

# *Impact Report* 2025



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*2024 marked a milestone year for Talking Tables  
as we celebrated our 25th anniversary*

# A note from our MD...



2024 marked a milestone year for Talking Tables as we celebrated our **25th anniversary**. It was a chance to **come together** with colleagues and customers to reflect on how far we have come and to set our sights firmly on the future we want to build — one that is **responsible, inclusive and sustainable**.

One of the most meaningful highlights of the year was becoming officially recognised as a **Great Place to Work**. This accreditation is based entirely on the views of our team, gathered anonymously, which makes it all the more significant. We were especially proud to achieve our highest scores for **fairness** — and for the ways we **contribute to our community**. This was reflected in the record number of volunteer hours our team dedicated last year, with four-fifths of our people making use of their paid volunteering days.

This year we doubled down on our efforts within the supply chain. As a product-based business, we are conscious of the role we play in collaboration with our supplier partners to ensure that our production methods are as considered and responsible as possible. To support this, we commissioned and launched a bespoke **environmental audit**, designed to benchmark our supplier base and collaborate with them on the **key environmental improvements** they could make within their operations. This has become a valuable tool to drive progress and shared accountability.

2025 will be our third year as a **B Corporation**, which means we are recertifying. We originally certified with a score of 87.5 and are hoping to attain +100 this time round. As we go through the process we are finding that we have picked up points 'organically', ie have been making improvements without referring to a B Corp score card but as part of our day to day. Improving our **environmental and social impact** is now ingrained across all areas of the business.



# Who we are

**The desire to bring people together lies at the heart of everything we do at Talking Tables.**

Knowing someone has purchased one of our jazzy candleholders or laugh-until-your-cheeks-ache dinner games will never get old. However, it's not just about making great pieces that get the table talking (although it is a lot of fun), we're constantly thinking about how we as a company can lower our impact on the planet. Like how this year we transitioned to recycled FSC<sup>®</sup> paper for all our standard napkins.

It's also important to us to make time to give back, whether that be teaming up with charities we care about or having days off to volunteer.

We're aware not everyone has a diary chock full of social invites. It's often the case that older people can feel quite lonely and disconnected from their communities. Which is why, every time you place an order on [talkingtables.co.uk](https://talkingtables.co.uk) we donate an item to a community gathering.

*Time together is  
the best of times...*



# Our year in numbers

133

community  
gatherings  
supported

86%

of suppliers we have  
worked with for  
10+ years



461

staff volunteer hours

12,467  
trees planted

100%

of games  
single use  
plastic  
free

face to  
face  
supplier  
vists +50

£600

wellness budget  
for every member  
of staff

0.8  
%

gender  
pay gap

78%

Great Place  
to Work  
score



# Our 2024 highlights



2

Great Place to Work status achieved

3

We expand our collection with Fair Trade supplier Hatale to include Christmas felt bunting and tree decorations

1

We introduce the pledge – every time someone shops at [talkingtables.co.uk](https://talkingtables.co.uk) we donate product to a community gathering

4

Our first recycled plastic products – totes and bunting - debut



5

The Forest Stewardship Council® uses us as a case study



6

We have planted over 50,000 trees since linking with Ecologi



7

AW sees the sustainable gift wrapping collection Gift Kindly launch

9

Our teams take it in turns to host three events at TT HQ for the local older community



8

Our Bon Appetit collection marks a big move towards more reusable products



# People



# In 2024 our employees declared us a *Great Place to Work.*



Great Place to Work is an independent accreditation scheme. To qualify you have to score 65+ in its staff engagement survey. We achieved 78%. This compares to 54% for a typical UK company.

As it's a detailed and anonymous staff survey, the results are 100% credible and provide us with a benchmark as to how we are doing – where we are doing well and where we can do better.

97%

People here are treated fairly regardless of their sexual orientation.

93%

People here are treated fairly regardless of their race.

92%

When you join the company, you are made to feel welcome.

95%

People celebrate special events here.

93%

I feel good about the ways in which we contribute to the community.



# Our people pillar

We have nine company pillars for the year, including people. Our progress on our goals is reported to the whole team at our monthly company updates. We also monitor how many of the team have been promoted, been given awards – from team dinners, to dinners for two, to duvet mornings – and have made use of their training days.

We have a People Team that includes staff representatives as well as senior team members that meets monthly.

In response to feedback in our Great Place to Work survey, one of our People Team's initiatives included improving maternity and paternity pay from the Government guidelines:

**Maternity pay** – 90% of pay from 6 to 12 weeks on completion of two years of service

**Paternity pay** – from two weeks at £185 to 90% of pay for two weeks



*The marketing and brand sales team enjoying a team dinner*

## What we said we'd do and what we did:

- Qualify for Great Place to Work ✓
- 150 new user guides to aid staff ✓
- Maintain commitment to promotions ✓
- Maintain wellness and training ✓
- Continue to support the next generation via six interns ✓
- Keep clubs and events active ✓

# The Talking Tables Way

We have a set of values we all aspire to called The TT Way. Every month team members have the opportunity to call out where they have demonstrated the values in their meetings with their managers.

## Agile

We take the initiative, question and strive to improve.

## Collaborative

People are at the heart of everything we do. We work together and champion equality and inclusivity.

## Customer centric

We see the world through our customers' eyes.

## Hardworking

We work hard but also laugh hard. We celebrate success.

## Go the extra mile

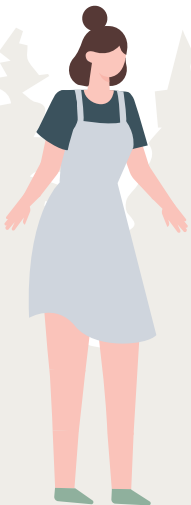
We are accurate, hardworking and timely. We exceed expectations.

## Sociable

We build professional relationships. We can share interests through clubs and trips to the local.

## Give back

We have a responsibility to our colleagues, our community and the planet.





# Volunteering

Everyone at Talking Tables has two paid volunteering days to give back. During the year we helped out at foodbanks, cleaned rivers and parks, stewarded at festivals and sports events and more.

**2024:**  
461  
hours

**2023:**  
421  
hours

**79%** of the team  
volunteered in  
2024

*Here are some of the team spending the day volunteering in Broadstairs, litter picking and gardening in the local public garden and beach areas.*



# Coming together

We love spending time together at Talking Tables. Our team organise eight regular and subsidised club activities. These range from theatre, cinema, art, book, walking and craft clubs to the ever popular wine tasting club.



*The team enjoying the wine and cheese tasting club*

# Wellness

Everyone at Talking Tables has £600 to spend on an experience that lifts their spirits. Here's our US national account manager Tracy experiencing cryotherapy.



*73% of the team made use of their wellness budget in 2024*



# Diversity

Gender pay  
gap 2024:

0.8%

2023:

4%

Our senior  
team are  
**two-thirds  
female**

LGBTQ+

20%

Ethnic  
minority

18%

Disability

14%

# Our learning months

Throughout the year we hold focus months designed to grow our empathy and understanding of the many individuals and communities that make up our colleagues and society.

Last year's events focused on LGBTQ+, Black History Month and social isolation among older people, where we partnered with our charity Re-engage. They told us about their work bringing older people together via tea parties and why it's important. We also held a bake sale for all the businesses in our block to raise money for them.



*The bake sale raised over  
£400 for Re-engage*

# Green Choice

Our Green Choice Group meets monthly and brings together various areas of the business – from product development, to supply chain to marketing – to discuss our progress against our sustainability focuses.



1

Carbon product data: increased data understanding that supports tangible actions and progress.

2

Recycled material: increase the use of recycled material in product and packaging.

3

Sustainable product and packaging innovations: share updates across teams.

4

Extend product life cycle: share ways customers can extend the life of Talking Tables products.

5

TT office sustainability stewardship: ensure our own office and operations are supporting sustainable progress.

6

Voice of authority: through marketing and communications.

For example for the season SS25 we were able to achieve the following in terms of recycled materials:

*70% of packaging in the SS25 collection is from recycled paper*



# Our community

We're aware not everyone has a diary chock full of social invites. It's often the case that older people especially can feel quite lonely and disconnected from their communities. Which is why, every time you place an order on our public website **we donate an item to a community gathering.**

Sometimes a community group just needs some bright bunting or table decorations to add some pazazz to their event and we're always happy to help with a donation. **No request is considered too small.**

We work both locally with Lifeline and St. Paul's in Clapham, South London, and nationally with Re-engage to **bring older people who are experiencing social isolation together via tea parties.**



*As well as supporting community events, our teams take it in turns to host regular afternoon Tea at TT events for the local older community at our offices. Here's our sales team leading the karaoke at a recent event.*



Re-engage is one of our chosen charity partners. They make life less lonely for thousands of older people every year. The charity believe no one is ever too old to make friends and enjoy social interaction Their tea parties are monthly social groups open to people aged 75 and over, and give older people regular afternoons of conversation and laughter with friends of all ages. During 2024 we introduced an initiative whereby local Re-engage groups can directly request our support for their events via a simple online order form. Previously activity was channelled via head office. Our photographer also donates her services, providing imagery of their events for use in their marketing.



# Our customers

We sell to retailers as well as the public, with the majority of sales 'B2B'. We recognise that high service levels for our retail customers are vital and we measure ourselves monthly on how we are doing.

Here's how we did in November 2024:

**Courier deliveries**

*On Time In Full: 96.3%*

**Pallet deliveries**

*On Time In Full: 97.7%*

96.3%  
OTIF

We have a product guarantee, called a 100% happiness guarantee, for product on our consumer website. If for any reason a customer feels we didn't brighten their occasion we provide a free order of equal value.



*We are constantly visiting our store customers.  
Here's our new collection for SS25 in RHS Wisley.*

# Our suppliers

All of our suppliers are signed up to our code of conduct, called the Talking Tables Way. We check they are complying with it via audits, information requests and visits.



*Some of the team visiting a supplier*

## Sustainable:

We strive to ensure all resources - including paper, water and waste - are managed in a sustainable and circular way.

## Fair & equal:

All our business is conducted lawfully and with integrity. We are committed to ensuring labour rights are respected; that workers are paid responsibly, have paid time off and opportunities for development.

## Supportive:

Talking Tables works to support and educate our suppliers. We are also proud to support the cultural, economic, and social wellbeing of communities in which they operate.

# Our suppliers

Each year we review how our suppliers are performing.  
In 2024 we discovered...

This year we will:

- Improve staff volunteer hours by 5%
- On board one new female owned supplier
- 80% of suppliers to have reduction targets in place
- Improve suppliers with net-zero targets by 5%
- Additional 10% of suppliers taking part in tree planting
- Increase percentage of suppliers with recycling policies to 80%
- Increase percentage of suppliers giving back to community to 70%
- Increase percentage of suppliers recording their greenhouse gas emissions to 10%

66%  
of suppliers provide  
community or charity  
support

39%  
take part in tree  
planting initiatives

70%  
have recycling policies  
in place

10%  
have set  
net-zero targets

11%  
of suppliers are  
female owned

86%  
suppliers we have worked  
with for 10+ years

49%  
offer staff  
volunteer hours

5%  
record their green-  
house gas emissions

73%  
have waste reduction  
targets in place





# Product

# Our materials

## Reusable

We have greatly increased our reusable table offering with the launch of Bon Appetit for spring/summer 2025. The collection focuses on enamel and ceramic pieces, fabric napkins and tablecloths and stainless steel plates which are long lasting, reducing the need to use virgin materials.

### 2024

SS24 = 53% reusable product (46 out of 86 products)

AW24 = 35% reusable product (32 out of 91 products)

SS24/AW24 combined = 44%

### 2025

SS25 = 62% reusable product (86 out of 138 products)

AW25 = 54% reusable product (70 out of 129 products)

SS25/AW25 combined = 58%

## Games

With our games the focus is on reusability and durability, rather than recyclability. Additionally:

- We have moved to cellulose tamper seals for new products. These are 100% plant-based and will naturally degrade.
- 100% of 2024 games were single-use plastic free.
- 100% of 2024 games were made from FSC® material.

Looking ahead: five of our new AW25 games will have 100% FSC® recycled packaging.

## Paper decorations and tableware

We aim to ensure that where products are single use they are recyclable. For example, our napkins are recyclable and come in plastic free recyclable packaging. We also offset our napkin production with tree planting.

All of our standard napkins are produced in Europe, cutting down on distribution carbon impact.

All of our crackers and paper cups are plastic free, unlike most paper cups which have a plastic lining.

During 2024 we launched a crafting initiative designed to extend the life of our paper products. Our talented design and mock up team devised fun ideas for games using TT paper product. For example; a ring toss game from paper plates and spooky Halloween characters from paper cups.



# Product highlights



2 Our stainless steel picnic plates are handmade in India. Lightweight and durable, they are a more sustainable alternative to melamine

3 Our everyday bulk collection Table Kind is fully compostable



7 All of our birthday and dinner candles are now packaged in recycled paper



5 All of our standard napkins are now made from recycled (and recyclable) paper

1

Our roll wrap is made from recycled paper and is plastic free. A clever protective paper zip seal avoids the tears associated with stickers

4

Made from recycled plastic, our oversized totes are durable, waterproof and wipe clean



6

We have moved over to plant-based tamper seals for our games

8

We introduced felt handmade Christmas 'lights' and bunting from World Fair Trade supplier Hatale. Which promptly sold out





# Collection spotlight: *Gift Kindly*

Crafted with B Corp love, our Gift Kindly gift wrapping collection is for those who care – for the planet and their people.

Made from FSC® certified paper from sustainably managed forests, it's plastic free and recyclable.

With roll wrap, tissue paper, gift bags, gift tags, ribbon and paper tape, it's a coordinated and considered collection and works as a standalone gift wrapping solution or, for hosts who like a fully matching look, coordinates with a best selling paper tableware collection.

## Coming AW25: Fragments of Fashion

These handmade Christmas tree baubles are crafted with care in India using recycled cotton fabric from the fashion industry.

Made from materials rescued from landfill and given a new lease of life, these decorations can be treasured and brought out year after year.



### Why it matters

About

# 30%

of unwanted clothes end up in UK landfill sites with the UK public throwing 300,000 tonnes of old clothes in their household rubbish bins.



# Planet



# B Corp

**Talking Tables is a B Corp, one of over 9,500 companies worldwide committed to using business as a force for good.**

To become a B Corp you have to pass a rigorous assessment of your practises known as an impact assessment. We were certified with a score of 87.5 in September 2022 (you need 80 to pass). Companies have to reapply for certification every three years and we are currently going through this process. We're hoping to achieve a score of 100+ this time round.

In a world of green washing, we believe that B Corp status provides customers with the assurance that we are walking the talk.



# Certified



®

# Corporation

# Recycling

We work with recycling group First Mile to recycle as much as we can. In 2024 we had eight recycling streams including: glass, general waste, mixed recycling, napkin, paper, food, cardboard and Oatly cartons. What there is of general waste is burnt to create energy rather than going to landfill. Everyone who joins Talking Tables goes through a recycling induction and we report monthly on how we're doing.

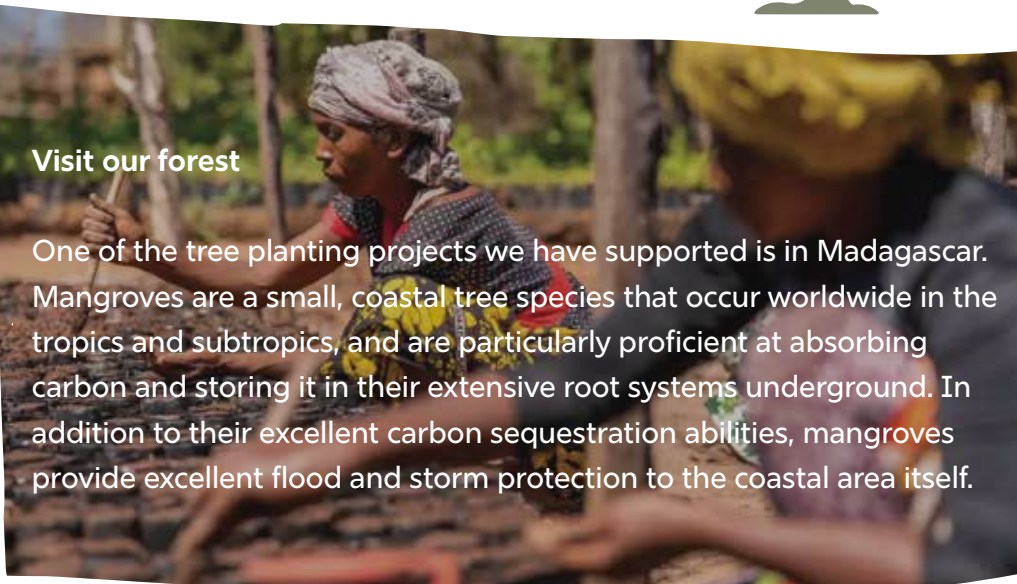


# Ecologi

While our paper products are recyclable and sourced from sustainably managed forests, we're keen to do more. That's why we work with Ecologi, offsetting our paper napkin production with tree planting. We also plant trees to celebrate staff birthdays and as incentives (rather than discounts) for customers.

To date we have planted 50,000+ trees with Ecologi around the world. We also support immediate carbon impact projects with them like solar energy and fuel efficient cook stoves.

**50,000+ trees =**  
**780 tCo2e**  
**1.9 million car miles**  
**2,300 sq metres of sea ice**



# Forest Stewardship Council<sup>®</sup> (FSC<sup>®</sup>)

Just as we depend on forests, forests need our help. We have held a Forest Stewardship Council licence for 13 years. The FSC<sup>®</sup> is the leading organisation promoting the responsible management of the world's forests via certification. We undergo annual auditing of our supply chain to ensure the paper we are using is from FSC<sup>®</sup> sustainably managed forests. Recently we have put a greater focus on recycled FSC<sup>®</sup> paper, which now accounts for 70% of our packaging.

We were very proud to be chosen as a case study by the FSC<sup>®</sup> during 2024.



# 2024 what we said and what we did

<b>Workers</b>	Qualify for Great Place to Work.	✓
	50 news user manuals to aid staff.	✓
	12 new tools to aid staff.	✗
	Support the next generation with six intern placements.	✓

<b>Community</b>	Host quarterly Tea at TT events at our HQ for the local community.	✓
	Every order on TalkingTables.co.uk supports a community gathering pledge.	✓
	Hold two industry Talking Together events improving standards and sharing.	✓
	Set a supplier diversity target for suppliers to increase annually.	✓
	Host a European supplier conference.	✗

<b>Customers</b>	Complete a customer survey and understand their recycling habits.	✓
	Deliver 100% within customers' Service Level Agreement.	✓
	Customer pulse satisfaction surveys.	✓

<b>Environment</b>	Five suppliers to have completed Talking Tables environmental audit and installed solar panels.	✓
	60% of Talking Tables packaging to use recycled material.	✓
	Maintain First Mile Gold Status.	✗
	Single use product to be 100% plastic free or use recycled plastic.	✗
	Increase B Corp score to 100.	✓
	Increase closer to home European production to 40%.	✓
	Move to plastic free paper tape for all Talking Tables inner and outer transport cartons.	✗
	Measure the lifecycle of key product categories.	✗

<b>Governance</b>	Complete a stakeholder enagement survey.	✓
	Annual training on the anti-corruption system.	✗

# Our goals for 2025

## Workers

Maintain Great Place to Work status.

100 new user manuals to aid staff.

Support the next generation with six intern placements.

Achieve zero gender pay gap.

## Community

Hold two industry Talking Together events improving standards and sharing.

Each business unit team to host a quarterly Tea at TT community event at HQ and a volunteering group activity.

Support 150 community events.

Eight foodbank group volunteering activities.

## Customers

Dedicated survey on customer attitudes towards sustainability.

Improve customer happiness score to 9 out of 10, measured biannually.

## Environment

Recertify successfully for B Corp.

Achieve First Mile status for office recycling.

Measure the lifecycle of key product categories.

25% of products will be made from recycled and upcycled material. Based on order volumes for AW25 & SS26.

## Governance

Training on our anti-corruption system.