

B Corp Impact Report

David Phillips

Designed for life,
delivered for you.

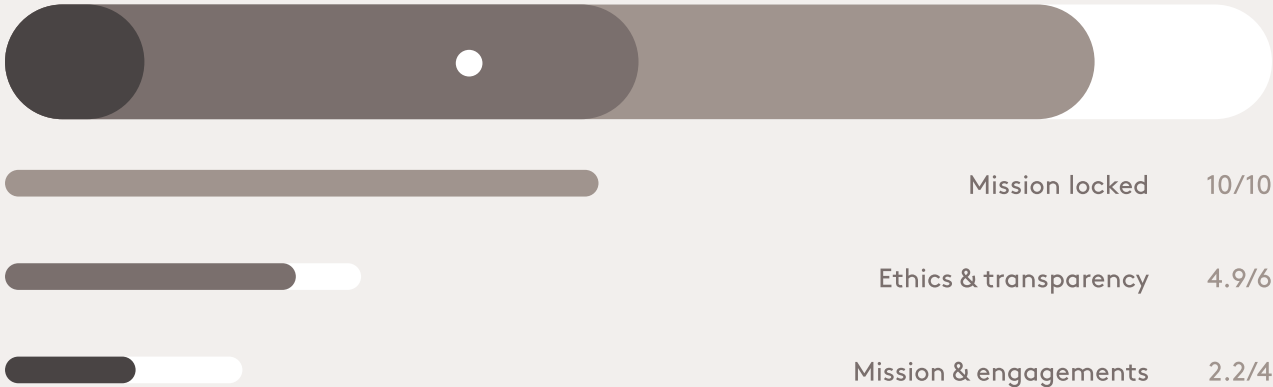
EST. 1998

Governance

Breakdown

Sector Average 7.3

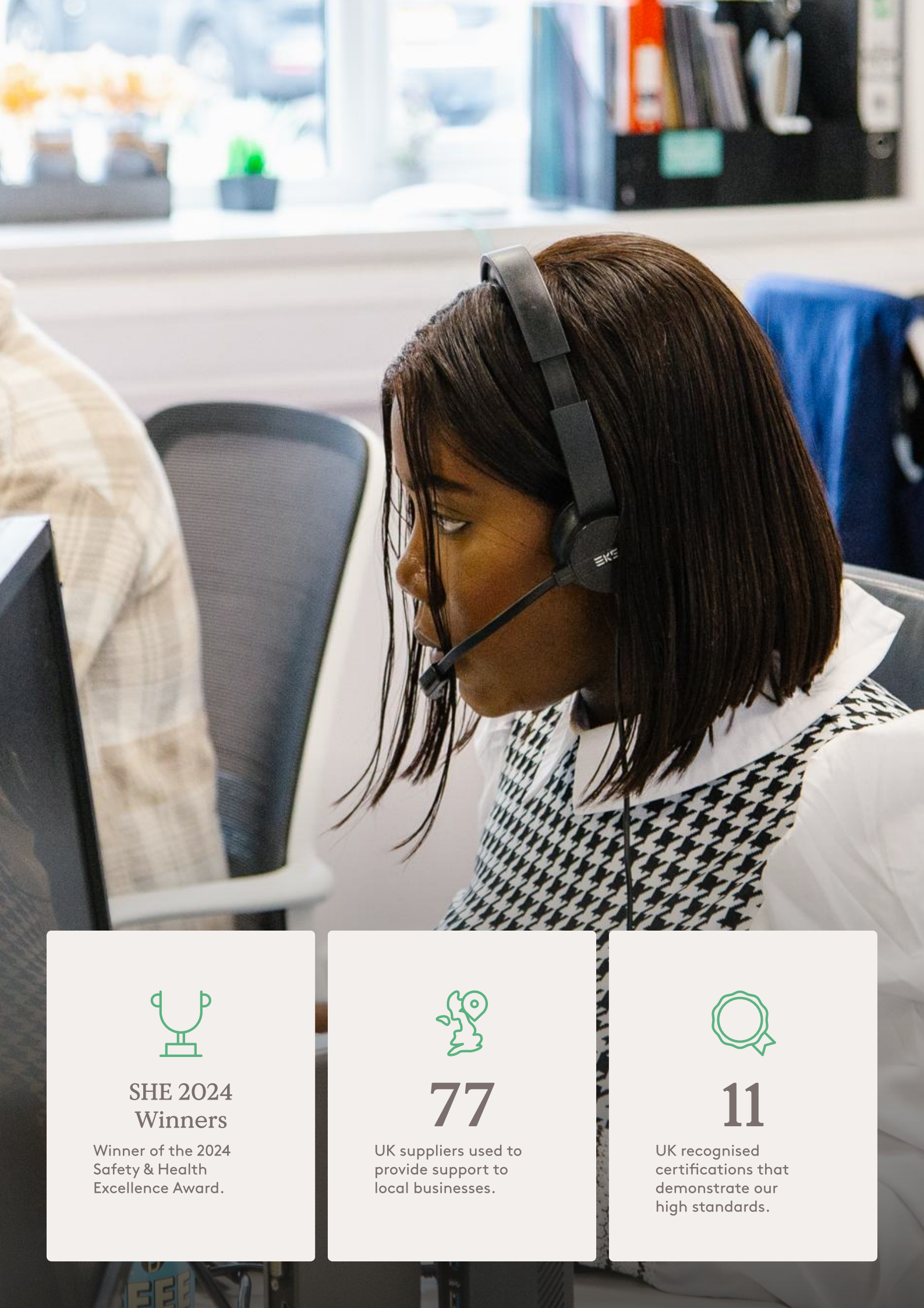
17.2/20



Key initiatives

The Governance section within the B Corp Certification evaluates a company's ability to uphold strong ethical standards, accountability, and transparency in its business practices. This area assesses how effectively a company governs itself, including its policies, leadership, overall mission alignment, and legal commitment to its social and environmental goals.

At David Phillips, we excelled in this section, earning a strong rating of 17.2. Our success is built on a foundation of existing certifications such as ISO, FORS, CHAS, and SafeContractor, which demonstrate our commitment to high governance standards. As part of our certification we made the required mission-locked changes to embed our social and environmental goals into the company's legal structure, ensuring our long-term dedication to sustainable practices are upheld even through leadership changes. Additionally, we implemented a robust Supplier Code of Conduct, collaborating closely with numerous suppliers to ensure they adhere to our stringent requirements for fair pay, human rights, and ethical practices. This alignment across our supply chain reinforces our dedication to responsible and sustainable business operations.



SHE 2024
Winners

Winner of the 2024
Safety & Health
Excellence Award.



77

UK suppliers used to
provide support to
local businesses.



11

UK recognised
certifications that
demonstrate our
high standards.

Workers

Breakdown

Sector Average 16.2

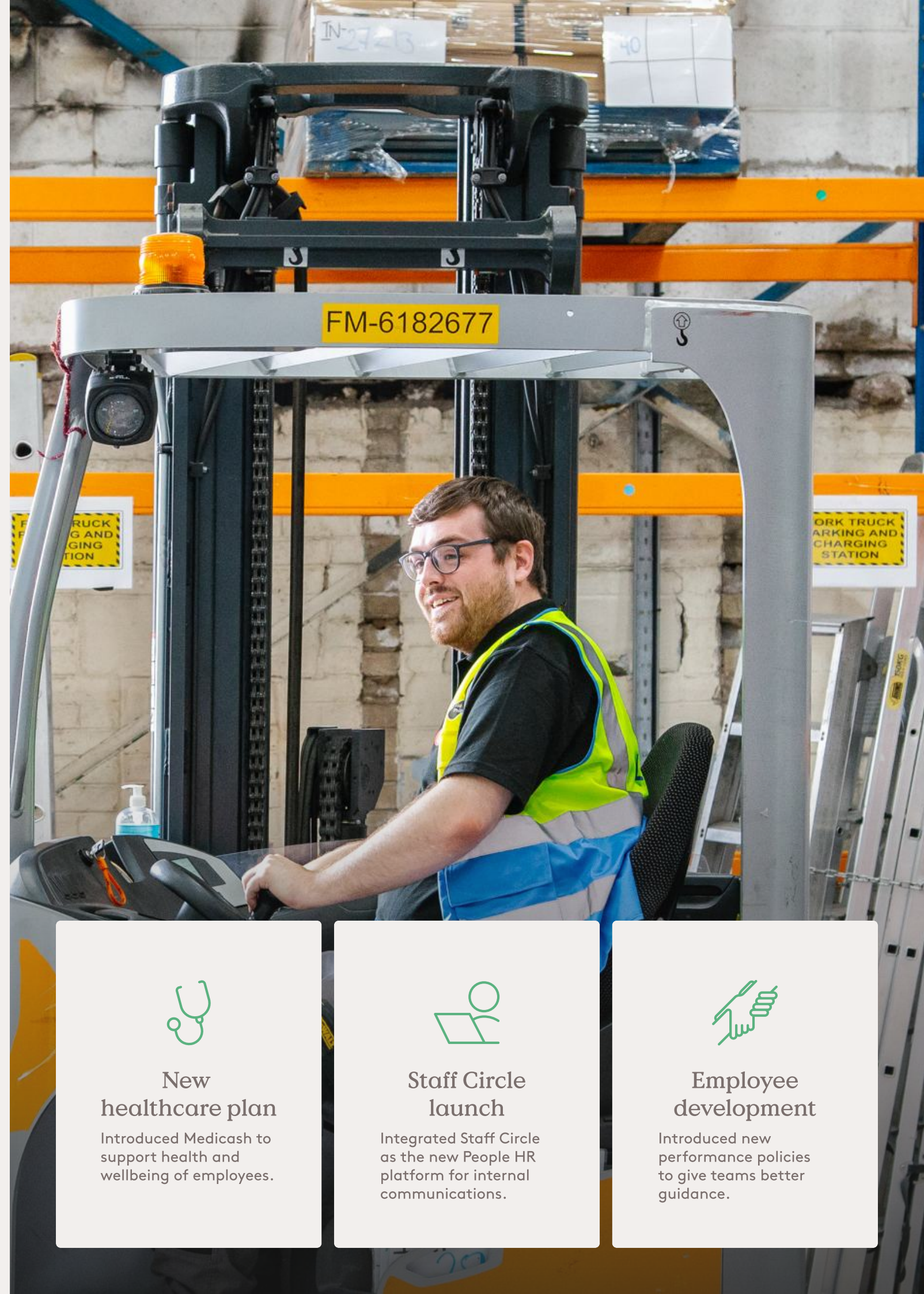
26.2/40



Key initiatives

The Workers section of the B Corp Certification focuses on how companies treat their employees, evaluating factors such as compensation, benefits, work environment, and overall employee satisfaction and engagement.

At David Phillips, we earned a solid rating of 26.2 in this section, reflecting our commitment to creating a supportive and fair workplace. We ensured all employees receive the Living Wage, introduced a Death in Service benefit and an enhanced Health Plan to support our staff's wellbeing, as well as implementing a comprehensive Performance Management Policy. Additionally, we launched a new People HR system to improve internal communication and foster a more connected and informed workforce. These initiatives demonstrate our dedication to valuing and investing in our employees.



New healthcare plan

Introduced Medicash to support health and wellbeing of employees.



Staff Circle launch

Integrated Staff Circle as the new People HR platform for internal communications.



Employee development

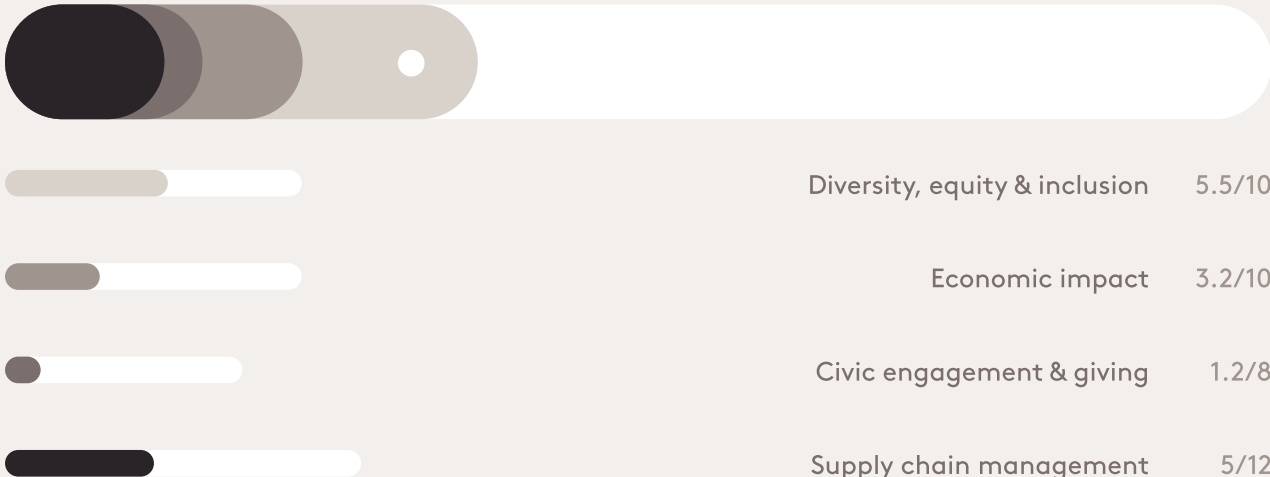
Introduced new performance policies to give teams better guidance.

Community

Breakdown

Sector Average 12.9

15/40



Key initiatives

The Community section of the B Corp Certification evaluates how companies contribute to and engage with the communities they serve, focusing on local economic support, charitable efforts, and overall community impact.

David Phillips achieved a rating of 15 in this section by introducing the use of local suppliers to support UK businesses and boost the local economy. Additionally, we improved the tracking of our charitable contributions, ensuring that our monetary and furniture donations reach those in need. Through partnership with the Reuse Network, we were able to donate furniture to various charitable initiatives such as Bright Sparks, Groundwork Caerphilly, and Slate Leeds, where our furniture has had a significant impact on their fundraising and outreach activities.



1,250
Working days provided for ex-offenders, with potential growth opportunities.

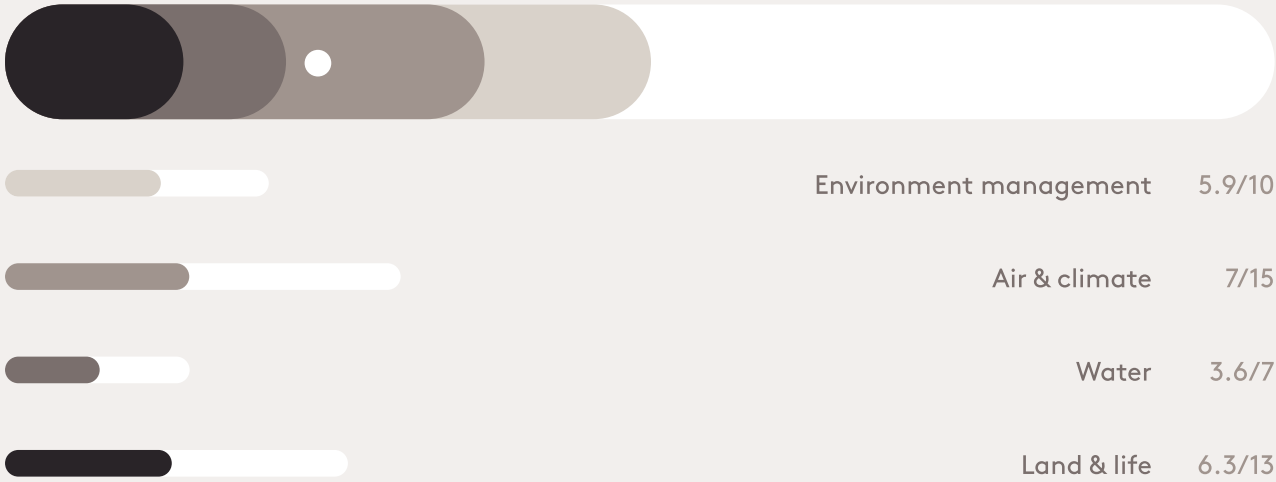
1,073
Days of work experience provided for London based inner city charity XLP.

2,500+
Items donated to charities, valued at over £110,000.

Environment

Breakdown Sector Average 11.4

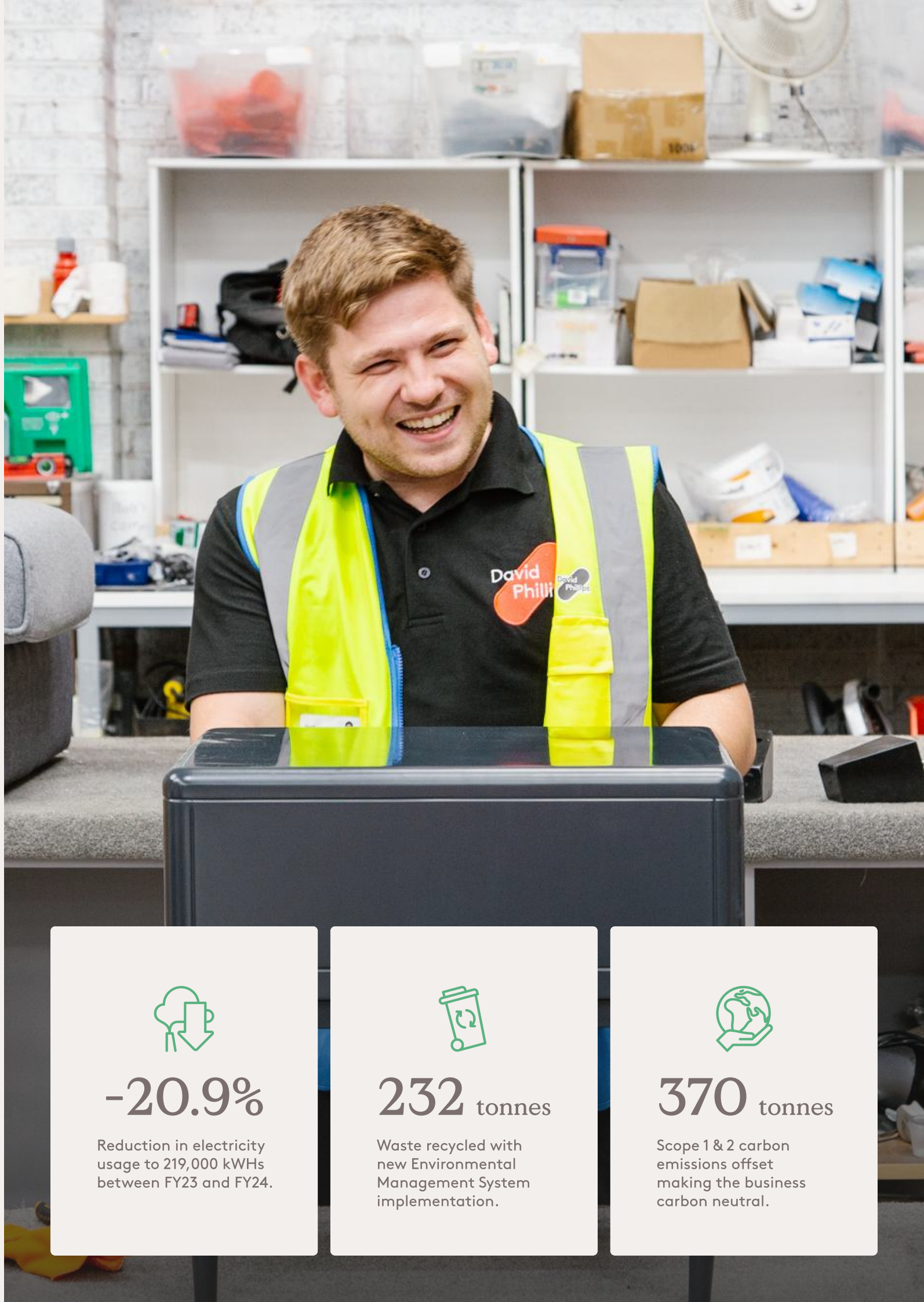
22.9/45



Key initiatives

The Environment section of the B Corp Certification evaluates a company’s impact on the planet, focusing on sustainable practices, resource management, and environmental stewardship.

David Phillips achieved an impressive rating of 22.9 in this section by implementing several key initiatives. We improved our water management practices to reduce wastage, set ambitious Environmental Management System (EMS) targets, and conducted regular audits to ensure adherence to our enhanced environmental policies. We also transitioned to a renewable electricity provider for a sustainable energy source and invested in carbon offsetting credits to mitigate our environmental impact. Additionally, we introduced a product carbon assessment for our furniture, to help customers make more informed decisions to support their ESG goals. These actions highlight our commitment to minimising our environmental footprint and advancing sustainability.



-20.9%

Reduction in electricity usage to 219,000 kWhs between FY23 and FY24.

232 tonnes

Waste recycled with new Environmental Management System implementation.

370 tonnes

Scope 1 & 2 carbon emissions offset making the business carbon neutral.

Customers

Breakdown

2.4 Sector Average

3.5/5



Customer stewardship 3.5/5

★ Trustpilot



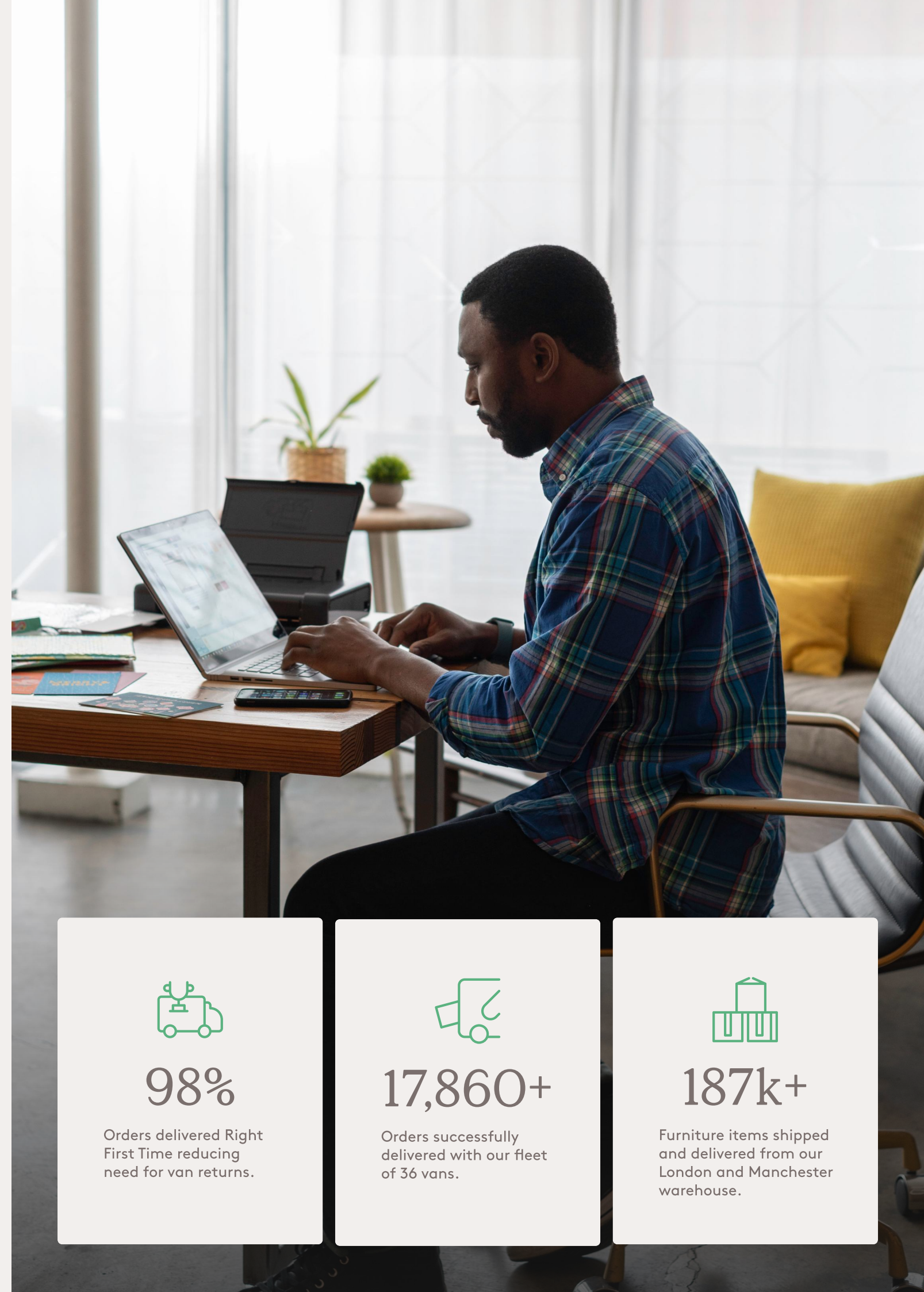
4.8 Stars on Trustpilot

“The project was completed within a six-week timeframe. Despite the tight schedule, there were no compromises on quality, and all deadlines were met as promised. Each unit was furnished to a high standard.”

Key initiatives

The Customers section of the B Corp Certification focuses on how companies serve their customers, including the quality of their products and services, customer satisfaction, and feedback mechanisms.

David Phillips received a rating of 3.5 in this section, highlighting our commitment to delivering exceptional customer experiences. To achieve this, we enhanced our ISO and Quality Assurance policies, ensuring that our products and services consistently meet high standards. Additionally, we improved our customer complaint and feedback mechanisms, enabling us to better listen to and learn from our customers, driving continuous improvement across our operations. These efforts demonstrate our dedication to prioritising customer satisfaction and delivering quality at every touchpoint.



98%

Orders delivered Right First Time reducing need for van returns.



17,860+

Orders successfully delivered with our fleet of 36 vans.



187k+

Furniture items shipped and delivered from our London and Manchester warehouse.

Our ongoing development



B Corp Certification requires re-certification every three years, with B Lab continuously raising the entry standards to encourage ongoing improvement.

Over the next six months, we will celebrate our achievement, recognising the hard work that led to this milestone. However, starting next year, our focus will shift to enhancing areas where we have more room for improvement, focusing on the Community and Environment aspects of the criteria.

These areas will become key targets for development as we work to maintain and elevate our B Corp status, aligning with our broader ESG goals. Our commitment to continuous progress will ensure that we not only meet but exceed the increasingly stringent standards set by B Lab over the next three years.

“Achieving B Corp at David Phillips is a significant milestone that reflects our dedication to ethical and sustainable business practices. It's a testament to the hard work and commitment of our entire team to make a positive impact on our community, environment, and industry. This certification isn't just an end goal—it's a starting point for continuous improvement as we strive to lead by example in everything we do.



Ben Palmer
Business Change and ESG Data Manager

“The whole business has come together to improve our ESG practices. This journey has challenged us to do better for the environment, our community, our suppliers and very importantly our staff. To come out as the leader in the UK across all benchmark pillars is an accomplishment that would not have been possible without the tireless efforts of Ben Palmer, whose dedication and hard work were instrumental in navigating the rigorous certification process. We also thank Richard Beltran, whose vision initiated our journey towards this certification.



Gary Elsey
Chief Operating Officer

“Achieving B Corp certification is not just an accolade for us; it's a commitment to continue pushing the boundaries of what it means to be a responsible business in the property furnishing and fit-out industry. This incredible milestone enables us to provide even better service and support to our valuable clients, where the demand for sustainable and ethical solutions is rapidly growing.



Ben Munn
Chief Executive Officer



**David
Phillips**

davidphillips.com

LONDON

MANCHESTER

HONG KONG

DUBAI

MELBOURNE

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