

switchee



Switchee Impact report 2024

A journey of purpose and progress





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“Our B Corp journey continues to inspire us. The discipline of the annual B Impact Assessment aligns seamlessly with our culture of continuous improvement. We are excited about the future and our continued positive impact.”
Tom Robins - CEO



Introduction

A message from our CEO

At Switchchee, we are incredibly proud of our B Corp certification and are thrilled to present our 2024 Impact report. Our commitment to the B Corp community deeply resonates within our business and with clients and investors. B Corp status is the gold standard, providing a robust framework for continuous improvement as we pursue our mission of improving the quality of life for people living in rented homes.

2024 was a landmark year for Switchchee. We've experienced significant growth while tackling key challenges in the housing sector.

We're particularly proud of:

- Team growth and increasing team diversity.
- Launching our DEIB committee.
- Redesigning packaging to reduce size by 24% and switching to FSC-certified board.

Our B Corp journey continues to inspire us. The discipline of the annual B Impact Assessment aligns seamlessly with our culture of continuous improvement. We are excited about the future and our continued positive impact.

About Switchee

Switchee is a data and insights company helping social housing providers across the UK transform housing management and improve residents' quality of life.

At the heart of Switchee's smart solution is its in-home smart thermostat device, which unobtrusively collects valuable data points to deliver powerful, remote insights.

With real-time intelligence, landlords and local authorities can identify risks like damp and mould, overheating risk, and resident fuel poverty, enabling proactive intervention. Switchee also provides data to optimise property performance, reduce heating bills for residents by up to 17%, and measure the impact of retrofit interventions, supporting the improvement of existing housing stock and a data driven approach to achieving net zero goals.

Switchee's resident first approach uses a two-way communications platform, with an 88% tenant response rate within 24 hours. This secure and cost-effective method of landlord-tenant engagement is why over 140 social housing providers partner with Switchee to help ensure safe, warm, and healthy homes.



Our journey

Our B Corp journey

At Switchee, we've always believed in using business as a force for good. Our mission to improve the lives of social housing residents and promote sustainability naturally led us to pursue a B Corp certification. This certification formalises our commitment to the highest standards of social and environmental performance.

Why we became a B Corp

B Corp certification aligns perfectly with our strategy of using smart technology for positive impact. It reinforces our purpose-driven culture and drives us to create systemic change. We sought B Corp certification to solidify our dedication to transparency, accountability, and meaningful impact.

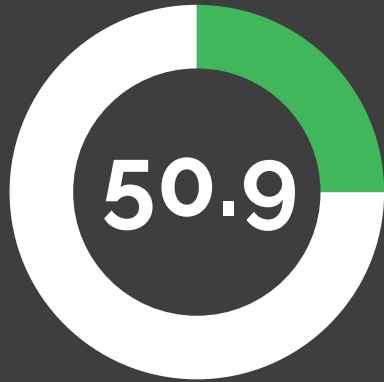
Alignment with strategy and culture

Our technology helps housing providers efficiently manage properties, optimise energy use, and improve living conditions. By embedding B Corp principles into our day-to-day operations, we ensure that every aspect of our business contributes to a more inclusive, equitable, and sustainable future. The certification reinforces our culture of responsibility and purpose-driven innovation.

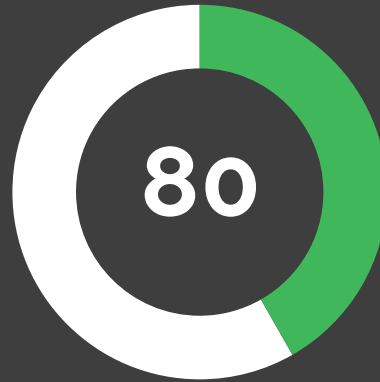
Impact on our business

Since becoming a B Corp, Switchee has deepened its commitment to social responsibility and increased transparency. This has strengthened our stakeholder relationships and motivated us to pursue ethical practices.

In numbers



Median score for an ordinary business



Qualifies for B Corp certification



Switchee's first verified B Impact score (2023)

Verified impact score breakdown:



Our aspirational recertification score (Sept 2025): 112.52

Strategy

Looking back to 2023, we established a set of goals we aimed to achieve by 2024/25. We're proud to have completed many of these, and we continue to make strides towards achieving additional goals.

Importantly, we believe in regularly assessing our objectives to ensure they remain ambitious and truly focused on delivering the most significant benefits for people and our planet. As part of this, we've re-evaluated some of our original goals.

These goals are rooted in the UN Sustainable Development Goals, science-based targets, and our own commitment to fostering innovation within our community.

Governance

Plans for 2024

1

Embed our company social and environmental KPIs into managers' objectives, which will be reviewed annually.

2

Create an annual self-assessment about anti-corruption for at risk team e.g. commercial & finance teams.

3

Roll out annual training on the anti-corruption system.

4

Do more staff training on environmental topics.

5

Start asking our customers their opinion of Switchee's social and environmental performance.

How we fared

- **Sustainability Committee and education:** A dedicated Sustainability Committee was established internally to ensure we hold ourselves accountable to targets and goals we set, to help inform and engage staff on a wide range of environmental topics and to promote a culture of sustainability within the company.
- **Anti-corruption self-assessments:** To enhance compliance and ethical practices, annual self-assessments focusing on anti-corruption measures were developed for teams identified as being at higher risk, such as commercial and finance departments.
- **Customer satisfaction and environmental feedback:** Customer Satisfaction (CSAT) metrics were introduced to systematically collect feedback from customers through our Customer Success team. We are actively working to expand these metrics to include specific questions related to the environmental aspects of our products and services, allowing us to gauge and improve our environmental performance based on customer insights.

Governance

What are we aiming to achieve in 2025/26

Strategic alignment of KPIs

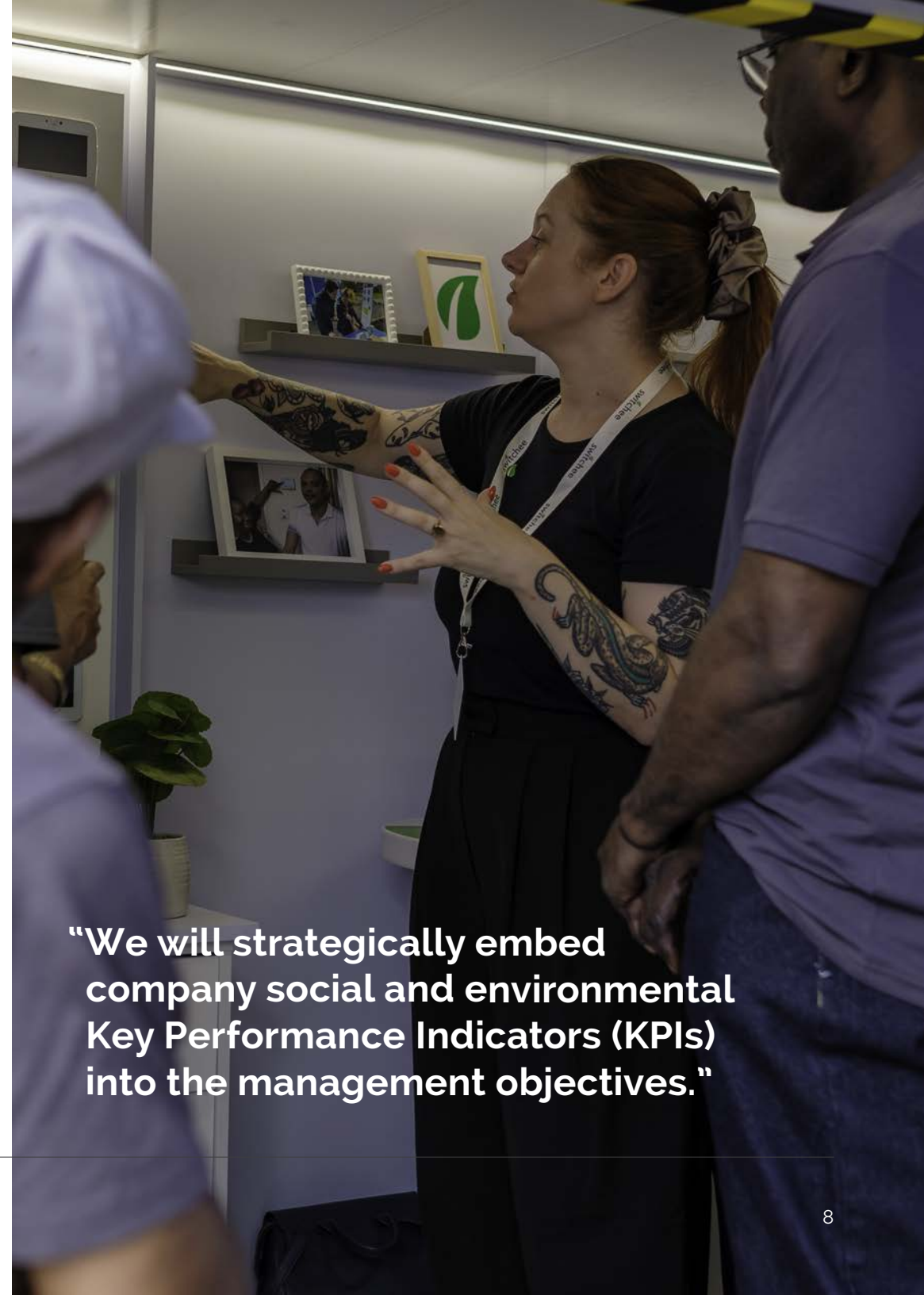
We will strategically embed company social and environmental Key Performance Indicators (KPIs) into the management objectives. This ensures that sustainability and social impact are integral to performance management, with annual reviews conducted to track progress and drive accountability for these crucial metrics.

Comprehensive anti-corruption training

We will implement an annual, comprehensive training program on the company's anti-corruption system. This program will cover policies, procedures, and ethical guidelines, ensuring that all managers and employees are well-versed in our commitment to integrity and compliance.

ESG integration into Governance

We will enhance transparency and understanding of our sustainability performance for key stakeholders by standardising the delivery of certain ESG metrics, fully integrating comprehensive emissions data (including travel), and further refining the communication of monthly board-level "impact data" to ensure clear and accessible insights into our environmental and social impact.



“We will strategically embed company social and environmental Key Performance Indicators (KPIs) into the management objectives.”

Workers

Plans for 2024

1

Create a policy to support breastfeeding mothers.

2

Draw staff's attention to our pensions socially-responsible investing option.

3

Cascade company social & environmental KPIs down to everyone.

How we fared

- **Enhanced support for breastfeeding mothers:** A comprehensive and supportive policy was implemented, providing breastfeeding mothers with dedicated facilities, flexible scheduling options, and resources to ensure a comfortable and accommodating return to work.
- **Integrated OKR and KPI framework:** The company's objectives and key results (OKR) structure was significantly revised to incorporate quarterly Key Performance Indicators (KPIs) across all departments. This strategic alignment ensured that all teams are working towards shared goals, fosters cross-functional collaboration, and provides a clear framework for tracking and measuring progress on key initiatives.
- **Expanded apprenticeship program:** Apprenticeship opportunities were expanded through targeted advertising campaigns and proactive hiring efforts. This program provides valuable on-the-job training, mentorship, and career development opportunities for individuals entering the workforce.

Impact area progress

Workers

What are we aiming to achieve in 2025/26

Comprehensive hazardous material assessment

We will conduct a thorough and formal assessment of potential worker exposure to hazardous materials across all relevant departments and processes.

Company-wide KPI communication and engagement

We will actively cascade company social and environmental Key Performance Indicators (KPIs) to all staff members through multiple channels, including training sessions, internal communications, and performance reviews.

Promotion of socially responsible investment options

We will actively promote socially responsible investing (SRI) options within our pension plan to all staff members.



“We will actively promote socially responsible investing (SRI) options within our pension plan to all staff members.”

Community

Plans for 2024

1

Ask our significant suppliers to sign agreement to our Supplier Code of Conduct in a more formalised way.

2

Increase transparency about our Significant Supplier manufacturers by talking about them on our website.

3

Start providing resources to suppliers on how they may improve their social and environmental performance.

4

Organise a company volunteering day.

5

Set a community service or pro-bono target.

How we fared

- **Employee volunteering and donations:** Switchee partnered with Matchable, a platform providing employees with extensive charitable opportunities. To facilitate participation, we introduced a dedicated volunteering leave type, allowing employees to take time off for volunteering activities.
- **Supplier support for sustainability:** We proactively began to provide our suppliers with resources and guidance aimed at enhancing their social and environmental performance, encouraging improvements throughout our supply chain.

Impact area progress

Community

What are we aiming to achieve in 2025/26

Formalisation and implementation of Supplier Code of Conduct

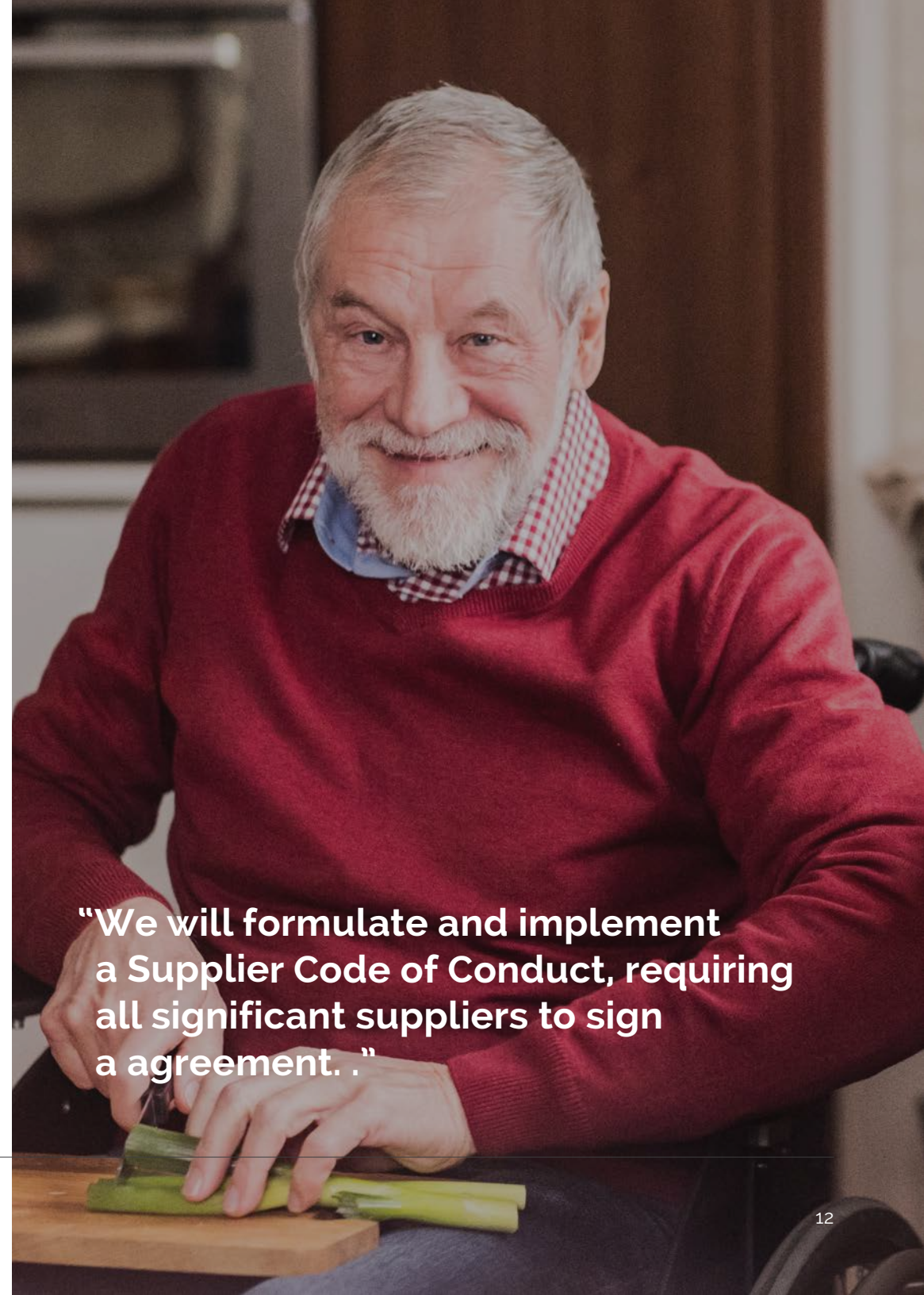
We will formulate and implement a Supplier Code of Conduct, requiring all significant suppliers to sign a agreement.

Enhanced supplier transparency and visibility

We will significantly enhance supplier transparency by creating a dedicated section on our website that features our significant supplier manufacturers.

Company-wide volunteering day and community engagement

We will organise and host a company-wide volunteering day, providing all employees with the opportunity to contribute to a local community initiative.



“We will formulate and implement a Supplier Code of Conduct, requiring all significant suppliers to sign a agreement. .”

Environment

Plans for 2024

1

Launch an Sustainability Committee.

2

Explore doing greenhouse gas footprinting exercise of whole business & products.

3

Start providing resources to suppliers on how they may improve their social and environmental performance.

4

Add our product defect reduction process to existing environmental policy.

5

Look into using clean or low-emission vehicles (e.g. hybrid, LPG, electric) to transport and distribute product.

6

Look to go plastic free in our packaging.

7

Start requiring suppliers to disclose specific chemicals of concern.

How we fared

- **Sustainability Committee and education programme:** We initiated the formation of a dedicated Sustainability Committee to drive environmental awareness and action within the company.
- **Plastic-free packaging initiative:** Significant strides were made towards eliminating plastic from our packaging. We successfully transitioned to plastic-free packaging for future production runs by removing external plastic labels, replacing plastic bags for component parts with sustainable alternatives, and switching to paper-based tape for master cartons.
- **Product defect reduction integration:** Our established product defect reduction process was formally incorporated into our environmental policy, demonstrating our commitment to minimising waste and resource consumption throughout the product life cycle. This ensured that environmental considerations were a core part of our quality control efforts.
- **Comprehensive greenhouse gas footprinting:** We commenced a comprehensive greenhouse gas footprinting exercise that encompasses our entire business operations and product lifecycle. This initiative aims to measure and analyse our carbon emissions, providing a baseline for setting reduction targets and developing effective strategies to minimise our environmental impact.

Environment

What are we aiming to achieve in 2025/26

Establish and activate the Sustainability Committee

We will officially launch and fully activate our Sustainability Committee, empowering it to drive and coordinate our environmental initiatives across the organisation.

Conduct comprehensive greenhouse gas assessment

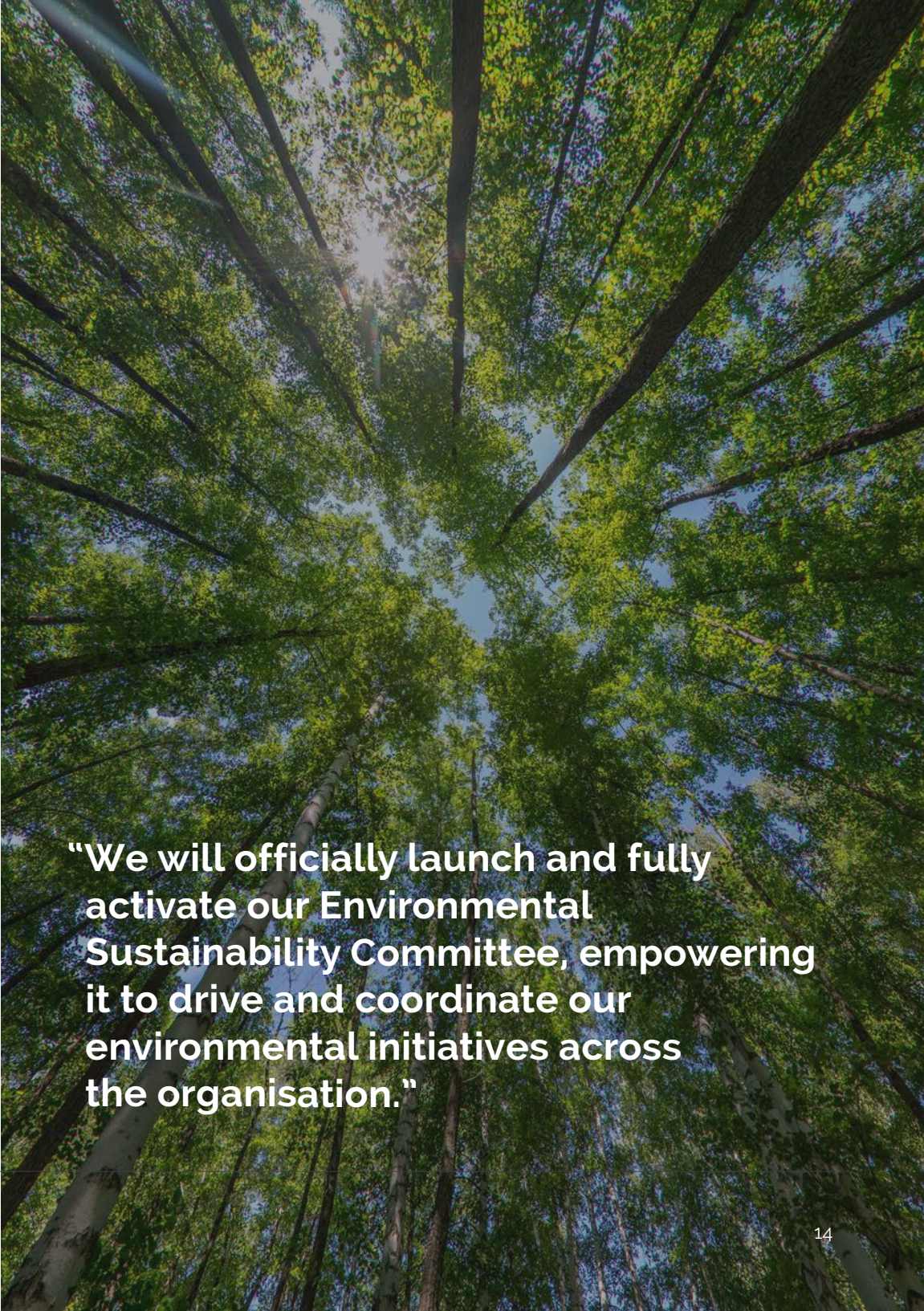
We will finalise our detailed greenhouse gas footprinting exercise, encompassing all business operations and product life cycles, to establish a clear baseline for emissions reduction.

Collaborate with clients on carbon reduction

We will partner with at least five key clients to set and achieve specific carbon reduction targets, leveraging our technology to optimise their processes and procedures for enhanced environmental performance.

Engage suppliers in sustainability initiatives

We will actively engage with our suppliers and manufacturers to collect environmental data, implement reporting mechanisms, and collaborate on strategies to reduce water footprint, waste generation, and the production of hazardous waste and chemicals.



“We will officially launch and fully activate our Environmental Sustainability Committee, empowering it to drive and coordinate our environmental initiatives across the organisation.”

Customers

Plans for 2024

1

Develop an ethical marketing policy.

2

Create a new customer-centric Delivery team, which will combine our Operations and Customer Success teams, so that there is a seamless feedback loop from customers to product improvement.

3

Set a customer / client satisfaction target.

How we fared

- **Customer-centric Delivery team launch:** We launched a dedicated customer-centric Delivery team by integrating our Operations and Customer Success teams. This strategic integration ensures a seamless and efficient feedback loop, directly channeling customer insights to drive product improvements and fostering a more innovative and responsive approach to customer needs.
- **Internal auditing capability development:** To enhance our internal processes and ensure compliance with best practices, we invested in providing comprehensive training to develop internal auditing capabilities.
- **Customer health scoring and satisfaction measurement:** We developed and implemented customer health scoring metrics and tracking within our CRM system. This system allows us to proactively monitor customer engagement and identify potential issues. Additionally, we launched a Customer Satisfaction (CSAT) survey, which is regularly distributed to customers to gauge their current satisfaction levels.

Customers

What are we aiming to achieve in 2025/26

Comprehensive impact reporting and ROI analysis

We will develop a robust approach to track, monitor, and report on the annual impacts realised by clients adopting our technology. This includes quantifying financial savings, time efficiencies, and carbon emissions reductions generated through the use of our solutions. We will provide clients with detailed Return on Investment (ROI) analysis and annual impact reports, demonstrating the tangible value and sustainability benefits of partnering with Switchee.

Supplier quality assurance and audits

We will initiate a program of quality assurance reviews and audits specifically targeting our significant suppliers located in the UK. These reviews will ensure compliance with our quality standards, ethical practices, and sustainability requirements.



“We will develop a robust approach to track, monitor, and report on the annual impacts realised by clients adopting our technology.”



“Being B Corp certified challenges us to continuously meet the highest standards of social and environmental performance, accountability, and transparency.”

Abaid Mahmood, Process Engineer



What's been said

Looking ahead

“At Switchchee, we are deeply committed to using business as a force for good. The B Corp certification perfectly aligns with our mission to enhance the quality of life for residents in social housing while championing sustainability and reducing carbon emissions.

Being B Corp certified challenges us to continuously meet the highest standards of social and environmental performance, accountability, and transparency.

It represents our unwavering commitment to balancing profit with purpose, ensuring that our business practices drive positive impact for our customers, communities, and the planet. Achieving B Corp certification underscores our dedication to fostering systemic change and contributing to a more inclusive, equitable, and sustainable future.”



Thank you

We extend our sincere gratitude to our employees, customers, partners, and the B Corp community for their support and collaboration. Together, we are making a positive difference.

To learn more about Switchchee.

switchchee.com

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