is where we can make a difference.

We believe that sustainable business practices are not only the right thing to do for the environment, people, and wider economy, but they also drive positive financial performance. This report sets out some of the ways in which we aim to help our investee companies achieve this. Key themes this year have been improving environmental impact by working across the portfolio with consultancy Positive Planet; helping our companies improve their cyber resilience to address growing risk in this area, and supporting our businesses in improving company culture, employee welfare and helping them become more diverse and inclusive employers.

We also feature several of our portfolio companies in the report where they have made positive progress on sustainability issues, including Protein Works – who have grown their revenues fourfold and their headcount by >50% since our investment in June, 2019. The report also contains several of our companies whose primary activities are driving positive impact: including Think Hire and Fuuse which operate in the renewable energy and electric vehicle sectors; DrDoctor, a software company helping reduce NHS waiting lists and improve UK healthcare; and Biorelate, an AI research platform helping pharma companies speed up the research and development of new medicines. It is encouraging to see the growth in the number of businesses whose primary purpose is sustainability and positive impact, which we believe represents the growing opportunity for investment in such areas.

We hope you enjoy reading this report.

Managing Partner





YFM Impact Day Volunteers, Stave Hill Ecological Park



SNAPSHOT

2024 in Review - Mix of fund performance and ESG KPIs

Total new YFM joiners in 2024 / Total YFM headcount	Total number of companies in the portfolio at end of year
13 / 58	48
UNPRI score	YFM Diversity Metrics (Female /
(Policy Governance and Strategy, Direct – Private equity, Confidence building measures)	36% / 14%
$ \bigstar \ \bigstar \ \bigstar \ \diamondsuit \ \diamondsuit \ \checkmark \ \diamondsuit \ \diamondsuit \ $	Jobs in portfolio / jobs created during YFM hold period
$\bigstar \bigstar \bigstar \bigstar$	3,011 / 1,653
Total assets under management	Number of exits (jobs created / increase in revenues)



(170 new jobs, revenues increased 183%)

Total funds Location of active portfolio companies raised in 2024 £90M London & South East Number of new 22/46% investments in 2024 Other UK Regions 26/54% 10 Number of YFM Mental Black, Asian, Minority Ethnic) Health first aiders / champions 11 YFM Employee Net Total capital invested Promoter Score (eNPS) in UK businesses

+92

E93M (+78% YoY)

Accreditations











YFM PORTFOLIO AT A GLANCE

SOFTWARE







MEMERICAN BUSINESS

Our Sustainability Journey to Date

2021

Introduced ESG materiality assessments into our due diligence

'4 pillar' RI framework introduced

2019

Launched annual ESG survey collecting metrics across the portfolio (including carbon, DEI, employee wellbeing)

2020

Became signatories to the UN PRI

Established our Responsible Investment policy

Published how ESG is integrated into each stage of our investment cycle

2023

Established our first ESG Committee reporting into the Board

Tracked YFM's own ESG performance in line with portfolio

Provided portfolio with ESG Healthchecks to measure YoY performance

2022

Published our inaugural annual sustainability report

Signed up to the Investing in Women Code

Supported upReach program to provide internships to students from disadvantaged backgrounds

2024

Conducted first YFM Carbon Footprint assessment

Hired full-time ESG & Sustainability Manager

Shortlisted as 'Best ESG Investment Fund: Private Equity'

Introduced use of ESG experts in areas such as environment and cyber security

Achieved "Emerging" certificate on Diversity VC Standard





YFM'S ROLE AS A RESPONSIBLE INVESTOR IN THE UK ECONOMY

Small and Medium Enterprises (SMEs) make up 99% of all businesses; 60% of employment and 53% of turnover in the UK economy and therefore have a significant impact, but are often overlooked in terms of financial and business support required to expand and help them grow in a sustainable way.

We believe that sustainable practices are a positive driver of financial performance. As large companies continue to scrutinise their suppliers for better sustainability credentials, we've seen the knock-on effect this can have on entrepreneurial businesses.

This presents an opportunity, however, and a way to win new business and boost commercial stability. If companies are able to embed these practices early, they are well-positioned to compete over market peers that are more reactive to these requests.

Whether it's measuring a company's carbon footprint, getting ahead of any sustainability regulations or enhancing talent retention, making small changes at the right time helps build more attractive businesses, drive improved returns at exit, and has a positive impact on the environment.

Our Key Focus Areas in 2024

We believe YFM can make its biggest impact on the economy, society and people through our investing activities and working positively with our diverse portfolio of companies. However, the best way to integrate this is by setting an example and looking at continuously improving our own operations as we continue to grow our business.

In 2024 key themes across our portfolio have been:

- **People:** improving employee relations, approaches to people and talent aligning with employee welfare and productivity, including investment in people, improving company cultures, training, diversity and wellbeing
- **Environment:** helping our businesses assess and improve their environmental impact, including carbon footprint and waste management
- **Cyber resilience:** helping our companies manage this growing risk, protecting their business operations and data for the benefit of all stakeholders, including their customers and suppliers

INVESTING IN OUR PEOPLE

As a firm we are committed to creating a positive and collaborative culture in which our people can thrive, while providing high quality career opportunities, training and support for our team.

This year we have sought to improve our position. Firstly, we held a company-wide inclusion workshop on fostering support, building trust, and shaping a high-performing and impactful culture. We have also worked to improve diversity and inclusion within our workplace (our female & BAME representation have both increased by 5% over the past 3 years). Our work in this area has also been recognised this year as we secured the Diversity VC accreditation.

Each year we undertake regular team engagement surveys to get feedback on areas that are important to us and our people to ensure we are creating a great place to work for all our team. We are pleased to report that our eNPS score this year stands at +92 which sits 15 points above the external benchmark¹.

¹Workbuzz sourced benchmark based on other firms of a similar size and industry to YFM





OUR RECENT SURVEY FOUND THAT:

eNPS, based on how likely employees are to recommend YFM as a place to work



+92

Feel that YFM Senior Management is committed to improving DE&I



Believe that YFM hire from all backgrounds



Feel their opinion is sought after and valued



MEASURING OUR CARBON FOOTPRINT

Although we're a relatively small service-based company, we recognise our responsibility to measure and disclose our carbon emissions. That's why this year, we took action to measure our baseline carbon footprint. As expected, our direct footprint (scope 1 and 2 emissions) was relatively low and it was positive to see the carbon reduction initiatives we'd already taken reflected – e.g. using renewable energy to power our offices. Our total emissions for 2024 amounted to 480 tonnes of carbon dioxide equivalent (tCO₂ e), with approximately 73% stemming from our supply chain - an area where we have limited direct control but will look to influence.

For the time being, we have excluded our portfolio emissions from our carbon footprint and made a strategic decision to increase the number of portfolio companies measuring their footprint so that we can disclose this with a higher degree of accuracy.

Scope	Tonnes of carbon (tCO 2 e)	Investment intensity (tCO 2 e / £m invested)	Employee Intensity (tCO 2 e / FTE)
Scope 1	22.7	0.3	0.44
Scope 2 (Market based)	0	0	0
Scope 3*	457.4	5.1	9.0
Total emissions	480.1	5.3	9.4

As we scale our operations, our absolute emissions will likely rise, which is why we are also tracking intensity metrics (see table below):

*Excluding scope 3 Category 15 Financed Emissions i.e. emissions sourced from portfolio companies





HOW WE GIVE BACK

In 2024, YFM continued its commitment to charitable giving by donating each month to a cause or charity that has a personal connection to YFM team members. This initiative not only reflects our "One YFM" values but also empowers our staff to support diverse initiatives throughout the year. This year we raised over £63,000 of charitable donations towards the below causes:



Giving Time to What Matters

At YFM, we believe that making a real difference goes beyond financial contributions. Last July, 50 YFM team members spent the day at Stave Hill Ecological Park in Rotherhithe. The park has been designed and managed to form grassland, woodland, scrub and wetland habitats which support biodiversity and a wide variety of wildlife. Our volunteers constructed post fences and chalk boulder embankments to protect and restore natural habitats, providing safe spaces for wildlife to thrive.





Providing Social Mobility in Private Equity

In 2024 we partnered with SEO. SEO supports undergraduates from less-privileged backgrounds to secure top jobs through professional development programs, making it a valuable partner for us in promoting social mobility and equal opportunities.

Giving our Old Tech a New Home

YFM are supporting Herts Welcomes Refugees, a charity dedicated to supporting refugees and asylum seekers, with essential resources, such as housing, education, and employment assistance. Throughout the year, YFM donated Microsoft Surface Pro laptops which have supported individuals settling in the UK to rebuild their lives.

"I received my Leave to Remain and the laptop has been crucial for my English course, setting up a bank account, and searching for accommodation."

I am proud to support the work of Herts Welcomes Refugees. Through our partnership, we have donated YFM laptops to help refugees and asylum seekers gain essential digital access, empowering them to build their lives. Volunteering with this charity has been very rewarding and it is great that YFM is supporting such an important cause.

Chief Financial Officer

OUR RESPONSIBLE INVESTMENT PROCESS

Our approach to responsible investment is proportionate and pragmatic. Whether it's managing risks or unlocking long-term value, we apply an ESG lens at every stage of the investment lifecycle. It's a hands-on approach that helps companies protect what matters today while setting up for a stronger, more resilient tomorrow. The steps on this page show exactly how we do it. Further detail can be found in our <u>Responsible Investment Policy</u>.

We do not expect our companies to be perfect at the point of investment, but seek to build key sustainable foundations as they prepare to grow their business. By addressing sustainability-related risks and opportunities at the outset, the portfolio companies become more resilient, innovative, and competitive.

Pre Investment Screening:

We begin by screening all investment opportunities to avoid investing in any sectors or business activities which pose ethical issues or risks.

ESG Assessment:

With every new investment, we identify and evaluate the key material ESG risks and opportunities specific to the target company which enables bespoke value creation.

ESG Plan and Support:

Post-investment, we work with management teams to implement practical plans to improve ESG performance based on our pre-investment findings.

Measuring Success:

Annually, we conduct ESG data surveys across our portfolio to track and ensure continuous improvement.

Providing Feedback:

We provide healthcheck outputs with RAG ratings based on survey results, offering benchmarks for companies.

Exit readiness:

As companies approach exit, we prepare them for due diligence to enhance returns and increase buyer interest.

ETHICS SCREENING

Sectors filtered in line with screening policy

MATERIALITY ASSESSMENT

Key themes identified based on industry and business

Post-deal

ONBOARDING

ESG roadmap to address risks and opportunities identified

ANNUAL SURVEY

ESG metrics collected across all portfolio companies and benchmarked

HEALTHCHECK

Portfolio companies receive feedback based on ESG RAG rating

EXIT REVIEW

Exit-readiness report in lead up to buyer due diligence



arked

back

 \geq

PORTFOLIO **ENGAGEMENT & PROACTIVE SUPPORT**

At YFM, we focus on making pragmatic changes that drive financial growth through sustainability practices. Our efforts are centred on uncovering the business and commercial value of the ESG improvement plans we recommend. We run these engagements through a combination of our in-house ESG & Sustainability Manager and our network of third party experts to provide tailored guidance and support to our portfolio companies. We never ask a portfolio company to improve just for the sake of it - every initiative is designed to have a positive impact.

positive planet

CALCULATING PORTFOLIO GREENHOUSE GAS EMISSIONS

In 2024, we collaborated with Positive Planet to support our portfolio in measuring and reducing their environmental impact. We held two webinars, which were attended by over 20 portfolio companies, which focused on best-practice data inputs and quick-win energy reduction initiatives.

SAFEGUARDING **AGAINST CYBER RISK**

With the rising threat of cyber security incidents, YFM has made cyber security a strategic priority across the portfolio. With 50% of UK businesses experiencing cyber-attacks in the past year, the financial consequences can be significant. To address this, YFM has partnered with Freeman Clarke to help our portfolio companies achieve security accreditations such as ISO 27001 and Cyber Essentials Plus.



FOSTERING HIGH-PERFORMING & INCLUSIVE CULTURES

We recently brought together members of our portfolio for a dynamic conversation on building high-performing and inclusive cultures. In collaboration with culture strategist Zara Sloane, we explored the complexities of embedding inclusion into business culture - tackling common misconceptions, the nuances of collecting meaningful data, and how to avoid reputational missteps even when intentions are strong.



FOUR PILLARS TO BUILDING BETTER BUSINESSES

We take a thematic approach to portfolio engagement, identifying key material themes on a case-by-case basis depending on the sector and position of the business. In aid of this, we've identified four core pillars to guide our engagement and value creation across our portfolio.

PROTECTING OUR ENVIRONMENT



Climate strategies

Waste management

Caring for our natural capital

Business ethics and governance

Treating customers fairly

Sustainable supply chain

Supporting local communities

of our portfolio now measuring their carbon footprint

73%

provide staff with cyber security training (and 57% have cyber accreditations in place)



Growth & output

Investing in R&D

Increasing exports

Job creation

VALUING OUR PEOPLE

Employee Health & Safety Training and career development Diversity, Equity & Inclusion

1,653

jobs created in YFM portfolio companies during hold period

68%

average % of portfolio employees that rated their company good or above



OUR PORTFOLIO IN NUMBERS

Snapshot of ESG metrics from 2024 survey





Average percentage of customers rating portfolio services/products as 'good' or 'excellent'

Portfolio companies have Net Zero targets

80%

Of portfolio companies pay higher wages than UK average

57%

Of portfolio companies have cyber security accreditations in place **6476** Portfolio companies run employee engagement surveys

89%

Have Independent Board Members in place 61%

Of portfolio companies offer employees Mental Health support

27%

Of portfolio companies reporting their carbon footprint (up 4% from 2023) 3,011

Full-time employees in the portfolio

45%

Have an established Environmental Policy

99%

Of portfolio employees earn above the National Living Wage

95%

With an anti-bribery/ anti-corruption policy

48% / 11%

Companies with at least one C-suite member identifying as female / BAME



PORTFOLIO IN ACTION

protein works.

einw



protein works". DRIVING SUSTAINABLE GROWTH WITH PROTEIN WORKS

Protein Works is a leading health and wellness brand, manufacturing protein and food supplement products. Their growth journey has seen their revenues grow 4x since investment, now surpassing £50m turnover. To meet the growing demand, Protein Works have been able to reinvest profits and relocate to a brand-new £10 million 100,000 ft² facility in the heart of Speke, Liverpool.

With a strong market position, embedding ESG principles has become a strategic priority for the business. This approach not only aligns with evolving customer preferences but also drives long-term value and enhances business resilience.

To support this, YFM introduced a consultancy called Sustainable Advantage, to review the Protein Works business model. They delivered a robust improvement plan across material areas of the business.

Sustainability can feel like a bit of a minefield, but YFM made it approachable. They didn't just walk us through the 'how' – they helped us get to grips with the bigger 'why', making sure what we did was both practical and had real impact. Their support gave us the clarity and confidence to move forward with our ESG Strategy.

Anna Sward, Protein Works Brand Director

KEY STATS

46

new jobs created from date of investment (54% FTE growth)

100%

100% of employees earn above Living Wage

PRODUCT QUALITY

£15.6m

export sales (up 63%)

since 2022)

- Aligned Supplier Code of Conduct with International Labour Organisation (ILO) standards.
- Ensured all suppliers met BRC and GFSI accreditation requirements.
- Improved food safety and product integrity.

CUSTOMERS

- Launched the 'Drive It Forward' program to gather customer feedback and refine product positioning.
- The survey gauged sentiment on sustainable packaging, so they could make changes.
- Conducted customer feedback survey and have maintained a Trustpilot rating of 4.7.

PEOPLE

- Launched an employee engagement survey, achieving an eNPS score of 50+.
- Implemented an Employer Value Proposition (EVP).
- Implemented an Equal Opportunities Policy.

SUSTAINABLE OPERATIONS

- Implemented a risk register to monitor risks that could affect the profitability of the business.
- Assessed the new site for energy efficiency, achieving an EPC rating A.
- Appointed a Waste Champion to develop a structured waste reduction strategy.
- Measured Scope 1 and 2 emissions to establish a baseline carbon footprint.

By taking a proactive approach to sustainability, Protein Works has laid the foundation for long-term growth, ensuring it remains competitive while making a positive impact across its supply chain, workforce, and customer base.



Biorelate STRENGTHENING COMMERCIAL STABILITY THROUGH ESG

Biorelate provide a leading AI software and data platform to help pharmacology and biotech companies accelerate drug research and distribution.

As client demands for sustainability grew, Biorelate needed to make tangible progress in ESG areas but lacked in-house expertise. To address this, YFM helped provide targeted education and guidance, helping them understand and meet the demands of broader market sustainability expectations. Together with the Operations team, we focused on:

- Interpreting Assessment Feedback: Analysed the ESG rating feedback, ensuring the team understood the rationale behind its ratings and what the next steps were.
- **Improving Resilience:** Implemented a code of conduct for suppliers and enhanced resilience against key ESG topics such as data privacy, environment and fair labour practices.
- **Assessing Net Zero Pathways:** Evaluated various Net Zero pathways and selected the most appropriate route for an emission reduction strategy.

As a result, Biorelate is now in a much stronger position to meet client sustainability requirements and commercial framework expectations. They have improved their internal ESG awareness and developed a clear action plan around specific opportunities highlighted in their EcoVadis assessment - achieving a bronze rating, placing them in the top 35% of all companies assessed.

These changes not only help retain and win business in the pharmaceutical sector but also underscore Biorelate's commitment to driving change in drug development and healthcare.



ADVANCING SUSTAINABLE EV CHARGING SOLUTIONS

As the global transition to electric vehicles (EVs) accelerates, the demand for smarter, more efficient charging infrastructure is growing. Fuuse, a leading provider of charge point management software, is at the forefront of this evolution, delivering innovative solutions that enhance accessibility, optimise energy usage, and drive the widespread adoption of EVs.

Scaling EV Charging Infrastructure for a Net-Zero Future

The expansion of EV adoption brings a new set of challenges for businesses, fleet operators, and local authorities. Managing EV charge points efficiently, ensuring widespread accessibility, and integrating with energy systems are critical to enabling a seamless transition to cleaner transportation. Charge point operators (CPOs) need advanced tools to optimise network performance, reduce operational costs, and support sustainability targets. Without intelligent software solutions, managing charging demand, roaming access, and user experience can be complex and inefficient.

Intelligent Charging Management with Fuuse

Fuuse is revolutionising EV charging with a powerful, flexible platform designed to support organisations in deploying and managing their charge points effectively. Through its latest initiatives, Fuuse continues to drive sustainability and innovation:

- Global Certification: Fuuse is the first UK Charge Point Management System to be certified by the Open Charge Alliance for the two key protocols used by the industry - OCPP 1.6 and 2.0.1. This ensures Fuuse meets the highest standards in security, diagnostics, energy management, and user experience.
- Enhancing EV Roaming: The company recently integrated with Gireve, a leading B2B digital platform for electric mobility. This collaboration enables Fuuse charge points to be listed on Gireve's marketplace, allowing eMSPs around the world to seamlessly connect with them. The result: greater accessibility for EV drivers and improved interoperability for CPOs, making it easier for businesses to scale their charging networks.

• **Expanding Services:** To further enhance its offering, Fuuse acquired Everyday EV, a specialist in EV driver support and community-driven insights. This move strengthens Fuuse's ability to support charge point owners with tailored solutions that prioritise user experience, education, and adoption—helping businesses maximise the impact of their charging infrastructure.

Protecting our Environmental

Fuuse is not just enabling better EV charging—it is actively shaping the transition to a cleaner, more sustainable mobility ecosystem.

- **Energy Optimisation:** Fuuse's smart charging tools reduce energy usage at peak times, ensuring efficient energy distribution and lowering unnecessary grid strain.
- **Carbon Reduction:** their solutions enable companies to make the shift to electric vehicles with confidence, and in doing so has powered electric vehicles to travel.



miles, reducing tailpipe emissions by 14,560,000 kg of CO2.

• **Renewable Integration:** Fuuse supports the use of solar and battery storage, optimising charging from renewable sources to reduce reliance on fossil fuels.

Shaping the Future of EV Charging

With YFM's investment, Fuuse is well-positioned to scale its impact, expanding its reach across the UK and international markets. By combining smart technology, user-centric innovation, and a commitment to sustainability, Fuuse is redefining what's possible in EV charge point management—ensuring that businesses, drivers, and the planet all benefit from a cleaner, more connected future.







DRIVING RENEWABLE INNOVATION IN OFF-GRID POWER

As businesses worldwide strive to reduce their carbon footprints, Think Hire is transforming the way off-grid energy is generated and managed. With the introduction of Solartainer Versatile, the UK's most advanced solar hybrid generator, and Think Energy Panorama, a cutting-edge remote asset management system, the company is providing innovative solutions to high-emitting and hard-to-abate sectors.

Reducing Carbon Emissions in Off-Grid Energy

Off-grid energy solutions have traditionally relied on diesel generators, contributing to high levels of carbon emissions, operational costs, and noise pollution. Many businesses face the challenge of balancing their energy needs with sustainability commitments, often struggling with inefficiencies and fuel dependency in remote locations. Think Hire recognised the need for a smarter, cleaner approach—one that would deliver reliable power while aligning with the UK's net-zero targets and reducing environmental impact.

A Revolution in Off-Grid Power

Think Energy's Solartainer Versatile is a hybrid energy solution integrating solar panels, battery storage, and multiple backup fuel options. In a recent deployment, Solartainer Versatile demonstrated its impact on just one site:

One of the most notable success stories was its role in powering the Sealand project site in Aberdeen, supporting the ZOEX wave energy converter test. Solartainer Versatile reduced fuel consumption by 99%, operating almost exclusively on solar power and achieving 70% cost savings and 99% noise reduction.



77%

Reduction in fuel consumption, saving over 35,000 litres of fuel.

Lower carbon emissions, reducing CO₂ output by 96.2 tonnes.



Cost savings, amounting to multiple tens of thousands of pounds over a 6-month period.



Decrease in noise pollution, creating a more sustainable and community-friendly energy solution.

Shaping the Future of Sustainable Off-Grid Power

With an increasing focus on net-zero goals and clean energy solutions, Think Hire is leading the charge in transforming off-grid power. Through Solartainer Versatile and Think Energy Panorama, the company is not just delivering innovative solutions—it is redefining the standards for sustainability in the energy sector.





DrDoctor

TRANSFORMING PATIENT ENGAGEMENT AND HEALTHCARE EFFICIENCY

DrDoctor is a patient engagement platform used by more than 24 million patients to help NHS organisations drive efficiencies and deliver timely, quality care. The AI-enabled platform was created to address inefficiencies in the healthcare system, particularly in patient scheduling and waitlists among NHS trusts. Challenges in appointment management presented an opportunity to digitise and streamline the process, leading to the creation of DrDoctor, which now supports over 70 NHS organisations.

Reducing Inefficiencies in Healthcare

Appointment management within the NHS has long been a challenge, with inefficiencies leading to long waitlists and missed appointments. DrDoctor recognised the need for a smarter approach to patient engagement - one that would optimise resource allocation and improve the patient experience.

Digital Tools for Enhanced Efficiency

DrDoctor's integrated tools like their "Quick Question" system, identifies patients who no longer require appointments and then supports reallocating those resources. This helped the Great Western Hospital reduce their long dermatology waiting lists by 10% in just 3 months. These changes not only enhanced operational efficiency but also improved the patient experience by ensuring that care was prioritised for those in greatest need.

Shaping the Future of Healthcare

With YFM's investment, DrDoctor is well-positioned to continue its journey towards delivering modern healthcare solutions. By combining AI-enabled technology, user-centric innovation, and a commitment to improving patient engagement, DrDoctor are looking to scale their impact while delivering real cost savings to the NHS.

Improving our Society

DrDoctor's solutions have a profound impact on society by improving healthcare delivery and patient engagement:

they need when they need it.

Over the past year, DrDoctor's platform has led to 320,000 fewer missed appointments, ensuring that patients receive timely care and reducing the strain on NHS resources.

By streamlining appointment management and reducing

waitlists, DrDoctor ensures that patients receive the care

Fewer Missed Appointments

Saved Working Hours



DrDoctor's solutions have delivered an annual value of £90 million to the NHS, freeing up resources to be reinvested in patient care and other critical areas.

DrDoctor



YFM Equity Partners

RESPONSIBLE INVESTMENT REPORT 2024