



WORK•LIFE

Impact Report

FY 2023

Letter from the founders

We're excited to be launching our first impact report, giving us an opportunity to reflect on our sustainability journey to date. The past year has been one of recovery and renewed optimism after a challenging couple of years for all of us, and what a year it has been. We've grown the team by hiring 34 more talented individuals, and we've welcomed 1,174 new members to our amazing community.

We set out in 2015 on a mission to make people's work-lives happier, making member happiness at Work.Life our North Star. Feedback from our members shows 91% are happier in their work-lives since joining Work.Life—a statistic we're proud

of that indicates we are delivering against our mission.

The nature of having a product which requires physical space for thousands of members, means our environmental impact is high and there's a lot of opportunity to drive a sustainability agenda. We've found the B Corp certification has provided a useful framework to help us shape our journey and with the buy-in from our members and landlords, this has allowed us to make good strides already towards our sustainability goals. We still have a lot of work to do, but we wanted to thank all of you who have engaged with us already on this journey towards becoming a better business.


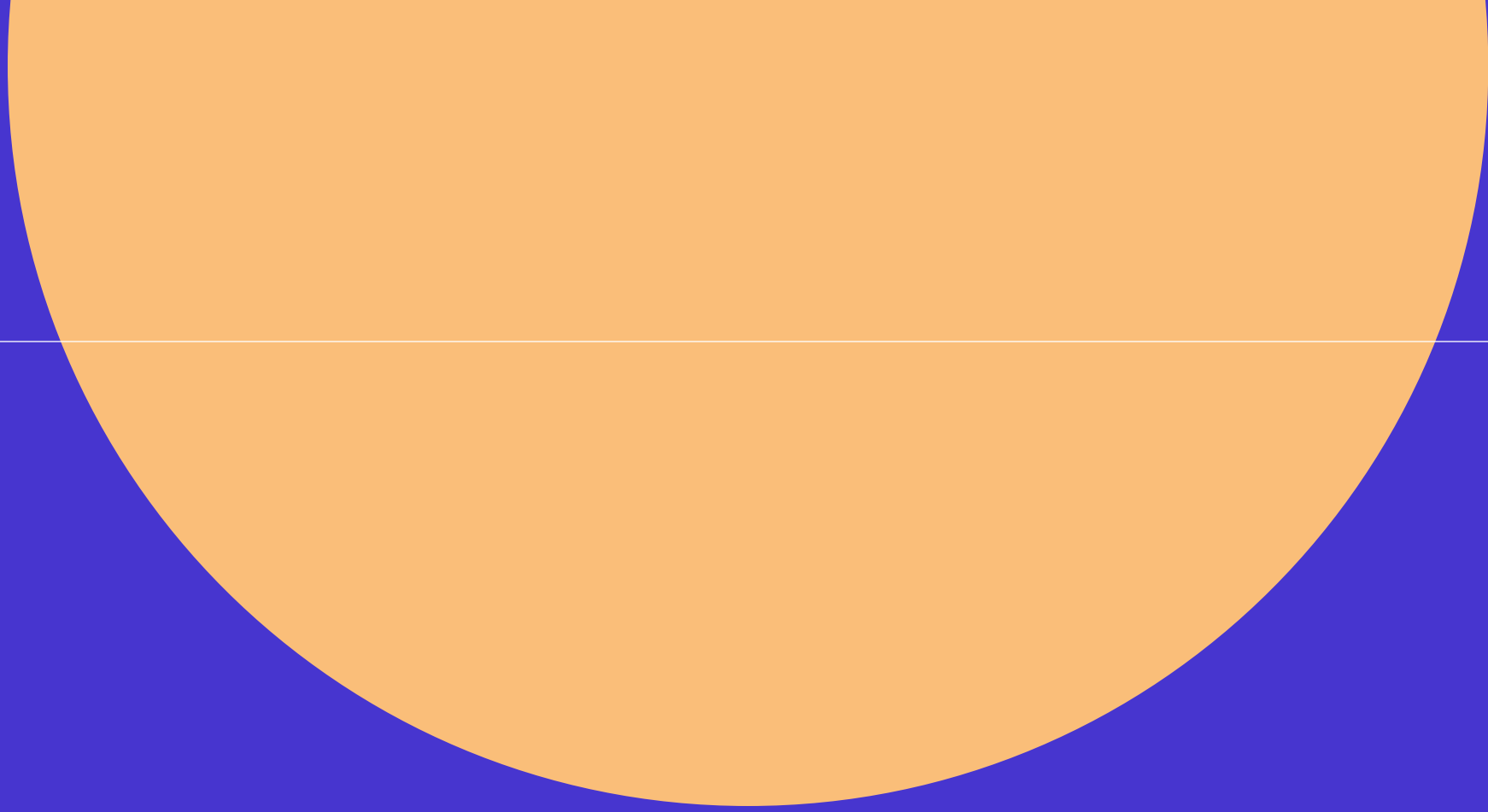

We hope you find the contents of this report an informative and honest reflection on what we've achieved, but also where there's room for us to improve and what's still to come.

Thank you



Elliot & David

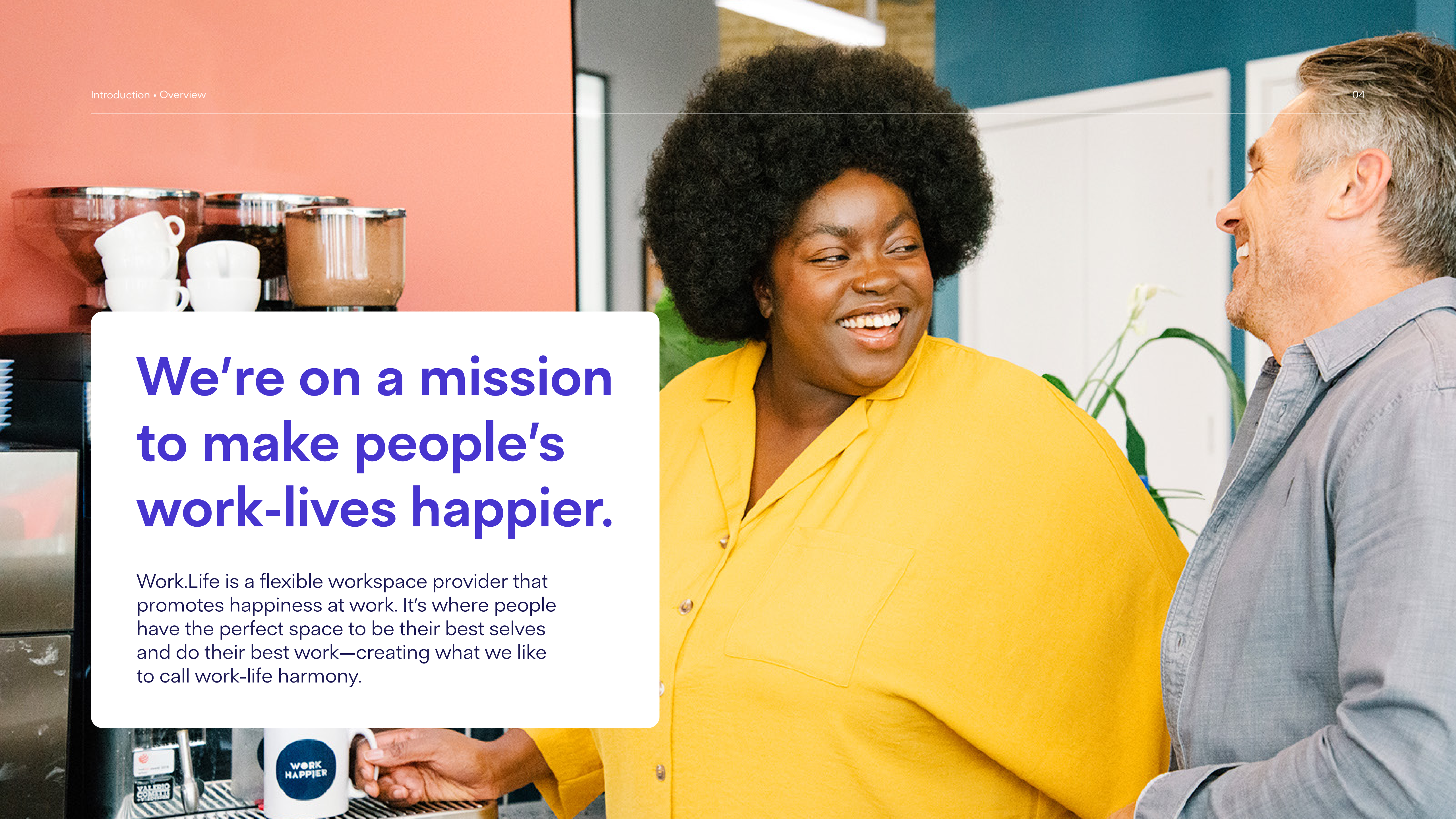




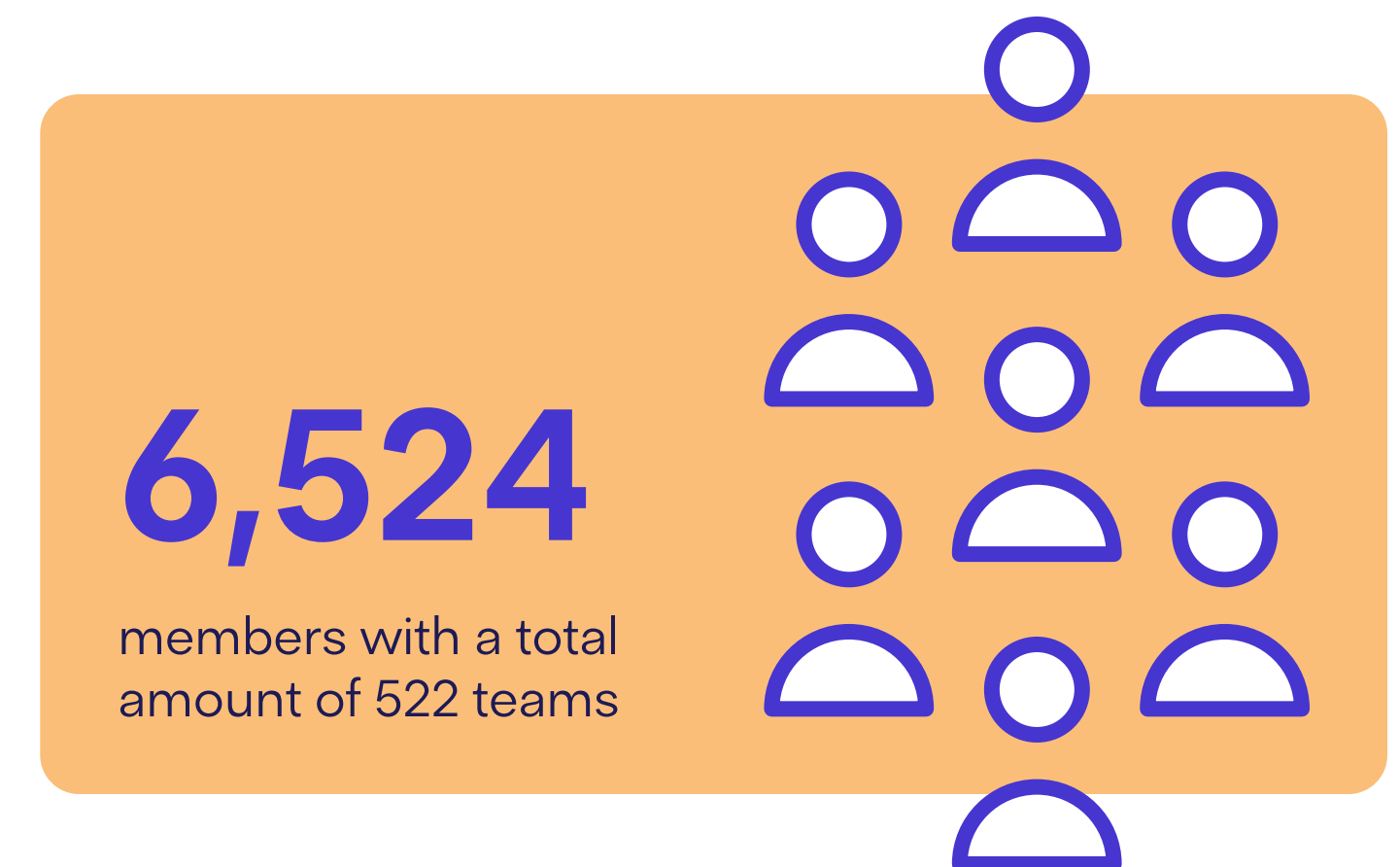
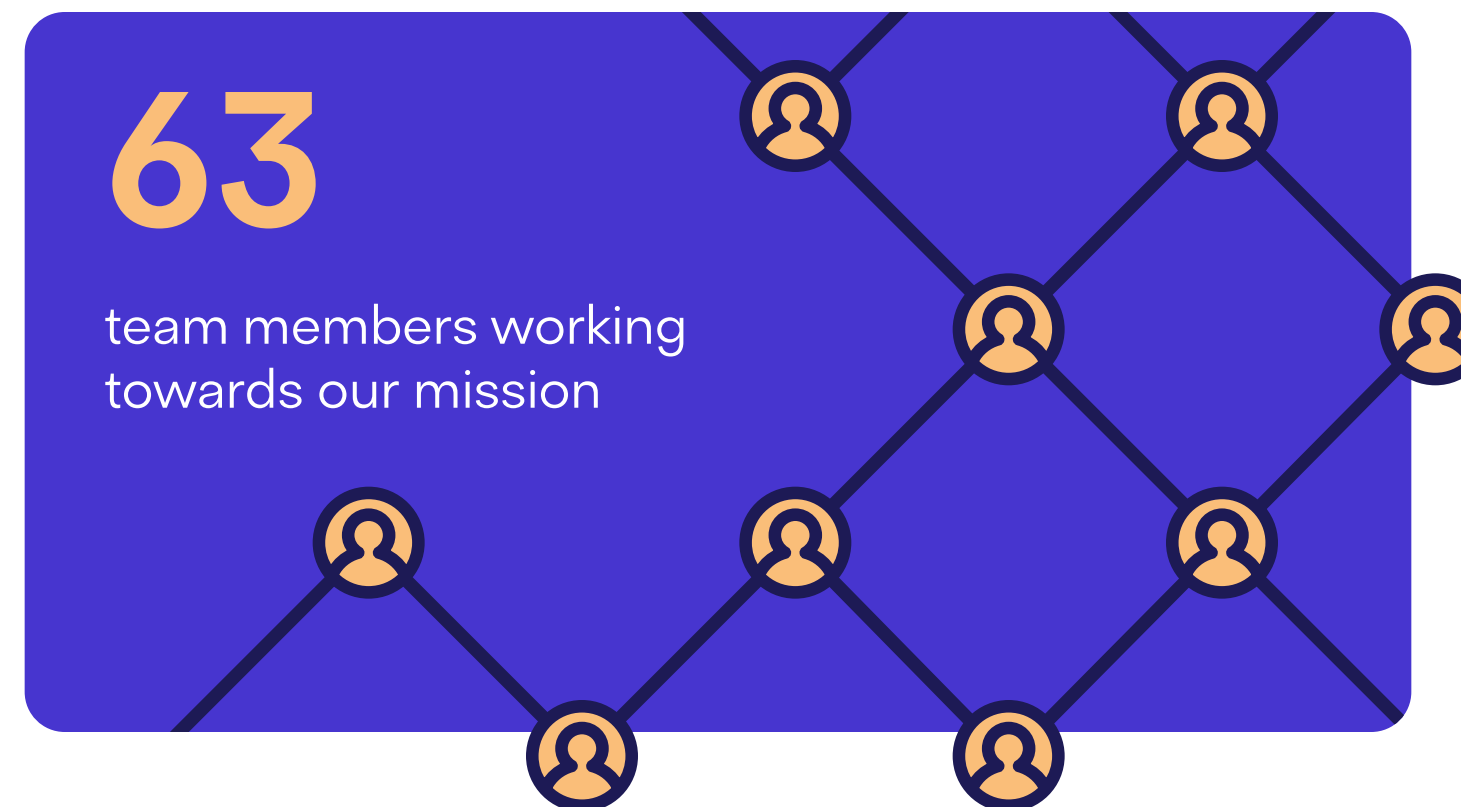
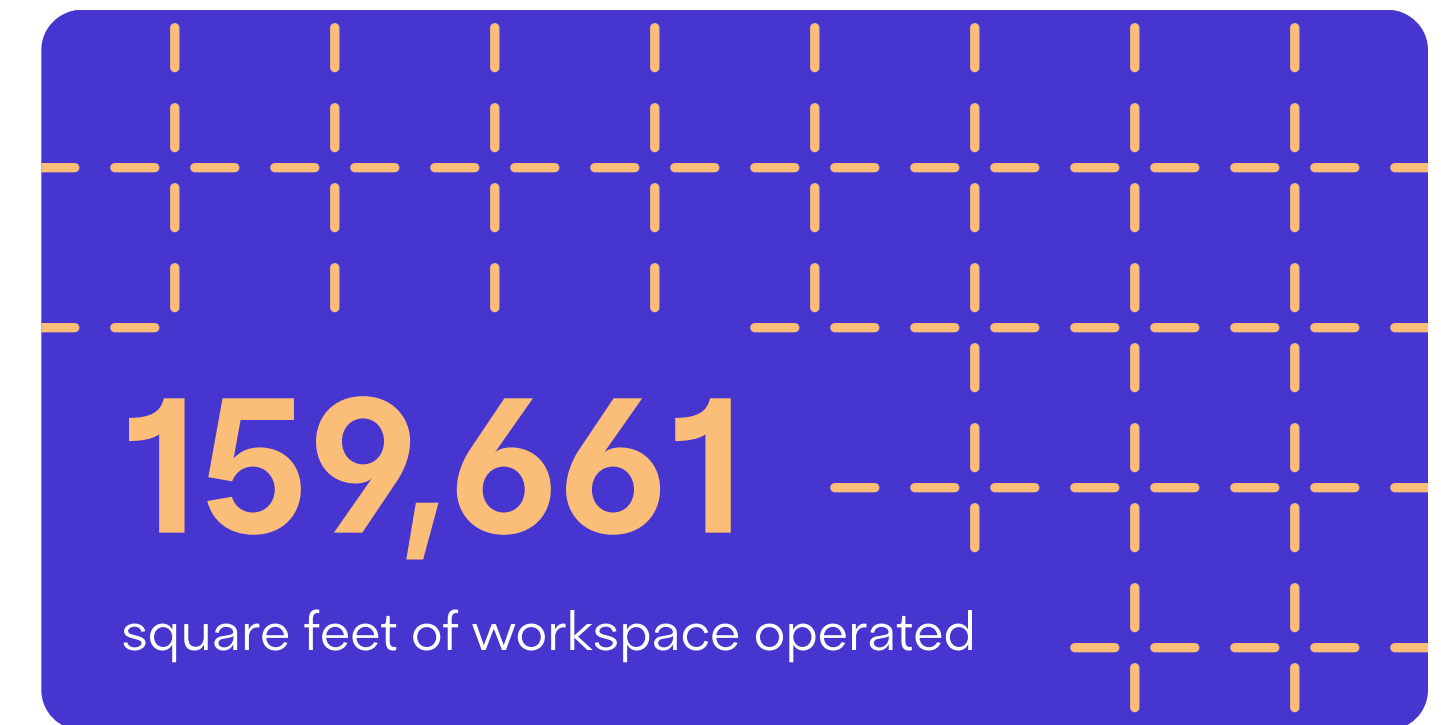
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We're on a mission to make people's work-lives happier.

Work.Life is a flexible workspace provider that promotes happiness at work. It's where people have the perfect space to be their best selves and do their best work—creating what we like to call work-life harmony.



Work.Life in numbers



*NPS stands for Net Promoter Score, a metric used in customer experience programmes. NPS measures the loyalty of customers to a company. NPS scores are measured via a single question on a survey and reported with a number from -100 to +100. A score above 50 is considered excellent.

Our B Corp certification journey



Late
2019

Our Head of Marketing put forward the case to pursue B Corp at Work.Life because it aligned with our mission and core values.

March–November
2020

We juggled conducting our B Impact Assessment with rebuilding our business during the Covid pandemic—no easy feat! We were able to work through the assessment without any external support by having a passionate representative from each department make improvements in their impact area. In November 2020 we reached the 80+ threshold for certification and submitted our assessment.

January
2022

We went through the verification process in late 2021, and in January 2022 we got certified. The certification highlighted the areas we were already very strong (such as Governance and Workers impact areas) and the areas we were weakest (in our case, the Environment area).

March
2022

We created our Sustainability Committee, the governing body for our sustainability work. With our Sustainability Lead at the helm, we embraced B Corp as a framework and we used it as a guide to build our first sustainability roadmap. We introduced the B Corp score as our sustainability performance indicator, which we began to track quarterly via self-assessment using the B Impact Assessment.

October
2022

From here, we were able to define and publish our 3-year Sustainability Strategy, guiding our work and ambitions. To expand the impact of our sustainability work, we decided to create an additional network of Sustainability Champions, to support on numerous projects. This inclusive approach proved so successful that we plan to follow a similar approach in other areas, for example by appointing Community champions to support our Community strategy.

Today
2023

We're excited about the future. We set goals for the coming year and are keeping a close eye on the new standards development. Watch this space!

We're the largest UK workspace provider to become B Corp certified

The only certification that measures a company's entire social and environmental performance.



Verified score at Certification:

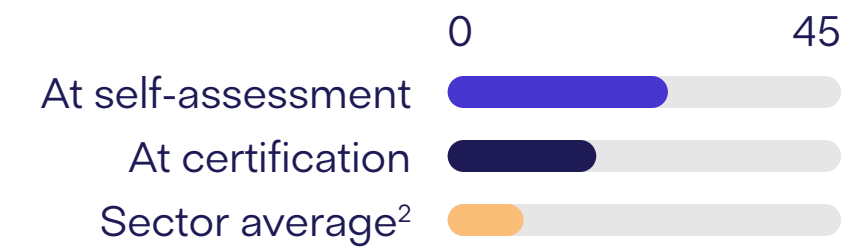
83.2¹

Self-assessment score on the B Impact Assessment (March 2023):

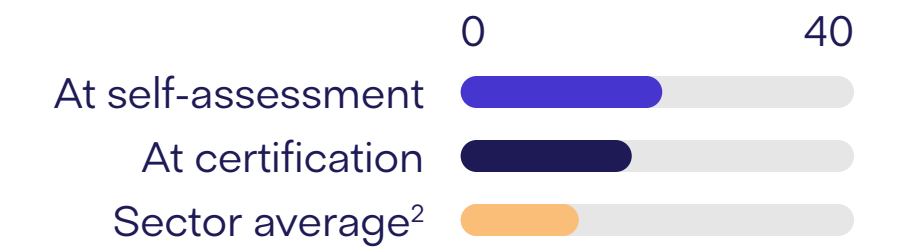
94.4¹



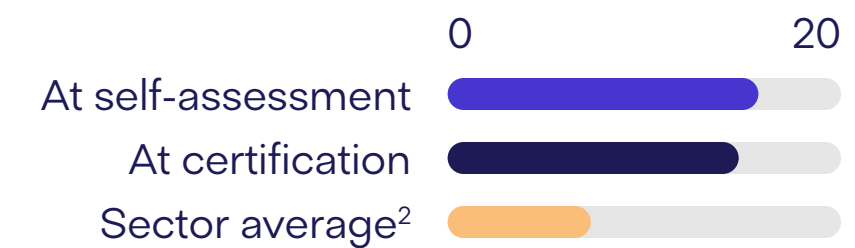
Environment: 25.2



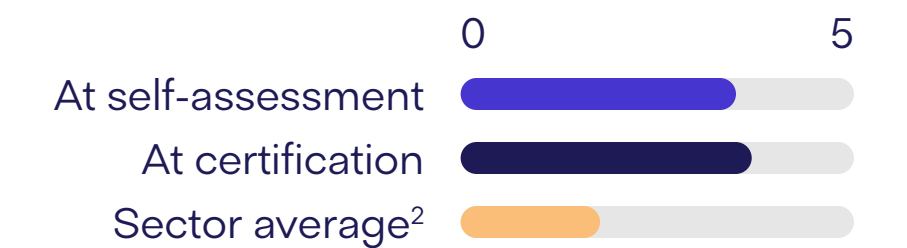
Community: 20.5



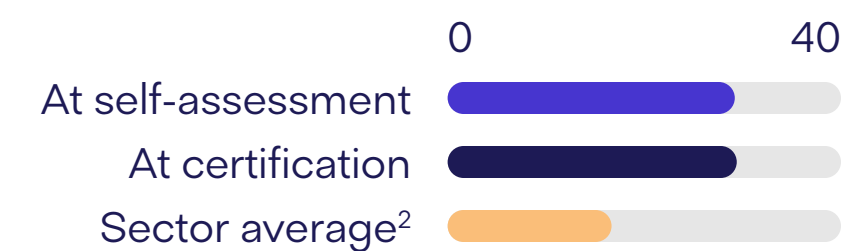
Governance: 15.8



Customers: 3.5



Workers: 29.2



¹ Including N/A Score

² "Service with Significant Environmental Footprint" as per B Corp Impact Assessment

Metrics FY 2023*



94%
of Work.Lifers are proud to work at Work.Life

64
Tonnes of Carbon emissions avoided via waste strategy



90%
of Work.Lifers believe that sustainability really matters at Work.Life




59%
Recycling rate across all spaces




£17,022
donated to charity via member and fundraising donations



57
purpose-driven organisations housed in our spaces (13 are B Corps)



91%
of members are happier since joining Work.Life



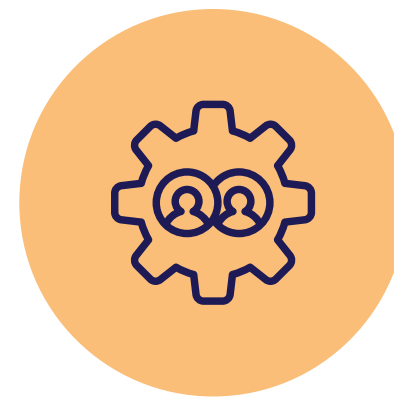
*Our Financial Year runs from April to March, meaning FY 2023 corresponds to April 2022–March 2023

FY 2024 Goals*



Governance:

- Implement Human Rights Policy and monitoring process
- Launch a Sustainability Training programme, engaging 100% of our team members
- Achieve >100 Self-assessment score on the B Impact Assessment
- Implement a structured Stakeholder Engagement programme



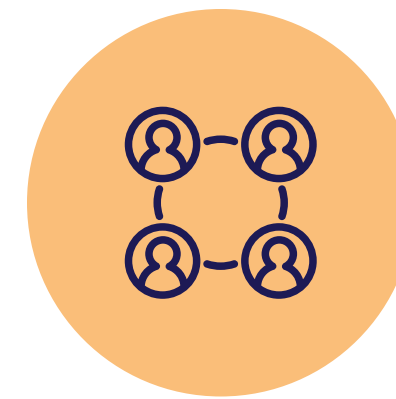
Workers:

- Continue to evolve bonus structure and benefits for all workers
- Continue to review parental leave and return to work guidelines to improve the experience for new parents
- Review our L&D programme (including training offered for all employees on topics related to diversity, equity, and inclusion) and communication channels



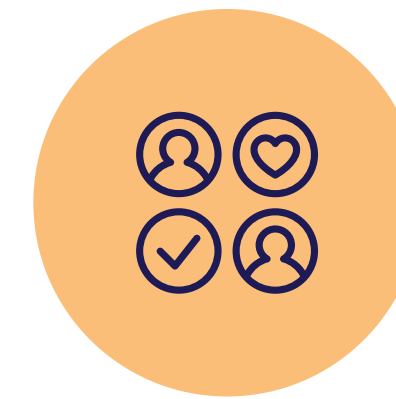
Environment:

- Define reduction targets for energy and water usage across our portfolio
- Achieve 70% recycling rate in self-managed spaces with a view to be able to monitor and achieve this target in all our spaces by 2025
- Complete our GHG emissions baseline (Scope 1, 2 and 3) following a robust third party methodology, and set science based targets with a strategy to deliver these



Community:

- Raise £21,500 for charity through fundraising activities and new member donations
- Increase team participation in volunteering hours by 100%
- Implement annual environmental performance auditing of 75% of our suppliers



Customers:

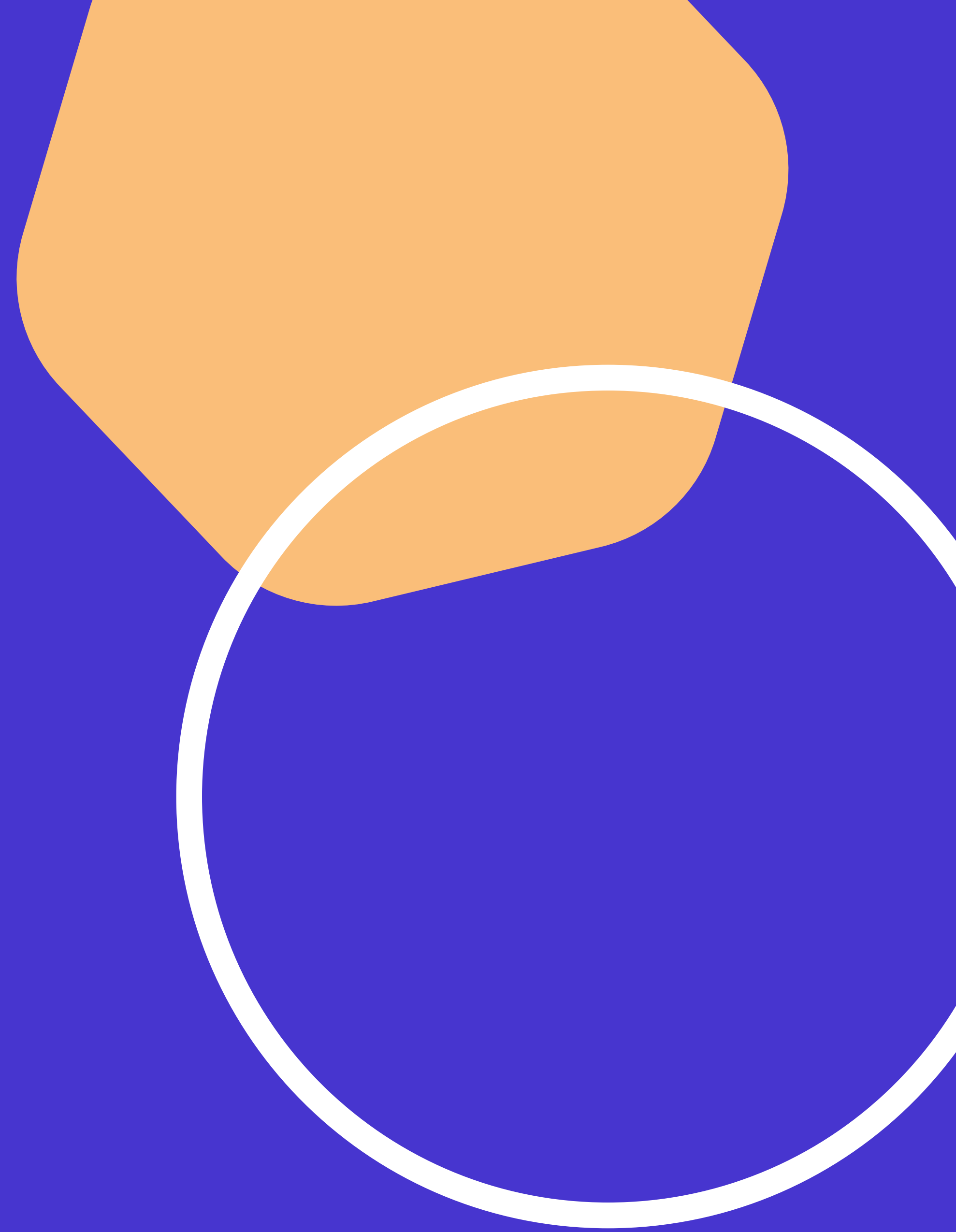
- Implement and track outcomes of a Stakeholder Engagement programme
- Implement internal audit process for data protection


*Our Financial Year runs from April to March, meaning FY 2024 corresponds to April 2023–March 2024



Linked to Governance section of B Impact Assessment

Embedding sustainability into our business practices



A group of six diverse young adults (three men and three women) are smiling and standing in front of a brick building. They are dressed in casual, modern clothing. The background shows a brick wall with a window and some greenery.

Our B Corp certification journey helped us to understand what were already our strengths, and highlighted the areas we needed to improve. After the certification, we looked at ways to further embed sustainability into our business practices and team behaviour. We used this springboard to outline our 3-year Sustainability Strategy, and define our ways of working towards the goals we defined.

What we did last year

Defining and sharing our sustainability commitment

- **We established our Sustainability Committee** as the first step to forming a governance body for our sustainability work. This committee was formed of 8 senior representatives who influence different functions of the business, relating directly to all five impact areas of B Corp. We appointed one as our Sustainability Lead and together they are responsible for setting our sustainability roadmap and delivering the initiatives required.
- **We created a network of Sustainability Champions.** These 11 individuals put themselves forward to help execute the initiatives outlined in the roadmap. This inclusive approach proved so successful that we plan to adopt this in other areas to maximise impact (e.g. Community Champions).
- In October 2022 **we created and published our 3-year Sustainability Strategy** in line with our recertification timeline, where we shared our priorities and sustainability framework with our stakeholders.
- To ensure full transparency in the first year of our sustainability journey, **we committed to sharing our first Impact Report**, which you are reading now!
- In order to understand how our team feels about our sustainability efforts and create frequent feedback loops on this, for the first time, we asked our team members whether they support this statement—**"I believe that sustainability really matters to us at Work.Life"**. We're delighted that 90% agree and we aim to increase this to 100% by 2025.



Meet our Sustainability Committee, made up of team members from Membership, Community, People, Facilities, Sales, Marketing and Delivery.





Meet Ana, our Sustainability Lead and Area Manager, holding her certificate from the University of Cambridge on Business Sustainability Management.

Engaging our teams with our sustainability commitment

- As part of our commitment to engage all team members, we set ourselves the task of incorporating social and environmental principles and practices into onboarding of new team members. We launched **a training session called *Sustainability at Work.Life***, personally delivered by our Sustainability Lead, which 100% of new starters received.
- **Two team members received advanced training on Social and Environmental topics**, including an advanced course on Business Sustainability Management for the Sustainability Lead.
- Another goal was to create an ongoing training programme for the team. **We enhanced resources for team members about our social and environmental practices, and we ran multiple sessions which covered any sustainability initiatives and tips for best practice.** This is something that we aim to develop further in FY24 with more structured learning & development pathways for our team.
- **Within our quarterly company goals, we consistently set specific sustainability goals that fed into the long-term company vision.** For example, we set goals to create an engagement programme for our members and our team, and to create our first annual Impact Report. We set annual and quarterly sustainability goals for FY24 and embedded sustainability KPIs into regular business performance reporting.
- We aimed to **review our job roles and descriptions** to clearly incorporate social and environmental performance responsibilities. We also set out to ensure that these are discussed within performance reviews. We began this work in the last quarter of FY23 and aim to complete this in FY24.

Stakeholder engagement

Due to the nature of our business, we recognised that the **input from our members and partners is vital** to helping us achieve our goals. So we looked at ways to engage with stakeholders and implemented the below.

- 1. Revived our Member Board**—this is a group of 13 members, from nearly all our workspaces, who come together quarterly to discuss areas which affect them such as community, sustainability, and product.
- 2. Refined our process for sharing financial information with our team**—through monthly, quarterly and annual updates at our company-wide All-hands meeting.
- 3. Included sustainability metrics within reports to our Board of Directors**—communicated quarterly at our Board meeting.

We still aim to make this practice even more robust by defining a Stakeholder Engagement programme to include all our stakeholder groups, outlining the frequency of engagement and desired outcomes. Establishing these channels of communication was our initial priority this past year, but we aim to complete and formalise this in FY24.



Sneak peek at our Q4 Team All-hands where we share business news and updates on performance. We're so proud we had to put it on the big screen!



HEADLINES

1

Sustainability Lead appointed

3-year

Sustainability Strategy
published for 2022–2025

100%

of our new starters received onboarding
and continued training on our social and
environmental topics

8

senior representatives joined forces
to form our Sustainability Committee

11

team members put themselves
forward as Sustainability Champions

LOOKING FORWARD

Our intentions for the coming year are to:

- Implement a structured Stakeholder Engagement programme
- Launch further training for managers to better support the team on delivering on our sustainability goals
- Launch a Sustainability Training programme to reach 100% of our team members



Linked to Workers section of B Impact Assessment

Delivering Work.Happiness for our teams



We are big on happiness; it is embedded in everything we do. The average person will spend roughly 90,000 hours at work! We want to fill those hours with joy for our team—our most valued stakeholders.

Last year, we aimed to improve certain areas that influence their happiness at work. We are proud of what we achieved, and will continually strive to further harness the happiness and wellbeing of our team so that they can work happier, and extend this way of working to our members.



What we did last year

Looking after our teams

- **We formalised team happiness as a company KPI** that we are now tracking quarterly and we smashed it! We measured this by asking our team “Are you proud to work for Work.Life?” and 94% of us said yes. This is a significant increase from the previous year’s annual happiness survey. We have put in place listening groups and feedback channels to talk through key improvement areas, and will continually strive to achieve a response of 100%.
- Through the work from our Culture Club, composed of 18 team members, **we have fostered an open and honest company culture where everyone feels “heard, included, happy and safe”** (Culture Club mission statement). This year, we recruited new team members, defined the Culture Club mission and ways of working, as well as launched some key programmes. Through regular surveys, activations and events, the Culture Club will continue to nurture our amazing company culture.
- **We relaunched our More Happi coaching partnership to help our team’s development.** 33% of our team are accessing coaching through the partnership with More Happi, across a diverse range of both work & life topics including self, work, purpose, relationships and parenting. This year we want to increase that further and reach 50% uptake from our team.



Meet Laura, our Head of People, whose mission is to achieve a team happiness score of 100%, and her passionate side-kick Fiona.



- **We launched a 6 week-long "5 Factors of Health" challenge to promote healthy habits** within our team and help each other become healthier and happier. A whopping 81% of team members signed up to the challenge. Initially we defined this as a programme for this quarter, but due to its success we are planning to carry out similar activations throughout the year.
- **We also improved our paternity leave policy, increasing fully-paid leave for the fathers in our team.** For the first time in our history as a company, we re-onboarded a significant amount of new parents (6 team members in total), and we will continue to review feedback and improve the return-to-work experience for new parents in the future. For parents, we also implemented access to the Workplace Nursery scheme, providing access to salary-sacrifice childcare benefits, saving them thousands of pounds per year.
- **We actively encouraged the use of our happiness benefits such as Team Joy and Wellbeing allowance,** both aiming to improve mental and physical wellbeing, and team relationships. We have done this by sharing experiences, frequent reminders, and communication during onboarding. 100% of our team are regularly accessing these benefits.
- **We are proud to be recognised as one of the most impactful companies to work for by Hyer Impact Fifty Awards 2023** for our commitment to creating a workplace environment where all employees feel they are making a genuine impact to an important cause.



We had six people return from parental leave this year and couldn't be more proud of them. Juggling work and kids is not to be taken lightly!





“

I get to work in a job that is full of happiness, right down to its very core.

Fiona McAuliffe, Membership Assistant

2023 WINNER
**IMPACT
FIFTY**

Work.Life has been evaluated and selected as one of only 50 companies for their commitment to creating a work environment where all employees feel they are making a genuine impact on an important cause.



😊 The whole team at our annual company trip to the Peak District. Excuse the outfits, it was murder mystery night!

Reviewing our compensation policies

- With inflation on the rise, we looked at ways to support our staff and **increased the mid-point of our salary range for our most junior roles by over 9% during 2022.**
- **We updated our pay scales to exceed the new London Living Wage for all teams including those outside of London (and those below the age threshold of 23 years old).** We will continuously review the London Living Wage to ensure we meet this standard.

Increasing our training and career development opportunities

- We aimed to launch a new Learning and Development (L&D) programme for our team. In the past year **we piloted a Future Leaders programme designed to engage 34 employees.** There was a 75% uptake and it allowed us to re-evaluate our L&D strategy including delivery methods, planning and format. We have since created a L&D calendar which we want to further develop in FY24 to cover the entire team.
- **We invested towards further education to help progression within roles or to aid promotion.** We're very open to investing in our talent, so will aim to be more transparent with our team about the opportunity to receive training and career development where appropriate.

Improving our Diversity & Inclusion (D&I) policies

- **We explored ways to collate D&I data and aimed to increase the number of responses to the survey. 73% of team members participated versus 54% the previous year.** This is a challenge most medium-sized businesses face and we are working closely with the team to understand how we can improve this to get a more accurate picture of D&I in the business and include 85% of our team members responses by next year.
- **We explored different ways to increase diversity in our team and found that using different job advertising platforms such as the Job Today app helped us increase the diversity of candidates.** We have also reviewed the interview process by introducing different styles of interviews such as recruitment days and group work. In our last team survey, 86% of our team members felt that Work.Life is an inclusive workplace. We feel that there is still opportunity to improve and we want to continue to review our recruitment process to be more inclusive.
- **We enhanced our Sustainability, and Diversity & Inclusion training through informal sessions hosted by our team members,** and created a dedicated slack channel for Neurodiversity. We are also looking to collaborate with professional organisations to provide a deep understanding of diversity in the workplace, and for ways to deliver training that is more aligned with each learner's abilities. We aim to launch an updated training guide to create an inclusive onboarding experience that addresses individual needs.

“

I believe inclusivity at Work.Life means acceptance of all people from various walks of life—where there is no judgment based on gender, disability or identification, and that we treat people as the capable humans that they are. I honestly believe that out of all the companies that I've worked at, Work.Life does this wholeheartedly.

Taken from an anonymous team survey

Our partnership with Self Space

58% of our team have, either currently or in the past, experienced managing a mental health condition.

We're proud that our team feel comfortable to talk about mental health and we're equally proud that we're able to support them with it. Our partnership with Self Space is really important in supporting our ambition to work happier.

Not all days can be good days, and you certainly shouldn't have to pretend that they are. So knowing that you can access free therapy, both during and around working hours, 7 days a week, 365 days a year is incredibly reassuring.

We believe that "everyday mental maintenance" (ask the Self Space team about this) is a really powerful thing. We believe it's important to be able to access therapy, for any reason, *before* something reaches a crisis point—when most companies' EAP services typically drop in.

Since our partnership began, over 25% of our team have taken up therapy with Self Space—and many more have joined in-person or online workshops in support of their mental health. We also gifted all of our team a copy of Self Space's thought-provoking book: *How to grow through what you go through*—which is a Work.Life recommended read!



Chance Marshall, Founding Partner and Jodie Carris, Founder, at their Shoreditch space.



HEADLINES

94%

of our team are proud to work for Work.Life (taken from quarterly pulse check-ins)

£74,400

allocated towards employees' self-spent wellbeing and "team joy" allowances

13%

of our employees have been promoted internally in the past year

18%

net job growth rate for full-time positions in the last year

19

team members have received training in Mental Health First Aid—16 of them have been MHFA certified

14%

of our workforce identifies as being from a racial or ethnic minority

11%

of our workforce identifies their gender as non-binary or gender fluid

LOOKING FORWARD

Our intentions for the coming year are to:

- Continue to evolve bonus structure and benefits for all workers
- Review our pension plans to specifically include socially responsible investing options
- Review our L&D programme (including training offered for all employees on topics related to diversity, equity, and inclusion) and communication channels
- Review short-term leave or sabbatical policies
- Continue to review parental leave and return to work guidelines to improve this experience for new parents
- Benchmark employee satisfaction with access to data for relevant industry benchmarks



Linked to Environment section of B Impact Assessment

Creating Sustainable Workplaces



The nature of our business makes this area the biggest challenge for us, but we're dedicated to making strides over the next year. As we only lease part of most of our buildings, collating water, energy and waste data has been challenging.

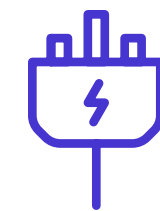
This process taught us that the acquisition and delivery phase of our growth strategy is critical. Therefore, we will aim to improve the acquisition criteria for future buildings, and our employer's requirements for future fit-outs.

What we did last year

Monitoring usage of water, energy and waste management in our spaces

We defined a process to monitor and collate energy, water and waste data for 100% of our spaces; however, as we work with different landlords, we managed to collate for a portion of these spaces—see below for the detail.

In order to improve this process going forward, we looked above our operations to understand how we could include data sharing as a criteria within the lease of our buildings. **Data sharing is now part of our acquisition criteria and will support us with future buildings.**



ENERGY

- We collated energy data for 97% of our total operated sq ft and estimated for the other buildings.
- We aimed to set reduction targets this year, but considering the challenges we found on data collection, we've decided to focus our efforts first on establishing a robust baseline so we can set solid targets next year.



WATER

- The actual data provided is from buildings that we occupy in their entirety.
- Due to the complexities of the data collection process, we decided to focus on the buildings where we can implement water saving targets and set a reduction strategy next year.



WASTE

- The actual data provided is from buildings where we have full control of our waste management, and where we can implement waste management targets and an improvement strategy.
- During this year we piloted a successful recycling drive in 7 of our spaces, increasing our recycling rate in those spaces from 61.5% to 75%. Next year we aim to achieve a 70% recycling rate across all buildings where we directly manage our waste, amounting to 52% of our operated areas.

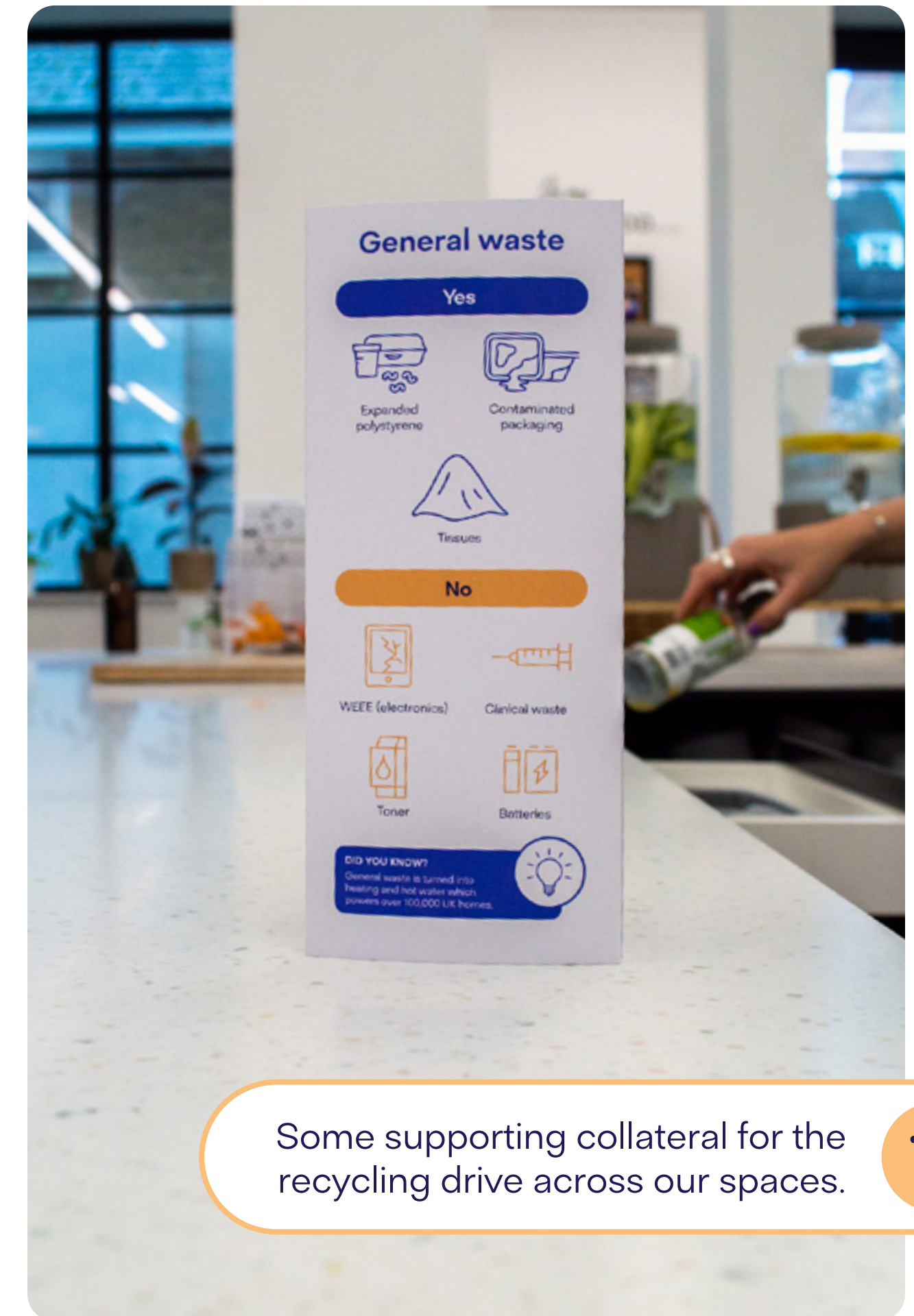
Defining reduction and continued improvements strategies

- **We delivered a light, power and heating mitigation programme which has identified areas in the business where we can improve our energy efficiency.** During this programme we implemented key ongoing improvement projects, such as turning off air conditioning and audio visual equipment overnight, and turning off the boilers (where we can control) in the summer months.
- During this project **we also identified further areas such as PIRs installation and LED lighting replacement** which we plan to move forward with from April.
- **We also reviewed how we could enable water reduction which included installing aerators in taps and water saving systems in our toilet cisterns across all buildings managed directly by Work.Life.** We were not able to influence the decision in spaces where these facilities are directly managed by the Landlord.
- **We also aimed to calculate the carbon footprint of our space fit-outs.** During this project, we opened the conversation with one of our major suppliers and building fit-out partner (and fellow B Corp!) to start calculating the carbon content of materials used in our building. We found challenges here as the data is not available from all of their suppliers and therefore,

we can only access about 30% of the carbon content (data collated via One Click LCA Assessment tool). We are currently looking at ways to work together to improve the quality of this data.

Delivering sustainability through behaviour change programmes

- **We launched a recycling programme to increase recycling rates in our spaces**—by redesigning our recycling signage, providing training, promoting the initiative on different channels and awarding our members with a charity donation on their behalf if we reached 75% recycling rate in 7 of our spaces.
- **We engaged our team and members** through active events digitally and in person on the topic of sustainability.
- **Increased our member engagement on our impact topics** by starting a Sustainability slack channel and incorporating sustainability content in onboarding materials, monthly newsletters and environmental mitigation signage.



Some supporting collateral for the recycling drive across our spaces.

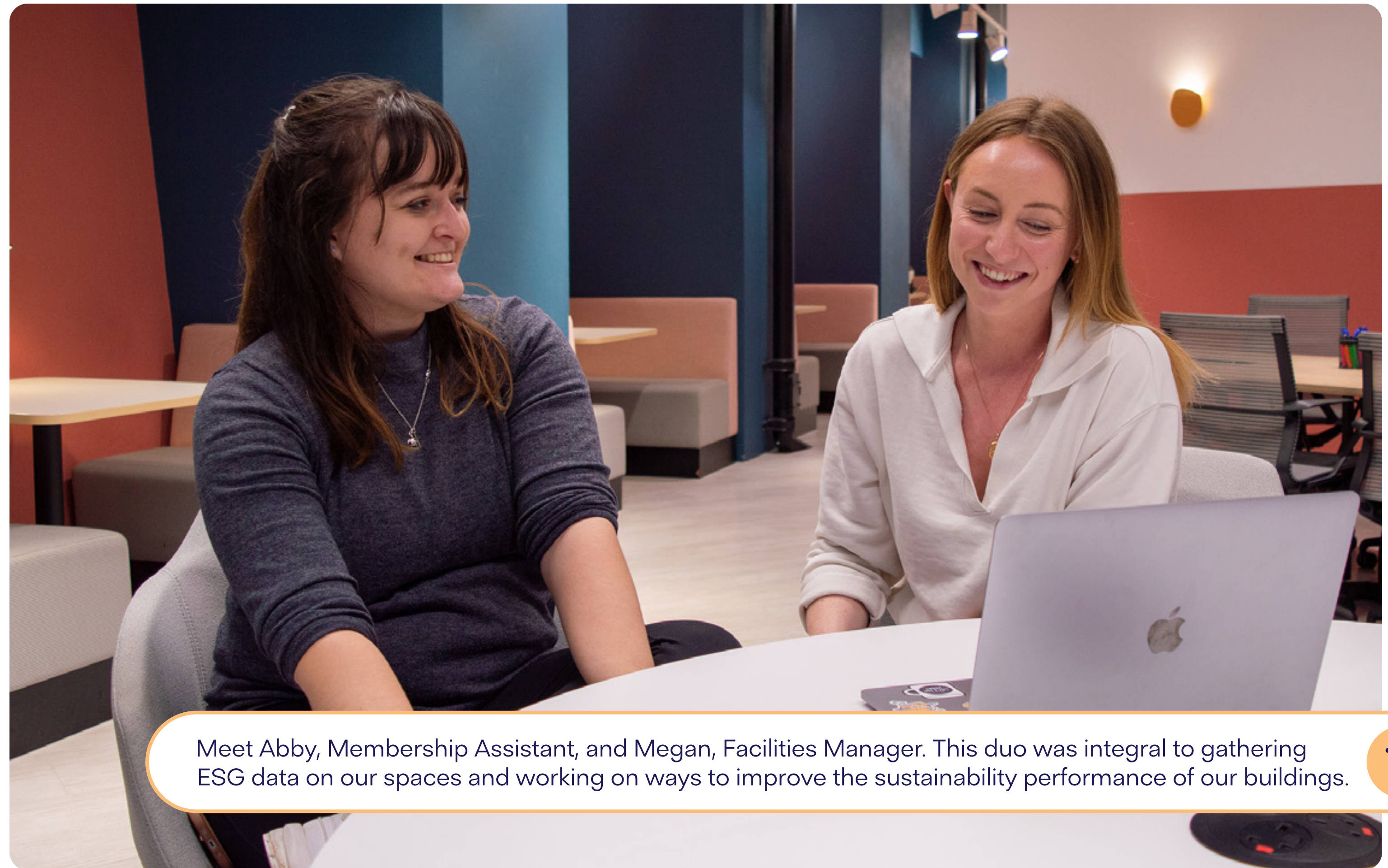


Learnings

Since we lease our buildings, this area has been the most challenging for us, so we want to share some of the learnings in case this can help others in our industry or beyond.

Our top tips:

- Don't give up—sometimes it takes time to get the data you need.
- Environmental Social Governance (ESG) data is becoming a requirement in the real estate industry and by requesting the data you could be supporting your Landlords with their own ESG strategy.
- Look beyond your operations to understand if there are any changes you can implement before you start operating a space, such as green leases requirements.
- Building a relationship with the Landlord is key—be transparent and share with them why you need that information and how you will be using it.



Meet Abby, Membership Assistant, and Megan, Facilities Manager. This duo was integral to gathering ESG data on our spaces and working on ways to improve the sustainability performance of our buildings.



HEADLINES

1,088,362

kWh of energy used last year¹

Energy data

88%

of electricity provided by renewable energy suppliers²

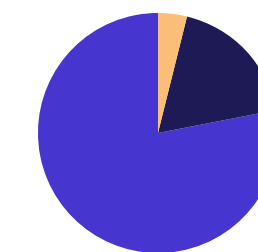
47

tonnes (Scope 1 emissions)³

Carbon data

210

tonnes (Scope 2 emissions)³



4% Scope 1: Boilers for heating
18% Scope 1: HVAC systems
78% Scope 2: Purchased electricity

1,864m³

of water used⁴

Water data

142

tonnes of total waste produced⁵

Waste data

59%

recycling rate⁵

64

tonnes of CO₂ emissions avoided via waste strategy⁵

¹Calculated base of actual data for 97% of sq ft occupied by our premises and estimated for the remaining 3% for the period January 2022–December 2022

²excluding three locations due to lack of data

³Manually calculated using Greenhouse gas reporting: conversion factors 2022 by Department for Business, Energy & Industrial Strategy and using Green House Gas Protocol. Breakdown of the emissions sources can be found on the pie chart on this page.

⁴Actual data for the buildings that are fully occupied and operated by Work.Life for the period January 2022–December 2022

⁵Actual data provided by our waste management partner First Mile

LOOKING FORWARD

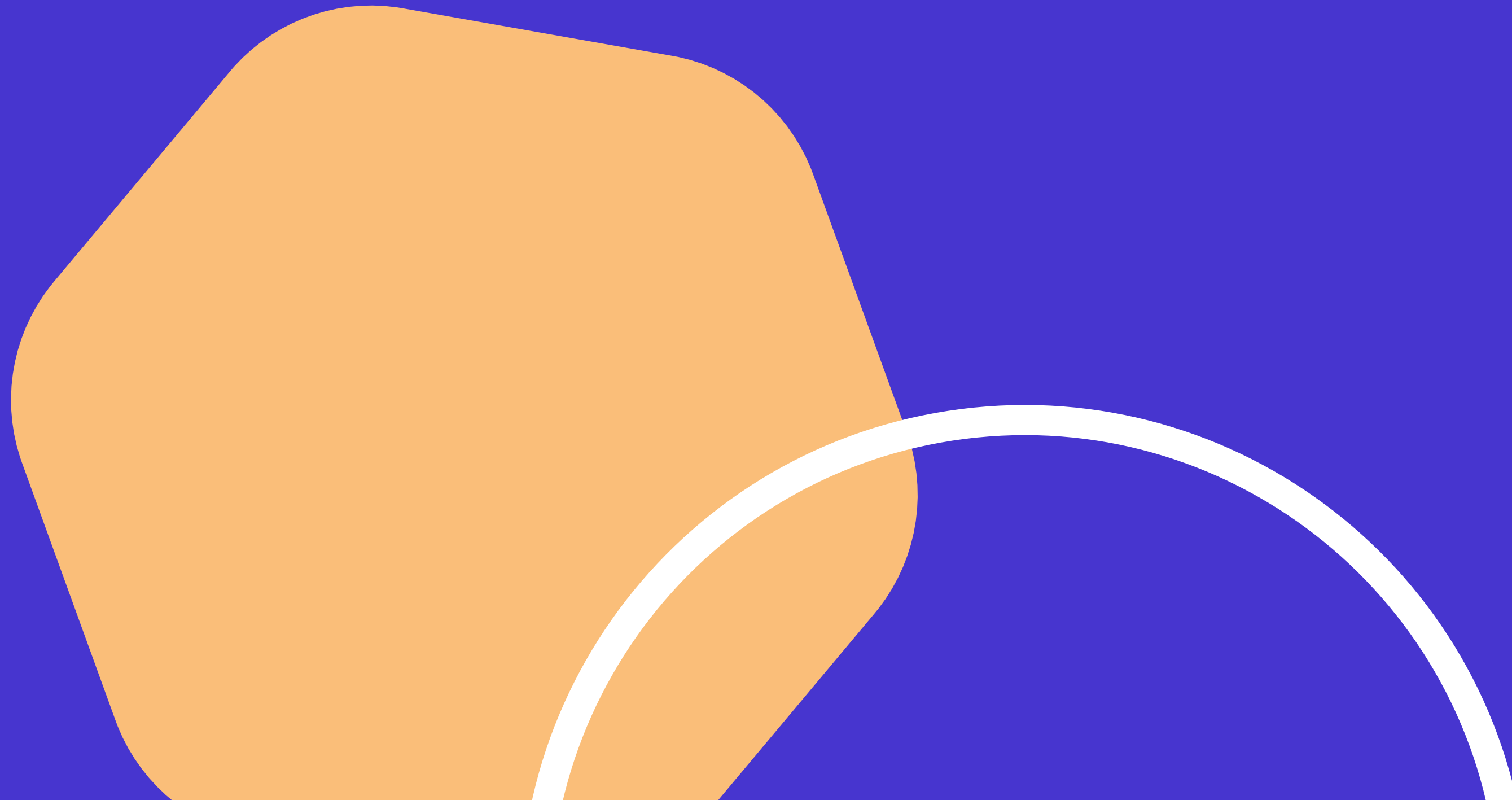
Our intentions for the coming year are to:


- Set reduction targets for water and energy consumption in spaces where we have full control
- Monitor energy across 100% of our portfolio
- Monitor utilities for all new buildings and make sure data collection is built into the acquisition process in the future
- Formalise our Environmental Management System (EMS)
- Implement a process to share data with our members collating ESG data for their businesses or pursuing B Corp certification
- Calculate Scope 1, Scope 2 and Scope 3 emissions via an accredited partner
- Achieve 70% recycling rate in spaces where we have full control of our waste management



Linked to Community and Customers sections of B Impact Assessment

Looking after our communities



A man and a woman are sitting at a wooden desk in an office, smiling and talking. The man is on the left, wearing a grey shirt, and the woman is on the right, wearing a light purple top. They are both looking at each other. In the background, there is a window with a view of a white van and a blue wall with a plant. A white text box is overlaid on the image, containing text about community care.

We're a caring bunch of humans, so when it comes to looking after the communities we serve, we're eager to do our absolute best for our partners, suppliers, team and members. Beyond giving back via fundraising, we created more meaningful impact last year by elevating our civic engagement policies, improving our supply chain practices, and embedding a purpose-driven culture internally.

What we did last year

Improving member happiness

- **91% of our members say they are happier since joining Work.Life.** This is a figure we are incredibly proud of and will continue to work hard to increase, along with our overall NPS score of 61.
- **Our member board was reinstated** this year after a break during the Covid pandemic. It has been a great forum for discussing their different needs across our 11 shared workspaces.
- **Our ethical marketing advertising policy was published**, which outlines our commitment to use our marketing activities in a non-invasive and ethical manner. Some examples of this are: monitoring any possibility of green washing and impact washing, being culturally sensitive in campaigns, using permission-based email marketing, ethical digital marketing, and ethical search engine optimisation. We will be teaching the wider team about this policy next year.
- **30% of our team members were certified as Mental Health First Aiders:** translating to one MHFA in each of our shared workspaces in order to support the teams and members on site. We aim to extend this to other team members next year.



Members enjoying music, entertainment and sunshine at our 2022 Members Summer Party.





Our coffee suppliers, Redemption Roasters, work alongside ex-offenders to reduce crime in the community. We love their mission and their coffee!

Improving our supplier chain practices

- **We have proudly published a suppliers code of conduct** which sets out what we value as a company, and these values govern how we work and what we stand for. Through auditing our suppliers we have discovered 80% of our Cost of Goods sold are spent in the UK, which supports the local economy.
- **We've created a preferred suppliers list** to ensure that we are using sustainable products from ethical businesses as well as reducing plastic and other packaging. This list is ever-evolving and we will continue to develop it.
- **We have improved our audit programme for significant suppliers.** We aimed to audit 90% of our suppliers, but were only able to audit 75%.
- **We supported more fellow B Corp companies** in our member activations by promoting their products during our weekly Wellness Wednesdays. This year we've worked with 14 B Corp partners.

Improving how we give back

- **We introduced a purposeful events calendar** raising awareness for important events throughout the year, such as Pride, Mental Health Awareness Week, Plastic Free July, and we launched our own Christmas campaign supporting The Trussell Trust. This led to fantastic engagement with our members, and we have embedded this approach in our events calendar for FY24.
- **All team members have four volunteering days a year**, and for the first time this year we tracked the uptake of this perk which wasn't as high as we would have liked. We reviewed this and created a programme to increase volunteering hours and uptake from our team that we'll be implementing from April.
- **We launched a new initiative**, thanks to one of our team members Sam, whereby every time we make an internal promotion within the team, we donate £100 to a charity of their choice.
- **We donated £17,022 to 16 different charities**—an increase of 53% on the previous year. We're aiming to donate at least £21,500 to charity next year.
- **We house 57 purpose-driven organisations within our spaces, 13 of them are B Corp certified and 3 are in the process of becoming certified.** This means that 1 in 7 of our members work for a purpose-driven organisation. We aim to continue to support members with their B Corp applications by sharing our data and learnings.



Window takeover at our Old Street workspace in support of Mental Health Awareness Week.



Charities we supported this year

act:onaid

beam



CHOOSE LOVE

global
action
plan

gr'ef
encounter

JEWISH CARE



mind



Stonewall



HEADLINES

91%

of members are happier since joining Work.Life

61

Member NPS

>80%

of our company's Cost of Goods Sold is spent in the UK

75%

of our significant suppliers are being audited against our values and code of conduct

£17,022

was donated to registered charities in the last fiscal year (53% increase) from fundraising activities and donations on behalf of members

8

purpose-driven events delivered

65

volunteering hours used by our team

40+

purpose-driven organisations worked with

LOOKING FORWARD

Our intentions for the coming year are to:

- Increase team uptake towards volunteering hours by 100%
- Implement Give as You Earn charity contribution
- Donate £21,500 to charity via member donations and fundraising activities
- Implement a formal routine process for independent contractors to make up 75% of our contractors

Afterword

Over the past year, the B Corp certification has empowered us to improve areas in the businesses where we were already performing well and, at the same time, allowed us to start tackling complex areas of our business.

After collating most of our ESG data for the last year, we're now able to understand the social and environmental impact of our operations, and we aim to define improvement targets and strategies to deliver these.

As we prepare our sustainability roadmap for FY24, we're taking in the learnings from last year to improve our impact in all five areas using the B Impact Assessment as

our framework. For this reason, we've set clear targets for next year within these areas and set a yearly company goal to achieve a self-assessment score on the B Impact Assessment greater than 100.

Tackling climate change is one of the biggest challenges of our time and businesses play a fundamental role to drive change required to save our home. We're committed to reducing our emissions and supporting our collective path to Net Zero. With this in mind, we continue our journey by working towards our sustainability goals and hope to inspire other businesses to be better along the way.

Thank you for reading.

A final word to say thank you to...



...our team, our Sustainability Lead, Sustainability Committee & Champions, our members, our landlords, and Greenheart, for their support with creating this report.



WORK•LIFE