

boxfish
Ethical utility management

MOVING FORWARD



VISION

To cement our position as the UK's foremost independent, transparent and ethical Utility Management Consultancy that can honestly state "Team Boxfish" are the "safe pair of hands" that our clients need to manage their energy and water portfolio needs.

We aim to be a true partner, continually providing our clients and partners the very best jargon free service available in the industry with enthusiasm that helps achieve our partners energy and carbon goals.

We achieve this in delivery through a happy, helpful and can-do attitude, with expertise, and confidence in what we do, ensuring we always put the client first while meeting partner expectations through best practice **That's The Boxfish Way!**



MISSION STATEMENT

The future must be Green for the sake of the planet and for us all. Boxfish commit to our continuing mission to change the perception of the Utilities Industry one client at a time by seeking the optimal solution to their utility contract needs, assisting our partners on their individual journey to net zero, with a greener operating future applying diligence, expertise using current or future available opportunities and initiatives. In following this path, we confirm that we are here to assist our partners build a more sustainable operating future not only for clients but their colleagues and customers.

Steve De la Rosa
Managing Director
Business Cost Consultants (Trading as Boxfish)

BUSINESS GOALS

To grow the business by 25% in FY23/24 over the previous year, measured by client retention, turnover and profit and then aim for 10% year-on-year for the next two financial years.

To ensure growth, we will secure access through the Spaces network to registered offices in the northwest and southeast of England, enhancing our ability to provide a truly UK-wide service to existing and new clients.

Additionally, ensuring our UK based Account Management teams are fully aligned with the Admin Billing team in India to assist first class delivery of workflows for our clients.

JOURNEY

We'll move away from the mantra "we've always done it this way" by embracing industry leading processes and systems that make our jobs easier, less stressful and more productive. We'll work to improve collaboration and engagement from all staff, by investing in training across all disciplines and creating mentoring opportunities with management and external experts so we can lead the way by example, and you can see the methodology and follow the lead.

VALUES

Our values are Honesty, Teamwork, Persistence, Integrity, Passion, Sustainability and Supportiveness with our colleagues and teamwork in everything we do.

We work with our clients with full transparency and always in an ethical manner whatever the situation.

CULTURE

We aspire to be the best business to work for and provide our staff with the optimal work-life balance. We'll achieve this via offering the best hybrid working solutions in the industry, culminating in offering the team a four-day week with permanent long weekends achievable.

We need to all pull together to succeed. When we all commit to the business, remain positive, take ownership of our tasks (as if it's your own business) and build strong, ongoing relationships with clients we'll succeed, helping the business move forward and creating more opportunities for us all in the future.

With the above working like clockwork, the next step for you all to share in the success of the business by a possible share of profits or maybe as a % bonus indexed to your individual KPI targets and income assistance as the driver for all of us to be active in supporting Boxfish reach its goals. It's still early days in my thinking re further remunerations but this is the positive direction of travel in this space. I will, after consultation with senior managers get back to you on this before Christmas.

We want you all to thrive and through growth of the business and your growing proficiency give you all the opportunity to rise through the business into more senior and fulfilling roles as we expand.

The future for all of us is bright if we work together as "**Team Boxfish**" and to that end we will all commit and sign together the **Boxfish Company Service and Values Charter** which will be on show in the Glasgow office.

Let's get after it!

Steve De la Rosa
Managing Director
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GET IN TOUCH

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