

Mercator Digital

 **Bankside**

Consultant

SUSTAINABLE X 

Business profile

Mercator Digital is a digital consultancy delivering transformation services for public and private sector clients. Much of its work supports government departments to design and deliver modern, user-friendly digital services, from early research through to development and testing.

The challenge

As an SME working in the government supply chain, Mercator is required to meet clear environmental expectations when bidding for work. While the business had been publishing a carbon reduction plan for several years, sustainability reporting felt complex and difficult to navigate — particularly as a growing organisation where overall emissions naturally increase alongside headcount.

It was also challenging to identify what meaningful action looked like, how to measure impact effectively, and how to present information in a way that was both compliant and realistic. The team wanted expert guidance to sense-check their approach, clarify what was expected, and avoid investing time in processes that weren't useful.

The support

Working closely with their consultant through regular sessions, the team was supported to:

- Improve how their **carbon reduction plan** is structured and presented
- Understand how to report emissions in **intensity terms**, alongside absolute figures
- Use **standardised methods** where direct measurement isn't possible
- Build practical spreadsheets and tables to make data easier to manage year-on-year

The consultant focused on what was achievable, providing clear guidance without adding unnecessary complexity or pressure.

The outcome

Mercator now has a much stronger understanding of its environmental data and how to use it. While significant reductions will take time to evidence, the business is measuring more accurately and with greater confidence.

Previously social value impact measurement felt overwhelming, but it now feels more manageable, with clearer processes in place and the knowledge to build on this work in future. The support has provided a solid baseline, enabling the team to plan next steps and future investment more effectively.

Looking ahead

With improved clarity and confidence, Mercator is now better positioned to explore supply-chain reporting, engage staff more widely, and embed sustainability more meaningfully into everyday ways of working.

**“The biggest change has been confidence.
We now understand our data quality,
how to improve and what’s realistic for a
business of our size and type.”**

Georgina Moger, Mercator Digital

