

2023

IMPACT REPORT



THE
FURNITURE
PRACTICE



ABOUT THIS REPORT

We're excited to present our first Impact Report, providing stakeholders with a comprehensive overview of our journey, progress, and ongoing commitment to shaping a more sustainable future.

Sustainability has always been integral to TFP's DNA, guiding our culture and business practices. As a leading furniture supplier for diverse environments, from workplaces and co-working spaces to shared living and hospitality, we acknowledge the significant environmental, social, and governance (ESG) impacts of our operations.

Today, ESG standards are more critical than ever for our clients, communities, and the planet.

It's our duty to thoroughly understand our impact and provide transparency and accountability to stakeholders regarding our performance and future goals.



A FORCE FOR GOOD

As a certified B Corp, we're part of a community dedicated to purpose-driven business practices, balancing profit with sustainability and resilience. We're committed to leveraging our business as a force for good, creating value for our clients and positively impacting people, society, and the planet.

WORKING TOGETHER

Within this report, we have detailed our progress in 2023 across TFP's five impact areas aligned with the B Corp Impact Assessment. The work outlined here is the result of collaboration, action, and continuous learning – within our team, supply chain, and with clients, project partners, and industry peers. We know that genuine change can only occur when we work together.

On this journey, we're committed to continual improvement, always striving for progress and development as we move forward in the months and years ahead.

While we may not have all the answers, we're dedicated to learning and growing to promote better practices and outcomes.

For any questions related to this report, please contact our team at sustainability@thefurniturepractice.com

The data in this report refers to the year ending 31 December 2023 unless otherwise stated.

I'm thrilled to share the remarkable achievements our team has accomplished over the past few years in this 2023 Impact Report. TFP's commitment to sustainability, reflected in our B Corp certification, continues to propel us forward. While we strive to make a positive impact on people, the planet, and businesses, our recent work around TFP's direct and indirect climate impacts is of particular note.

Through rigorous Scope 3 analysis, we've identified opportunities for decarbonisation and forged ahead with impactful initiatives underpinned by our approved Science Based Targets. Our participation in the Carbon Disclosure Project underscores our commitment to transparency and accountability. These achievements are the result of the invaluable contributions of our ever-evolving supply chain partners and our dedicated in-house Sustainability Team. Their expertise and dedication have played a crucial role in driving meaningful change.

Looking ahead, we remain focused on fostering collaboration, continuous learning, and innovation. Together, we've made significant strides towards a more sustainable future, and we are poised to achieve even greater success in the years ahead.

“

PHIL TOWLE

HEAD OF SUSTAINABILITY



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01

AT A GLANCE



1.1
2023
HIGHLIGHTS

2040
NET ZERO TARGETS
APPROVED BY SCIENCE BASED
TARGETS INITIATIVE

17%
INTERNAL
PROMOTIONS



5
NEW TFP CLUBS
ESTABLISHED

100%
OPERATIONS POWERED
BY RENEWABLE ENERGY



BECAME A
B CORP!

7
TFP 10+ YEAR
ANNIVERSARIES

£15K
RAISED FOR
CHARITY

52%
OF OUR CLIENTS IN 2023 HAD
WORKED WITH US BEFORE

Certified

Corporation

100%
OF SCOPE 1, 2, 3
EMISSIONS MEASURED



1.2 ABOUT US

The Furniture Practice (TFP) is an international furniture specialist for workplace, shared living and hospitality. We partner with companies, design teams and property professionals to shape the spaces of tomorrow – driving impact for business, people, and our planet.

A CULTURE OF CONTINUOUS IMPROVEMENT

Our journey began in London in 1997. From the beginning and throughout our 25-year history, we have constantly challenged the status quo and questioned standard practice to help our clients find a better way. We are driven by doing things brilliantly, and it's in our culture to adapt, iterate, and evolve – helping our clients and project partners stay one step ahead.

INTERNATIONAL REACH, LOCAL INSIGHT

Today, we are a team of over 100 dedicated specialists, collaborating with clients and project teams around the world from our established offices in London, New York, Paris, Manchester and Glasgow. We blend international capabilities with local insight to provide a seamless experience to our clients on both a global and regional scale.

As an independent company, we work seamlessly and objectively with project teams, managing everything furniture-related throughout the full project lifecycle – from consultancy and procurement to delivery and installation, and ongoing aftercare.

TFP LOCATIONS

PROJECTS DELIVERED



ESTABLISHED

1997

EMPLOYEES

107

TEAMS

LONDON

MANCHESTER

GLASGOW

NEW YORK

PARIS

EXPERTISE

WORKPLACE

CO-WORKING

CO-LIVING

FLEX OFFICES

BUILD TO RENT

HOSPITALITY

STUDENT ACCOMMODATION

APARTHOTELS

1.3 OUR JOURNEY SO FAR



02

IMPACT STRATEGY



2.1 BECOMING A B CORP

Achieving B Corp certification in early 2023 marked a significant milestone for us, representing an opportunity to showcase our dedication to using our business as a force for good – creating value for our clients while driving positive impacts for people, society, the planet and business.



TFP OVERALL B IMPACT SCORE

85

QUALIFIES FOR B CORP CERTIFICATION

80

MEDIAN SCORE FOR ORDINARY BUSINESSES

50.9

WHAT IS A B CORP?

B Corps are businesses that meet the highest standards of social and environmental performance, transparency and accountability. To attain certification, companies must achieve a score of 80 or above in the B Impact Assessment – a rigorous evaluation tool that encompasses five stakeholder-focused Impact Areas: Governance, Workers, Community, Environment, and Customers, or in our case, Clients. We are proud to have achieved a score of 85, underscoring TFP's high-standard performance across these areas.

OUR ONGOING COMMITMENT

B Corp certification has become an integral part of our sustainability strategy, offering a framework that holds us accountable and empowers us to continually assess and enhance every aspect of our business. With B Corp, we have embedded this commitment to balancing profit and purpose into our core decision-making and every facet of our operations – from reducing our carbon footprint to assisting clients and project teams in making impact-driven furniture choices, and from nurturing our workforce to supporting the communities where we operate.

B Corp is not a movement that stands still, and we are proud to have joined a like-minded community of businesses that are continually evolving and striving to do business better.



2.2 PARTNERSHIPS & CERTIFICATIONS

We are committed to upholding responsible business practices and driving positive change in our industry. To do this successfully, we recognise the crucial role of strategic partnerships and alliances with leading sustainability certifications and industry groups.



Our deliberate selection of the following certifications and tools establishes a strong foundation for measurement and reporting, holding us accountable for meeting rigorous ESG standards and promoting transparency.

Through our industry alliances, we harness collective expertise and insights to advance sustainable practices within our industry, driving positive change and contributing to a more sustainable future.

CERTIFICATIONS



TARGETS & CLIMATE REPORTING



SCIENCE
BASED
TARGETS



Near term: 1.5°C by 2030
Long term: 1.5°C by 2040
Net zero: Committed by 2040

INDUSTRY MEMBERSHIPS



ISO CERTIFICATIONS



2.3 IMPACT AREAS & UN SDGs

This report is structured around the five stakeholder-focused Impact Areas outlined by B Corp, and the data refers to the year ending 31 December 2023 unless otherwise stated. Our dedication to sustainability is illustrated in our approved Science Based Targets compatible with the Paris Accords, comprehensive disclosure of Scope 1, 2, and 3 carbon emissions through the CDP, and the integration of UN Sustainable Development Goals (SDGs) aligned with our five stakeholder-focused Impact Areas outlined by B Corp.

GLOBAL GOALS

The UN SDGs are 17 global goals set by the United Nations General Assembly in 2015, aimed at addressing the world's most pressing challenges, such as poverty, inequality, and climate change. As a company that strives to make a positive impact on society and the environment, we recognise the importance of aligning our goals and actions with these global targets.

By integrating the UN SDGs into our sustainability strategy and reporting, we aim to contribute towards the global efforts to create a sustainable and equitable future for all.

GOVERNANCE



ENVIRONMENT



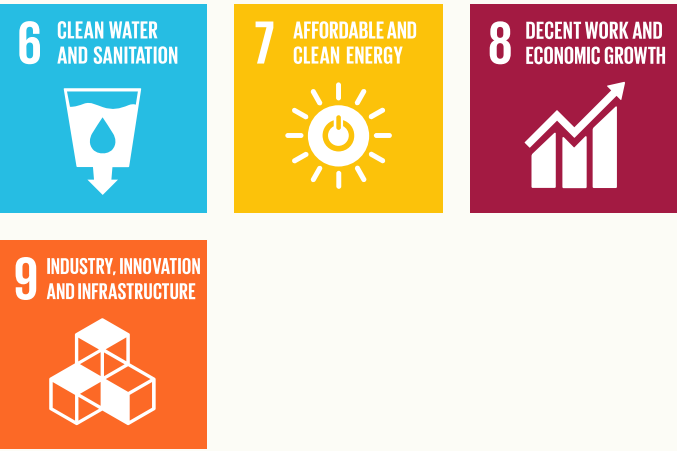
PEOPLE



COMMUNITY



CLIENTS & PROJECTS



03

GOVERNANCE



LEADING WITH INTEGRITY

Good governance puts the interests of all our stakeholders at its roots. Only by earning and protecting our stakeholders’ trust, delivering on our promises, mitigating and managing risk, and acting ethically and transparently can we make our business a success.

Our stakeholders are diverse, with different expectations and demands. As an engaged Board and Management Team, we actively listen to all our stakeholders, whether clients seeking accountability and effective risk management or ensuring that our people feel heard and safe. For us, every stakeholder counts.

HOLDING TO ACCOUNT

Becoming B Corp certified reinforces our commitment to do better by positively impacting our stakeholders, society, and the world. We hold ourselves to the highest standards of transparency and accountability, annually measuring and reporting our progress. We’ve embedded this commitment into our Articles of Association so that TFP’s Board and Executive Team are duty-bound to deliver on our promises.

In this section, we reflect on our accountability while providing a comprehensive view of our structure and the policies and procedures that guide decision-making and ensure we act ethically and sustainably across all our operations.

SDGS



ACHIEVEMENTS

- B Corp certification demonstrates high social and environmental performance by achieving a B Impact Assessment score of 85 and passing B Lab risk review.
- By introducing a Mission Lock, we've made a legal commitment to change our corporate governance structure to be accountable to all stakeholders, not just shareholders.
- Submission of carbon data to the Carbon Disclosure Project (CDP).
- Forest Stewardship Council® (FSC®) chain of custody certification for all our timber products.

GOALS

- Report impact performance annually, with quantifiable environmental, social and performance indicators and outcomes.
- Develop ideas to include a specific commitment to social impact within our mission statement.

3.1 GOVERNANCE ACCOUNTABILITY



A BOARD BUILT ON VALUES

Our Board of Directors takes their commitment to risk management and environmental and social initiatives seriously. The Board holds monthly meetings to review various risk topics, including corporate compliance, business continuity, security, and crisis management. They assess the effectiveness of our compliance policies regularly and update these when necessary, bringing in third-party assistance where required.

The majority of members on the Board are also founders and longest-standing employees of the business. As individuals and a team, they embody our company values and strive to reinforce and maintain them, nurturing our strong culture as the business grows.

ALWAYS COMMUNICATING

We are constantly communicating. The Senior Management Team meets weekly to discuss operational matters and quarterly with the Board of Directors to discuss strategic initiatives. This consistent, open communication ensures that our decision-making is well-informed and aligned with our overall business objectives.

ESG IN ALIGNMENT

When it comes to ESG decision-making, our dedicated Sustainability Team plays a crucial role in providing guidance and support. They work closely with the Board and Senior Management Team to ensure that our environmental, social, and governance initiatives are well-integrated into our overall business strategy and daily operations.

The Sustainability Team's remit covers supply chain management and progress, understanding sustainability certifications and legislative requirements, industry/peer collaboration, ESG initiatives and project consultancy, and team training and development.

We realise that only by working together can we meet our obligations to our stakeholders while driving long-term growth and profitability.



3.2 POLICIES & COMPLIANCE

Robust policies guide our governance and spell out our commitment to ethical business practices, sustainability and social responsibility. From environmental stewardship to employee relations, these policies outline our values and expectations, providing a roadmap for responsible conduct and accountability to all our stakeholders.



TFP POLICIES & PROCEDURES

We regularly review and update all our policies, ensuring alignment with emerging best practices and ever-evolving societal expectations.

CODE OF CONDUCT

The TFP Code of Conduct underpins everything we do. It provides clear guidance on what we expect of our people and how we do business.

WHISTLEBLOWING

We provide employees with clear options and guidance on reporting misconduct suspicions.

GRIEVANCE

We provide employees with appropriate and safe recourse to report issues and grievances of concern.

ANTI-CORRUPTION

Our policies unequivocally prohibit bribery, extortion, and corrupt conduct. Due diligence processes extend to our business partners and stakeholders.

INFORMATION SECURITY

Regular audits and assessments guarantee compliance with industry regulations and best practices, reassuring stakeholders of our commitment to data integrity.

BUSINESS CONTINUITY PLAN

Our robust risk management framework ensures the long-term sustainability of our operations in the event of disaster scenarios or recovering from a major disruption.

QUALITY

We have achieved the following certifications: ISO 9001 (Quality Management), ISO 14001 (Environmental Management) and ISO 45001 (Occupational Health & Safety).



3.3 OUR SUPPLY CHAIN & GOVERNANCE

We prioritise engagement, accountability, and compliance across our supply chain, working closely with manufacturers to implement proper policies and procedures aligned with our B Corp standards.

As an independent furniture business, our diverse supply chain comprises over 450 manufacturers. Our flexibility and objectivity provide unparalleled value to clients, enabling us to connect them with manufacturers and solutions precisely tailored to meet project needs and business objectives.

Effective supply chain governance ensures that every aspect of our operations, risk management, long-term sustainability, and resilience is well-addressed, thereby enhancing client satisfaction and driving positive outcomes. By integrating robust supply chain governance practices into our operations, we collaborate with our suppliers to uphold the highest standards of excellence, driving continuous improvement and innovation.

SUPPLIER ONBOARDING

Our supply chain selection, vetting, approval and management procedures ensure thorough due diligence and effective management throughout the procurement process. This process aligns with ISO 14001 and B Corp certifications covering critical aspects, including company information, manufacturing practices, timber certifications, ISO accreditations, warranty periods, modern slavery policy, payment terms, shipping terms and lead times.

SUPPLIER CODE OF CONDUCT

We've established a Supplier Code of Conduct that every supplier must adhere to for every project undertaken with TFP. The code outlines our ethical and operational expectations, ensuring alignment with our values.

TIMBER

As an importer and reseller of timber products, our robust processes ensure responsible and ethical timber procurement throughout our supply chain. We adhere to the stringent UK and EU timber regulations and are proud to hold Forest Stewardship Council® (FSC®) chain of custody certification for all our timber products.

PERFORMANCE MONITORING & EVALUATION

We maintain a robust manufacturer performance tracking system that monitors product quality, delivery schedule adherence, responsiveness to queries, and overall service levels. This system helps us identify underperforming manufacturers and areas for improvement.



The mark of
responsible forestry

TFP'S SUPPLY CHAIN ESG PROGRAMME

Our governance process includes an annual ESG audit for our significant suppliers. The comprehensive scoring criteria covers five areas: Human and Social Impact, Environmental Impact, Sourcing and Materials, and Packaging and Transport. The audit acts as a strategic initiative to ensure that the ESG performance of our suppliers aligns with our predefined targets and the rigorous standards required for B Corp certification. While we expect a minimum 40% score in each area, we actively collaborate with suppliers to identify areas of improvement and help bolster their sustainability efforts.

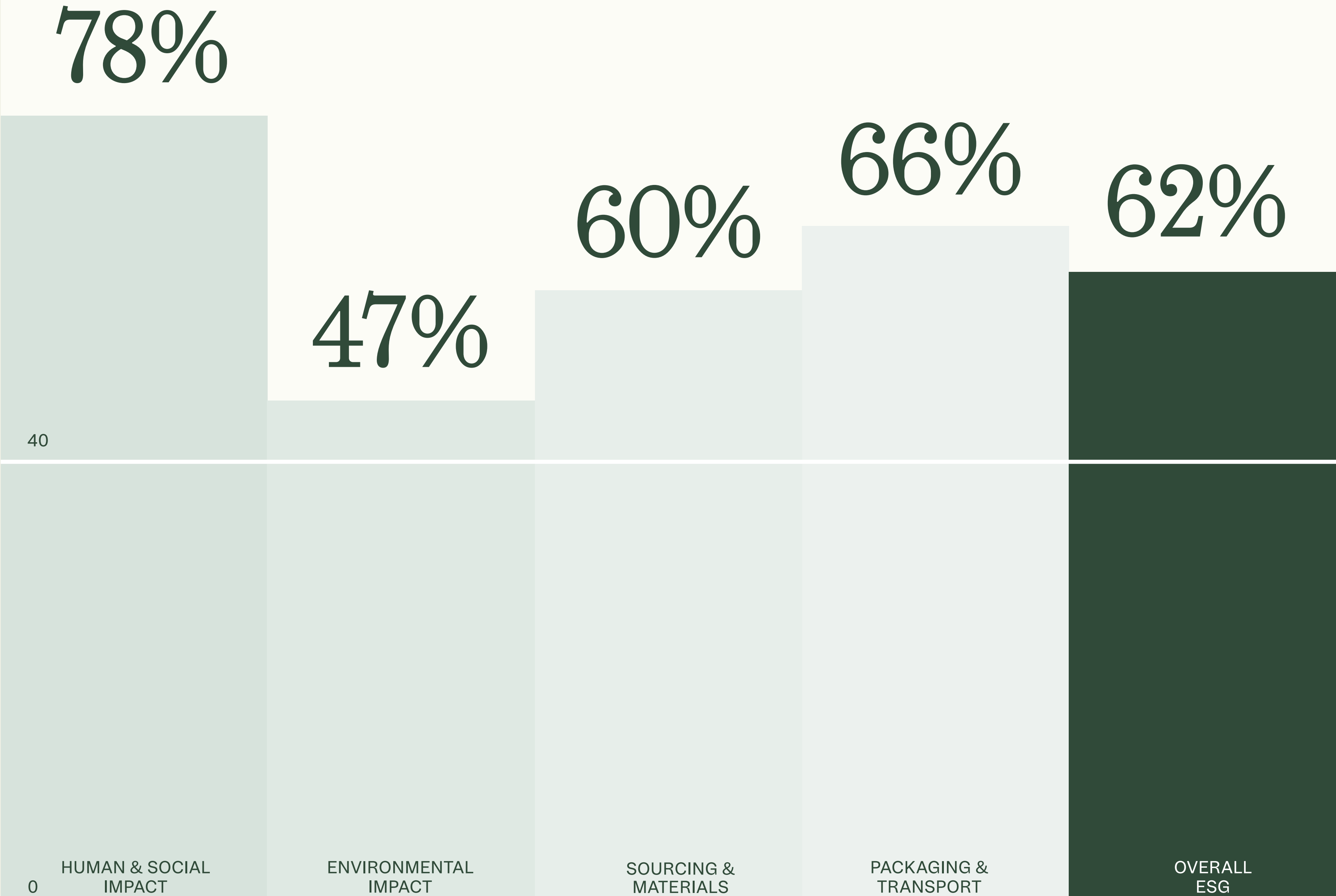
SUPPLY CHAIN RESILIENCE

We are committed to investing and insetting resources to support and guide our suppliers on their sustainability journey, solidifying our collaborative commitment to responsible and ethical business practices. Using our supply chain and product sustainability database, we capture manufacturing locations, timber sources and FSC® chain of custody certification details.

This strategic alignment with suppliers reinforces our commitment to sustainable practices and strengthens our supply chain resilience. By actively involving our suppliers in our sustainability vision, we contribute to a shared responsibility for environmental, social and governance standards, fostering a collective commitment to making a positive impact.

100

AVERAGE SUPPLY CHAIN ESG SCORES



3.4 TARGETS & PROGRESS



INITIATIVE	CURRENT PERFORMANCE	GOAL FOR NEXT 12 MONTHS	MID-TERM GOAL	SDG			
Social Commitment Mission Statement	Current Mission Statement includes commitment to target positive environmental impacts but not specific social impact.	Develop ideas to include a specific commitment to social impact within mission statement.	Include a commitment to serve a target beneficiary group in need within mission statement.	1	8	10	
Integrate Social & Environmental Performance into Decision Making	Employee and manager role descriptions include training on social and environmental issues.	Introduce Board of Directors review of social and environmental performance, in line with Impact Report publication.	Provide transparent progress within B Corp framework to all internal stakeholders.	8	10		
				11	12		
				13	16		
Social & Environmental Employee Training	Specific formal training in place.	Maintain and improve content.	Maintain and improve content.	4	8		
				11	12		
				13			
Board-Level Oversight of Governance Structures	Board meets twice annually to discuss ethics and transparency.	Maintain.	Maintain.	8			
				10			
Ethics Policies & Practices	Written Code of Ethics and Whistleblower policies in place.	Review annually at Board-level.	Conduct ethics-focused risk assessment of entire business operations.	8			
				10			
Anti-Corruption Reporting & Prevention	Written policies and training in place.	Assign responsibility and provide resources to monitor programme and put in place mechanism for continuous monitoring with Board-level review.	Annual training on the anti-corruption system with oversight and direct access to Board of Directors.	9			
				16			
Code of Ethics	Prohibition of bribes in place.		Public disclosure of financial and in-kind contributions to political parties, lobby groups, charitable organisations and advocacy groups.	9			
				16			
Impact Reporting	We set a specific, quantifiable environmental performance scorecard and publish results.	Report and publish TFP's first Impact Report.	Set quantifiable environmental, social and performance indicators and outcomes. Report performance annually.	4	5	8	9
				10	12	13	14
				15	16	17	

04

ENVIRONMENT



OUR PLANET, OUR RESPONSIBILITY

Whether it’s the effects of climate change, biodiversity loss or deforestation, our rapidly warming planet poses an existential threat to all life on Earth. As part of the built environment sector, where buildings are responsible for 39% of global energy-related carbon emissions, we must do better. That’s why, as a purpose-driven company, we’re striving to reduce the negative environmental impacts of our operations and, in doing so, help secure the business’s future.

FOCUSING OUR EFFORTS

Like many companies, our Scope 3 emissions are the largest contributor to our total carbon footprint. In our case, the production and transportation of the furniture we buy from manufacturers and brands and trade on behalf of our clients. After thoroughly investigating our value chain and identifying the most impactful activities associated with the furniture we purchase, we have revealed opportunities to reduce emissions by working with our supply chain, clients and project teams.

SDGS



ACHIEVEMENTS

- Completed extended Scope 3 emissions measurement, helping us to understand our full value chain impact.
- Approved net-zero science-based targets via the Science Based Targets Initiative (SBTi).
- Engagement and collaboration with our supply chain to gather robust Life Cycle Assessment (LCA) data.
- 100% renewable energy within our operations (REGO backed).

GOALS

- Net zero by 2040, with approved Science Based Targets.
- Reduce Scope 1 and Scope 2 greenhouse gas (GHG) emissions 42% by 2030 from a 2022 base year.
- Reduce Scope 1, 2 and 3 emissions 90% by 2040 from a 2022 base year.
- Publicly disclose progress via Carbon Disclosure Project (annually).
- Establish an insetting strategy and implement three supplier insetting initiatives.
- Supply chain engagement to identify and improve non-climate related areas of impact through Supplier ESG programme.
- Every employee to attend industry sustainability training.

We are delighted that The Furniture Practice has been measuring and reducing Scopes 1, 2 and core elements of Scope 3 emissions through Business Certification for the past nine years with Planet Mark. The fact that the business has now measured its complete baseline carbon footprint with us, having conducted Life Cycle Assessments of its products with another provider, demonstrates its commitment to increasing the accuracy of its data and reducing the impact of its products. They have built strong foundations from which they can embrace business transformation as they transition to net zero.

“

STEVE MALKIN

CEO AND FOUNDER AT PLANET MARK



PlanetMark



4.1 CLIMATE

TFP is committed to achieving net zero by 2040. We have set science-based targets that provide a clearly defined pathway to meet the goals of the Paris Agreement, a legally binding international treaty on climate change limiting global warming to 1.5°C above pre-industrial levels.



CUTTING EMISSIONS

We have been a Planet Mark-certified business since 2015. Planet Mark is a sustainability certification that verifies and measures carbon and social data to reduce emissions and help contribute to the UN Sustainable Development Goals (SDGs). They provide us with third-party verification and hold us accountable by requiring us to make carbon emissions reductions to re-certify. Over the last nine years, we have made year-on-year Scope 1, Scope 2 and core elements of Scope 3 emission reductions, and in 2023, we achieved carbon neutrality in line with the guidelines of PAS 2060:2014 for our 2022 business operations. We committed to reduce our measured footprint by 5% for the period of 01 January 2023 – 31 December 2023, which equates to 2.3 tCO₂e, to maintain carbon neutrality status. We offset 64.13 tCO₂e through Ecologi, which was more than our location-based operational footprint of 46.4 tCO₂e.

QES statement available on request.

ROADMAP TO NET ZERO

We have expanded the details of our emissions measurement and reporting to include extended Scope 3 emissions, allowing us to set a clear roadmap to reach our net zero targets and focus on making significant reductions across our entire value chain. We will continue to include extended Scope 3 emissions within our reporting on a biennial basis, using our 2022 Net Zero Baseline Report to compare future reductions.



In line with our ambitions for transparency, we submit our reporting to the Carbon Disclosure Project (CDP). CDP has the most comprehensive collection of self-reported environmental data in the world used to map trends, model emissions data, and pinpoint best practice.

NET ZERO SCIENCE-BASED TARGETS

2040

Reduce Scope 1, 2 and 3 emissions 90% by 2040 from a 2022 base year.

2030

Reduce Scope 1 and Scope 2 GHG emissions 42% by 2030 from a 2022 base year.

NET ZERO BY



SCIENCE
BASED
TARGETS

2040

4.2 OUR CARBON FOOTPRINT

In order to achieve our long-term climate goals, it is crucial to establish science-based targets and a clear roadmap. To understand our progress in this direction, we took a significant step in 2022 by measuring our Scope 3 emissions.

DATA QUALITY SCORE, JAN-DEC 2022

14/16

Verified by Planet Mark

MEASURING METHODOLOGY

By measuring a complete carbon footprint, we are transitioning towards a net zero future through a comprehensive Net Zero Action Plan outlining decarbonisation initiatives to tackle all relevant emissions sources. The Planet Mark measurement methodology is aligned with the Greenhouse Gas Protocol, and all data is verified with evidence provided by TFP.

MEASURING OUR SCOPE 3 EMISSIONS

As clients increasingly request information on greenhouse gas (GHG) emissions for their furniture purchases, we have taken a leading role in offering verified carbon data aligned with the European Union's Product Environmental Footprint (PEF) methodology and rules.

Inviting our prospective supply chain partners to provide PEF-compliant GHG emissions data has enabled us to understand the climate impact of each client project and allowed us to gain an understanding of product types so we can create benchmark Life Cycle Assessment (LCA) data for the various modules that are requested.

To get accurate data, we have worked closely with our value chain. Many have carried out robust Environmental Product Declarations (EPDs). For those manufacturers that do not have GHG emissions data, we helped them to create the information using Målbar. This specialist tool calculates the total climate footprint emitted from the product according to the EU PEF rules.

SCOPE 1 EMISSIONS

The greenhouse gas emissions our business creates directly (e.g. burning fuel in gas boilers and company vehicles).

SCOPE 2 EMISSIONS

Emissions our business creates indirectly, such as by buying energy (e.g. electricity).

SCOPE 3 EMISSIONS

These are not produced by us but by the companies in our value chain (e.g. procurement of goods and services).

4.2 2022 NET ZERO BASELINE REPORT

15,043

TCO₂E TOTAL CARBON FOOTPRINT

99.9%

OF ALL EMISSIONS ARE SCOPE 3

Report provided and verified by Planet Mark

TOTAL CARBON FOOTPRINT

SCOPE	CATAGORY	TCO ₂ E	PROPORTION
Scope 1	Natural Gas	0.3	0.002%
Scope 2	Electricity (Location-Based)	11.1	0.01%
	Electricity (Market-Based)	21.8	-
Scope 3	Cat 1. Purchased goods and services	13,017.8	86.5%
	Cat 3. Fuel and energy related services	3.9	0.03%
	Cat 4. Upstream transportation and distribution	1,124.5	7.5%
	Cat 5. Waste	0.2	0.002%
	Cat 6. Business travel	40.6	0.3%
	Cat 7. Employee commuting	23.3	0.2%
	Cat 11. Use of sold products	298.5	0.2%
	Cat 12. End-of-life treatment of sold products	523.1	3.5%
	Total Scope 3	15,031.9	99.9%
Total Location-Based		15,043.3	
	Per employee	178.2	
	Per £M turnover	445.7	
Total Market-Based		15,054.0	
	Per employee	178.2	
	Per £M turnover	446.0	

Statement provided and verified by Planet Mark

TOP EMITTERS BY PRODUCT TYPE

BED

19.6%

2,493.9

TCO₂E

DINING TABLE

13.8%

1,765.7

TCO₂E

WORKSTATIONS

11.1%

1415.2

TCO₂E

2 SEATER SOFA

6.8%

865.9

TCO₂E

3 SEATER SOFA

5.5%

706.4

TCO₂E

4.3 REDUCING OUR CLIMATE IMPACT

While we'll continue investing in gold standard offsets to provide a climate-action workforce, carbon neutrality marks a step, not the end goal, in our sustainability journey. The goal is net zero, which means cutting greenhouse gas emissions as close to zero as possible, with any remaining emissions reabsorbed from the atmosphere. Here, we outline our key initiatives and focus areas to meet our climate targets.



POWERED BY RENEWABLE ENERGY

The COP 28 global stocktake calls on Parties to take action towards achieving, at a global scale, a tripling of renewable energy capacity and doubling energy efficiency improvements by 2030. TFP's own operations are powered with 100% renewable energy, which is affordable and reliable. On-site renewables are a key strategy to decarbonise manufacturing, so we are committed to understanding and increasing where renewable energy is used throughout our supply chain.

100%

POWERED BY
RENEWABLE ENERGY

ENHANCING OUR SCOPE 3 DATA QUALITY

We are proud to have achieved a data quality score of 14/16 for our Net Zero Baseline Report. We understand how crucial it is for TFP to have accurate and reliable data - it is vital in helping us understand where our emissions are going, how to manage them, and how to make deep reductions. We are committed to making this data even stronger by working collaboratively with our supply chain to:

- Obtain LCA/EPD data for all 100% of furniture data. 86.9% is the current coverage.
- Make sure that all LCA/EPDs are of the same quality. Currently, a mix of data quality from the LCA/EPD providers is used.

LCA/EPD FURNITURE DATA COVERAGE

2022

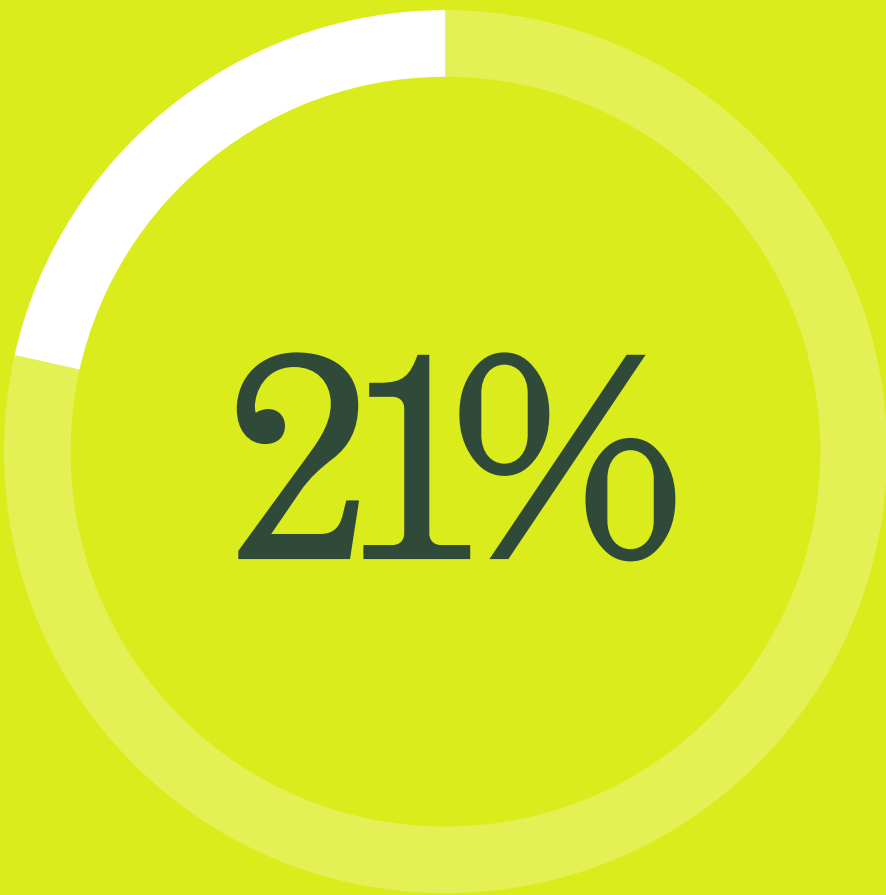
86.9%

2024 TARGET

100%

4.3 REDUCING OUR CLIMATE IMPACT

By gaining detailed insight into our Scope 3 emissions, we have identified the products that contribute the most to our carbon footprint. This now allows us to drive innovations to reduce our emissions and champion carbon reductions on projects through specification choices.



REDUCTION IN EMISSIONS BY SOURCING BEDS
SUPPLY FROM ASIA PACIFIC TO EUROPE

CHAMPIONING CARBON-EFFICIENT SOLUTIONS

To achieve our goal, we are committed to embracing circular principles in our approach. This involves extending the lifespan of our products through high-quality design, long-term furniture support to prolong furniture lifecycle, and effective reuse strategies. We have strategically implemented various initiatives to embed circular principles into our approach as part of our long-term climate targets. See [Section 7 Clients & Projects](#) for further information.

BTR & SHARED LIVING FOCUS

Following a detailed review of our Scope 3 emissions associated with purchased goods and products, the Build to Rent (BTR) and Shared Living markets have emerged as a focal point. Our analysis revealed that beds, tables, and sofas we procure for our clients emit the most carbon.

Given the emissions contributions of beds, we can now facilitate a strategy for emissions reductions among our products to lower Scope 3 emissions. As a result of this insight, in 2023, we switched our preferred supplier on this basis, which we expect to show significant carbon reductions.



4.4 SUSTAINABILITY INTERVENTIONS

In the first instance, we have chosen to focus on the climate impact of the furniture we trade. In doing so, we can also significantly improve our environmental performance across many of the other environmentally associated impacts – such as water resource, chemical management, land use change and biodiversity.



AN ETHICAL ECOSYSTEM

Often, there is a direct relationship between reducing carbon and reducing other environmental impacts – however, we are aware that this may not be a simple correlation in some instances. Through our supplier onboarding questionnaire and annual ESG Audit, we enquire about environmental performance across a wide range of impact areas, as outlined in [Section 3.3 - Our Supply Chain & Governance](#).

This process provides a comprehensive framework for assessing and addressing various environmental factors throughout our supply chain. By systematically integrating these considerations, we ensure that our supply chain practices align with our broader sustainability goals and contribute to a more responsible and ethical business ecosystem.

REDUCING WASTE

In alignment with our ISO 14001 accreditation, we impose meticulous waste management plans for each project. These specifically designed plans address furniture waste and packaging during on-site installations, with a clear objective of attaining a 0% waste-to-landfill outcome. To achieve this, we collaborate with various specialised clearance companies who share our commitment to sustainable waste management.

TFP SUPPLIER AUDIT – SUSTAINABILITY INITIATIVES

100 %	commit to TFP's Supplier Code of Conduct.
28 %	have employment initiatives in place for low-income / chronically underemployed communities.
96 %	have a responsible sourcing policy.
72 %	have a community engagement programme.
84 %	use renewable / green energy.
87 %	track chemicals throughout their supply chains.
46 %	operate a take-back scheme.
53 %	collect and reuse packaging.

4.5 TARGETS & PROGRESS



INITIATIVE	CURRENT PERFORMANCE	GOAL FOR NEXT 12 MONTHS	MID-TERM GOAL	SDG
Greenhouse Gas Emissions Reporting	Scope 1, 2 and 3 analysis complete and reported via the Carbon Disclosure Project.	Maintain.	Continue to report on Scope 3 emissions bi-annually and have shown 50% reduction in GHG emissions.	13
Improve Data Quality Associated with Carbon Emissions of Products	LCAs are currently only gathered and calculated on appropriate projects.	Calculate LCAs on the top 5 products sold by each of TFP's significant suppliers.	Product LCAs or benchmarks in place for 100% of product sales.	13
Collaboration, Leadership & Standard Setting	Working to inform the Net Zero Carbon Building Standard on average carbon per m² for workplace furniture.	Complete whitepaper to publish industry carbon benchmark for furniture within FF&E.	Work to set standard methodology for furniture carbon reporting.	4913
50% of All Furniture Installed to be Reuse	Reuse and carbon savings associated are currently provided on a project by project basis.	Implement process within ERP to more accurately capture quantity of reuse.	30% of all furniture installed to be reuse.	1213
Renewable Energy Usage	87.5% of energy use is produced from renewable sources.	Target 100%.	Maintain 100%.	7
Supply Chain GHG Management	We don't track or evaluate greenhouse emissions from our supply chain.	Develop programme to collaborate with or require suppliers to collect data and report on greenhouse gas emissions.	Set system in place to track or evaluate greenhouse emissions from our significant supply chain.	1213
Supply Chain Water Management	We have conducted an analysis of our value chain, including suppliers, services, and materials, to identify material areas of water usage.	Maintain.	Set targets for water usage reduction in significant supply chain.	1214
Supply Chain Waste Management	We have conducted an analysis of our value chain, including suppliers, services, and materials, to identify material areas of waste production	Maintain.	Set targets for waste reduction in significant supply chain	1215
Supply Chain Biodiversity Management	We have conducted an analysis of our value chain, including suppliers, services, and materials, to identify material risks to biodiversity.	Maintain.	Set targets for reducing negative impacts on biodiversity in significant supply chain.	1215

05
PEOPLE





PEOPLE POWER

Our team is our greatest strength. We want every employee to thrive at work and feel proud of how we do business.

Our people’s expertise, ambition and hard work drive us forward, keeping clients satisfied and delivering commercial growth. But, for us, being a great place to work is about so much more than our bottom line.

At TFP, we work hard to make sure our people feel respected, valued, challenged, and, most importantly, that they belong. We've created a nurturing work environment and company culture that empowers everyone to realise their potential. United by a common purpose and spirit of togetherness, we can go further for our clients and each other.

Looking ahead, we aim to improve financial security, career development, employee wellbeing, inclusivity, and diversity in line with B Corp targets.

SDGS



ACHIEVEMENTS

- Employee Net Promoter Score (eNPS) increased from 10 to 27 in 2023.
- 17% internal promotions.
- 11% employees received formal skills-based training beyond their regular responsibilities.
- Marketing internship led to full-time employment.
- 4 work experience placements.

GOALS

- At least 15% of employees annually will receive internal promotion.
- At least 50% of employees annually will receive formal skills based training beyond their regular responsibilities.
- Deliver management training on topics including mental health and effective leadership.

5.1 OUR TEAM & CULTURE

Our resilient, cohesive company culture is built on shared responsibility and empowered people. Together, we turn challenges into opportunities to realise sustainable, inclusive growth.



EVOLVING TOGETHER

In recent years, our team has grown significantly to meet the demands of our business as we continue to deliver workplace projects and our continued growth in the BTR and Shared Living market. In 2023, our team experienced an 11% growth, illustrating our ongoing momentum.

By staying focused on our values, we ensure our organisational culture thrives as we expand across different geographical regions, creating an inclusive community founded on togetherness fuelled by a creative, entrepreneurial spirit.

TEAM GROWTH 2023

11%





CULTIVATING CULTURE

Promoting connection and engagement within our team is a top priority, and we invest in several initiatives to help nurture and build our culture across all our locations.

SPACES

Our offices are not just workplaces but carefully crafted spaces where our team feels motivated and empowered to do their best work. Designed to promote collaboration, we provide plenty of room for work and social events.

FOOD

Our monthly lunches are more than just a meal - they are opportunities for our team - across all levels - to come together. We love working with local restaurants and caterers, exploring diverse culinary cultures to create memorable experiences.

TEAM TRAINING TRIP

Our annual two-day company off-site training trip is a global gathering where teams reflect on achievements, set business goals, and, most importantly, enjoy shared experiences. It's a time to strengthen bonds and rejuvenate team spirit.

COMMITTEES & CLUBS

Our committees and clubs range from wellness and sports groups to charity and sustainability initiatives. These employee-led groups provide our team with shared interests, promoting engagement and contributing to a dynamic and inclusive workplace.

Committees:

- MINISTRY OF FUN
- HEALTH & SAFETY
- CHARITY
- SUSTAINABILITY

Clubs:

- WATERSPORTS
- FIGHT CLUB
- BOOK CLUB
- GOLF CLUB
- WILDERNESS CLUB

SOCIALS

We foster friendships and professional relationships by coming together to have fun. We organise quizzes, karaoke and out-of-office adventures, providing a relaxed setting for our team to bond outside the usual work environment.

At TFP, we take pride in our strong sense of togetherness, and social events are a great way to keep that spirit alive. We want everyone to have a good time and make meaningful connections, whether it's through shared interests or trying something new. We believe it's important to create a welcoming environment where people feel comfortable sharing ideas and collaborating with each other.

“

CHERELLE BOVELL

OFFICE MANAGER



5.2 EMPLOYEE ENGAGEMENT

Employee engagement has always been a top priority for us. We aspire to cultivate an environment where individuals feel empowered to speak up, share ideas, challenge our existing methods, and actively contribute to a culture of continuous improvement and innovation.



SUPPORTING OUR STAFF

Our HR Team collaborates closely with staff and managers across all locations to provide support to our employees, ensure effective communication, and streamline organisational processes.

In 2023, we introduced a suggestion box to encourage our employees to share their ideas and feedback. Our HR Director regularly discusses these suggestions with our HR Team, promoting collective participation in shaping our workplace culture and practices.

LEARNING FROM FEEDBACK

We conduct an employee engagement survey every six months to track engagement and allow our team to share anonymous feedback. We use the Employer Net Promoter Score (eNPS), a scoring system designed to help employers measure employee satisfaction and loyalty within their organisation.

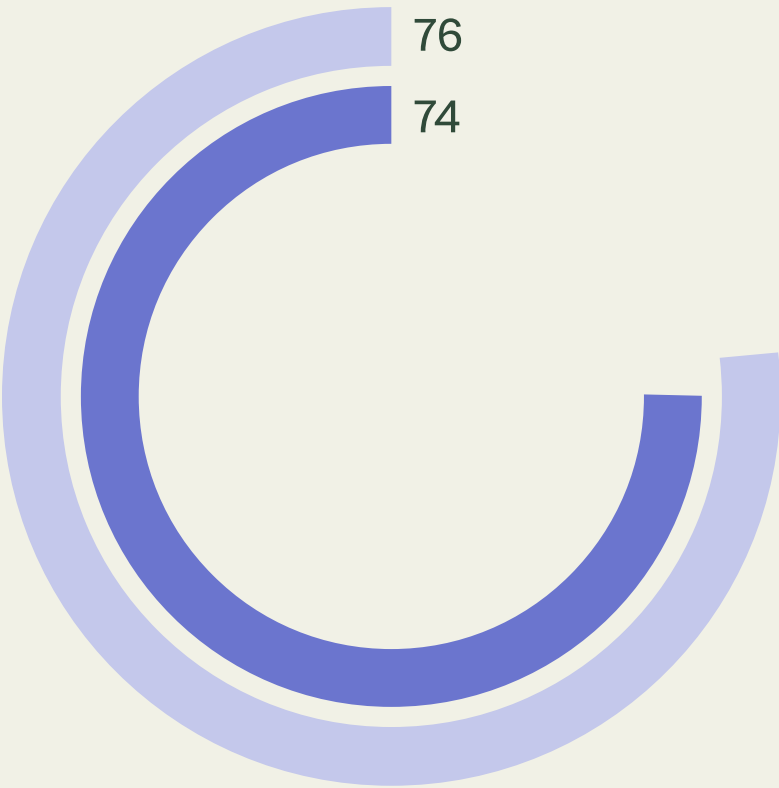
The score and survey help us understand what we're doing well, what we can learn and what we could do differently. It also shapes future initiatives to boost engagement.

OUR ENPS SCORE

MARCH

SEPTEMBER

ENPS PARTICIPATION 2023 (%)



5.3 HEALTH, WELLBEING & BENEFITS

We're dedicated to creating a happy, healthy and engaged workforce. That's why we provide a range of employee benefits that extend beyond the office doors.



PRIORITISING HEALTH & WELLNESS

From free breakfasts and monthly massages to engaging social and mental health, we prioritise the holistic wellbeing of our team.

PRIVATE HEALTHCARE & FITNESS

We offer our employees access to a range of healthcare benefits and resources, along with incentives for maintaining a healthy lifestyle and mental health support via an optional private healthcare scheme. Additionally, we provide subsidised fitness classes through ClassPass to our staff.

GOOD FOOD

We stock our kitchens with fruit and other healthy ingredients for healthy, energy-fuelling breakfasts and snacks. We also come together at monthly lunches to try something new.

GET MOVING

We're always looking for ways to promote movement, from sit-stand desks in offices to sports clubs, our annual steps challenge fundraiser, and our annual wellness week activities.

MONTHLY MESSAGES

Available to everyone, monthly massages allow us to unwind and refocus, ensuring our team feels refreshed and ready for the opportunities ahead.

FLEXIBLE WORKING

Like many other businesses, we have gone through significant shifts in our approach to work since the pandemic. To adapt, we made substantial investments in technology during and post-pandemic, facilitating a hybrid work model that empowers our team to do their best work, whether working from our offices or remotely.

SUMMER HOURS

Throughout July and August, we finish work at 4:30 pm. This flexible schedule allows our people to maximise the benefits of summer (and enjoy some Vitamin D!) across all office locations.





MENTAL HEALTH MATTERS

We provide all employees with the opportunity to sustain and improve their mental health in a variety of ways, with a specific focus on reducing the stigma of mental health and providing support.

FIRST RESPONDERS

Our trained mental health first responders understand the challenges people may experience at work. They provide compassion, reassurance, and guidance towards professional support.

SPACE FOR CONVERSATIONS

We foster a safe environment where employees can talk openly with other colleagues, managers, our HR Team or with trained mental health first aiders.

MENTAL HEALTH RESILIENCE

We support our team through training sessions around workload management, active listening and navigating challenging situations to help build our mental health resilience.

TFP WELLNESS WEEK

During Mental Health Awareness Week, we hold events covering physical and mental wellbeing. Past sessions include yoga and meditation, financial wellbeing, and mindfulness.

WE'RE A CLIMATE ACTION WORKFORCE

To help balance out our team's carbon footprint and positively make a change for the planet, we are committed to the climate platform Ecologi and are a Climate Action Workforce. Every month, we fund Gold Standard-certified carbon avoidance projects worldwide and donate to tree planting that boosts local communities and biodiversity.

Through Ecologi and our Climate Action Workforce programme, we have:

- Funded 3,430 trees across 13 projects
- Supported the prevention of 256.52 tCO₂e from being emitted through six verified carbon avoidance projects.

Projects include:

WIND POWER PROJECT IN THAILAND

DISTRIBUTING CLEANER COOKSTOVES IN KENYA

SOLAR PV ELECTRICITY GENERATION IN INDONESIA

Ecologi
climate
action
workforce

Our mental and physical wellbeing isn't fixed. It's a continuum that we move up and down depending on how we manage the challenges and stresses of life. And everyone responds differently. We want to create an environment where our people have the support and tools to foster positive mental health and feel comfortable seeking help when necessary.

“

AMY CARTER

MENTAL HEALTH FIRST RESPONDER



5.4 CAREER DEVELOPMENT & TRAINING

At TFP, continuous learning and development are core components of our culture, fuelling our ability to innovate and deliver our clients an exceptional service and experience.

We strive to offer all our employees best-in-class learning and professional development programmes and opportunities. We also hold regular company-wide meetings and annual training courses to enhance collaboration, knowledge sharing and team building.



INTERNAL PROMOTIONS

We consistently advertise new roles to employees internally and are proud that in 2023, 17% of TFP employees received internal promotions. This statistic reflects our commitment to recognising talent within our existing team, creating a culture where dedication and growth are acknowledged and actively encouraged.

FOSTERING AUTONOMY & RESPONSIBILITY

We subscribe to the philosophy of Situational Leadership – a dynamic approach that tailors leadership styles to the individual and the task at hand. This adaptability ensures that each team member receives the support and guidance they need to excel in their roles, fostering a culture of autonomy and responsibility.

BETTER COMMUNICATION

At TFP, we prioritise communication and teamwork. To improve our relationships, we complete Insights training, an internationally recognised psychometric tool. In 2023, 35 people received this training, resulting in better communication and more effective teamwork. We're committed to continued learning and development, so we'll be providing more training opportunities to our team members in the future.

INTERNAL PROMOTIONS

17%

MARKETING INTERNSHIP LED TO
FULL-TIME EMPLOYMENT IN 2023

1

EMPLOYEES RECEIVED INSIGHTS TRAINING IN 2023

35

5.4 CAREER DEVELOPMENT & TRAINING



LEARNING & DEVELOPMENT INITIATIVES

ONBOARDING

New team members embark on their TFP journey with an induction programme designed to connect them with the team and introduce them to our culture, building a sense of community and belonging immediately. Each new starter is assigned an induction 'buddy' for support and introduced to key departments, team members and core training elements.

COMPLIANCE TRAINING

Throughout the year, our employees receive regular refreshers and updates on policies applicable within our business, such as Health & Safety and IT Security. This training ensures that we conduct our business in the right way, working towards common goals and promoting effective risk management.

GRADUATE TRAINEESHIP

We invest in the growth and development of new talent through our Graduate Training Programme. With a commitment to mentorship, our team managers guide and empower the next generation of furniture specialists.



5.4 CAREER DEVELOPMENT & TRAINING



FORMAL TRAINING

Our Employee Learning and Development Programme provides access to fully or partially funded formal training related to an employee job or other additional roles, contributing to a positive work environment. Courses in 2023 included design and IT software training, project management, finance training and mental health awareness.

REVERSE MENTORING

Our reverse mentorship initiative aims to bring people from all across our businesses together, fostering a practical exchange of insights and perspectives. This initiative provides a simple and engaging way for both sides to learn from each other, and newer employees get a chance to share their fresh ideas and perspectives, promoting innovation and progress.

SUSTAINABILITY TRAINING PROGRAMME

Our Sustainability Training Programme is a comprehensive guide addressing the environmental and social aspects of sustainability within the furniture industry. Modules include definitions and principles of sustainability, regulatory landscape, green certificates, materials selection, the climate impact of materials, waste reduction and circularity.

EMPLOYEES RECEIVED FORMAL TRAINING IN 2023

12

SUSTAINABILITY TRAINING PROGRAMME MODULES

- Understanding Sustainability Terms & Principles
- Regulatory Landscape
- Certifications
- Materials Impact
- Waste Reduction – Reduce, Reuse, Recycle
- Circularity



5.5 TARGETS & PROGRESS



INITIATIVE	CURRENT PERFORMANCE	GOAL FOR NEXT 12 MONTHS	MID-TERM GOAL	SDG	
% of Employees Paid Family Living Wage	100% of employees are paid the family living wage.	Maintain.	Maintain.	1	8
					10
Employees Receiving a Bonus	100% of TFP employees received monetary bonuses in previous 12 months.	Maintain.	Maintain.	8	10
Pensions	TFP offers all employees government-sponsored pension.	Maintain.	Offer employees a pension plan option that focuses on socially responsible investing.	8	
Professional Development 1	Newly hired TFP employees currently average one week to one month on-the-job training.	Implement first 40 days training programme.	Develop school leavers apprenticeship scheme.	4	
Professional Development 2	TFP has internal staff feedback process related to all training sessions undertaken.	Carry out training sessions in conflict negotiation and group dynamics for optimal team functioning.	Develop training programme related to diversity, equality and inclusion (DEI).	4	5
					10
Professional Development 3	TFP internally promoted 17% of employees within the last 12 months.	15%+ of staff to be internally promoted annually.	Maintain 15%+ of staff to be internally promoted annually.	4	8
Professional Development 4	20% of TFP staff received non-job specific key skills training in last 12 months.	Target 50% plus of staff to have non-job specific key skills training.	Maintain 50% plus of staff to have non-job specific key skills training.	4	8

06

COMMUNITY





COMMUNITY IMPACT

Community engagement and giving back is integral to our ethos. It’s woven into our operations, focusing on relationships and collaboration to enhance our social impact, positively contribute to the communities around us and drive meaningful change within our business and across our sector.

In 2023, we proudly supported multiple charities through various fundraising initiatives guided by our employee-led Charity Committee.

Collaboration within our industry is pivotal to driving meaningful change. By partnering with industry leaders through groups like the Sustainable Design Collective (SDC) and the UK Green Building Council (UKGBC), we remain ahead of pressing topics, share best practices, and address challenges affecting us collectively.

SDGS



ACHIEVEMENTS

- DEI in our team – 50% women managers.
- £15,700 raised for 9 different charities.
- Continued membership of the Sustainable Design Collective (SDC), meeting monthly with industry peers to advance sustainable best practice.
- Head of Sustainability joined UKGBC Future Leaders course, a 6-month course designed to inspire the next generation of leaders who will transform the sustainability of the built environment.
- Engagement and contribution to the Net Zero Carbon Building Standard, the UK's first cross-industry standard for net zero buildings, following a1.5°C trajectory.

GOALS

- £20,000 target donation.
- DEI in our team – Expand DEI working group, collect more data about our team and embed initiatives within our business.
- Host TFP's first supplier-focused event, designed to promote and share ideas, collaborative discussions and solutions for positive action in the furniture industry.



6.1 DIVERSITY, EQUITY & INCLUSION

We are dedicated to cultivating a workplace that embraces diversity, equity and inclusion (DEI). In 2023, we established a DEI resource group to help create our strategy and set goals for the coming year. We firmly believe that nurturing a mix of perspectives is essential for generating better solutions and creating a truly innovative environment, benefiting all aspects of our business and stakeholders.



SPACE FOR EVERYONE

Our thoughtfully designed workspaces feature carefully selected furniture and amenities to accommodate the diverse needs of our team, providing quiet spaces for focused, private work, settings for collaboration among teams and clients and facilities such as gender-neutral restrooms and accessible spaces. This adaptability also allows our offices to serve as workspaces, social hubs, and a place for clients to review mock-ups.

LOOKING AHEAD

In the coming year, we are emphasising these values by collecting more data about our team and embedding new initiatives within our business. Additionally, we plan to expand our DEI working group in 2024.

This journey reflects our dedication to building a workplace where every voice is not only heard but celebrated for the unique perspectives it brings.

OUR TEAM

GENDER DEMOGRAPHICS

AGE DEMOGRAPHICS

WOMEN OVERALL

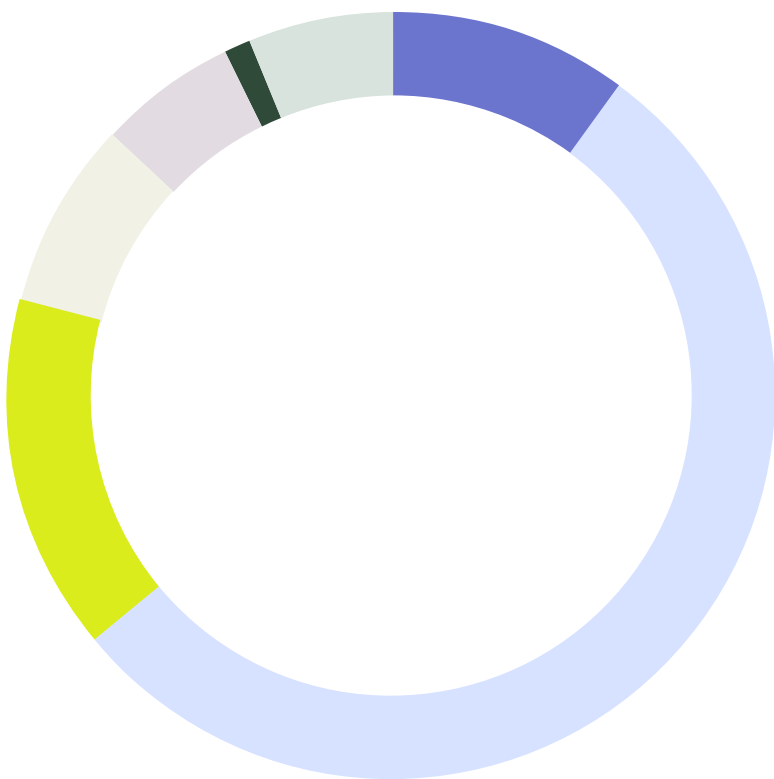
63%

WOMEN IN MANAGEMENT

50%

WOMEN IN LEADERSHIP / BOARD POSITIONS

37.5%



- 18-24
- 25-34
- 35-44
- 45-54
- 55-64
- 65+
- UNSPECIFIED

6.2 COMMUNITY ENGAGEMENT & CHARITABLE GIVING

Our team is passionate about connecting with people and making a positive impact on the communities we serve. We actively support a variety of charities and community initiatives throughout the year. These include charities selected by our Charity Committee annually, as well as other ad hoc initiatives that align with our values.

TFP CHARITY COMMITTEE

Our Charity Committee is an employee-led team dedicated to steering our charitable initiatives. Made up of volunteers from different departments, they work on selecting and coordinating the causes we support. The Charity Committee embodies our commitment to positively impacting the communities we're a part of.

Traditionally, our Charity Committee supported a single charity for each of our offices. However, in 2023, we embraced a more diverse approach. Employee engagement soared as we involved our team in nominating charities, leading to monthly selections and themed events. This shift facilitated broader participation beyond the Charity Committee, fostering a sense of shared purpose.

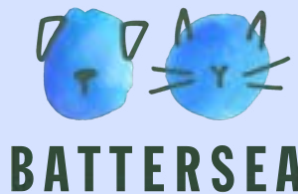


FUNDS DONATED TO CHARITY IN 2023

£15,788

2023 CHARITY HIGHLIGHTS

We donated and raised funds for various charities and organisations throughout the year.



6.2 COMMUNITY ENGAGEMENT & CHARITABLE GIVING

EMPLOYEE VOLUNTEERING & FUNDRAISING

We believe in giving back to our community and supporting causes that are important to our employees. That's why we offer one day of paid leave every year for our employees to volunteer at a charity or non-profit organisation of their choice. We encourage our people to use this opportunity to make a positive impact and contribute to a better world.

DOUBLING OUR IMPACT

We match funds raised during internal charity events, ensuring a collective impact. To promote fairness, our Charity Committee has established a set contribution for charitable giving, sponsoring staff members' endeavours and contributing to their fundraising efforts.

We also support our suppliers' and clients' giving goals, donating to charities and causes that align with our mutual values so that we can make a difference together.

SUPPORT LOCAL BUSINESS

We're passionate about supporting businesses in our local communities that resonate with our values and ambitions. In our London office, we source fresh fruit from a local market, use local food businesses for our monthly team lunch, and partner with a local flower company, Urban Flower Co., for office flowers. We always look to work with local suppliers for our events, including catering, florists and print suppliers.



6.3 INDUSTRY COLLABORATION

Working together across the industry is vital to making real and lasting changes that benefit everyone and the planet. That’s why we’re actively involved in various industry organisations focused on improving social and environmental practices within the furniture sector.



SUSTAINABLE DESIGN COLLECTIVE

We're proud to be part of the Sustainable Design Collective (SDC), a 'think tank' group committed to acting as a collective within the workplace design community to identify developments and 'best practice' relating to sustainability. We've been active members since 2022 and participated in the annual SDC Forum in 2023, where we showcased our Materials Lab alongside other SDC members. We're committed to joining the discussion at the 2024 Forum and attending their monthly meetings to tackle important industry issues and drive progress.

TFP MATERIALS LAB

Our Materials Lab houses a collection of materials sourced from our supply chain and the wider furniture industry. We use these materials in our consultancy work and share them at industry events to raise awareness about innovative, future-oriented options and how they can improve the sustainability performance of projects.

THE UK GREEN BUILDING COUNCIL

The UK Green Building Council (UKGBC) is a membership-led industry network radically reshaping the sustainability of the built environment. We've been Gold Leaf members since 2012, joining a network of over 700 industry leaders driving the transformation towards a net-zero, climate-resilient and regenerative built environment. In 2023, our Head of Sustainability and Supply Chain, Phil Towle, joined the UKGBC's Future Leaders programme. This initiative brings together ambitious professionals from the industry, local government, and civil society to participate in a unique leadership and innovation programme. Future Leaders is designed to inspire the next generation who will transform the sustainability of the built environment.

THE NET ZERO CARBON BUILDINGS STANDARD

The UK Net Zero Carbon Buildings Standard is the UK's first cross-industry standard for net zero buildings, following a 1.5°C trajectory. Several leading organisations support the initiative, including BBP, BRE, the Carbon Trust, CIBSE, IStructE, LETI, RIBA, RICS and UKGBC.

There's been significant progress in defining what 'net zero' means for buildings in the UK. However, market analysis revealed a clear need for a single, agreed-upon methodology. The UK Net Zero Carbon Buildings Standard enables the industry to prove that their built assets are net-zero carbon and align with the UK's climate targets.

We're proud to have been part of a group of 30 industry professionals working to create a carbon benchmark for fit-out for inclusion in the UK Net Zero Carbon Buildings Standard framework. Using our furniture LCA (Life Cycle Assessment) data related to our Scope 3 analysis, we provided evidence for the furniture calculations. As a result, we now have a benchmark CO2e kg/m2 figure for evaluating fit-out elements.



We take an active role in reshaping the future of the built environment. We are proud to have been part of a group of 30 industry professionals helping to create a carbon benchmark for fit-out as part of the UK Net Zero Carbon Buildings Standard. Together, we’re accelerating industry progress towards decarbonisation.

TASK GROUPS





ELEMENTAL GROUPS









6.4 TARGETS & PROGRESS



INITIATIVE	CURRENT PERFORMANCE	GOAL FOR NEXT 12 MONTHS	MID-TERM GOAL	SDG	
Diversity, Equity & Inclusion: Workforce Representation of Minority Groups	TFP does not currently track % of workforce that identifies as being from racial or ethnic minorities.	Conduct our inaugural company-wide DE&I survey to understand and monitor our team's diversity.	Develop targets related to workforce representation of minority groups.	10	
Diversity, Equity & Inclusion: Women in Management	40% of managers identify as women.	Maintain >40%	Maintain >40%	5	10
Diversity, Equity & Inclusion: Supply Chain Diversity	TFP does not currently track or target diversity among our suppliers.	n/a	Establish procedure to track diversity of ownership amongst suppliers.	9	10
Supply Chain Management: Improving Suppliers Social & Environmental Performance	TFP currently advocates for suppliers with strong social and environmental performance.	Feedback and suggestions provided to suppliers on strategy for improving Social and Environmental performance.	TFP to provide resources to suppliers to improve their social and environmental performance.	9	10
Supply Chain Management: Supplier Screening	TFP formally screens 100% of our significant supply chain regarding social and environmental practices and performance.	Maintain 100%.	Maintain 100%.	12	13
Civic Engagement & Giving: Volunteering	TFP does not currently track what % of employees take paid time off for volunteering.	Target 50% + of employees to take paid time off for volunteer services and establish method to capture data.	Maintain 80% + of employees to take paid time off for volunteer services.	1	6
Civic Engagement & Giving: Influence Policy Changes	During the last year, TFP did not work with policy makers to develop policy changes explicitly designed to improve environmental outcomes.	TFP to be involved with external industry bodies to: 1. Help create a white paper on carbon measurement guidelines for FF&E, and 2. Influence National guidelines for carbon measurement standards for FF&E.	Be open to further engagement to influence policy changes.	11	13
Civic Engagement & Giving	Total Amount of Charitable Donations = £15,700.	Target £20,000.	Target £50,000 annually.	16	1

07

CLIENTS & PROJECTS



BUILDING LASTING RELATIONSHIPS

At TFP, we prioritise building enduring relationships with every client. We collaborate seamlessly with professional consultancy teams, including our clients’ team, architects, interior designers, project managers, developers, cost consultants and sustainability consultants. Managing every aspect of furniture throughout its lifecycle, we are committed to upholding the highest standards of service, quality, accountability and stability to establish trusted partnerships and generate long-term value for our clients.

CREATING POSITIVE IMPACTS TOGETHER

We recognise that sustainability journeys vary for each client and project. Our expertise lies in understanding each client’s unique objectives and working with project teams to facilitate informed decisions that promote positive impacts for people, the planet and business alike. Through our projects and extensive supply chain, we believe we can collectively make a significant impact by influencing behaviours and navigating a sustainable pathway to higher standards.

SDGS



ACHIEVEMENTS

- 52% of our clients in 2023 were repeat clients.
- 26% of commercial projects delivered in 2023 had at least one major sustainability certification.

GOALS

- Develop formal client satisfaction programme and report on scores annually.
- Establish process to report effectively on reuse percentages for every project.

7.1 CLIENT STEWARDSHIP

Constantly striving for improvement is part of TFP’s DNA. We are committed to evolving and refining our services to create value and provide stability for our clients in a dynamic world. To do this, we’ve established robust processes – including our very own tried-and-tested approach – and operate stringent quality and data security protocols and feedback opportunities.



A STREAMLINED APPROACH, PROVEN TO DELIVER

The process and overall experience matter just as much as the final outcome. Our streamlined project approach is a structured yet flexible process that de-risks projects and holds us accountable from discovery to handover. We adapt this tried-and-tested framework to each client, tailoring deliverables to align with project goals. By integrating Consultancy, Procurement, Delivery & Installation, and Aftercare services, we oversee every aspect of furniture management with meticulous planning and programming to ensure delivery on time and within budget.

QUALITY ASSURANCE

With stringent quality assurance processes in place throughout our approach and company procedures, we provide the highest standards in both our services and product offerings. By building and nurturing strong relationships with our supply chain partners, conducting regular ESG audits, and maintaining ISO 9001 and ISO 14001 certifications, we guarantee the excellence of our products and services.

DATA SECURITY

At TFP, we prioritise data security. We invest in the latest technologies and adhere to strict policies, conducting regular audits to ensure confidentiality and integrity of data. We handle data ethically and responsibly, and all our cloud partners are ISO 27001 certified or more.

LEARNING FROM FEEDBACK

Feedback is integral to the way we work. We have implemented formal feedback mechanisms and established a structured reporting process with checkpoints at each project phase. This approach gives our clients opportunities to provide feedback throughout the project lifecycle, enabling us to monitor service delivery, product performance and overall experience while fostering a culture of continuous learning and improvement. In 2024, we are looking to further enhance how we monitor feedback through a formal client satisfaction programme, which we’ll report on scores annually.

52%

OF OUR CLIENTS IN 2023 HAD WORKED WITH US BEFORE

OUR CLIENTS

We aim to build long-lasting connections with our clients, often cultivating relationships that endure for decades. Our continuous client engagement is centred around supporting our clients throughout the entire lifecycle of their furniture, enabling them to maximise their furniture investment and adapt seamlessly as their space and business needs evolve. Following project completion, our experienced client services team provides ongoing support, including warranty management, repairs, refurbishments, moves, and cleaning.

BUILDING LASTING RELATIONSHIPS



7.2 CHAMPIONING POSITIVE IMPACTS

As we move forward and sustainability standards evolve, we remain committed to supporting our clients and project teams in achieving their sustainability targets. Drawing on our extensive project experience, we strive to empower informed furniture decisions that promote circularity and positive impacts for people, the environment and businesses.

In 2023, we expanded our Sustainability Team to include a full-time Sustainability Consultant. With additional resource and expertise, we have not only deepened our engagement with our supply chain and intensified our internal efforts but also facilitated continued learning among our team, enabling us to provide more robust support to our clients.

POSITIVE IMPACT THROUGH REUSE

To achieve a sustainable future, the built environment must transition away from the take-make-waste economy. At TFP, we are dedicated to developing better systems and approaches that embrace the principles of circularity. Reusing existing furniture is one of the most effective methods for reducing a project's carbon footprint and enhancing overall sustainability performance.

In the initial stages of our projects, we closely collaborate with our clients to assess their existing assets and devise effective reuse strategies. These strategies promote positive environmental and social value initiatives while presenting cost-effective solutions, such as the reuse of existing furniture, resale to interested parties, charitable donation, or responsible clearance in line with our zero-waste-to-landfill policy.

APPROXIMATELY

22M

PIECES OF FURNITURE END UP IN LANDFILL EACH YEAR IN THE UK.

=

APPROXIMATELY

670,000

TONNES OF WASTE

“ PAUL FARLEY 2023

Tackling the Challenge of Furniture Disposal, Furniture News

EXISTING FURNITURE PROCESS



Furniture Audit



Audit Report with Recommendations for Each Item of Furniture



Reuse / Remanufacture



Resale



Charitable Donation



Clearance & Recycling

BREEAM®



INTERNATIONAL
LIVING FUTURE
INSTITUTESM



SPECIFYING SUSTAINABILITY

Drawing on our extensive project experience and close engagement with suppliers, we empower clients to make well-informed choices when specifying new furniture. This wealth of knowledge allows us to efficiently identify manufacturers and products that align with project requirements and sustainability KPIs, whether it's sustainability certifications, social value initiatives, or carbon-efficient solutions.

Central to our approach is the emphasis on finding solutions that prioritise longevity and future use. For any new furniture selection, we consider quality pieces that are ideally suited for their intended function, ensuring durability and sustainability over time.

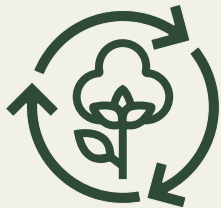
ACHIEVING SUSTAINABILITY CERTIFICATIONS

We have a wealth of experience in delivering projects to achieve the highest international certifications for sustainability, such as BREEAM, WELL, SKA, LEED, Fitwell, and the Living Building Challenge. Our consultants complete comprehensive training to understand furniture requirements across all certification levels, helping us stay informed about certification updates and their potential impacts on furniture 'points'.

26%

OF COMMERCIAL PROJECTS DELIVERED
IN 2023 HAD AT LEAST ONE MAJOR
SUSTAINABILITY CERTIFICATION

Our sustainability criteria icons serve as visual aids, facilitating clear communication with project teams regarding the sustainability attributes associated with selected items.



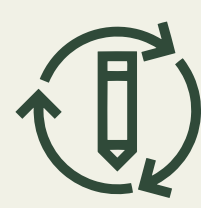
Recycled
Materials



Recyclable



Innovative
Materials



Design for
Circularity



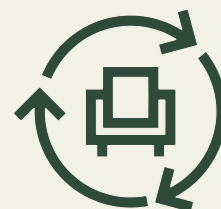
Low
Carbon



Multiple
Certifications



Local
Sourcing



Reuse



Low
VOC



Material
Health



FSC®
Certified



EPD/LCA



Organisational
ESG Performance



Social
Value

PROMOTING INNOVATION FOR A CIRCULAR ECONOMY

We actively engage with clients, project teams and our supply chain to bring innovation into furniture solutions, advocating for products and processes that propel us toward a circular economy. While the transition requires ongoing learning and development, progress continues. This includes designs that can be easily disassembled for repair or recycling, as well as products that reuse materials from waste streams.

MATER

Each product from the Eternity Collection removes 4330g of waste from the planet. Cutting-edge technology allows Mater to make furniture from waste materials in their patented Matek® material by combining fibre with a binder. The result is a unique compound that can be formed using pre-existing industry technology, such as press moulding.



HAG TION, FLOKK

The HÅG Tion's lightweight yet sturdy construction enables it to cope with the demands of daily use. With 75% recycled and renewable content and no glue, components can be easily replaced, prolonging the chair's life.

MODUS EDGE SOFA

Edge Free is a foam-free seating system that utilises all-natural fibres—coconut fibre and wool—instead of petro-based materials. Coconut fibre, a waste material, is very low in embodied carbon, 100% natural, and circumvents the issues plastic presents at the end of its life.

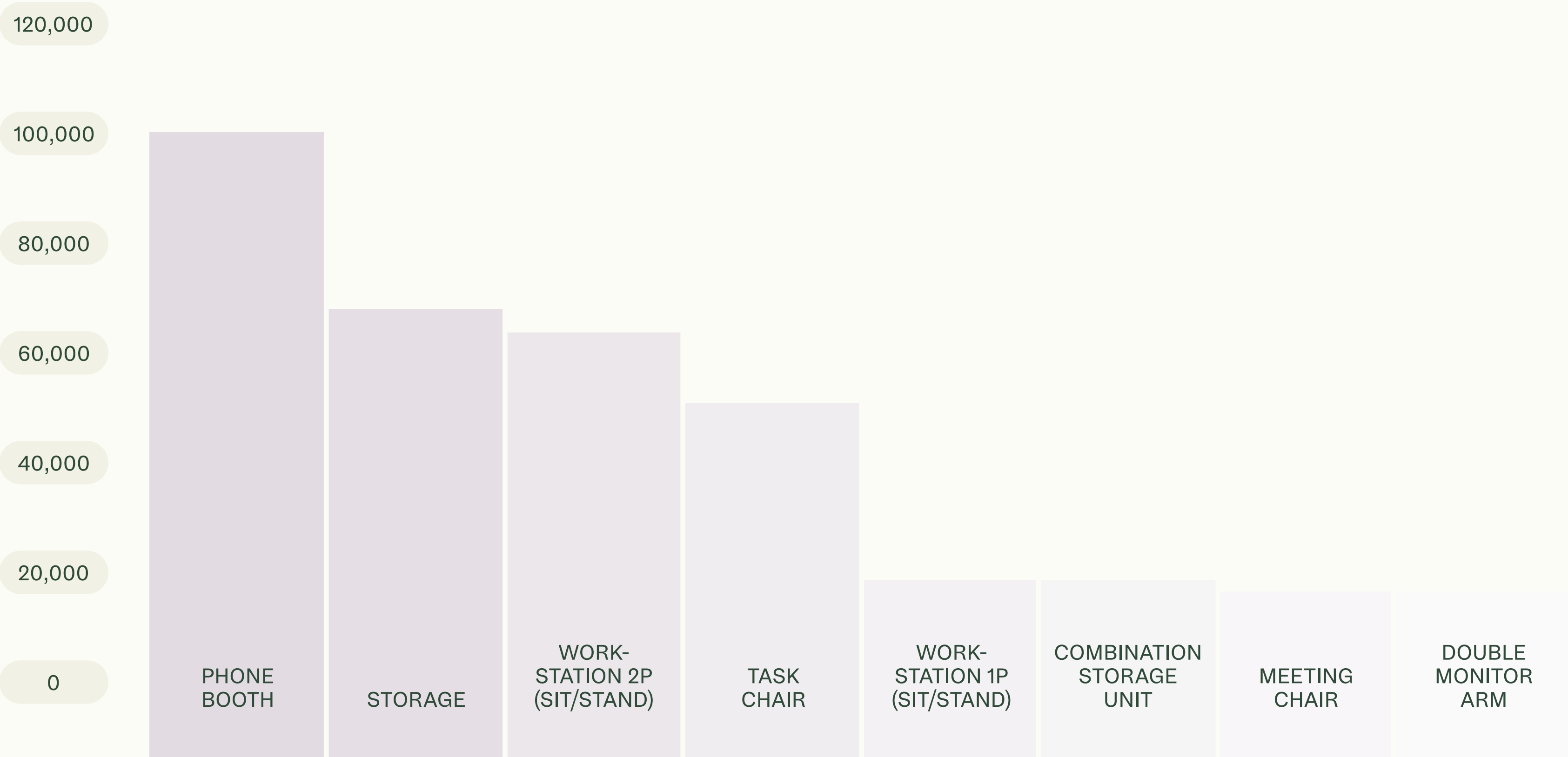


CARBON TRACKING & REDUCTION

We help clients understand and reduce the carbon footprint of furniture in their projects, aligning with their net-zero targets. By working closely with our supply chain and conducting thorough Scope 3 analysis, we provide precise LCA (Life Cycle Assessment) data or benchmark data. This empowers clients to make informed decisions, identify areas for reductions, and progress towards sustainability goals.

EXAMPLE PROJECT CARBON ANALYSIS – WHOLE-LIFE

WLC (KGCO2E) BY PRODUCT TYPE X QUALITY



“

TFP’s whole-life carbon output for the project was of an extremely high standard. It is a level of detail we do not see in fit out, and I would say the highest quality analysis of this type in the UK.

HOARE LEA

SUSTAINABILITY CONSULTANT

The TFP Sustainability Team worked closely alongside our Project Design Team to deliver bespoke and sector-leading sustainability outcomes for a 200,000 sq ft project in Canary Wharf, London. This included one of the most detailed measurements of an office's carbon footprint on record, particularly for a project of this size and scale. To achieve this required, an innovative and bespoke approach, detailed sector knowledge and the ability to leverage this to optimise the social and environmental performance of suppliers and their products. Phil and the team did not only deliver excellent results but were a great pleasure to work with.

“

TP BENNETT

SUSTAINABILITY LEAD





7.3 TARGETS & PROGRESS

INITIATIVE	CURRENT PERFORMANCE	GOAL FOR NEXT 12 MONTHS	MID-TERM GOAL	SDG
Security of Client Data	TFP has a formal Code of Conduct that defines unauthorised uses of data and carries out a company-wide risk management compliance process.	Train employees on data privacy policies.	External auditing on data security and simulated hacks.	9 12
Supplier Quality Assurance	90%+ of significant suppliers are subjected to regular quality assurance reviews.	Increase to 95%.	Maintain >95% annually.	9 12
Client Satisfaction	TFP regularly monitors customer outcomes and has a formal programme in place to continuously improve outcomes produced for clients.	Develop process to measure and set targets for client satisfaction.	Share customer satisfaction scores publicly.	9 12
Managing Customer Stewardship	TFP offers warranty and guarantees for all products supplied and has set policies in place to resolve warranty issues in a timely manner.	Maintain.	Maintain.	9 12
Managing Customer Stewardship	TFP have ISO 9001 and ISO 14001 accreditations.	Maintain.	Maintain.	9 12



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