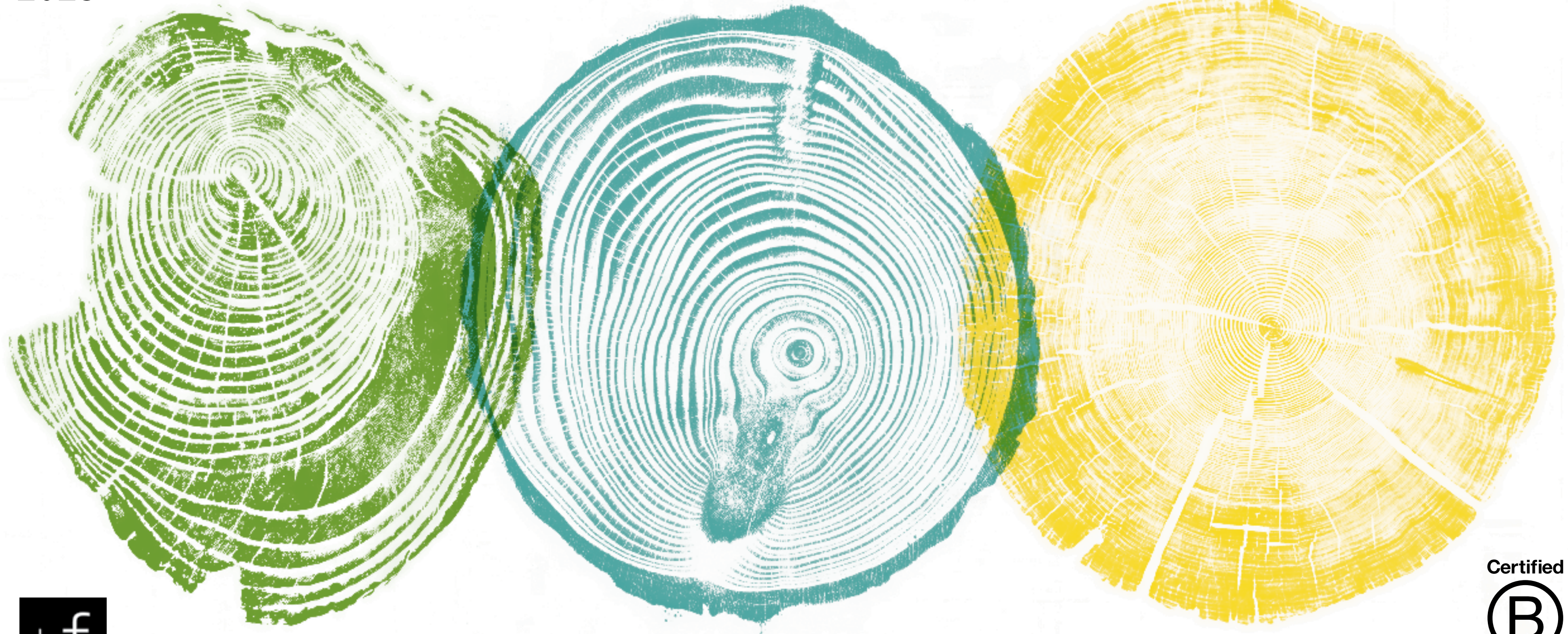
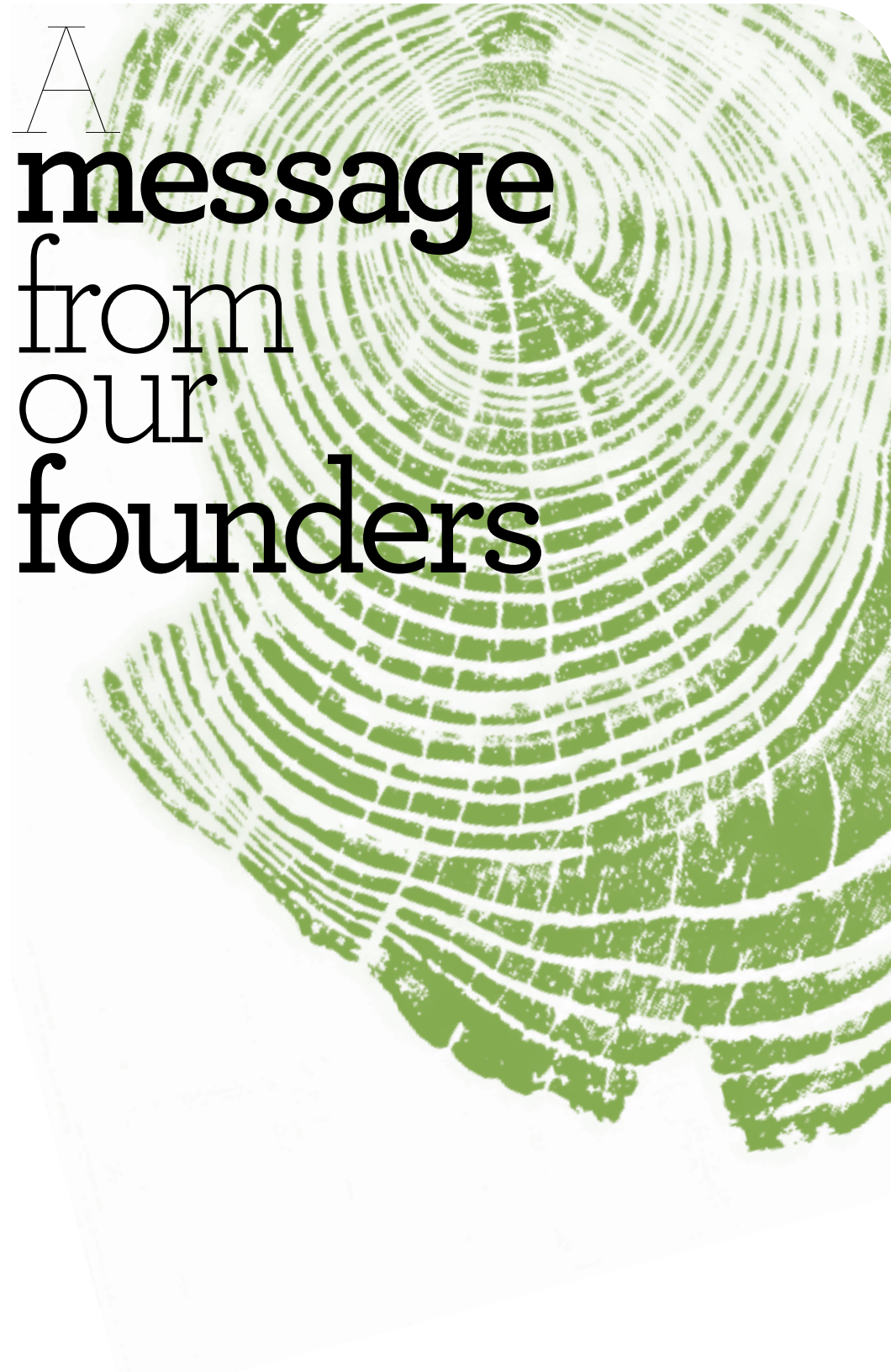


Urban Front

B-Corp™ Impact report 2025

urbanfront®
SINCE 2005





A message from our founders

Two decades of design, craft and care.

Urban Front began with a simple idea: that a front door could be more than merely functional – it could be a bold expression of design, craftsmanship, and care. In 2005, that idea took shape in our garden, with a single handmade door. It wasn't long before that door sparked something bigger: a business built on purpose.

Twenty years on, we're proud to be a British manufacturer of bespoke hardwood doors, handcrafted in Chesham by a team of skilled designers and makers. Every door we create is made to order, tailored to the individual, and built to last. Our reputation has grown through innovation, artistry, and an unwavering attention to detail.

But our purpose goes beyond aesthetics and performance.

We believe that beautiful design should also be responsible. As a company that works with natural materials, we feel a deep responsibility to protect the planet that provides them. Sustainability isn't a trend – it's a value that guides everything we do. From sourcing responsibly harvested hardwoods to using low-impact manufacturing methods, we're committed to reducing our environmental footprint.



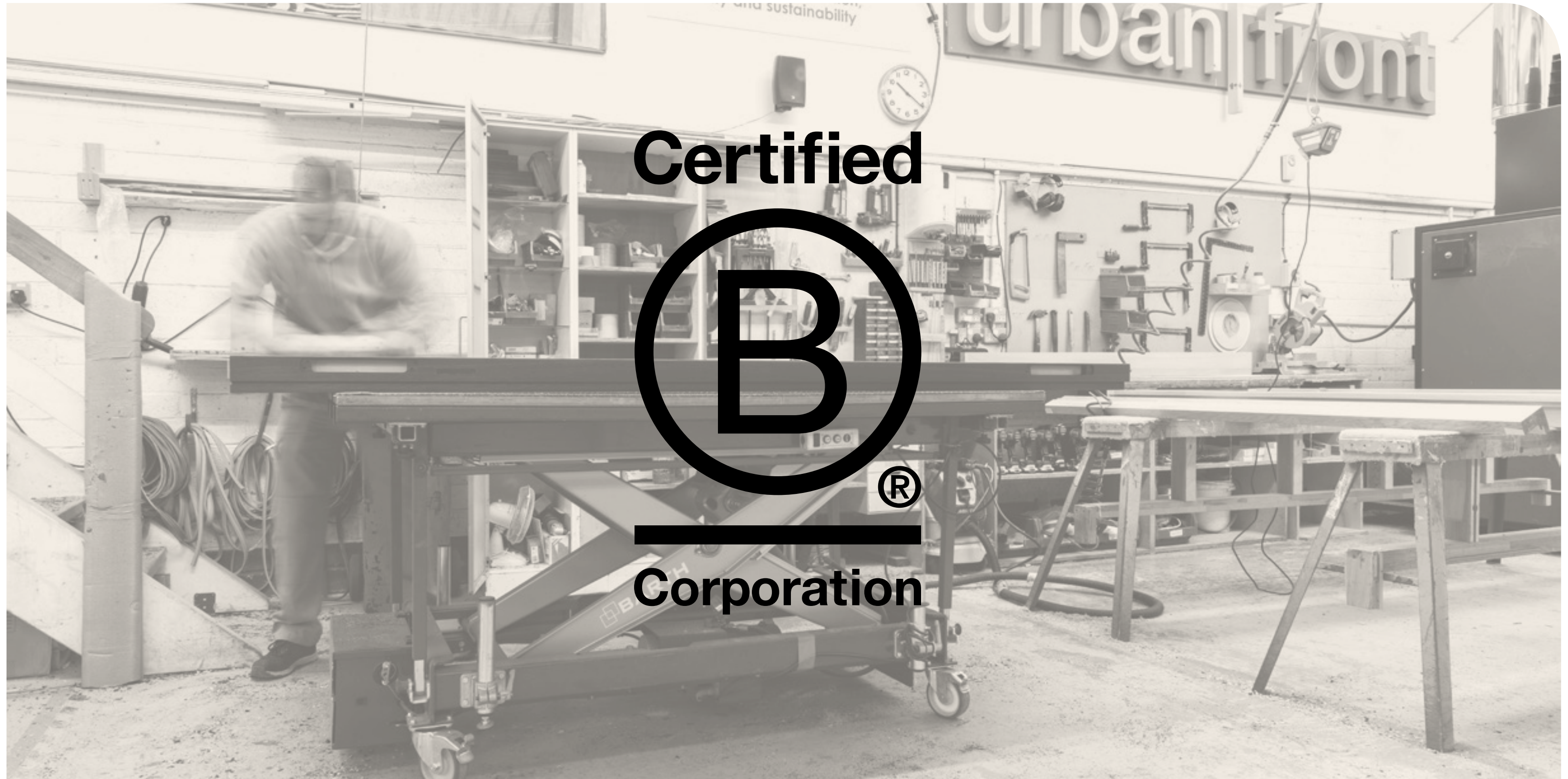
Since 2021, we've partnered with tree-planting organisations to ensure that for every door we make, a native tree is planted in the UK. These trees do more than offset carbon - they restore habitats, support biodiversity, and strengthen local ecosystems. In fact, each tree offsets more carbon than the wood we use to make a door.

We also believe in the power of community, within our team and beyond. Urban Front is a family-run business, powered by passionate craftspeople who care deeply about what they do. We're proud to support local employment, invest in skills, and foster a culture of collaboration and integrity.

As we mark two decades of design and impact, our focus remains clear: to create doors that enrich homes and contribute to a more sustainable future.

Thank you for being part of our journey.

Nabil & Elizabeth
Co-Founders



Certified



®

Corporation

What is **B Corp**TM and why does it **matter**?



B Corp companies are for-profit organisations that meet high standards of social and environmental performance, accountability, and transparency. These companies are recognised by B Lab, a non-profit organisation. B Corps are legally required to consider the impact of their decisions on all stakeholders.

Urban Front is proud to be a B Corp certified business, which demonstrates our commitment to transparency and accountability, and highlights the steps we've taken over the past year to make our business a genuine force for good. We will publish annual Impact Reports, of which this is our first, on our website.

These reports will outline our strategies for driving continued positive impact and improvement, while also assessing our performance against the commitments made in the previous year.

Our goal is to provide our stakeholders with a clear understanding of our efforts as a socially and environmentally responsible business, and to inspire others in the industry to embrace similar commitments.



Urban Front in numbers

20

years of Urban Front:
making bespoke, high security
and sustainable doors

30%

quicker. Our doors are now
made faster, thereby improving
productivity, while reducing
electricity consumption

1

1 tonne of CO₂
The amount each tree can
offset during its lifetime,
twice the amount of wood
used in one of our doors

100

trees planted thanks to our
partnership with eForests
in the last 12 months

60%

of our team members are aged 50+ years

9001

We have successfully maintained
our ISO9001 standard with our
certification renewal, which guides
our approach to governance

5

Publications created.
These are printed on FSC-approved
paper and available online

22.2

tonnes of CO₂e.

The amount our carbon footprint is reduced
annually thanks to our DEFRA-approved biomass
burner and briquette machine that enables us to
convert wood dust, shavings, and offcuts into clean
energy to heat our manufacturing premises

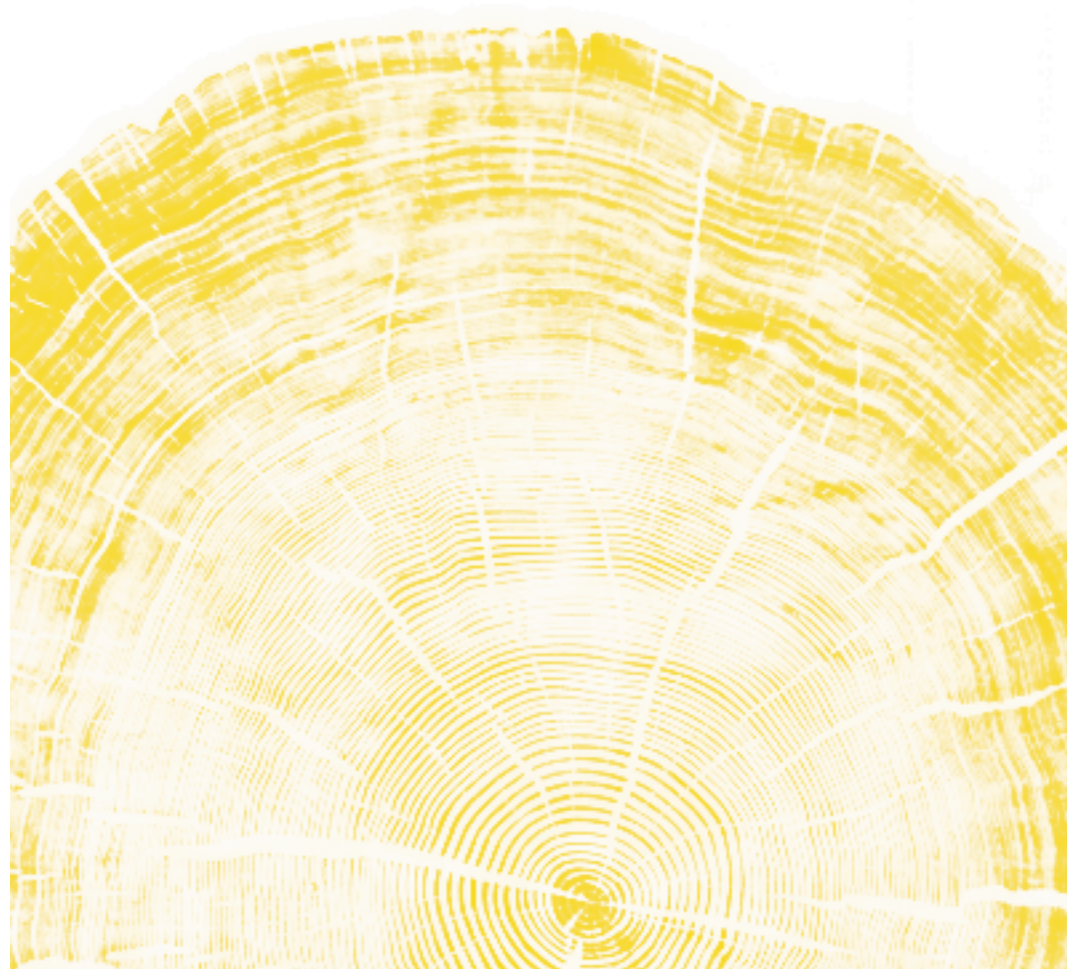
9

tonnes
The amount of briquettes made
from wood waste to heat our
workshop in the last year

£122000

the amount invested in
new machinery to enhance
design and improve productivity

Our mission and values



Our mission

Handcraft innovative, sustainable hardwood doors that are responsibly sourced, designed for longevity, and manufactured with the lowest possible carbon footprint – leaving a lasting, positive environmental legacy that is unmistakably Urban Front.

Our values

Designed with purpose.

We believe in the power of thoughtful design, where form meets function, and every detail has meaning. Each project is a collaboration, built on trust, and a commitment to excellence.

Sustainable by nature.

Working with natural materials inspires us to protect them. Sustainability is woven into everything we do, from responsibly sourcing hardwoods to minimising waste and emissions in our production process. It's not just good practice; it's our responsibility.



Secure with style.

Strength and style should never be at odds. Our doors are engineered for security and performance, without compromising on design. Every piece is built to protect, to last, and to elevate.

Education is everything.

We are keen for our clients to understand the product we make, including its pros and cons, before purchase. We provide detailed information in the form of online blogs, videos, telephone calls and face-to-face meetings.

Our B Corp™ journey

We're excited to have become a Certified B Corporation. Our values and mission closely align with B Lab's commitment to using business as a force for good; this certification provides a rigorous framework with which to assess our impact, drive meaningful improvements, and hold ourselves accountable for our actions.

Certified B Corporations are for-profit businesses that meet high standards of social and environmental responsibility, transparency, and accountability. They strive to balance profit with purpose, ensuring that their operations benefit all stakeholders - not just shareholders.

To achieve this certification, we've taken a deep, honest look at how we operate, with a strong focus on enhancing our policies and processes to create a positive impact on our team, customers, suppliers, community, and the environment.

To support us on this journey, we partnered with Transformacy, a corporate sustainability consultancy specialising in B Corp certification. Their expertise helped us meet the certification criteria and implement meaningful, lasting improvements that benefit all those connected to our business.

We look forward to sharing our continued progress towards building an impactful business that prioritises people, the planet, and ethical governance.



Impact areas

The B Corp certification assessment, known as the B Impact Assessment (BIA), evaluates performance across five key areas of impact: *Community, Workers, Customers, Environment* and *Governance*. We've structured our report around these categories to facilitate clear year-on-year comparisons and align our efforts with other B Corp businesses.

In addition, we have mapped our actions and commitments against the UN Sustainable Development Goals for comparison against organisations not following the B Corp process.

Embracing these isn't just about saving the planet - it's about securing our future and fostering a global community.

Annual highlights

MILESTONES

Celebrating 20 years of Urban Front

2025 marked a milestone for Urban Front: two decades of redefining the front door. Since our beginnings in 2005 – with a single handmade prototype built in our garden – we’ve grown into a globally recognised British manufacturer of bespoke, high-security hardwood doors.

What started as a passion project has become a design-led business rooted in innovation, sustainability, and craftsmanship. Over the past twenty years, we’ve stayed true to our values: creating doors that elevate architectural spaces while respecting the natural world.

As we celebrate this anniversary, we’re proud of how far we’ve come, and even more excited about what lies ahead. Our commitment remains clear: to push boundaries in design, support our community, and make a meaningful impact on people and planet, one door at a time.

Investing in our craft

We have invested £122,000+VAT into a new machine, the Holzher Epicon 7135 – 5Axis CNC Machine Center, which offers greater design scope as it enables us to cut wood from different angles (rather than three sides only). The Holzher is also larger and faster than our previous machine. This means increased productivity, reducing the time spent manufacturing a door by over 30%, therefore reducing electricity consumption.



This machine is part of a series of improvements and developments planned to increase our production efficiency, enhance our staff expertise and experience, and maximise power consumption efficiency with new technology and faster production time. Four staff undertook 3 days of training at Weing Headquarters in Oxford and a further one week in-house training programme after the machine was installed.

Installing our timber waste-to-energy solution

Wood waste is an inevitable part of timber manufacturing – but we’ve turned that challenge into an opportunity. With support from a Low Carbon Workplaces grant, we installed a DEFRA-approved biomass burner and briquette machine, allowing us to convert wood dust, shavings, and offcuts into clean energy that heats our manufacturing premises.

This innovative system has helped us reduce our carbon footprint by 22.2 tonnes of CO₂e each year – the equivalent weight of a whale shark. By cutting our reliance on gas and minimising landfill waste, we’re proving that beautiful design and responsible production can go hand in hand.

It’s one more step toward a cleaner, smarter future for the design and manufacturing industry.

Tree planting

Our sustainability journey began with a meaningful first step: planting 200 native trees at Orchard Farm in Leicestershire. This historic site, with Saxon origins and over a century of stewardship by the Keal family, offered the perfect setting to launch our tree-planting initiative.

Spanning 70 acres of untouched land that hasn’t been ploughed in over 300 years, Orchard Farm is a haven for wildlife. Pastured cattle roam freely, and the absence of intensive farming allows species like roe deer, rabbits, and woodpeckers to thrive.

We were proud to support this project, recognising that the health of our planet begins with protecting spaces like these. It’s a reminder that sustainability isn’t just about offsetting - it’s about restoring, preserving, and respecting the natural balance. This year we have partnered with eforests and plant one tree for every order placed in England, Scotland or Wales.



PARTNERSHIPS

Our partnership with eForests

We're proud to partner with eForests, a UK-based organisation dedicated to reforestation and ecological restoration. For every door we produce, a native tree is planted in England, Scotland, or Wales, carefully selected to suit its surroundings and planted in collaboration with trusted partners like the Wildlife Trust, country parks, and community woodlands.

Each tree is chosen to enhance biodiversity without disrupting existing ecosystems. Hundreds of volunteers support the planting and care process. On sites with wildlife such as rabbits, voles, or deer, protective shelters are used to ensure survival. Any damaged or dying trees are replaced free of charge within five years.

Over its lifetime, each tree can offset up to one tonne of CO₂, twice the amount of wood used in one of our doors. It's a meaningful way to give back to the planet that inspires our craft.



CERTIFICATIONS

Certified for performance: Passive House Component

At Urban Front, performance matters just as much as aesthetics. That's why we're proud to offer doors certified as Passive House Components - an internationally recognised benchmark for energy efficiency and thermal performance.

Handcrafted using high-specification materials and double steel reinforcement, our Passive House-certified doors are designed to deliver exceptional strength, security, and insulation. Whether installed in a residential or commercial setting, they help reduce heating and cooling demands, lower carbon emissions, and support healthier, more sustainable living environments.

It's another way we bring together design, durability, and environmental responsibility.

Secured by Design

Security is paramount when we design and make our doors. We joined Secured by Design (SBD), the official police security initiative that works to improve the security of buildings and their immediate surroundings, in 2017. SBD accredits products that have been tested and are proven to be sufficiently robust in withstanding physical attack and, subsequently, act as a deterrent to opportunistic burglars. Following rigorous physical testing, Urban Front achieved SBD accreditation certification to LPS 1175 SR2.

ISO 9001: 2015 Quality Management Systems

Urban Front meets ISO 9001 – the internal standard for quality management systems that provides a framework for organisations to meet customer and regulatory requirements, improve processes, and enhance customer satisfaction.



Assessed to ISO 9001
Cert/LPCB ref. 1390



LPS1175: Issue 7
Cert/LPCB ref. 1390a



VOLUNTEERING

Empowering through mentorship: Buckinghamshire Business First

We believe leadership is about supporting others. Our co-founder, Elizabeth, brings this ethos to life with her ongoing mentorship of local businesswomen via Buckinghamshire Business First, a regional network supporting entrepreneurship and growth.

Through this initiative, Elizabeth began mentoring fine artist Saskia Saunders, whose work celebrates the ancient craft of hand weaving. Her art, rooted in texture, patience, and tradition, resonates deeply with our own values of craftsmanship and care. Before this, Elizabeth mentored Cristiana Ionescu, founder of CI Design, a sustainable furniture business, and artist Teresa Allen. The whole team gets involved with our in-house graphic designer helping with brand presentation, and our content manager writing articles and improving website text.

Elizabeth's mentorship reflects the power of thoughtful leadership to guide, inspire, and connect. We're proud to support creative voices in our community and to champion the kind of collaboration that enriches both industry and culture.

Charity support

Mission EmployAble

There are 1.5 million people with learning disabilities in the UK, and almost 94% of them are unemployed. Far too many are missing out on the basic right to aspire to a career, along with the wider social networks, better emotional and physical health, and increased independence that comes from having a job.

Urban Front is proud to support Mission EmployAble, a charity that trains young people with learning disabilities, and helps them find work so they can lead fulfilled lives working and contributing to their local community.



Mission EmployAble



Impact area: Community

Designing with community in mind

We believe that design and community go hand in hand. As a family-run business rooted in Chesham, Buckinghamshire, we're proud to support the people and places that surround us. Our commitment to community is reflected in everything we do, from local employment and training initiatives to partnerships that promote environmental restoration, education, and wellbeing.

Whether it's planting trees through eForests, collaborating with local woodlands, we aim to contribute meaningfully to the spaces we inhabit. Our impact goes beyond the doors we make. It's about the legacy we leave. As we grow, we remain committed to listening, supporting, and investing in the communities around us.

Inclusive ownership and leadership

At Urban Front, our commitment to our community begins at the top. We are proud to be a business majority-owned and led by individuals from under-represented groups. This leadership structure ensures that our values of equity and representation are embedded in every decision we make. It's a model that not only values diverse perspectives but also ensures that inclusion is a cornerstone of our business from the very beginning.



Diversity, equity, and inclusion practices

We believe that a diverse and inclusive workforce is essential for success. We actively promote diversity, equity, and inclusion (DEI) across our business, starting with our hiring process. Every job posting includes a formal DEI statement, and we regularly review our job descriptions to ensure they are inclusive and equitable. All employees receive dedicated DEI training to foster a culture of awareness, respect, and belonging.

To hold ourselves accountable, we track key workforce demographics through anonymous surveys. We are proud that 60% of our team identifies as being from a racial or ethnic minority[CM5.1], and 60% of our workforce is over 50, reflecting a wide range of generational experience.

Local ownership and economic engagement

We believe in building strong communities, and that starts with our business practices. We are proud that more than half of our ownership is based in the same communities as our workforce, reinforcing our commitment to local economic development. Additionally, we actively support the UK economy by purchasing the majority of our supplies with UK companies and independent businesses.

Collaborating for industry impact

We believe that leadership means supporting and lifting others up, which is why we actively collaborate with stakeholders to improve social and environmental performance across our industry. We share public resources and blog posts to help other businesses adopt more responsible practices because we believe that progress is best made together.

We will hold our suppliers and outsourced staffing service providers to the same high standards we set for ourselves. We will formally screen all of our significant suppliers, who represent 80% of our purchasing volume, to ensure they comply with local laws and maintain strong labour standards. We will clearly communicate our expectations by sharing our policies and requiring all suppliers to complete our self-designed assessments.

We will apply these same rigorous standards to our outsourced staffing. We require all of our providers to meet our expectations for ethical governance, including compliance with international human rights and labour standards and paying a living wage for both employees and contractors.

Impact area: Our People



Our team: the heart of Urban Front

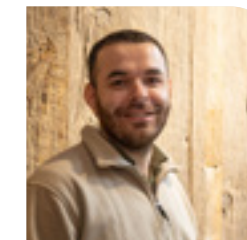
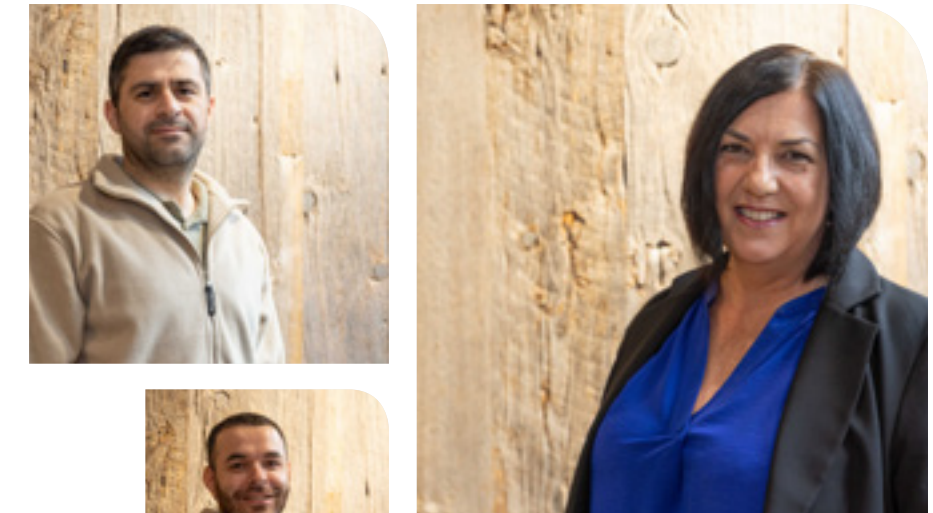
Our team is at the centre of everything we do. From designers and makers to logistics and customer care, every individual plays a vital role in shaping the quality, creativity, and integrity of our work. We're proud to be a small, skilled team that values collaboration, artistry, and continuous learning.

In 2025, we continued to invest in our people – offering opportunities for growth, encouraging innovation, and fostering a culture where every voice is heard. We believe that a supportive and inclusive workplace leads to better outcomes for our customers, our craft, and our planet.

Fair compensation and financial security

We ensure that 100% of our employees, on a full-time equivalent basis, are paid at least the equivalent of a living wage. This reflects our commitment to economic fairness across the workforce.

In addition to base wages, we offer cost-of-living adjustments aligned with national inflation rates, helping employees maintain financial stability. Retirement planning is supported through access to government-sponsored pension schemes.





Professional development and career growth

We invest significantly in employee development. New hires receive over a month of apprenticeship or technical training, supported by a formal onboarding process. Ongoing training is provided for core responsibilities, and we prioritise internal promotions by posting roles internally first.

Cross-skills training supports career transitions, and we allocate budget for external development opportunities such as conferences and online courses. In the past fiscal year, over 75% of full-time employees participated in external professional development or lifelong learning, subsidised or reimbursed by the company.

Career development and workplace culture

We are committed to the professional growth and overall well-being of our team. Our performance feedback process is structured and inclusive, ensuring all tenured employees receive valuable input, including from peers and subordinates. We provide written guidance for career development with clearly defined, achievable goals, helping every team member chart their path to success.



Employee support and empowerment

We believe in supporting our employees at every stage of their lives. Our robust parental leave and family support policies offer more than six months of total leave for primary caregivers, with a significant portion being fully paid. Secondary caregivers also receive paid and unpaid leave options. We provide regular free staff lunches to enhance our sense of community.

We actively empower our employees by giving them a voice in the company's direction. We gather formal feedback and complaints through channels that go beyond direct reporting lines. This input is used to inform strategic changes and is reviewed regularly with employee involvement to ensure effectiveness.

Hybrid working

We are committed to offering flexibility and, where roles allow, we offer hybrid working – a mix of home and office working – on a case-by-case basis.

Impact area: Our Customers

Our Commitment to customers

Our customers are at the centre of every decision we make. Whether we're designing a bespoke entrance for a private home or collaborating on a large-scale architectural project, we approach each brief with care, creativity, and precision.

We understand that our doors are more than functional – they're personal statements, crafted to reflect the character and vision of each space. That's why we take the time to listen, advise, and deliver solutions that exceed expectations.

In 2025, we continued to build strong relationships with clients across the UK and internationally, offering tailored support and transparent communication throughout the design and manufacturing process. Our commitment to quality, sustainability, and service ensures that every customer feels confident in their choice, and proud of the result.

We believe in adding value and educating our clients to help them choose the right Urban Front door for their home or project, which is why we do the following:

- Continuous Professional Development (CPD) presentations, which teach architects how to specify timber doorsets.
- Educational blogs on various relevant subjects such as locking systems
- Free design service including creating moodboards to help customers choose their door design, material and finish
- Pack for architects, which includes samples and CPD material





Product quality and customer assurance

We're committed to delivering high-quality products and services that create meaningful value. Our doors are backed by guarantees, warranties, and protection policies to ensure customer confidence and satisfaction.

Formal quality control mechanisms are in place across our operations, and our products have earned third-party certifications and accreditations that validate their reliability and performance.

Customer feedback and responsiveness

We maintain clear and accessible channels for customer feedback, inquiries, and complaints. Contact information is prominently featured on our products and website, and we feature testimonials on our website and in our marketing materials.

All direct inquiries or complaints are responded to within 24 hours reflecting our commitment to timely, respectful engagement.

Satisfaction monitoring and performance targets
Customer experience is central to our business strategy. We actively monitor and share customer satisfaction internally and publicly, setting specific targets for satisfaction and retention - and meeting them.

This structured approach ensures that we continue to deliver on our promise of excellence.

Outcome evaluation and product design

We go beyond satisfaction to understand the real-world impact of our products. We regularly assess customer satisfaction and incorporate feedback into product design through formal testing programmes.

These initiatives help us refine our offerings and ensure they meet the evolving needs of our clients.

Testimonials

“There’s hardly anyone who doesn’t react to my door. It’s so solid – everyone loves it,”

says Jane Duncan OBE architect and president of RIBA (2015-2017) of the Urban Front door she specified for her self-build home. Jane has commissioned some 10 Urban Front doors for her clients.

“We had always wanted to use an Urban Front door for one of our projects, but the budgets, at that point, had not allowed. So, we took the plunge with our own home.... Everyone who visits comments on our door – it’s the best entrance you can have,”

Teresa Ralph, property developer, TG Designer Homes (she has since commissioned an additional 14 Urban Front doors).

“We are always looking for products that look beautiful and at the same time function excellently. This is what you get with Urban Front. The design team is responsive and very collaborative and a pleasure to work with. We are so confident of their durability that we have put their front doors into projects in the harshest of climates and they stay perfectly stable. I am quite sure that a door installed today will make it to the 40th anniversary!”

Charlotte Schlosberg, Founder, Studio Spice Interior Design

“We just wanted to pass on our grateful thanks to everyone at Urban Front for our front door. We are delighted with it and installed it this weekend (it was heavy!) - we think it looks fantastic. The whole process with Urban Front was seamless; you kept us fully informed of the process, and everyone was a pleasure to deal with. We are so pleased that ... our front door is Made In England! We are very happy customers,”

Daniel & Sarah Windley, homeowners

“We use Urban Front for all our high-end developments, and they have never let us down in either quality or service. Fantastic product that really sets our developments off,”

Jonathan Tregidga, construction

“The service was great from start to finish, the showroom was inspiring, and the end result is amazing!”

Pete Bowrey, homeowner

“Willingness to solve issues was excellent,”

Chris Haughey, homeowner



Impact area: Environment



Sustainable by design

At Urban Front, sustainability isn't just a principle – it's central to how we work, think, and create. As makers of natural hardwood doors, we're acutely aware of the environmental impact of our materials and processes. That's why we've embedded sustainability into every stage of our operations – from responsible timber sourcing and waste reduction to energy-efficient manufacturing and carbon offsetting.

In partnership with eForests, we plant a native tree for every door we produce, contributing to reforestation and biodiversity across the UK. Each tree offsets more carbon than the wood used in our doors, reinforcing our commitment to giving back more than we take.

In 2025, we continued to refine our practices, explore new materials, and set ambitious targets for reducing our footprint. We know there's more to do, and we're committed to doing it. Because protecting the planet is essential to preserving the beauty and integrity of our craft.

Environmentally conscious product design

Our products are intentionally designed to preserve and restore the environment. Unlike many in the industry who still rely on solvent-based finishes, our doors are coated exclusively with non-toxic, water-based paints. This significantly reduces harmful VOC emissions, improves indoor air quality, and minimises environmental pollution throughout production and use.

By eliminating hazardous substances from our finishing process, we prioritise the health of our team, our customers, and the planet. We also maintain an active end-of-life reclamation programme, helping extend the useful life of components and reduce waste. It's a higher benchmark for sustainability, and one we're proud to set.

Being part of sustainable building projects

Urban Front doors are frequently specified on sustainable building projects. Here are some examples:

Long House, Suffolk

Architect: Cocoon Architects

Door: Porto e98 Passive in oak with lacquered finish. Height: 2200mm and width: 1040mm, with triple-glazed side light

Details:

The request for low energy and high comfort led the architect to suggest a Passive House approach. High levels of insulation and air tightness are provided by the prefabricated and fully-insulated timber panel system. The house uses a Mechanical Ventilation with Heat recovery system (MVHR) connected to a 3000-litre thermal tank. The tank is connected to the solar panels on the roof and the log burner in the library. Log burners produce too much heat for Passive House properties, so this system features a 9kW log burner, which only emits 1.5kW to the room, while the rest is saved in the thermal store for use as domestic heating and hot water. A PV array supports electrical consumption, including car-charging.



Wimbledon House, London

Architect: The Vawdrey House

Door: Porto e98 passive in European oak finished in ebony oil (external side). Height: 2475mm and width: 1315mm

Details:

The homeowners wanted an energy-efficient retrofit that removed all gas and wood burning and incorporated passive heating and cooling features. Clean air and energy efficiency were at the core of the brief. “We now have external insulation, a newly insulated foundation, triple-glazed windows, an array of rooftop photovoltaic panels with a battery, an air source heat pump, and an MVHR (mechanical ventilation heat recovery system) that provides great air filtration.” The property is now an award-winning and certified EnerPHit home – the Passivhaus rating for retrofits.

Awards:

Winner of the regional category for Greater London and the Anna Whitehead Prize, The BIID Interior Design Awards 2025



Kentish New House, Kent

Architect: Turner & Hoskins Architects

Door: Parma in oak. Height: 2305mm and width: 1360mm

Details:

The home is built from a carefully curated palette of durable materials, led by high-quality brickwork that balances strength with aesthetic warmth. Bespoke joinery and precise detailing showcase exceptional craftsmanship. Kentish New House is designed to Passive House principles, incorporating high-performance insulation, natural ventilation, and sustainable technologies such as a ground-source heat pump and on-site borehole.

Awards:

Residential Project of the Year, Constructing Excellence SECBE Awards



Pollution prevention and toxin reduction

Our exclusive use of water-based paints prevents emissions to air, contamination of water and soil, and supports a cleaner, safer production process. Toxin reduction is a core environmental attribute of our product line and central to our impact business model.

Energy, water, and waste monitoring We monitor energy usage across our facilities and set intensity targets relative to production volume and revenue. Conservation measures include:

- **Equipment:** Energy star appliances, sleep modes and timers
- **Lighting:** Natural light, compact fluorescent bulbs, occupancy sensors, and daytime dimers
- **HVAC:** Programmable thermostats, double-paned windows, and sun-shading for exposed walls

Water usage and waste production are regularly tracked. Our company-wide recycling programme includes paper, cardboard, glass and metal. Hazardous waste – such as batteries, paint and electronics – is disposed of responsibly.

Sustainable procurement and office practices

We choose environmentally preferred products for our corporate facilities, including unbleached/chlorine-free paper and recycled office supplies. These choices reflect our broader commitment to sustainability in everyday operations.

Travel and commuting policies

To reduce the environmental footprint of travel, employees are encouraged to use virtual meeting technology. A written policy is in place to limit corporate travel, supporting low-impact business practices. We endeavour to employ from the local community, and all staff, except for one, live within 20 minutes of the office and workshop.

Impact measurement and stakeholder engagement

We've defined the environmental outcomes we aim to achieve and developed a theory of change to guide our product strategy. Stakeholders are directly engaged in the development and refinement of our offerings, and we measure near-term outcomes to ensure our products meet real-world needs and expectations.

Industry innovation

We continually seek to improve our products, and we're proud to exclusively use non-toxic, water-based paints – a decision we made when many in the industry were still reliant on solvent-based finishes. More companies have now taken this route, which has helped shift industry standards toward safer, more environmentally responsible practices.

Impact area: Governance

Built on trust and transparency

Strong governance is the foundation of our integrity and long-term success. As a family-run business with global reach, we understand the importance of clear policies, ethical decision-making, and transparent operations.

In 2025, we strengthened our internal frameworks to ensure our commitments to quality, sustainability, and customer care are consistently upheld. From supply chain oversight and data protection to environmental reporting and compliance, we take a proactive approach to risk management and accountability.

But governance isn't just about controls – it's about culture. That's why we foster open communication, encourage responsible leadership, and ensure our values are reflected in every aspect of our business. As we continue to grow, we remain committed to maintaining the trust of our customers, partners, and team.



Mission-driven commitment to impact

Our formal mission statement reflects a dual commitment: a broad dedication to social and environmental responsibility, and a specific focus on reducing environmental harm.

“To handcraft innovative, sustainable hardwood doors that are responsibly sourced, designed for longevity, and manufactured with a lower carbon footprint - leaving a lasting, positive environmental legacy that is unmistakably Urban Front.”

This mission is publicly shared and guides our strategic direction and operational priorities.

Embedding impact into decision-making

Social and environmental performance is integrated into our internal processes. Employees receive training aligned with our mission, and performance reviews formally incorporate these dimensions. Our Board of Directors reviews key performance indicators (KPIs) related to social and environmental outcomes at least annually, ensuring consistent and strategic oversight.

Stakeholder engagement and accountability

We maintain a formal stakeholder engagement policy that identifies relevant groups and includes mechanisms to engage traditionally under-represented demographics. Regular processes, such as focus groups, surveys, and community meetings, are used to gather input.

A designated team is responsible for addressing feedback, and results are reported to the Board. This engagement is publicly shared, reinforcing transparency and trust. We track defined KPIs annually to assess progress toward our social and environmental objectives.

Legal commitment to stakeholder consideration

To ensure our commitment to impact is preserved over time, we've amended our corporate governing documents to legally require consideration of all stakeholders in decision-making. This legal structure aligns with benefit corporation standards and supports our long-term dedication to responsible business practices, regardless of changes in ownership.

Future plans



We've made progress towards our goals and are confident that the benefits we've shared are just a small preview of what's to come; we can always do more to elevate our social and environmental initiatives.

Together, we can make this journey a success, creating a business that benefits everyone it touches.

Our dedication to continuous improvement drives us to set even higher goals for the year ahead. Below, we outline our key ambitions for the next 12 months:

B Corp certified

We are a B Corp certified business, further solidifying our commitment to high standards of social and environmental performance, transparency, and accountability.

As part of the process, we have created several new policies and processes and defined significant commitments to improve our operations. Over the next year, we will work hard to implement these, and monitor our impact to ensure we achieve the goals we have set.

Social targets

We have focused our commitments for the next 12 months on achieving quantified social targets outlining our community, customer and employee-related goals. These include:

• Charitable giving:

/ From early 2026, we are proud to partner with Mission Employable, a charity that trains young adults with learning disabilities. We will donate £50 for every door sold in the fiscal year starting February 2026. We will also be matching any client donations we secure through our fundraising efforts (up to a pre-agreed amount). We're hoping to raise a minimum of £5,000 in the first year.

• Community support:

/ We are hoping to partner with at least one local state secondary school to help raise funds for after-school activities and to support sports and away matches.

/ We plan to spend at least one day as a company volunteering in some capacity in the local community.

• Customer satisfaction:

/ We are aiming to increase the response to our customer surveys to better understand our clients' needs by incentivising them to respond with gifts and prizes.

Environmental targets

To measure the impact of the policies and processes we have put in place this year to reduce our environmental impact, we have also set environmental targets for the next 12 months:

- **Waste:**

- / Ensure 100% of our hazardous waste (e.g., batteries and electronic items) are disposed of responsibly, safely, and in compliance with environmental standards, to minimise any associated negative environmental impacts.

- **Energy conservation:**

- / Set energy reduction targets through our new CNC machine, which will improve productivity and reduce our use of electricity. The machine will also enhance our staff expertise and experience and maximise power consumption efficiency with new technology and faster production time.
- / Further testing of our product, including for air permeability, water-tightness and resistance to wind load. This testing will be done to BS 6375-1:2015+A1:2016 and EN 14351-1. The company that will do our test is UL GmbH UK Branch based in Hampshire.

- **Carbon emissions and offsets:**

- / Calculate our 2024/25 Scope 1 and Scope 2 carbon emissions and set these as our baseline emissions level.

- **Sustainable procurement:**

- / Share our Supplier Policy and Self-Assessment with 100% suppliers.

Impact reports

We will be creating another Impact Report 12 months from now to detail our progress against the previously outlined targets. We also hope to include further improvements in our processes and policies.

By focusing on these priority areas, we aim to continue leading by example and deliver meaningful outcomes for all our stakeholders over the next year.



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