SM

Impact report

Y11 2023-2024

Materials used better
We help designers and architects use materials to their full potential.

Certified B Corporation SM

But you are what you do, not what you say you are.

— Yvon Chouinard, Let My People Go Surfing:
The Education of a Reluctant

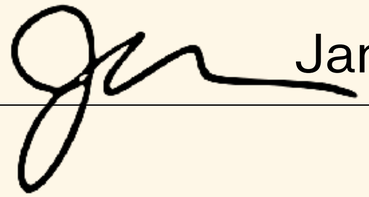
Benefit for all

Since we started in 2013, we've valued working with great people, looking at the big picture and trying to be better.

Joining the movement of companies creating a benefit for all and exploring all that it means to become a B Corp in 2022, we officially certified in May 2024, setting out a framework to help us lead with integrity, guide our day-to-day choices and set out a road map to help us keep valuable materials in circulation.

While our certification journey created a great starting point, we identified a number of goals and milestones for our 12th business year and beyond, including tracking and reducing our carbon footprint, improving our relationship with our clients and the community, and committing to enhancing the people in our team to make sure they all have the opportunity to grow and positively shape our social and environmental impact.

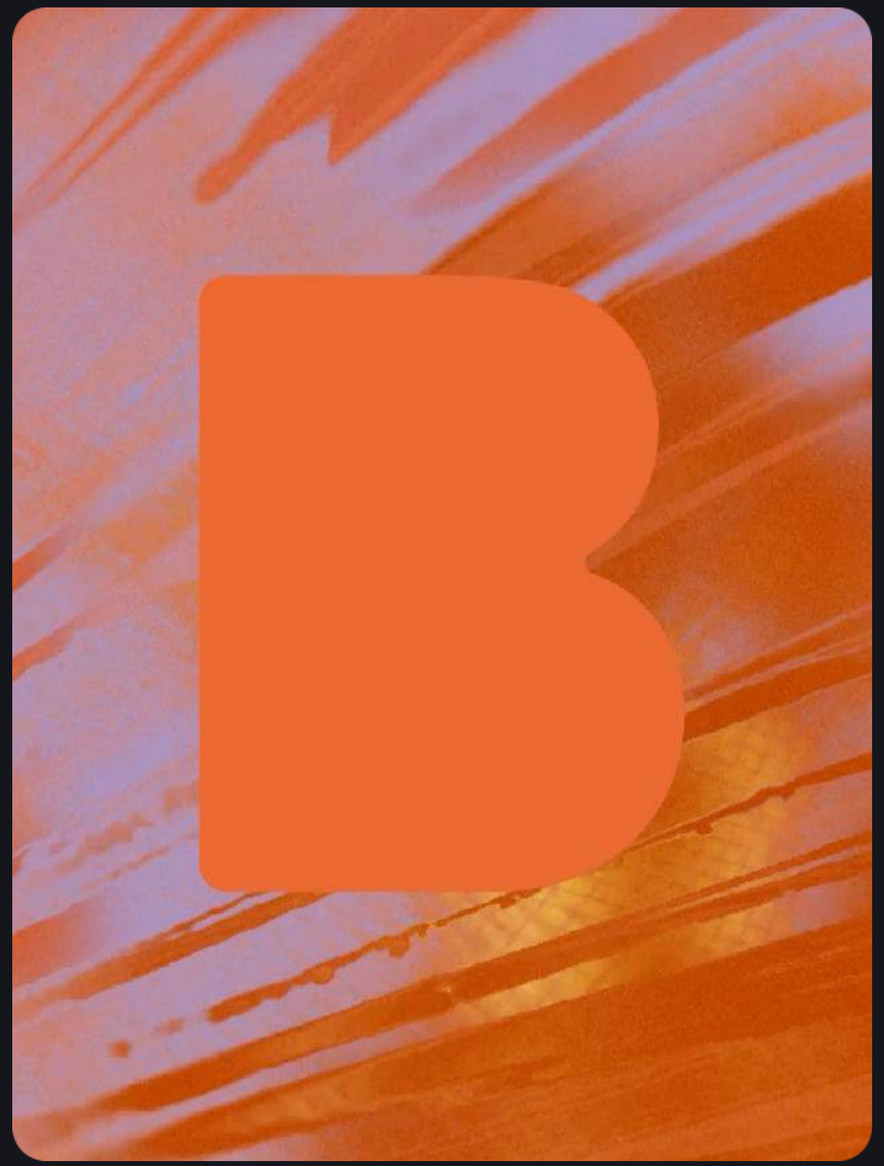
This is another step on a long journey to create lasting positive change.



Jane Campbell, Strategy Director

Our journey

- Long believers in working with good people, doing better and helping others do the same. Left formal/corporate policies behind
- Jul 2022 ran through impact assessment with 52 points, highlighting a lack in governance
- Came to see it as a True North - guiding every day choices, instilling values and accountability
- Sep 2023 submitted with 86.6 points, 10 Year anniversary + brand refresh rooted in values
- Jan 2024 verification stage, team grew to 10+, unlocking more questions
- May 2024 Certified with 97.6 points

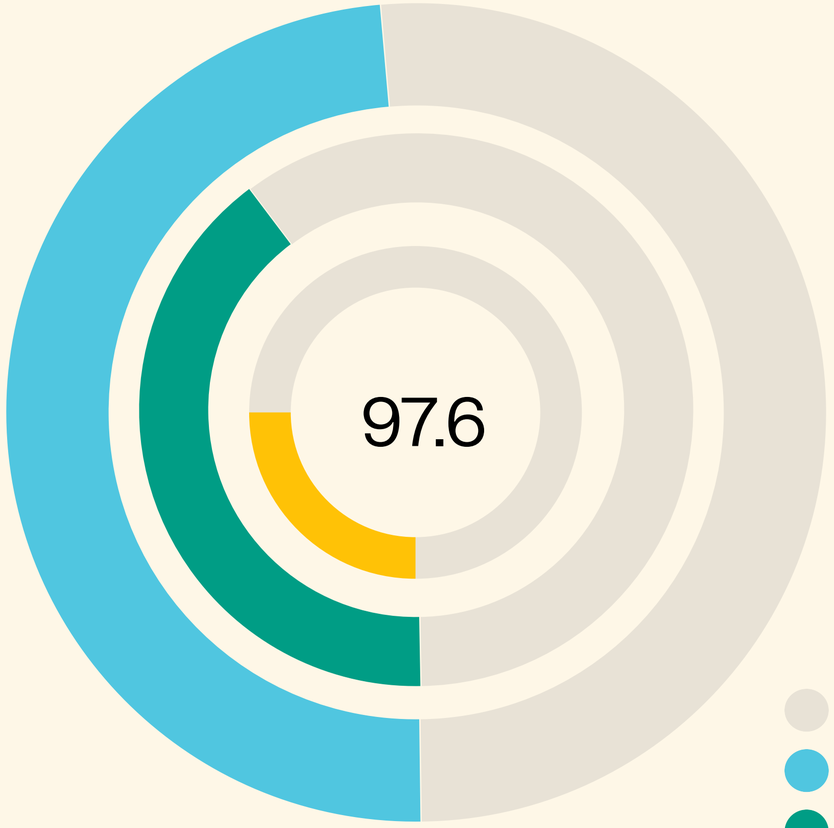


Certified B Corp

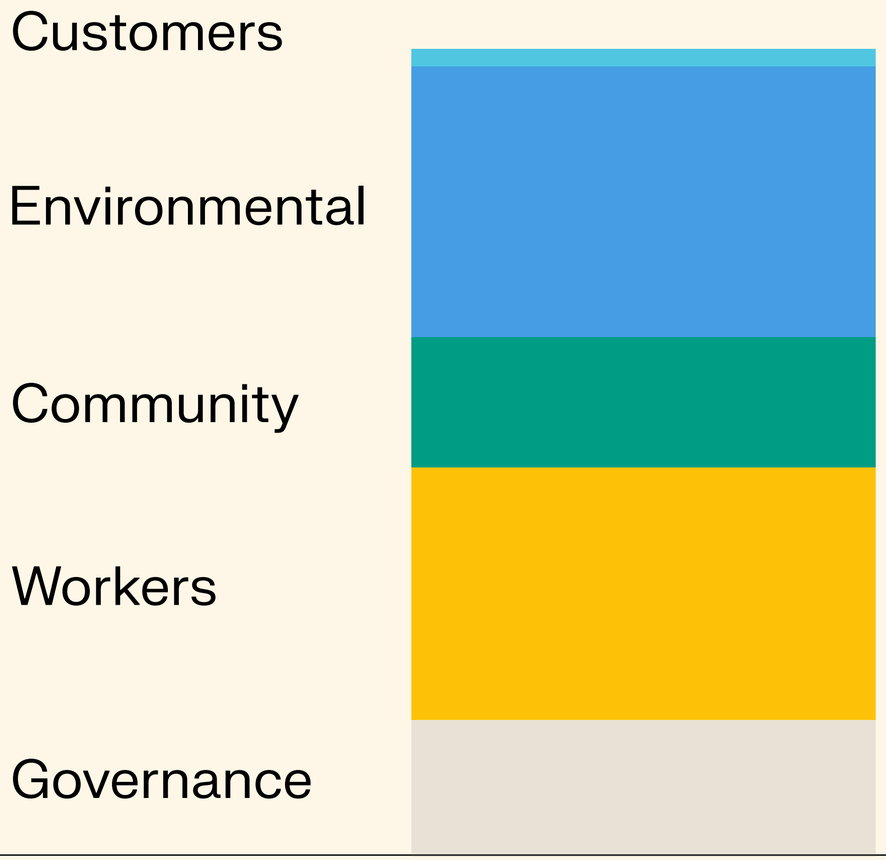
Certified since May 2024

Recertification May 2027

Impact Reports May 2025



Max points
Surface Matter
Qualifies for B Corp
Ordinary businesses



Goals

Governance

- Impact review + Director KPIs
- Team transparency with weekly, monthly and quarterly reports

Customers

- Surveys sent out
- Quality control processes + logs
- 24 Material sessions delivered

Workers

- 8.0/10 Team satisfaction
- Masterclass x 5 per person
- Culture Calendar and Strategy-Impact-Team day to foster focus on team, social and environmental impact, values and ideas



Goals



Community

- Team volunteering day
- EDI training
- Charity partnerships
- B Corp + Circular economy events
- 10 year celebration with suppliers, community, workers and customers

Environment

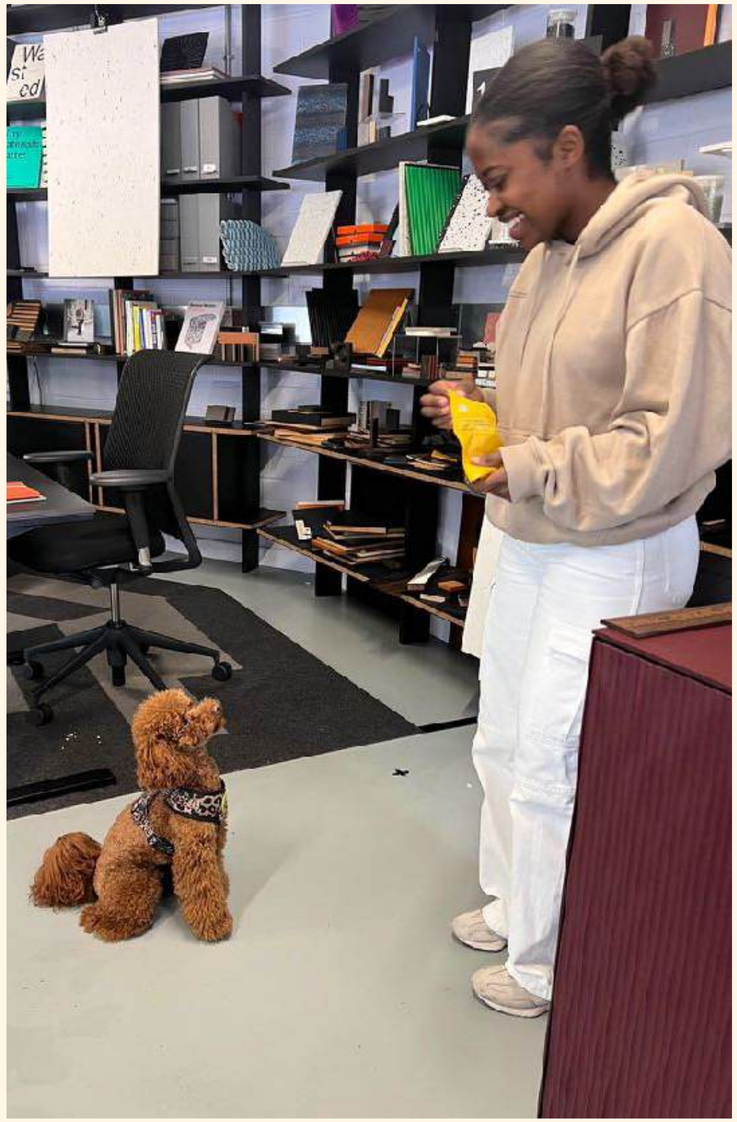
- Water, waste and electricity usage tracked to establish targets
- GHG emissions Scope 1+2 tracked and offset
- Build on saving material, pallets, samples, team cosmetics

Governance

+ We meet our commitments to social and environmental impact even when it doesn’t drive profitability
+ Our mission is to keep materials valuable forever, expanding Material Rescue take back programme
+ Board of Directors review social and environmental goals
+ Team KPIs include social and environmental goals
+ Manager job roles include social and environmental responsibility

+ We have formal processes to gather information from stakeholders via surveys and forums
+ Board of Directors oversees executive compensation and includes an independent Non-Exec Director
+ Our Whistleblower policy, Code of Ethics, Ethical Labour, Ethical marketing, Equity diversity and inclusion, Quality, Environmental policy, and Supplier code of conduct are published in our Team guide and on our website
+ Attending the Louder than Words Festival

Workers



Private healthcare

5% matched pensions

Wellbeing checks

76 paid hours volunteer

Culture calendar

75%+ skills advanced

Paws at work

Enhanced parental leave

9.2/10

Worker experience

0%

Attrition

LIVING WAGE EMPLOYER


116
hours
watched
MasterClass
LEARN FROM THE
WORLD'S BEST
14.2
per worker

Community

+ DesignCan, OpenCity + Built By Us patrons, Boxing for charity, Woodpeckers of Kent and ELBA Toy appeal donations
+ 31 Material Sessions sharing knowledge
+ Inclusive recruitment policy, EDI team training
+ Joined Rye Chamber of Commerce + Hackney Business Network relaunch
+ 50% women managers
+ Supporting Rye community skate project + Studio socials in London



Community - Sharing skills + knowledge



31 Material sessions







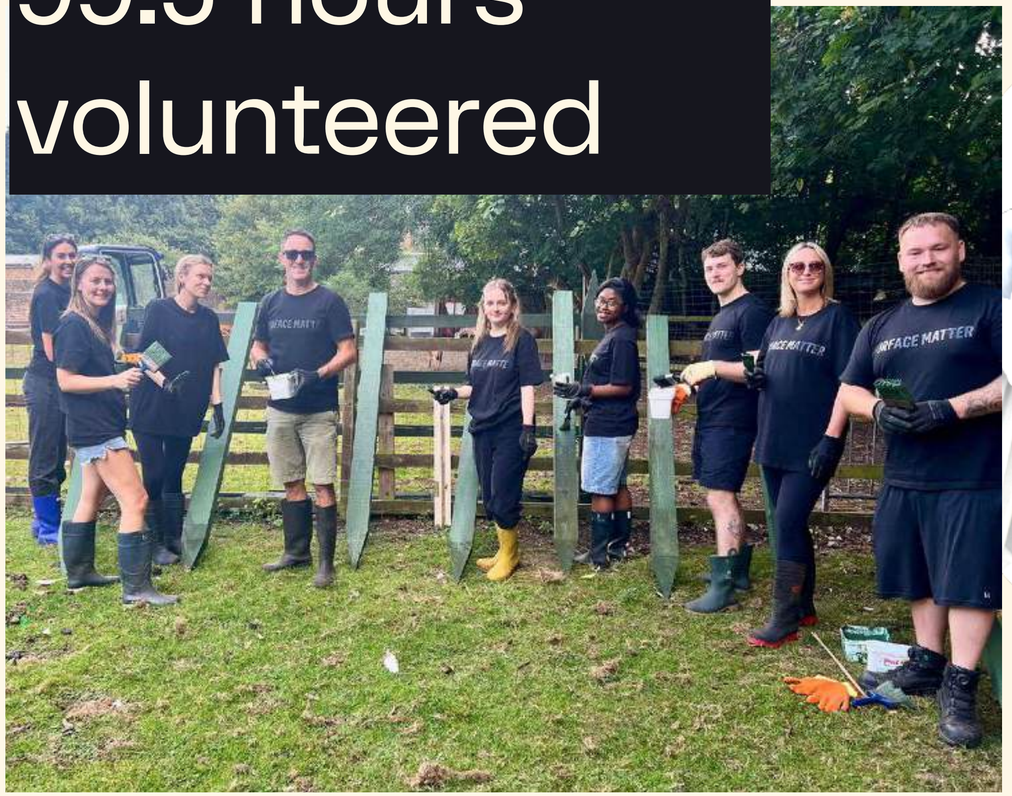


326 attendees



Community - Team volunteering

99.5 hours volunteered







HACKNEY CITY FARM

Give Blood

Disability Living Allowance (DLA)

BEACHCLEAN

built by us

Environmental

+ 8.4 tonnes material saved from landfill
+ 146 tonnes CO2 emissions offset
+ 743 kg Material Rescue re-used/repurposed
+ 15 facility improvements
+ 3rd party standards - EPD, HPD, REACH/SVG, Declare, Carbon Footprint, Greenguard, M1
+ Culture calendar water saving week, plastic free July, Recycling and Material Rescue campaigns

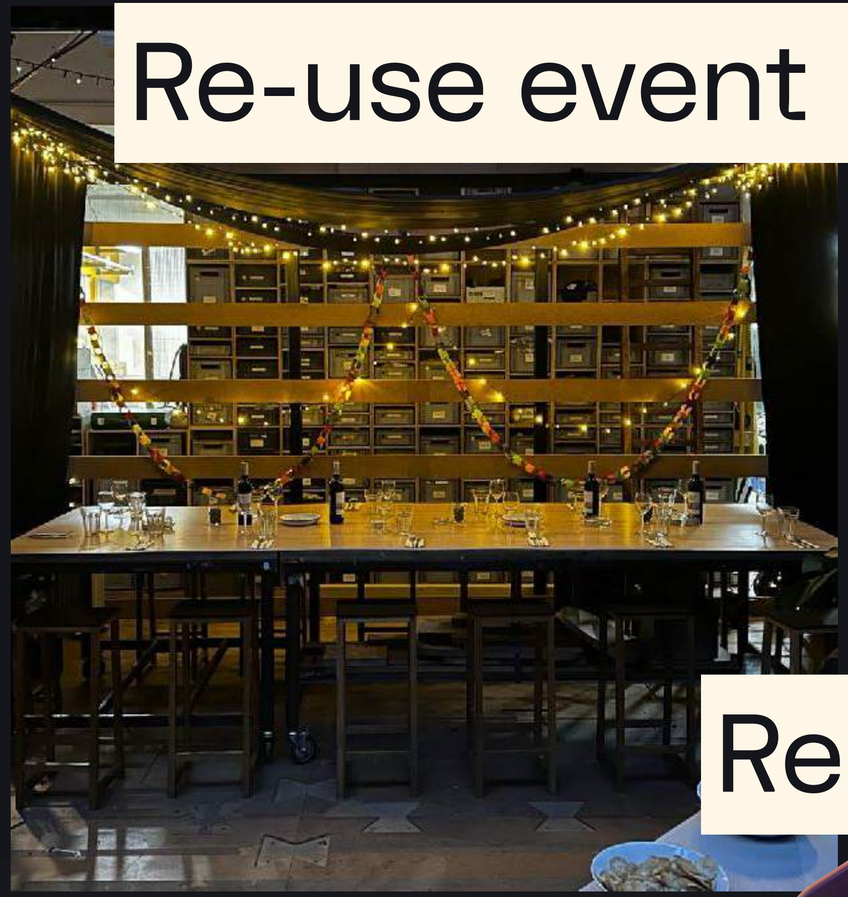


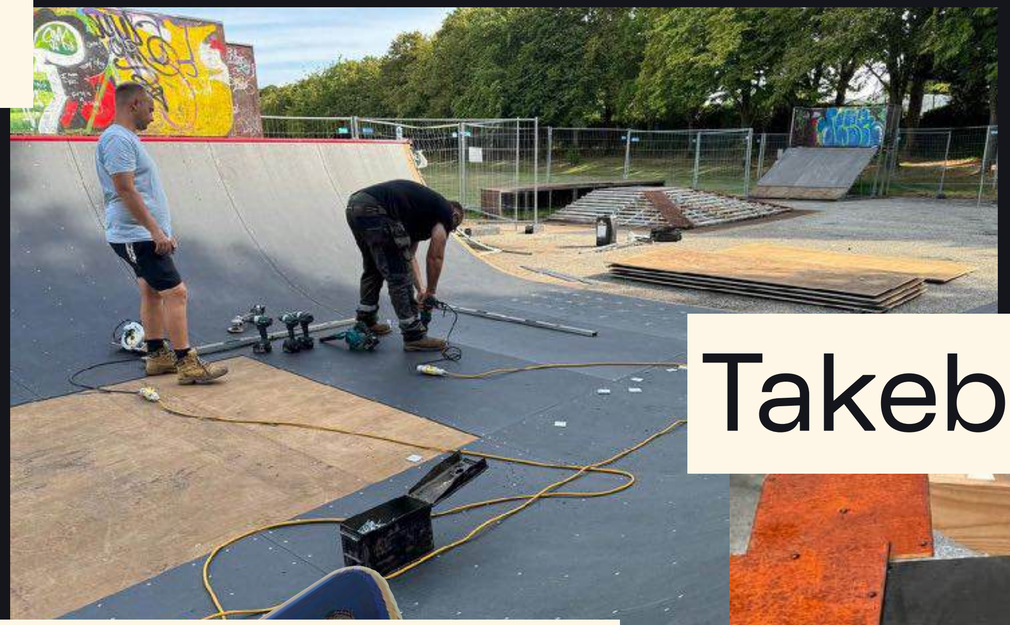
Material Rescue
A takeback service

8.4	Tonnes saved
743	Kg reused



Re-use event

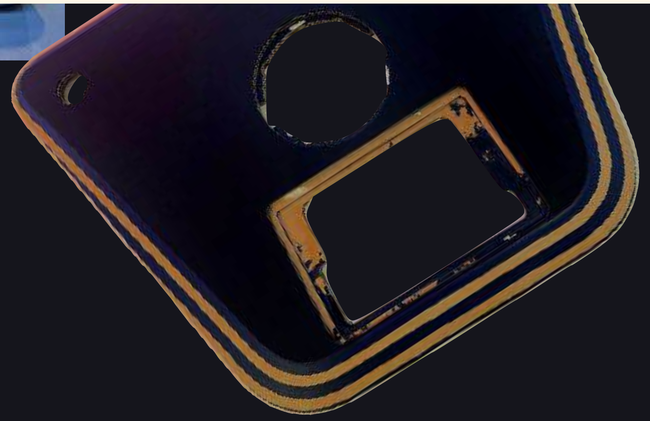




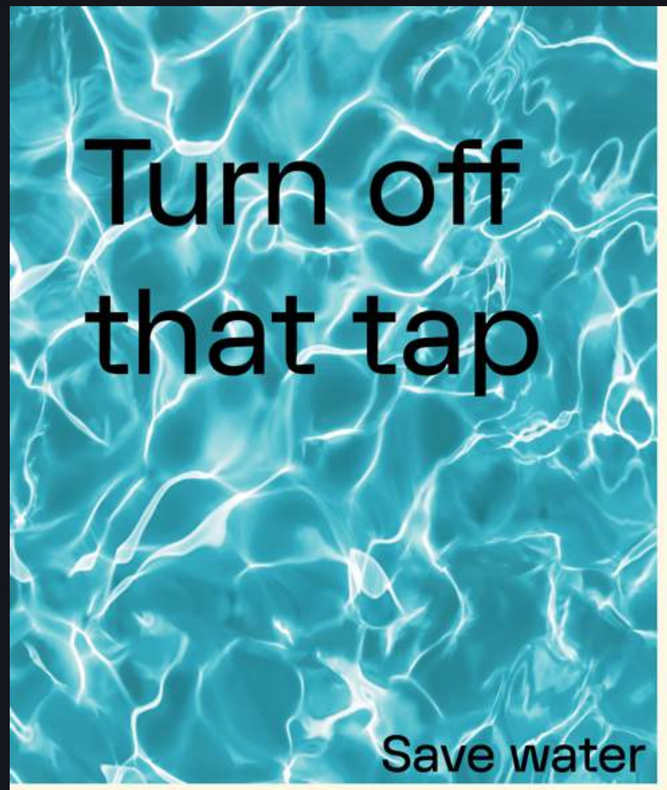
Takeback



Re-purpose



Material Rescue
A takeback service



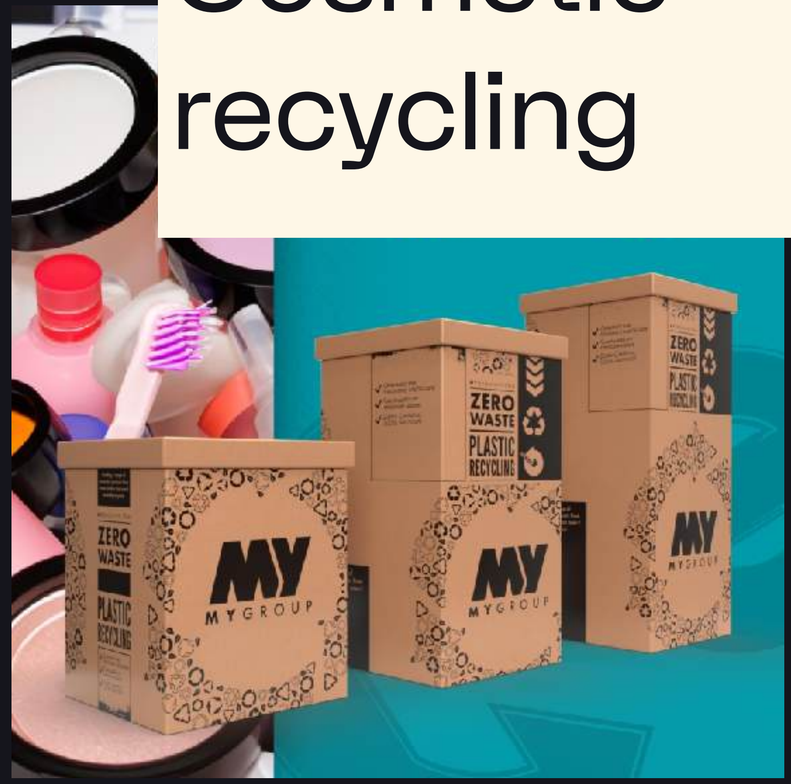
Water saving week

Plastic free July





Cosmetic recycling



Customers

+ Feedback survey
+ Automated delivery notifications
+ Recycling + material rescue info



8.0/10

Happy with experience

+would recommend

I've had a really great experience with Surface Matter. I came to them for a furniture project made out of Durat (a material with post-industrial recycled plastic), and I found them to be knowledgeable, extremely helpful and friendly to deal with. I was given all of the information I needed to make good decisions, they were also happy to make recommendations for potential fabricators in my area. I wouldn't hesitate to go to them again for future projects.

Absolutely outstanding. Especially with regards to their customer support. The lady I spoke with was extremely friendly and knowledgeable while discussing my order, and she went above and beyond to help me with everything I asked about - thanks for being so patient with me! I'm chuffed to bits with how everything went, and I look forward to buying from Surface Matter again in the future.

Up next...



Governance
– Better Business Act
– Stakeholder engagement

Workers
– Climate Travel, Living Pensions
– Volunteering and training targets

Community
– Carbon Literacy and neurodiversity training
– ReLondon, People, Planet Pint

Environment
– Supply chain toxin remediation
– Carbon footprint + offsetting targets
– Energy reduction

Customers
– Material Rescue, Stakeholder + Focus groups
– Refurb + residential services

Change shouldn’t mean waste

SM

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