Impact Report 2026

UNCOMMON









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A message from our MD

This past year, our focus turned inward, to how efficiently we run the buildings and the business behind them. Making our spaces work harder, with less waste and less friction, has been as much a part of our story in 2026 as anything we've built. We continued the work of improving the efficiency of our existing buildings and the processes that sit behind them, looking for the everyday gains that add up over time rather than the single big fix.

Part of that has meant adopting AI in specific, deliberate ways, not as a headline but as a tool. Where it genuinely makes a process more seamless for our team or our members, we've used it; where it doesn't add real value, we haven't forced it in. That same discipline sits behind our continued investment in technology more broadly. We're building the foundations now for the business we want to be as we grow, so that the systems supporting our people and our members can scale with us rather than hold us back.

We've also strengthened how we look after our people. This year saw enhanced people policies across the business, and the roll-out of a new Human Rights policy, a clear statement of the standards we hold ourselves to and expect from everyone we work with. That expectation extends outward too: we've deepened our engagement with suppliers this year, continuing the work of understanding our impact beyond our own walls and pushing for better practice across our supply chain.

All of this feeds into the same commitment that has guided us since we first became a certified B Corporation: that purpose and profit can grow together. We're now preparing for B Corp recertification in early 2027, and the work described in this report, on our buildings, our technology, our people and our suppliers, is a large part of what that recertification will reflect.



Magda Al-Nugaidi
Managing Director

Our Ethos

OUR PURPOSE

To create exceptional spaces that members choose year after year, where people and planet thrive together.

WHAT WE DO

We create exceptional spaces for work.

We design and run workspaces that bring out the best in the people inside them. Thoughtfully built, responsibly run, and full of the kind of energy that makes work feel worth doing. Where you and your ambition are well looked after.

OUR PILLARS

Be sustainable

Show Uncommon care

Push for better

Our roadmap

2022

Hit
- Develop a supplier code of conduct
- Investors in People accreditation
- B Corp application

2023

Hit
- Contributions - beyond our value chain
- 70% of workforce complete training
- Provide all team members with access to programmes that support wellbeing
- Provide our members with the knowledge and tools to help reduce impact and embed sustainability
- Develop a member guide, setting standards across our workspaces for sustainability
- B Corp & Investors in People accreditations

2024

Hit
- 4 buildings BREEAM certified

2025

Partial
- Uncommon Holborn BREEAM Very Good In-Use certification *targeted Excellent
- Engage all members on climate action
- Conduct educational ESG workshops for our core suppliers and define criteria for sourcing more sustainable products and services
- Increased ENPS score
- 266 charity hours used by team *targeted 600

2026

Hit
- Investors in People Gold recertification

2027

Goal
- B Corp recertification
- All buildings to achieve EPC B or above *in review
- Continuous work with our core suppliers to collect ESG related data and drive Scope 3 emissions reduction

2050

Goal
- Our Net Zero target

Goals versus achieved

2025

PARTIAL

Holborn BREEAM Excellent In-Use. We achieved a Very Good rating with action plan on how to reach Excellent. For more information, please see page 9.

ACHIEVED

Engage all members on climate action. We registered 27 Green Ambassadors, built ESG onboarding into every new member induction, launched a new quarterly newsletter and a full calendar of member workshops and events.

ACHIEVED

Supplier ESG workshops and sourcing criteria. On top of workshops, we also launched a new supplier matrix, a data-gathering process and an updated procurement policy.

ACHIEVED

Increased ENPS score. We increased it from 0 in March 2025 to 28 in October 2025 and 61 in May 2026.

MISSED

600 charity hours used by the team. We used 266 hours as a team but also donated a value of over £32,000 in space hire for charitable causes and helped raise over £12,000 through Spread a Smile charity dinners. We are reviewing the realistic target due to the operational nature of our business and new opportunities for team to engage with charitable activities - this will be set at the beginning of 2027.

2026

ACHIEVED

Investors in People Gold recertification. Achieved in February 2026 with an increased score.

2027 — progress to note

ON TRACK

B Corp recertification. We have conducted a gap analysis and formed a working group. Application is targeted for April 2027. For more information, please see page 25.

IN REVIEW

All buildings EPC B or above. We're reviewing criteria alongside wider commercial building requirements in London. For more information, please see page 9.

ONGOING

Supplier ESG data driving Scope 3 reduction. We built the foundations by launching a new supplier matrix and a data-gathering process. Please see page 11.

2050 — progress to note

ONGOING

Net zero aligned to SBTi. We continue with quarterly data uploads.

Environment & suppliers



Environmental update

Carbon performance

Uncommon's total footprint fell 19.9% in 2025, from 1,663.8 to 1,332.1 tCO2e. This is the first year we can compare like-for-like: 2024 and 2025 were both calculated using the same methodology, giving us a consistent basis.

Scope 1 fell 65.5%, from 132.6 to 45.7 tCO2e. The main driver was fewer refrigerant top-ups across our cooling systems - no refill was needed at Borough this year, and Highbury's was much reduced - alongside a smaller cut in heating gas use at Highbury, our only site on natural gas.

Scope 2 remained at zero on a market basis, as every site continues to run on 100% renewable electricity, even as consumption itself keeps rising with the portfolio.

Scope 3 fell 16%, from 1,531.1 to 1,286.4 tCO2e. The main driver was lower spend on services, though this was partly offset by higher spend on food & beverage and on capital goods, both of which pushed emissions the other way.

Sustainability Management System

This year, we're introducing a Sustainability Management System (SMS) at Uncommon: the framework through which we coordinate our ESG policies, processes, day-to-day practices and documentation.

According to B Lab, an effective SMS rests on three foundations:

- clear governance, with defined roles and decision-making authority over sustainability goals and budgets;
- well-defined objectives and action plans, backed by timelines and KPIs;
- and documented policies and procedures applied consistently across the business.

Together, these let us continuously identify our impacts, prioritise where to improve, monitor our progress and engage our stakeholders in a systematic, measurable way. For us, it’s more than just a certification requirement. It reflects a genuine, long-term commitment to stronger ESG governance, making sure that as Uncommon grows, sustainability stays built into how we run the business.

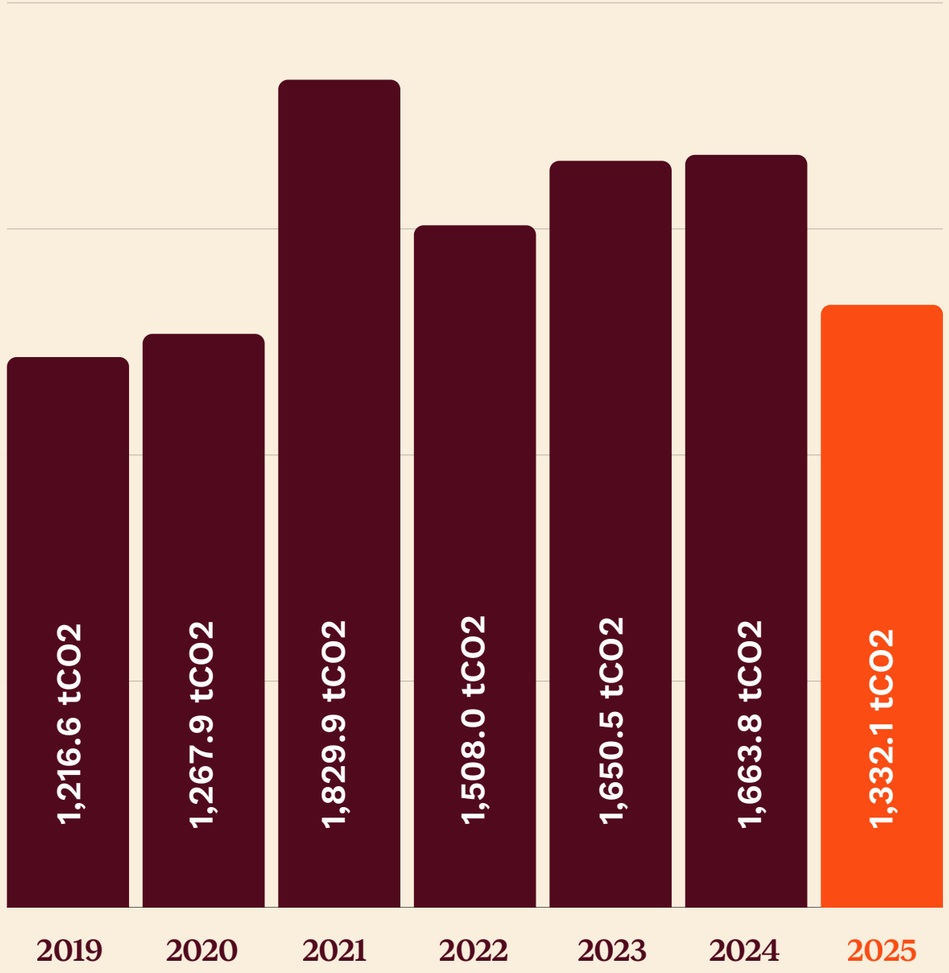
Climate Action Plan

Later this year we will launch our first Climate Action Plan. It sets out how Uncommon will play its part in limiting global warming to 1.5°C and reach net zero by 2050, in line with the Science Based Targets initiative.

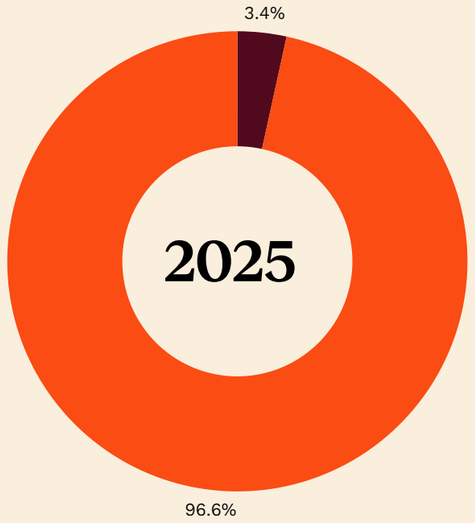
We are writing it for two reasons: it is part of our B Corp recertification, and we want a clear, shared roadmap for our own net zero journey. The plan is organised in nine sections. It covers our emissions baseline and how it has changed over time, our targets, the actions we will take across direct emissions, energy, the supply chain and our buildings, and how we will work with our team, members and suppliers. It also explains how the plan is resourced and governed, our roadmap to 2050, how we will keep our climate commitments as we open new sites, and how we will report on progress.

We will report on our progress every year in this Impact Report and review the full plan at least every three years, so it keeps pace with our business.

Carbon Performance 2019 to 2025



Annual Emissions (tCO2e)



Zero emissions have been reported in Scope 2 (market-based), due to the procurement of 100% renewable energy (backed by REGO certification)

- 45.72 **Scope 1,** Direct emissions
- 0 **Scope 2,** Indirect emissions
- 1,286.38 **Scope 3,** Indirect emissions

Scope 3 Breakdown	GHG Emissions (tCO2e)
Purchased Goods & Services	1,195.84
Fuel & Energy Related Activities	75.70
Waste	1.60
Employee Commute	13.23

Buildings, ratings and waste

BREEAM at Holborn

Holborn targeted BREEAM Excellent and has achieved a Very Good rating. The building's existing sustainability features left limited scope for improvement, but a defined path to Excellent has been identified, achievable within a three-year window.

Completing all of the measures below to the required standard would bring the score to roughly 76% - comfortably into Excellent territory, against a threshold of 70%.

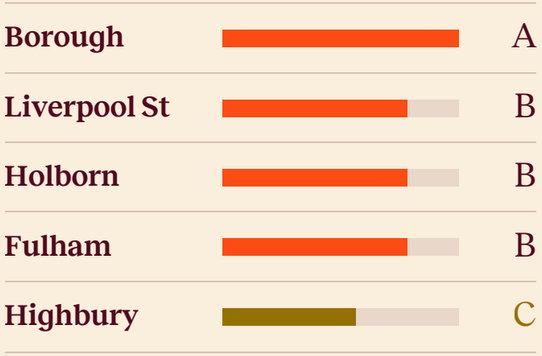
Elsewhere, Liverpool Street, Borough and Fulham hold Very Good In-Use, and Highbury holds Good.

THE PATH TO EXCELLENT

Assessments: daylighting, lighting, resources inventory, natural hazard.

Upgrades: 24/7 fire alarm monitoring, water sub-metering for all end uses, comprehensive energy metering, refrigerant leak detection, compliant chemical storage and grease separator.

EPC across the portfolio



Highbury & Islington and Liverpool Street

In 2024 we set out to move Highbury to an EPC B, and Liverpool Street to an A, both by the end of that year. Neither has happened yet.

Since then, the picture for commercial buildings has become clearer: from 2031, buildings over 1,000 sqm will need to reach an EPC B, but only where it's cost-effective: the rule only requires upgrades that pay back within seven years, and existing exemptions still apply. We're working through what that test means in practice for the specific works both sites need, rather than committing capital ahead of knowing whether it clears that bar. We'll report on where that assessment lands next year.

Carbon projects

Alongside cutting our own footprint, we support certified projects beyond our supply chain, chosen for their environmental and social co-benefits. Since 2023, we've continued to contribute to three high-impact projects, with one change this year: we've moved our afforestation partner from Dingxi, China to a new certified project in Ethiopia.

Our impact. In 2025 we financed:

- Reduction of 915 tonnes of CO_2 through clean drinking water project
- Collection of 4,575 kg of plastic and the reduction of 458 tonnes of CO_2 through ocean protection project
- Removal of 458 tonnes of CO_2 through afforestation project

Recycling and waste

With our waste partner Recorra we completed a full walkaround of recycling operations across our buildings, identifying new waste streams, facilities and signage, now being implemented, with team and member training in Q3 2026.

This work was recognised with a Bronze Sustainable Procurement Award at the Recorra Recycling and Circularity Awards 2026 — a reflection of how sustainability shapes decisions across our spaces, big and small.

Two new waste streams follow in Q3 2026: paper towel recycling at Liverpool Street and flexible plastics recycling at Holborn, alongside recycling and waste training for everyone across the business.

We expect this to significantly reduce what ends up in general waste, supporting next year's B Corp recertification.



Our suppliers framework

Updating our Code of Conduct

As part of our B Corp recertification, we have updated our Supplier Code of Conduct, setting clearer expectations of the partners we work with on environmental performance, fair labour practices and transparency.

The Code sets minimum standards for all suppliers, with tiered, more rigorous expectations for Core suppliers — those in construction, with ten or more employees, or ranking among our top 50 by spend. It covers labour and human rights, fair pay, anti-bribery, data protection and climate performance, including a dedicated climate roadmap.

Core suppliers are required to sign and comply with the Code, while all suppliers provide ESG data at onboarding and annually thereafter. This sits alongside our developing Human Rights assessment, in line with B Corp Standard HR4.1.

A new supplier matrix

We have built a new supplier matrix and process for gathering ESG information, giving us a clearer, more structured way of assessing supplier sustainability maturity and identifying where the biggest opportunities lie.

SCORED ACROSS

- Industry impact
- Spend
- Climate maturity
- Code of Conduct status
- Human rights

Rolling up into an overall risk rating

Fed by an annual ESG questionnaire rather than a one-off data request, so the picture stays current. It lets us target support where maturity is lowest and build a carbon footprint from real supplier data rather than estimates.

Updated procurement policy

We have also updated our procurement policy to integrate sustainability criteria into how we assess and onboard new suppliers, making ESG part of the conversation from the first stage of any relationship.

A signed Code of Conduct and completed ESG questionnaire are now required before any new supplier is onboarded, and sustainability and ethical impact are built into our tender and value-for-money criteria from the outset. ESG performance carries through the relationship, feeding into renewal and, where standards are not met, offboarding.

LOOKING FORWARD

This is a multi-year effort and we are clear-eyed about that. Better supplier data means better decisions, and better decisions mean real progress on Scope 3. We will keep building our digital supply chain mapping, supporting suppliers through their own journeys, and feeding what we learn into procurement and climate action planning.



People

Our Team Actions

Learning and development

We launched LearnUpon, our new L&D platform, alongside a quarterly calendar of learning for the whole team:

- 430 live attendances across more than 20 trainings
- 50 modules and events delivered,
- and a 79% average completion rate with 35 programmes at 100%.

In February 2026, we launched Insights training, giving the team practical tools to understand their own working styles and how to work better together. In October 2026, we hosted a Neurodiversity training session with Talking Talent, focused on what neuro-inclusion actually means in practice. Not a policy on paper, but how we communicate, collaborate, and support each other day to day.

Building on this, we also organised a half-day obligatory in-person training for all line managers, equipping them with the tools and resources to support their teams effectively.

Career paths for Ops

This year we introduced clear career pathways for our Operations team, mapping out how team members can progress from one role into a more senior one, for example, from F&B Assistant to Members Experience Assistant, and from Members Experience Assistant to Assistant General Manager. All roles are now posted on our internal careers page, giving our own team the first opportunity to grow within Uncommon.

At our Holborn site, we launched a new Supervisor role, adding a further step on the ladder from Members Experience Assistant to Supervisor to Assistant General Manager. Team sessions brought these pathways to life, showing not just where people are now but where they could go next, and our learning platform was updated with inbuilt practical training to support that growth.

Looking ahead, we're mapping the next stages of the journey - from Assistant General Manager to General Manager and covering Facilities roles.

People policies

Throughout the year, we continued to review our policies against the highest standards and the changing needs of our team. This led to an update of our HR policies, bringing in a range of enhancements alongside required statutory changes.

- Enhanced maternity and paternity pay
- Better paid compassionate leave
- Improved jury service provision
- Clearer absence, sickness and dependants policy
- New carers' leave policy
- Refreshed IT policy

Our goal is to ensure our team is supported by policies that reflect both best practice and real life.

Mentorship programme

Launched September 2025, it gave people a structured way of internal learning & growth. Five mentors were trained by an external expert, with ground rules protecting confidentiality. After a year we are reviewing the set-up.

Anonymous mentees survey highlights:

9.2 out of 10 satisfaction score

9.6 out of 10 recommendation score

Our retreat

In February 2026 we took the entire team away for two days: Insights training for line managers and the launch of the wider rollout, our annual awards gala dinner, and a day of team bonding built around our three pillars: Show Uncommon Care, Push for Better and Be Sustainable.

4.92 out of 5 satisfaction score in our post-event anonymous survey

Investors in People, Gold

In February 2026 we re-certified with Investors in People, achieving Gold status on the basis of material review, survey data and anonymous interviews across the team. Our benchmark score rose to 766, up 15 points from 751 in 2023, well ahead of both the "We invest in people" average and the sector average.

The team reported that they feel heard and that feedback leads to real change, backed by a more cohesive, experienced Leadership Team and upskilled managers driving greater accountability and autonomy.

The assessment also pointed to strong performance and development practices: our Korero goal-setting tool and personal development plans, mentoring, the new training platform, and clearer career pathways that create varied routes for growth.

Recognition and reward was the main area the survey asked us to work on, and it is a focus for the year ahead.

766

Benchmark score, up 15 points from 751 in 2023

77%

of respondents describe Uncommon as a great place to work

OUR PEOPLE SAID:

> “I honestly can’t think of one thing that would make this a better company to work for!”

> “Some companies when they grow fast lose who they are. We are now over 50 and it still feels like the same authentic, excellent, values-led place to work!”

> “It is a really great feeling to work here, and I am incredibly proud to do so.”

> “This is the happiest I have ever been here. We have come a long way over the past three years. I am excited about the future and what that looks like here.”

INVESTORS IN PEOPLE®
We invest in people Gold

Our ENPS journey

Since re-launching our twice-yearly, anonymous ENPS survey, we've seen a continuous upward trend: from 0 in March 2025, to 28 in October 2025, and 61 in May 2026. We're genuinely proud of this progress. It tells us our efforts to keep improving the experience of working at Uncommon are being noticed.

The feedback behind the numbers tells an encouraging story. Feeling supported by their manager is now the highest-rated area in the whole survey, jumping from sixth place to first in just six months. The team have also spoken warmly about the growth in learning and development opportunities on offer and the time together spent as a team, with our sports day and the annual retreat named as real highlights.

We know there's always more to do, so we closely analyse all the feedback from every survey and build an action plan that we share with the whole team. Currently it centres on the commitments below:

- strengthening communication within teams, so what happens at a senior level is consistently fed downwards, backed by more regular team meetings;
- building more informal recognition with an ongoing focus on "WOW moments," so people feel rewarded for going above and beyond;
- putting more of our budget towards team bonding, giving teams genuine time away from work together;
- and doubling down on career development, using personal development plans alongside our quarterly reviews



OUR PEOPLE SAID:

> “It's honestly been a really great year at Uncommon. Having the right people around you makes such a difference, and it feels like everyone has been aligned with the same mindset, goals, and way of working which has created a really positive environment day to day.”

> “I feel extremely well supported by my line managers, and this has a significant impact on the effort and commitment I bring to my day-to-day role. I am genuinely proud to work at Uncommon and strongly believe in both the product and our overall offering.”

> “I feel valued as a member of staff here, especially with benefits like the wellbeing fund, the retreat and Vitality. I've never had anything like that in my previous jobs.”



Team Retreat, February 2026

JEDI

Justice, Equity, Diversity and Inclusion (JEDI) remains an ongoing focus for us at Uncommon, and this year we've taken further steps to measure our progress.

For the first time, we are collecting ethnicity data across the team and publishing these stats in this report, giving us a clearer picture of who makes up Uncommon and where we still have work to do.

In line with our B Corp recertification requirements and our wider JEDI commitments, in the upcoming months we will also:

- put a JEDI action plan in place;
- start collecting gender identity or sex-at-birth data across at least five worker-related measurements, including recruitment and promotion;
- and disaggregate this data so we can report on it internally and track it over time.

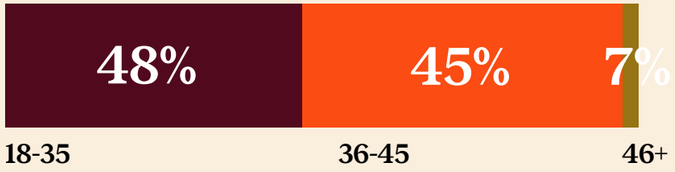
Together, these steps will feed into our JEDI action plan, ensuring that justice, equity, diversity and inclusion stay built into how we run the business, not just something we talk about

Age & Gender

Gender - all Team



Age - all Team



Gender - Leadership Team



Ethnicity

White English, Welsh, Scottish, N.Irish or British



White - any other White background



Other / mixed ethnic backgrounds



Not responded



Prefer not to say

Based on 57 team members. Percentages rounded to the nearest whole number. Categories with fewer than 4 respondents have been grouped as "Other / mixed ethnic backgrounds" to protect individual anonymity.

Gender pay gap report

Although we are not required to publish Gender Pay Gap (GPG) data due to our size, we are proud to continue leading by example when it comes to gender equity in pay and transparency. As part of our ongoing commitment to equity and inclusion, we have reviewed our gender pay gap data for the most recent reporting period, April 2026.

Mean Pay and Bonus Gap

Our mean gender pay gap is 20.5% in favour of men, down from 23% last year. It reflects the current mix of roles: more of our senior, higher-paid positions are held by men. Our mean bonus gap has reversed, from 30% in favour of men in 2025 to 19.6% in favour of women this year.

Median Pay and Bonus Gap

Our median gender pay gap is 12.2% in favour of women (10% last year), so our middle-ranking female employee earns more than her male counterpart. The median bonus gap is 87.5% in favour of women, up from 17%. With a team of our size, a small number of individual awards can move bonus figures significantly from year to year.

Who Receives a Bonus

For the first time, we're reporting the share of employees who received a bonus: 76.9% of men and 81.3% of women. We'll track this every year.

Pay Quartiles

Women hold 53.3% of roles in our lower quartile (53% in 2025), 50.0% in the lower-middle (54%), 78.6% in the upper-middle (87%) and 40% in the upper quartile (43%).

Looking Ahead

Women are well represented through most of our pay structure, but representation still narrows at the top, and it fell in three of our four quartiles this year. That's the pattern we most want to change. We'll keep supporting women's progression into senior and leadership roles, make sure reward is accessible to everyone on equal terms, and review our pay structures for fairness, consistency and transparency.

Metric	Uncommon (2025)	Uncommon (2026)
Mean Gender Pay Gap	23% (in favour of men)	20.5% (in favour of men)
Median Gender Pay Gap	-10% (in favour of women)	-12.2% (in favour of women)
Upper Pay Quartile – Female	43%	40%
Leadership Team – Female	67.00%	67.00%

To note: ONS has only published the UK-wide median gender pay gap for this reporting period: 12.8% in favour of men, with no mean figures released. Hence, we removed it from this year's Report.

Members



Our members key actions

Green Collective

Our Green Collective continued to create meaningful opportunities for members to connect, learn and give back on ESG topics.

We launched an improved induction and onboarding process which is now built in as new companies join us, and we have registered 27 Green Ambassadors across our buildings so far.

We re-purposed our planned ESG Hub into a quarterly newsletter for our Green Ambassadors, keeping members connected to a busy calendar of wellbeing and sustainability activity across our sites.

27

Green Ambassadors registered across all our buildings

Green Collective's highlights

RESET

Mental Health Awareness Week. A guided coaching workshop helping members take stock of work and wellbeing.

Wildflower seeds for the bees

World Bee Day. Seed displays encouraging members to plant wildflowers at home and support pollinators.

Beach clean-up

A one-hour team plastic clean-up with all General Managers.

Future Shift workshops

Workshops and pop-ups run by our ESG partner.

Nutrition workshop

Run in partnership with POW Food, focusing on workplace nutrition.

Local community

We deepened our collaborations with local communities, supporting food banks, coat collections and soup can collections, including a food collection and charity comedy night at Liverpool Street, a food bank partnership with Dragon Hall at Holborn House, and a raffle fundraiser supporting Hanne & Co.

ESG data transparency

Our General Managers now hold energy consumption and waste data for each private office, and our calculator is shared with any member on request. We are now exploring how to build this directly into the member portal for easier access.



Like-minded partners

Who we choose to work with says as much about Uncommon as anything we do ourselves. That's why we're deliberate about the partners we welcome into our buildings, seeking out like-minded, purpose-driven businesses that share our commitment to sustainability, fairness and social impact. These relationships let us extend our impact beyond our own operations, giving our members access to genuinely value-led products and services, from catering to furniture, while supporting businesses that are working just as hard as we are to do things the right way.

POW Food

A certified B Corporation and the first female-led catering company to achieve that status, bringing nutritionist-designed, sustainable catering to Uncommon. Zero-waste practices, compostable packaging, responsible sourcing and carbon transparency, alongside community initiatives like their Meal for a Meal partnership with City Harvest.

"As a catering company, our impact is decided by the choices we make every day: what we buy, who we buy it from, how we treat the people who grow it and the team who cook it, and what we do with what's left. All of that is far easier with partners who hold themselves to the same standard. With Uncommon we're not having to justify why any of it matters — it's a shared starting point."

Emily Warburton-Adams
Co-founder, POW Food

Hunters

A UK commercial furniture consultancy whose responsible sourcing ensures all major suppliers meet strict sustainability criteria, including PEFC and FSC-certified products and ISO 14001 accreditation. Their Hunters Circular initiative keeps furniture in use for longer, including donations of surplus furniture to charity, and they are a certified Great Place to Work.

"As a furniture partner, our impact is shaped by the choices we make throughout every project: what we specify, who we source from, how products are made and delivered, how long they will last, and what happens to them at the end of their first life. Making better choices is far easier when we work with clients and partners who share those same values. With Uncommon, sustainability, quality and responsible procurement aren't conversations we need to introduce or justify — they're already part of the brief and a shared starting point for every decision we make together."

Lewis Harman
Owner, Hunters

Still working on it

In 2027 the Green Collective will keep building on this year's progress, with more ways for our members to get involved.

- **Energy:** working with our members to improve temperature control across our buildings and work towards reducing our carbon footprint, plus an energy challenge to see which building can cut its usage the most
- **Sustainable sourcing:** a review of our kitchenette offering, disposables and cleaning supplies
- **Recycling:** continuing our work from 2026, with awareness training for members, and Plastic Free July with a zero-waste lunch challenge and refill stations for soap and shampoo
- **Member engagement:** more opportunities for members to learn about ESG, share what works and get support on their own sustainability journeys
- **Challenges and wellbeing:** exploring new member challenges and wellbeing initiatives to encourage greener everyday habits
- **Local community:** continuing our work with Better Bankside and Central District Alliance, growing our partnership with Dress for Success and creating more volunteering opportunities for members





Growth

Strengthening foundations

Business Insights

Over the last 12 months, our growth story has been less about opening new doors and more about building the foundations to understand our business better. Across our five buildings in Holborn, Liverpool Street, Borough, Fulham and Highbury & Islington, we hold a huge amount of information. It covers how our members use their space, how our buildings perform, and how our teams spend their time. Until now, that information has sat in separate systems, and bringing it together has taken time and manual effort. That meant we spent too long gathering data and not enough time acting on it.

This year we began to change that. We have invested in a bespoke reporting and business insights platform, designed to bring our data together in one place and give us clearer, faster, more informed decisions as we continue to grow. It connects our finance, membership and sales data, so we can see the full picture of each building, not just pieces of it. For us, this is about more than efficiency. Better data helps us:

- understand what our members value most, and invest in the things that make a difference to their working day
- track the energy use and environmental performance of our buildings, and prioritise improvements where they will have the greatest impact
- measure our progress against our B Corp commitments with more rigour and less guesswork
- give our team the time back to focus on people rather than spreadsheets

What's next

Over the coming year we will:

- Complete the rollout of the platform across the business by the end of 2026.
- Build dashboards that give each General Manager a clear, real-time view of their building.
- Bring our sustainability data, including energy and EPC performance, into the same platform so environmental impact sits alongside commercial performance.
- Launch a new Member Support Platform, giving every member query a clear owner and a visible status from the moment it's raised to the moment it's resolved. It will help us respond faster, keep members updated along the way, and spot recurring issues early so we can fix them at the source. The platform will be built into our Insights platform, so member experience sits alongside everything else we measure.
- Use these insights to shape where and how we grow next, including decisions on future locations.

Almost ten years in, we are proud of what we've built. The next chapter is about growing with greater understanding, so that every decision we make is better for our members, our people and the planet.

Uncommon Playbooks

This year we introduced two new Playbooks alongside our existing Design Playbook: Ops and Commercial. They bring rigour and consistency to how we run Uncommon and act as the single source of truth for our key activities: how we operate our spaces, how we interact with our members, and how we generate revenue. By connecting roles, sites and SOPs in one place, our Playbooks deliver clear guidance for our team, a consistent experience for our members, and proof of scalability as we grow.

We're now building on this foundation with two further additions: an Opening Playbook, a practical guide to opening a new building that captures the learnings from Uncommon Holborn so every future opening runs to a repeatable operational standard, and an ESG Playbook, bringing together all our processes and information on our ESG strategy in one place.

Our Four Collectives

Our Committees Framework continues to play a vital role in supporting projects and team initiatives. This year we refreshed the set-up across all four Collectives, bringing in new leads and a wave of new sign-ups, a deliberate push to keep the groups energised with fresh perspectives beyond the founding members.

Green Collective

Drives member engagement around ESG, improving recycling rates and supporting members' own sustainability efforts.

ACHIEVEMENTS

- Completed a full recycling and waste review with our disposal partner, winning a Bronze Sustainable Procurement Award 2026, and introduced new waste streams at Liverpool Street and Holborn
- Grew our Green Ambassadors network to 27 members across all five sites
- Delivered a programme of wellbeing and sustainability activities, including RESET, Pilates on the Roof, World Bee Day, Plastic Free July and a team beach clean-up
- Launched a new community partnership with Dress for Success

Experience Collective

Enhances the member experience, reviewing and improving SOPs and delivering initiatives like the Networking Festival.

ACHIEVEMENTS

- Implemented the Prezzee voucher incentive to lift NPS survey response rates
- Launched a feedback outcomes programme, with actions and results communicated back to members
- Rolled out member onboarding resources, including the FAQ and handbook, and started WOW Moments ambassador training
- Delivered the Networking Festival, our biggest annual member event, with over 20 exhibitors and 4 expert-led workshops on presentation skills, AI & digital marketing, building LinkedIn presence and workspace nutrition
- Supported the Ops Playbook rollout, and is now setting up a loyalty programme

Inclusion Collective

Leads our internal JEDI initiatives, including this year's neurodiversity training with Talking Talent.

ACHIEVEMENTS

- Initiated Neurodiversity training sessions for all staff and line managers
- Celebrated Pride Month through a series of initiatives: fundraising quiz night for London Friend, a visit to the Queer Britain museum, Team Book Club supporting Gay's The Word
- Created a framework for staff-led sessions: language & cultural lessons, where colleagues teach their own language and share their cultural background, and Culinary Showcases, where staff bring in food that represents their own heritage.
- Encouraged and supported all locations to acknowledge and celebrate key cultural and religious events such as Ramadan, Thanksgiving and Black History Month.

Charity Collective

Drives charity engagement across the team and members, champions Matchable, and strengthens key partner relationships.

ACHIEVEMENTS

- Hosted Matchable training courses in person and online, with further training for new starters in Autumn
- Provided further volunteering opportunities with Smart Works
- Continued to support our key charity partner, Spread a Smile, through:
  - volunteering at their Winter and Summer Parties
  - Christmas gifts packing
  - fundraising across all locations on their Appeal Day and supporting World Smile Day
  - hosting Real Estate fundraising dinners, raising a total of over £12,000
  - organising charity bingo and quiz nights for our members

Being a B Corp



Recertifying to a higher bar

Recertification

We are working towards submission in April 2027 under B Lab's new, more rigorous standards, led by an internal working group of five senior individuals. We began with a gap analysis and have followed a clear action plan since the start of the year.

Key focus areas: our Climate Action Plan, an improved Supplier Code of Conduct and data collection, introduction of a Sustainability Management System and a Human Rights assessment. We have also reviewed our Company Purpose and introduced new policies, such as responsible Marketing and PR.

2027
Apr

Target submission under the new standards

The new impact topics

- Purpose and stakeholder governance
- Fair work
- Justice, equity, diversity and inclusion
- Human rights
- Climate action
- Environmental stewardship and circularity
- Government affairs and collective action

B Corp Month

This March we hosted a panel debate, “Beyond the Badge: How B Corp Storytelling Builds Brand Value”, joined by Little Moons, Abel & Cole and Citizens of Soil, on how brands can communicate their status with credibility and clarity.

We also hosted a team Breakfast & Learn on everything B Corp, attended by the whole team, introducing the new standards and inviting ideas on what more we can do.

New this year was a Ready, Set, B! initiative run with our partner Future Shift, where members pitched and competed to win full B Corp certification support worth £5,000.

But for us, the B Corp activations don’t stop in March. In November 2025 B Lab UK had its 10th anniversary. We celebrated by putting a spotlight on the B Corp brands we collaborate with and sharing what being part of the movement means to them.

Looking forward

Ongoing improvement is at the heart of certification, and one of our behaviours. Beyond compiling evidence for the audit and completing our application, we will complete the final actions from our gap analysis, including continuing to embed the last twelve months' work with our suppliers, improving how we work with stakeholders and using our DEI data collection to plan future JEDI actions.



B Corp Month 2026

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