



# Impact report

May 2026

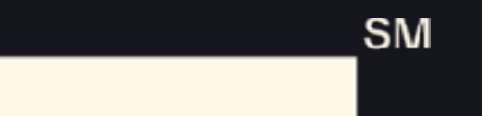
Materials used better

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

Certified

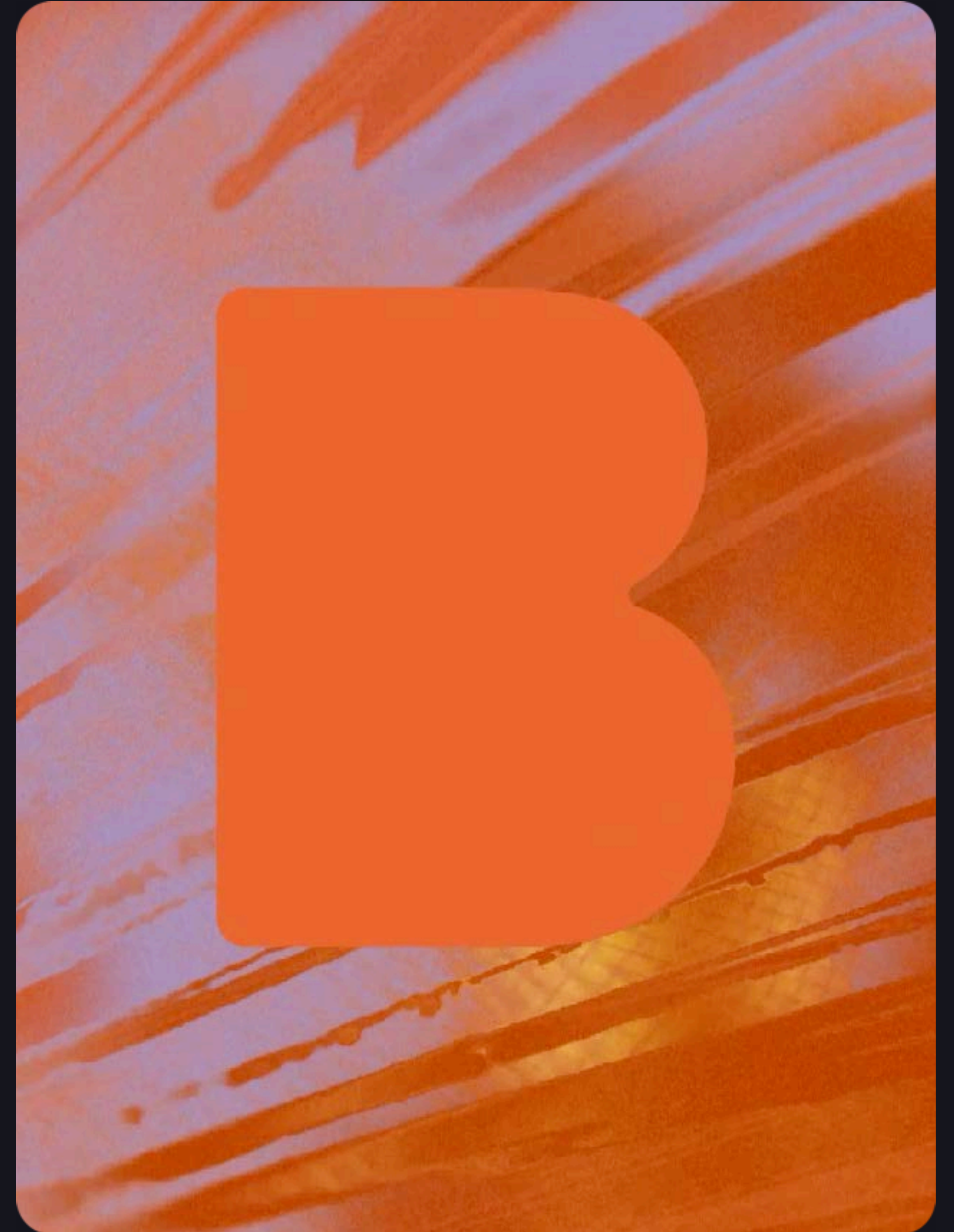


Corporation



# 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
- May 2025 First Impact Report



# Certified B Corp

Certified

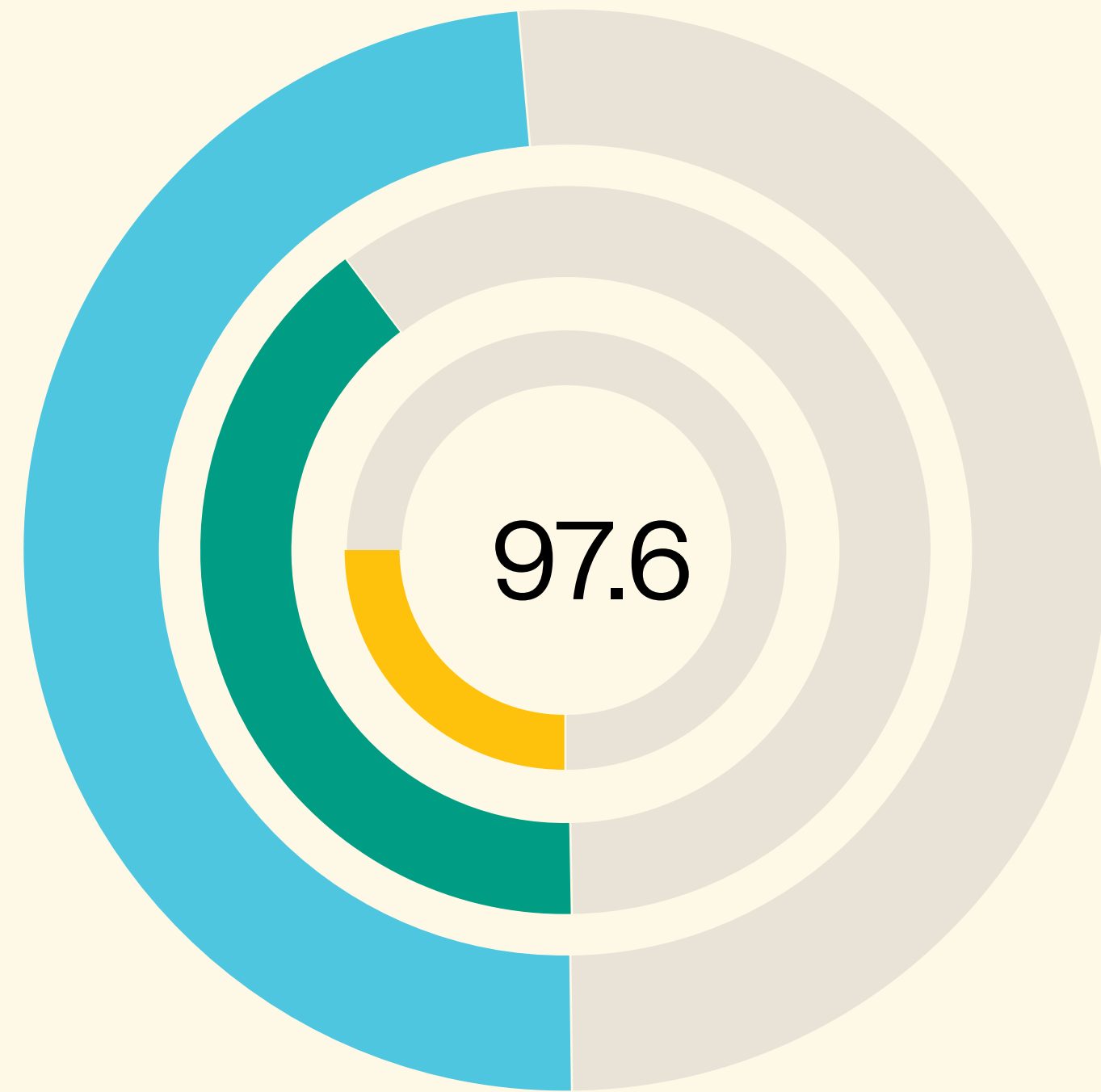
May 2024

Impact Report

May 2026

Recertification

Nov 2027



Max points  
Qualifies for B Corp  
Surface Matter  
Ordinary businesses

Customers

Environment

Community

Workers

Governance



Certified



Corporation

## The journey continues

Since we started in 2013, we've believed in working with great people, looking at the bigger picture and finding better ways forward. Joining the B Corp movement in 2024, gave us a stronger framework to guide our day-to-day actions, challenge ourselves to improve and strengthen our commitment to keeping valuable materials in circulation.

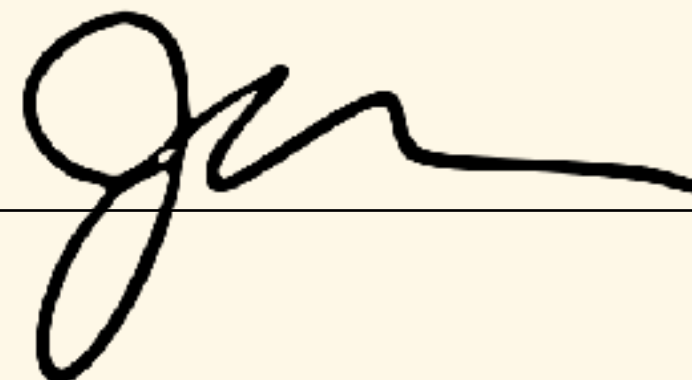
Over the past year, we've continued building on that foundation. We became Living Pension accredited, introduced Low-Carbon Travel Days and an Electric Car scheme, and certified 40% of our team in Carbon Literacy. We also moved to 50% women ownership, supported environmental fundraising initiatives like Project Salt Run, joined the Blue Earth Summit and led sessions during B Corp Month to help encourage wider conversations around responsible business.

Alongside this, we officially launched Material Rescue — a dedicated initiative focused on extending material lifecycles through takeback, reuse, repair and recovery strategies designed for the built environment.

As our business grows, so does our understanding of the responsibility that comes with it. We're continuing to strengthen our governance, deepen engagement with our stakeholders, improve how we support our clients across industries and countries, and prepare for the next generation of B Corp standards.

This report shares the progress we've made so far, the areas where we still need to improve, and the steps we're taking next.

Still learning. Still improving. Still moving forward.



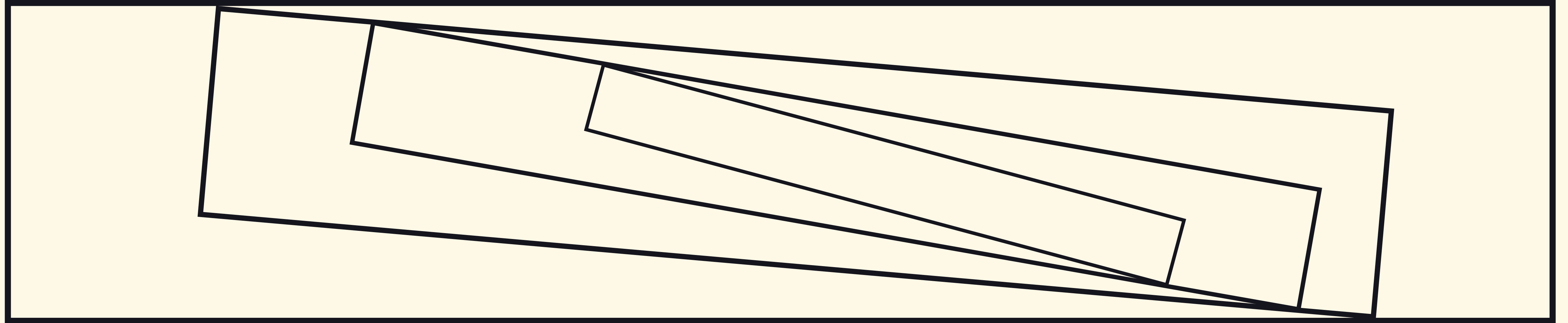
Jane Campbell  
Strategy Director

# Materials used better

At Surface Matter, we believe even the trickiest materials have BIG POTENTIAL.

Whether you're choosing something beautiful or organising a takeback, we're here to help you keep quality materials valuable forever.



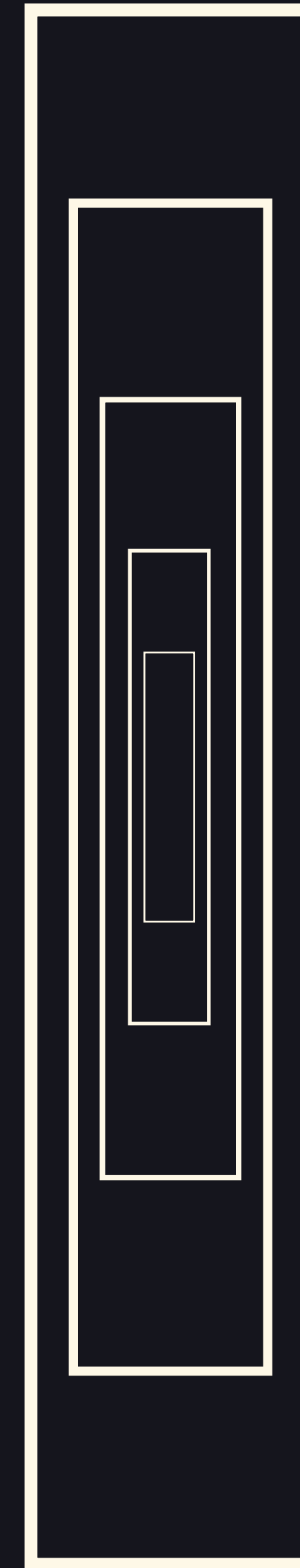


## The world moves fast

There's always pressure to keep up, with new ideas and renovations. To stay relevant or just survive, you need to create, adapt and change regularly. But change shouldn't mean waste.

# Material Potential

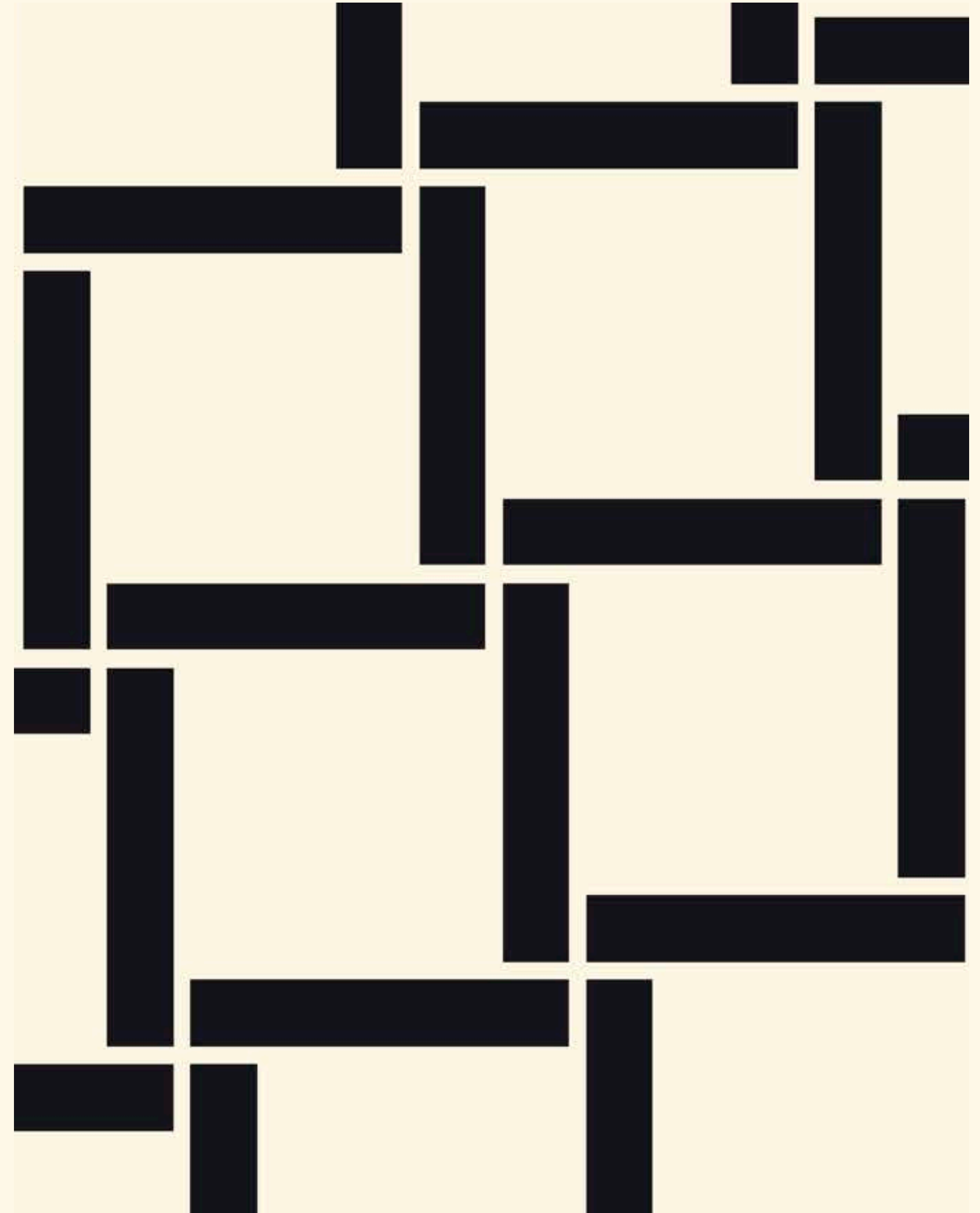
We exist to keep quality materials in circulation to give people opportunities to make better design choices because change shouldn't mean waste.



# Valuable Forever

We want to live in a world where single-use is singled-out, where we can equip everyone to make materials more useful, with every use.

Shapeshifting what we already have instead of harmfully going after new, adding value with every lifecycle.



# Our values

Brave responsibility	Whole truths	People first	Form <u>and</u> function
<p>We're not afraid to take on problems other people avoid. Even if we don't have all the answers or something won't be hugely profitable straight away, we've got a sense of duty to bring it into the fold. We love a side challenge.</p>	<p>No lies. And more importantly, no white lies. Where others jump on the green bandwagon and exaggerate, we're truthful about how sustainable our business is and where we're at. This extends to our customers too – if we think your project would be better tweaked, we'll tell you.</p>	<p>It's a cliché, but good partnerships really are crucial to us. We're all about people, with high standards on the kinds of people we work with and how we treat them in return. We've built industry-wide connections on shared values.</p>	<p>We're practical and pragmatic, always geeking out on the tiny technical details that make a material fit for purpose. But we also love design. (You'll never see us with a tacky leaflet or a boring display stand.) This eye for both makes us the perfect bridge between manufacturers and designers.</p>

# We said...



## Governance

- Better Business engagement ✓
- 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 ✓

## Governance

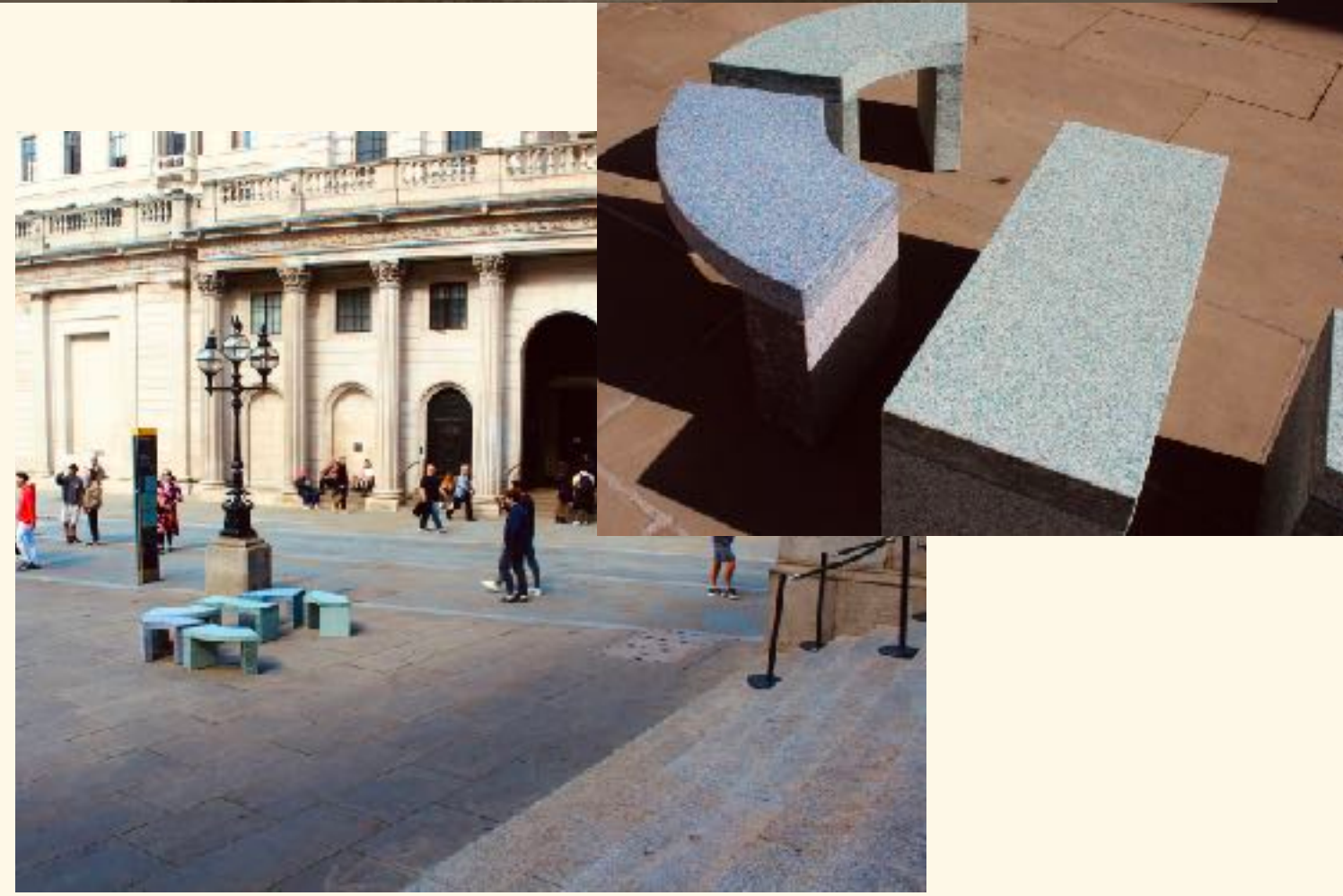
### Better Business Act, Network & Industry Engagement

Over the past year, we strengthened our engagement with the Better Business Network and Better Business Act, contributing to discussions around the future of the built environment and responsible business. We also supported Project Salt Run as a key sponsor and continued participating in Carbon Literacy workshops, networking sessions and wider B Corp community events, Blue Earth Summit and Circular Economy Week

### Stakeholder Engagement

We introduced new ways for customers and stakeholders to share feedback across deliveries, newsletters and communications. While response rates remained low — something echoed by many businesses in our sector — we'll continue exploring more effective ways to encourage open dialogue and meaningful engagement. We also implemented a Culture Committee to allow team members to shape our volunteer, impact and team activities as well as highlight Social & environmental campaigns and our Culture calendar

# Stakeholder Engagement



# Workers

Climate Travel,  
Living Pension  
Certified ✓

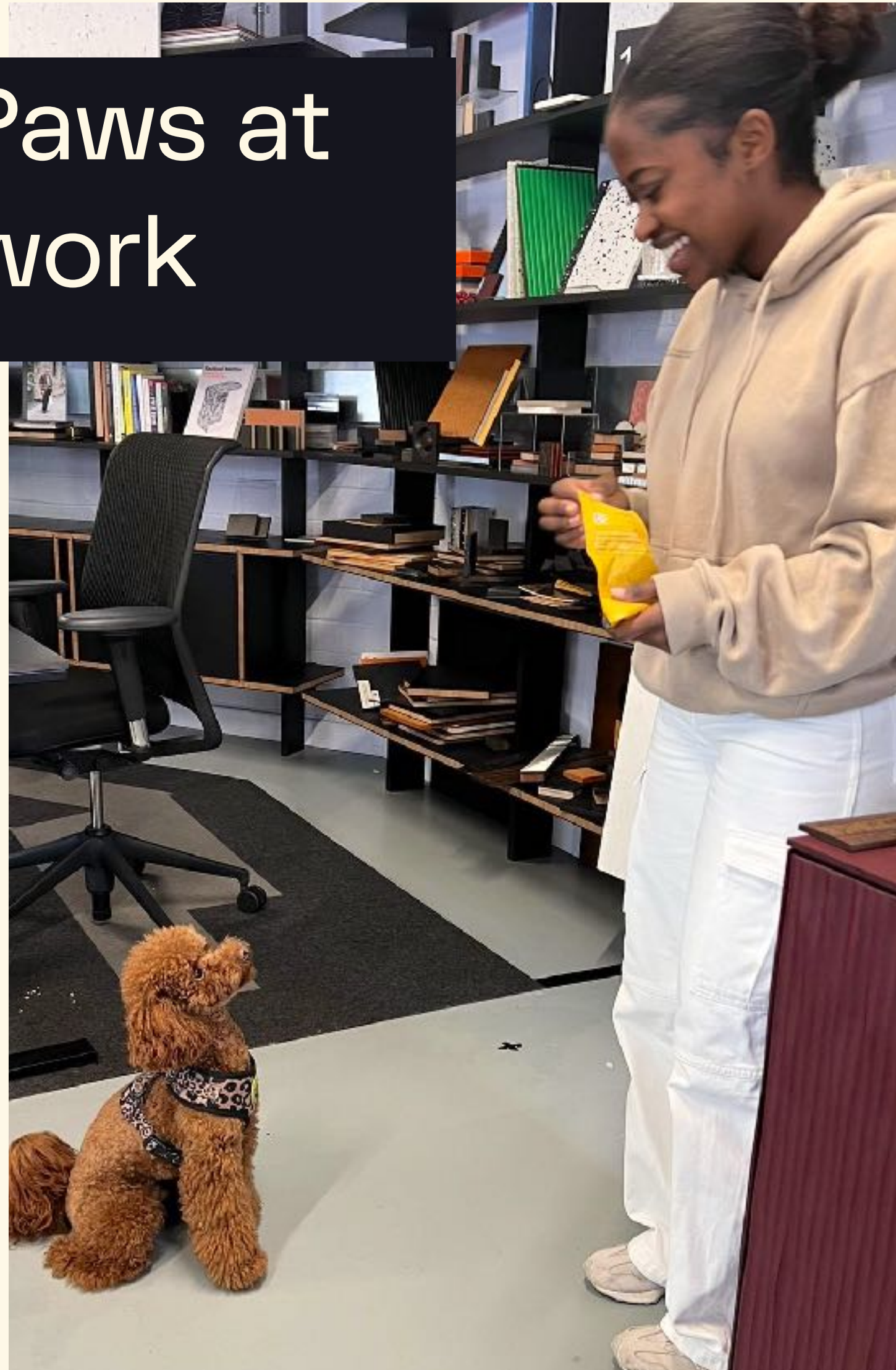
We became Living Pension accredited, introduced Low-Carbon Travel Days and an Electric Car scheme for our team.

Team volunteering  
& training  
Development ✓

We implemented volunteering and training targets, promoting volunteering opportunities, with highlights on team success stories and a wider litter picking day in a nature reserve. While overall volunteering hours reduced from 99.5 hours, engagement within the team increased to 90% using paid volunteering hours, and overall training hours increased 25%

# Impact - Our team

Paws at work



Private healthcare

5% matched pensions

9.2/10 Worker experience

Wellbeing hotline

27 hours paid volunteering

0% Attrition

Culture collective

70%+ skills advanced

Enhanced parental leave

Low carbon travel days





146 hours

Training /  
workshops



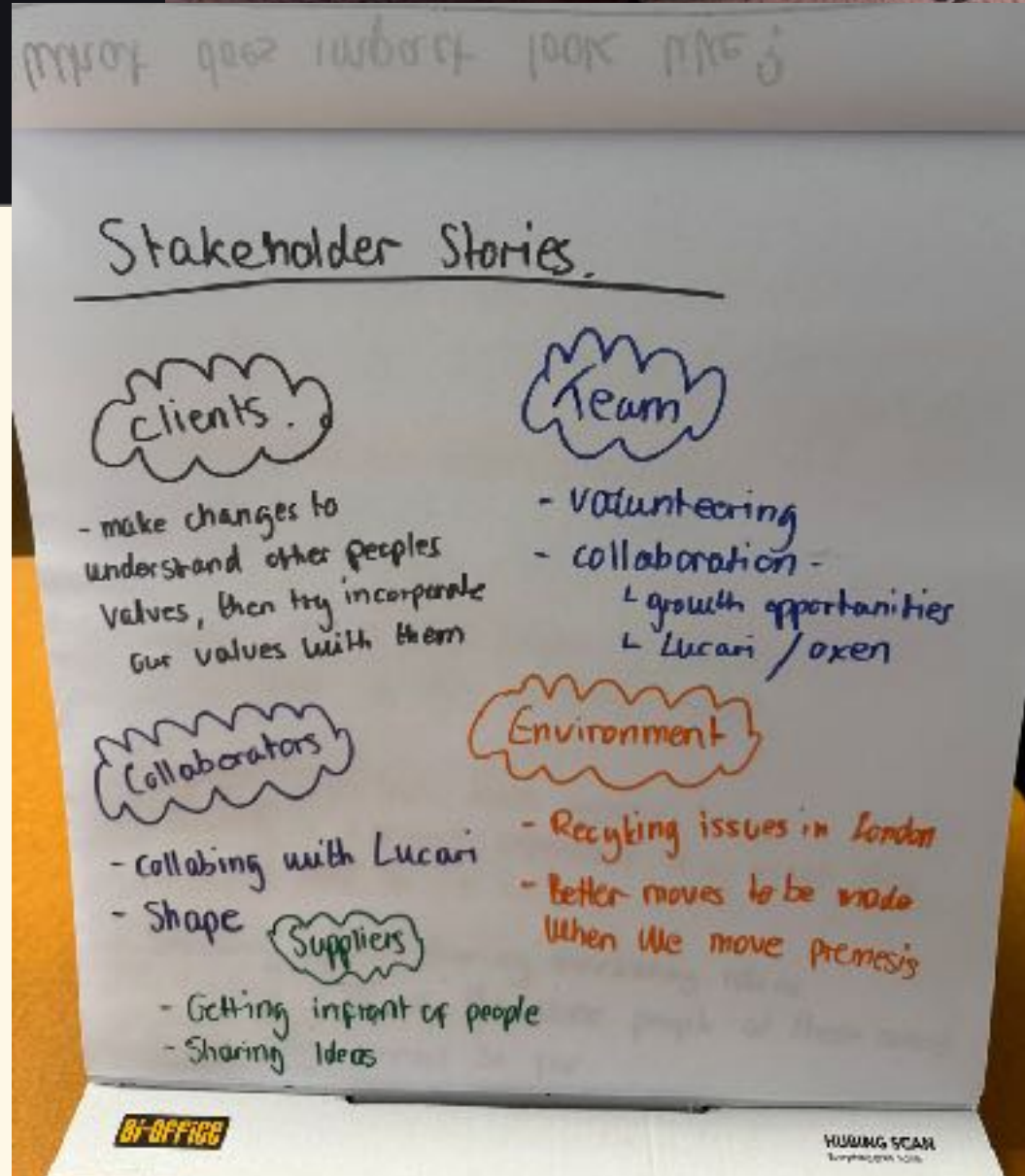
KENT B CORP IMPACT  
SUMMIT



40% team

Carbon  
literacy

# Team



## LOVE YOUR PET DAY

LUNA THE STAFFY



Luna belongs to the Camburn fam and celebrated her 1<sup>st</sup> birthday in 2026.

She has a sophisticated palate, enjoying buttery toast + licking marmite crisp packets.

GUS THE HAMPSTER



Gus, The Russian Dwarf hamster, loved keeping in touch with friends + family on FaceTime and Wotsits.

SALLY THE BOXER X STAFFY



Sally was a beautiful rescue dog who brought lots of joy to Charlie + Adam's life.

She loved sofa snuggles, chasing balls, looking out for Raffy, and being the best nap buddy.

Rest in Peace Sally Sausage

OZZY THE TOY POODLE



LURCHERS MAISY + ZEUS



Maisy is a Saluki x Whippet. Zeus is a beautiful black and red Belgian Malinois.

The mum + son duo love long beach walks. You'll catch Zeus playing fetch for hours whilst Maisy is busy eating everything in sight.

MAISIE THE WAUZER



Meet Maisie, the Westie x miniature schnauzer who has been busy ruling Ceili's life since 2012.

A real lady who loves to boss big dogs around and cock her leg up when she wees.

She now spends most of her time napping. Respect

THE WAREHOUSE MANAGERS POPPET + NELSON

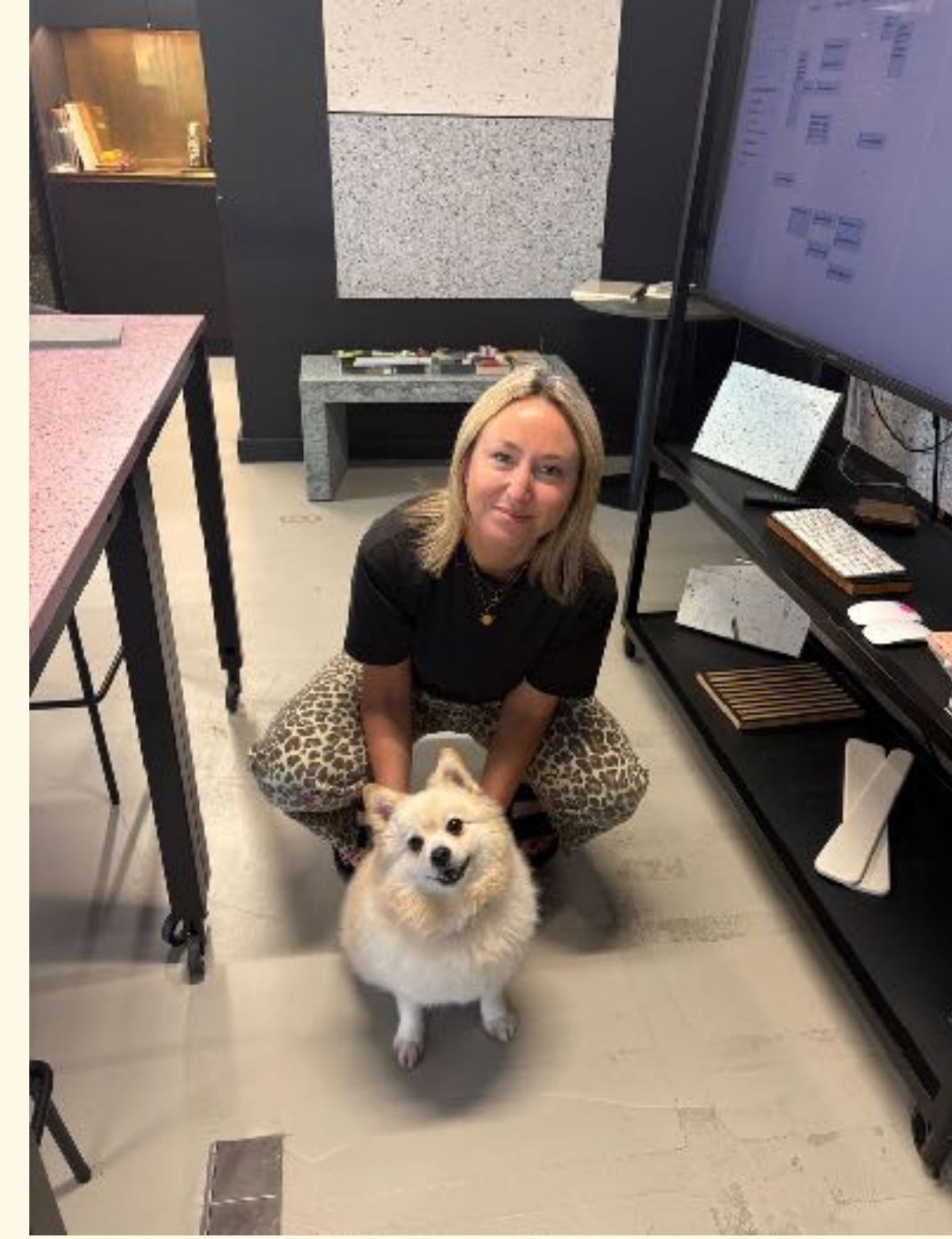


These two need very little introduction.

The warehouse OGs who have been running the warehouse operation recently.

Still adjusting to job sharing since Nelson appeared on the scene, we hope this will be the beginning of a long and fruitful partnership.

## LOVE YOUR PET DAY



# Community

## Carbon Literacy & Neurodiversity training

We certified 40% of our team in Carbon Literacy.

While neurodiversity and wider JEDI training remains a goal for next year, updated guidance highlighted the importance of creating more open and meaningful discussion spaces for our team size. Next year we plan to focus on facilitated team discussions around inclusion, fairness, opportunity and workplace experience to help shape future actions and training priorities.

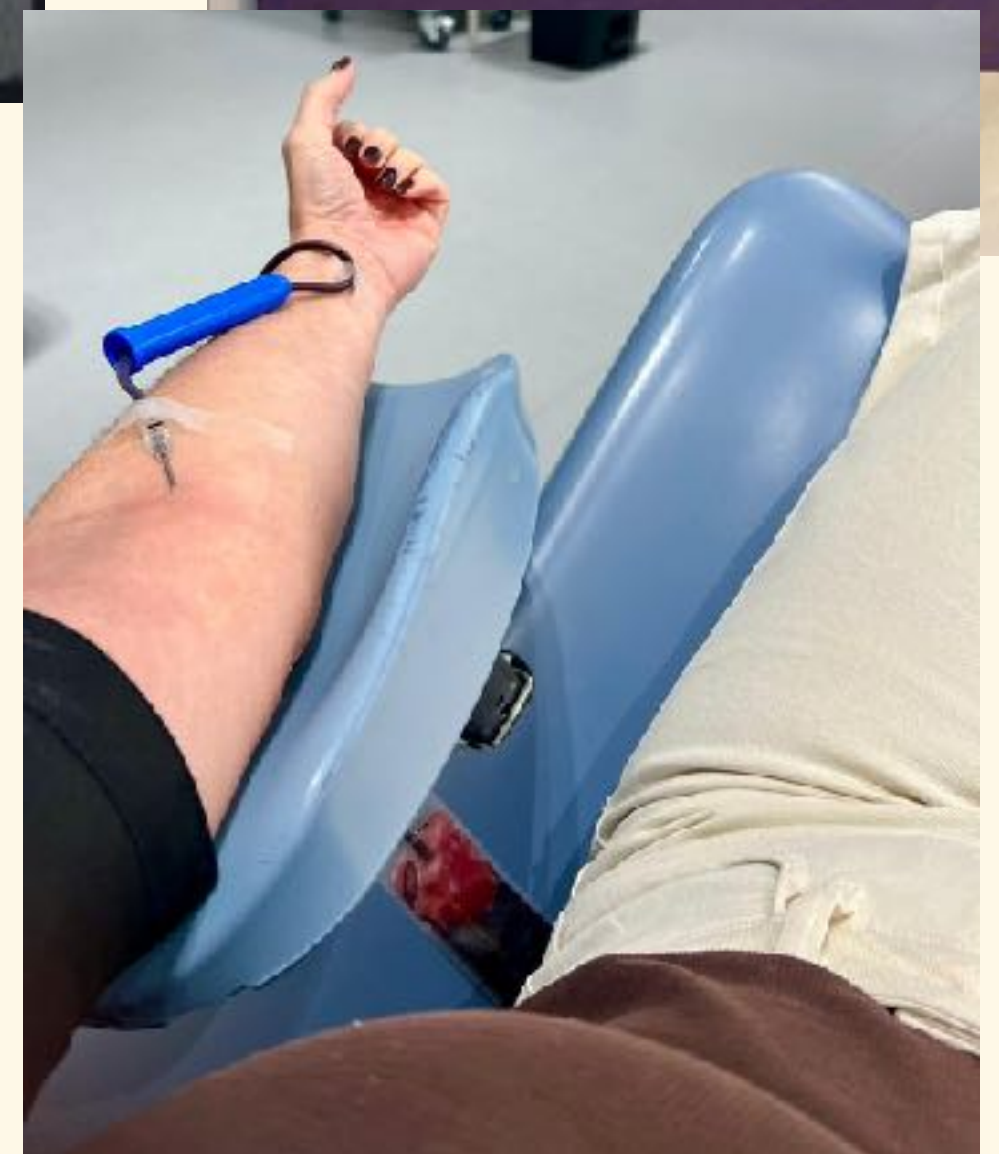
## Collaboration Local Impact: ReLondon, People, Planet Pint

We continued engaging with organisations and initiatives including ReLondon and Circular Economy Week, attending People Planet Pint meet ups, and the Better Business Network to share knowledge, strengthen connections and support wider conversations around sustainability and circularity. We also supported environmental fundraising efforts through Project Salt Run via the Better Business Network

# Impact - Community

56 hours volunteered


100% team using paid hrs



# Community



BETTER  
BUSINESS  
NETWORK

  
built by us







Alone, we are a business.  
Together, we are a movement.


 



# Environment

Supply chain toxin improvements 

We successfully transitioned from single use plastic microfibre cloths to bamboo compostable cloths, for fabricators and care and maintenance programmes. We added a new fully recycled/recyclable material to our offering, and all our materials are REACH/Red List approved.

Carbon footprint & offsetting targets 

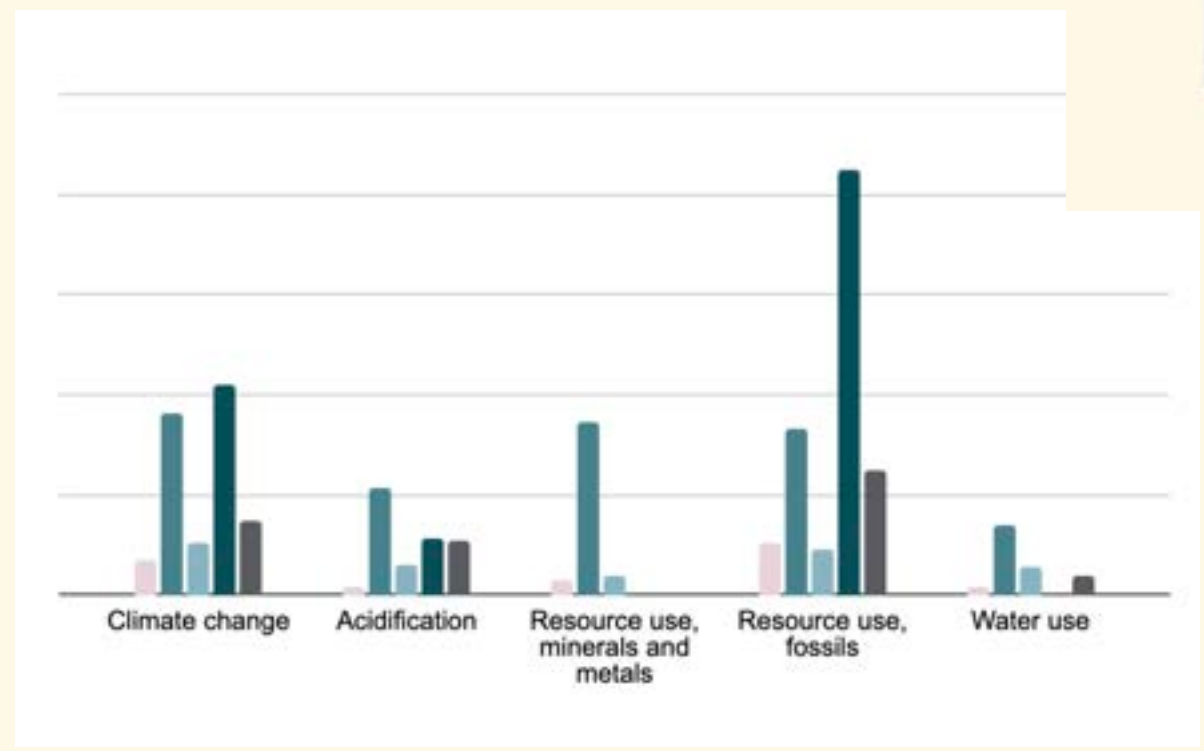
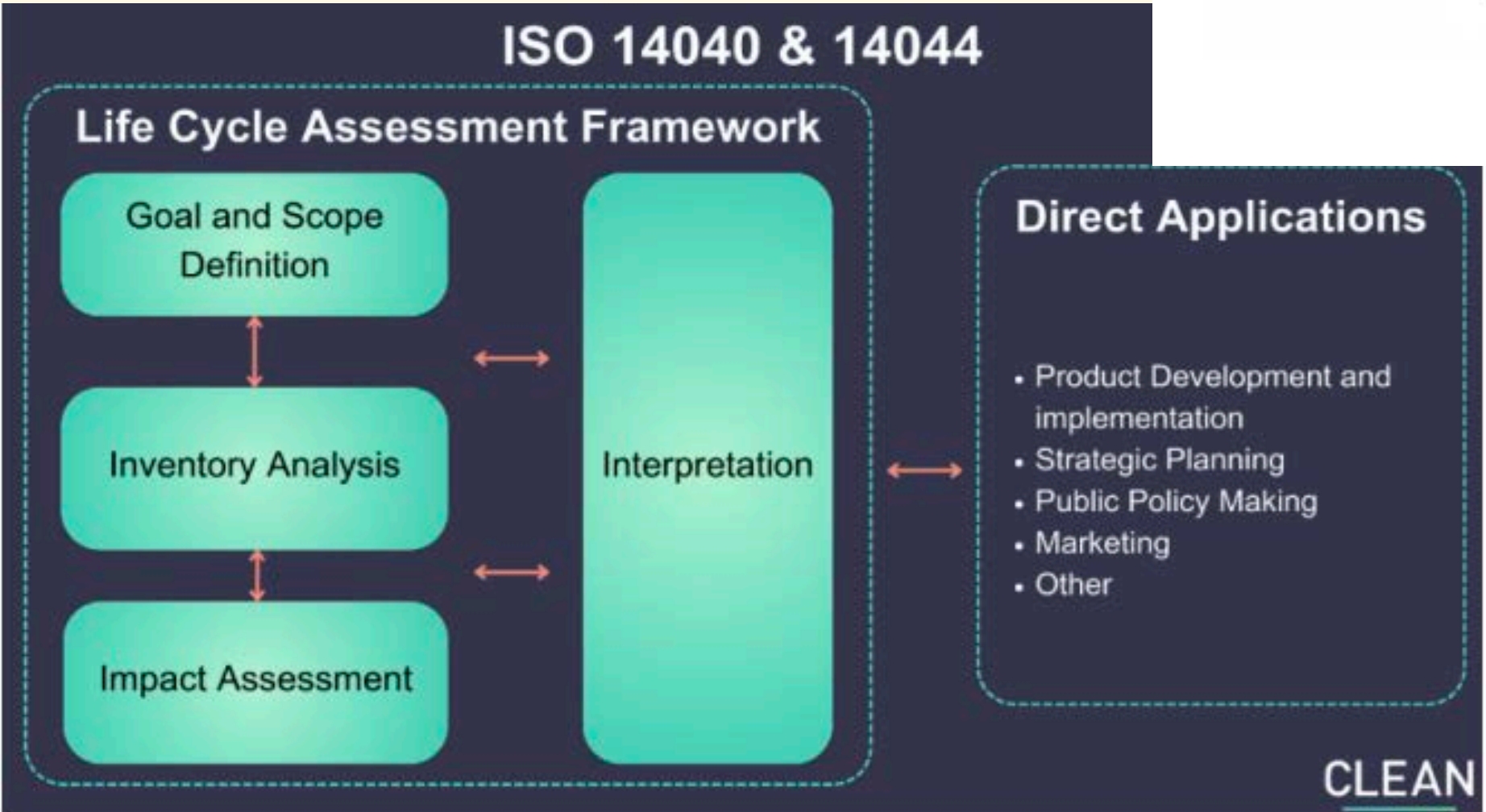
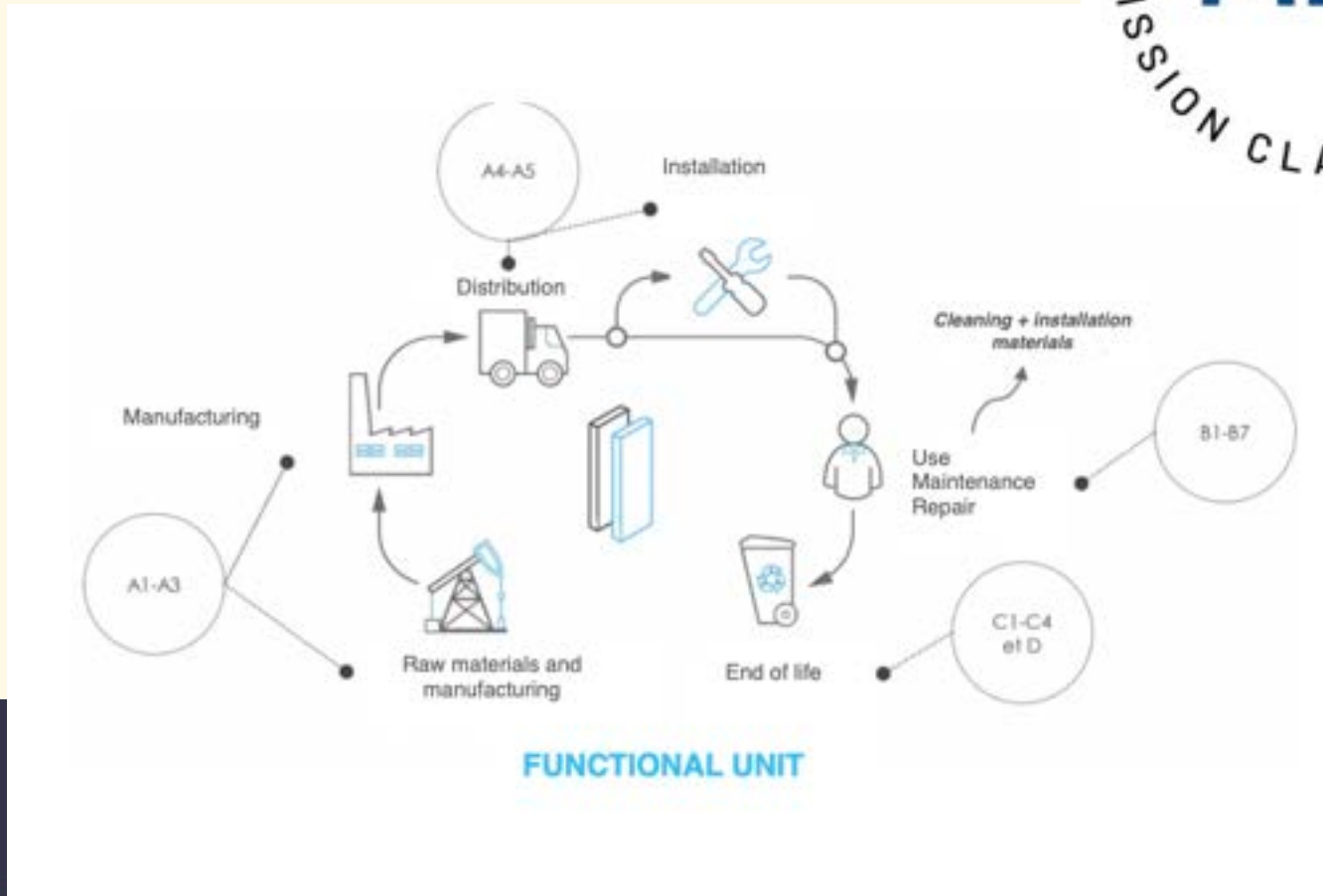
We set carbon footprint targets, agreeing to continue to track our Scope I & II emissions, and committed to offsetting these through verified projects while also reviewing Scope III opportunities to reduce our wider impact

Energy reduction 

We reduced our electricity consumption by 1% - and this was achieved despite implementing the Electric Car Charging for our team

# Environment


1% energy reduction YOY



# Customers

Material Rescue   
Stakeholder +  
Focus groups 

This year marked the official launch of Material Rescue — now a fully fledged company extending beyond takeback with a circularity initiative focused on reuse, repair, refurbishment and takeback strategies for the built environment. We engaged with impact led companies, hosting events and round tables to further fine tune this offering.

Carbon footprint &  
offsetting targets  


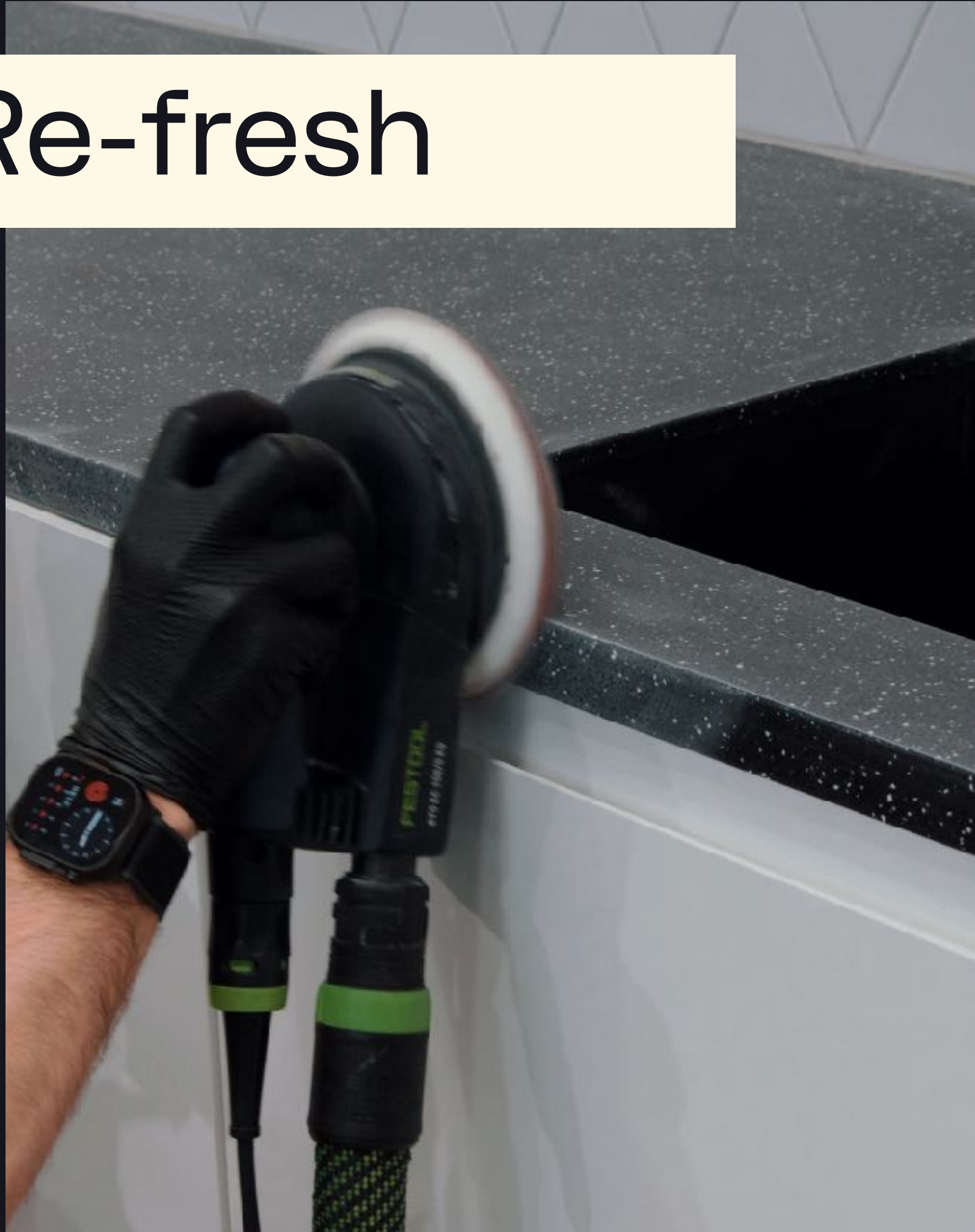
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Refurb + residential  
services 

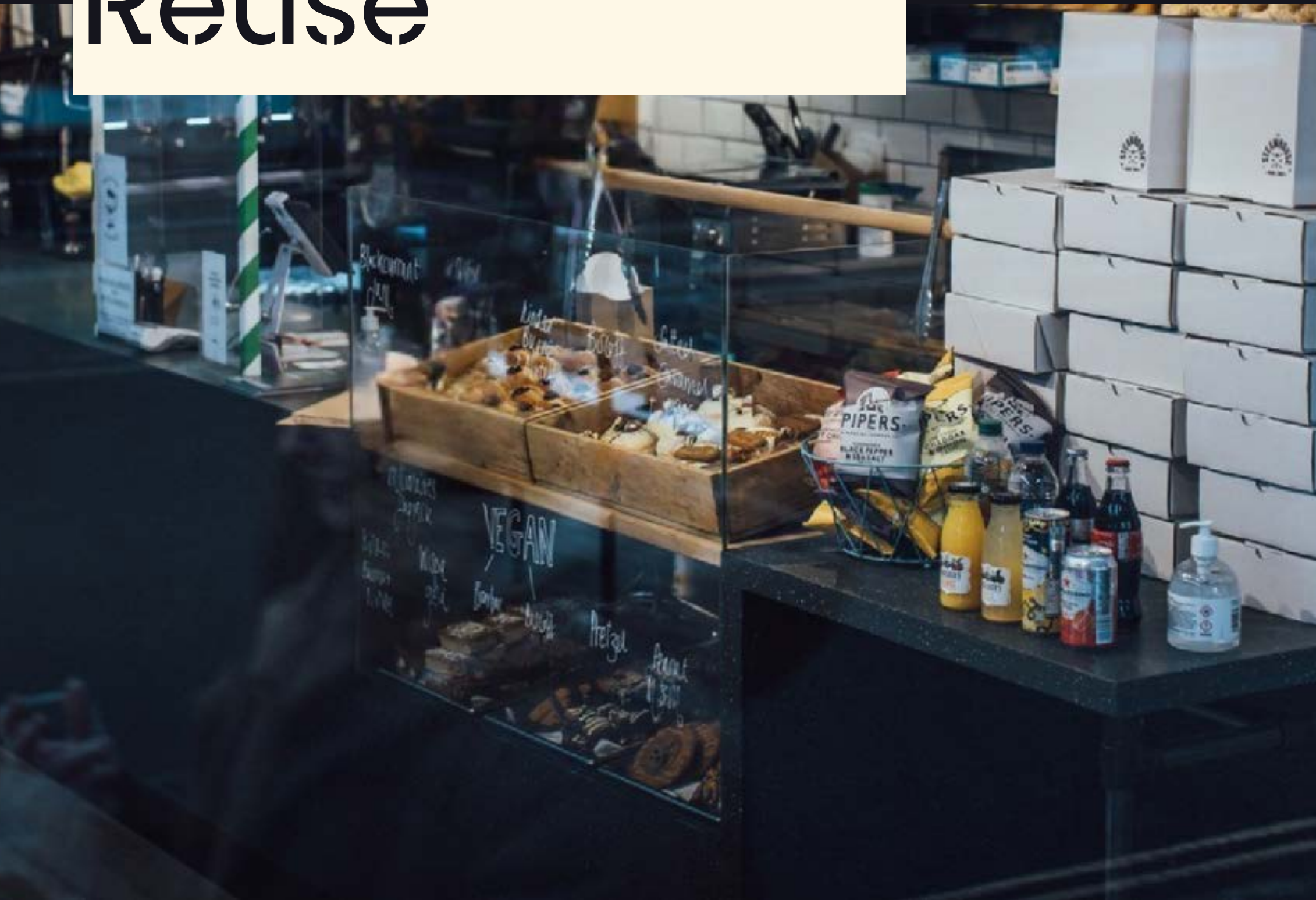
With new refurb and residential design sales to help clients access our materials in underserved areas, we continued engaging clients and stakeholders to explore practical ways to keep valuable materials in circulation for longer

# Material Rescue

## Re-fresh



# Reuse



Materials used better



# Adaptive reuse



Project Collected aesthetic  
Service Reclaim + Adaptive Reuse  
Industry Public realm + Private residence

# Material Rescue

Introducing... [materialrescue.co.uk](http://materialrescue.co.uk)

5	Service Refurbs
5	Furniture Takeback
169	Kg Material rescued
190	Kg Samples rescued
£6k	Rescue Sales



**Material Rescue**

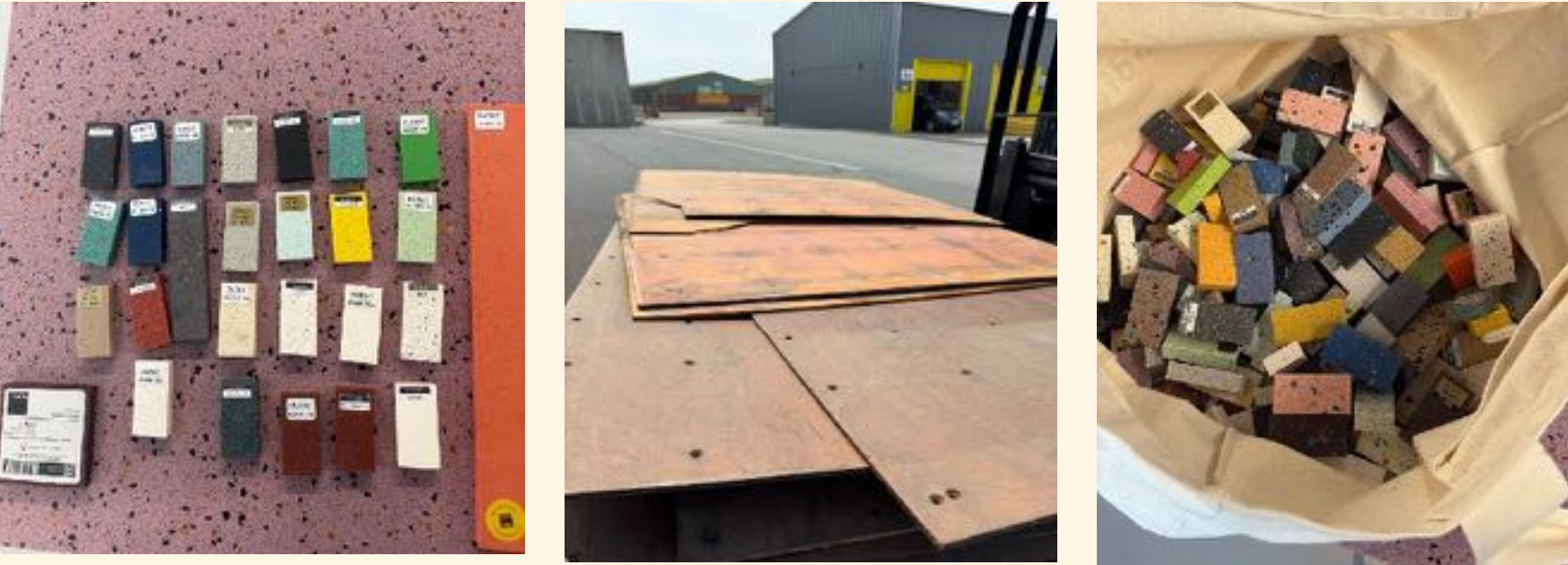
Services Industries Case Studies Shop

## Do more than Refit. Rescue.

Recycling and waste-to-energy incineration may cut waste from going to landfill, but create a different set of challenges - kicking the problem down the chain. Reuse cuts emissions, cost and waste and can significantly lower carbon impact.

Material Rescue recovers fit-out materials for refurb, resale or reuse. Whether you want to refurbish a single piece of furniture, or you're looking for greater circularity, we can work with you to find simple, sustainable solutions that give your materials a second life, protect your brand's IP and keeps valuable resources in circulation.

You design. You change.  
We take care of the rest.



Since 2024

9.36

Tonnes saved

2.255

Tonnes reused



# Up next...

### Purpose & stakeholders

- Material Rescue + Surface Matter jointly re-certify to new standards
- Stakeholder grievances policy and further work to improve engagement with clients and suppliers
- Streamlined internal & external comms to improve delivery and updates across touch points

### Fair work

- Culture collective autonomy, updating team survey and worker feedback channels for executive decisions

### Justice, Equity, Diversity & Inclusion

- JEDI focus group roundtable and updated EDI policy to include Justice

### Community

- Better tracking of free university training sessions as volunteer work, Wider charity reach

### Human Rights

- Suppliers to sign Code of Conduct, and we promote Living wage to them

### Climate action

- Climate action policy implemented

### Environmental Stewardship

- Reduction in polyethylene waste, with recycling partner identified

### Collective Action

- Material Rescue to join 1% for the Planet
- Thought leadership sessions expanded strategically focused on circularity and impact

Change shouldn't  
mean waste

