



Annual Impact Report

2025/26

Shaping the Future of
Working Well



A Year of Progress



This year has been an important one for Wellworking.

We've taken time to reflect on who we are, what we stand for and the kind of business we want to become. That led to a refreshed Mission, Vision and Values, but more importantly, it gave us a clearer sense of direction for the years ahead.

At the heart of that direction is a simple belief: helping people work well should also mean working in a way that is responsible, thoughtful and built for the future.

Over the past year, we've continued to put that into practice. We've grown our Re-Lived® offer, launched new circular services, worked with suppliers to reduce unnecessary waste, strengthened communication across our team and supported causes that matter to the people who work here.

We've also continued doing what Wellworking has always done best: listening to our customers, understanding what they need and helping them create workplaces that support people to do their best work.

What I'm most proud of is that these things are becoming increasingly connected. Sustainability is no longer a separate conversation. Culture is no longer something that sits apart from strategy. The way we work with customers, colleagues, suppliers and communities all contributes to the kind of business we are building.

This report brings those stories together. It shares some of the progress we've made, the numbers behind that progress and the areas where we know there is still more to do.

For me, that is what an Impact Report should be: not just a celebration of what has gone well, but a way of holding ourselves accountable and being clear about where we go next.

Thank you to everyone who has played a part in Wellworking this year, from our team and customers to our suppliers, partners and wider community.

We're proud of how far we've come, and excited about what comes next.

Luke Munro
Chief Executive

Inside This Report

Shaping the Future of Working Well

This report tells the story of how Wellworking is embedding its refreshed Mission, Vision and Values into everything we do, from the workplaces we create to the partnerships we build and the impact we have on people and the planet.

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01 | PURPOSE

More Than a Refresh

Over the past 25 years, Wellworking has grown from a specialist supplier of ergonomic office furniture into a business helping organisations create healthier, more sustainable workplaces.

As our business evolved, we realised our existing Mission, Vision and Values no longer fully reflected who we had become or where we wanted to go. The conversation had been building for some time but, rather than making small adjustments, we took the opportunity to redefine the principles that will guide the next chapter of Wellworking.

The process began with our leadership team before being opened up to colleagues across the business, giving everyone the opportunity to help shape the values that define us today.

Although much has changed, one idea has remained constant:

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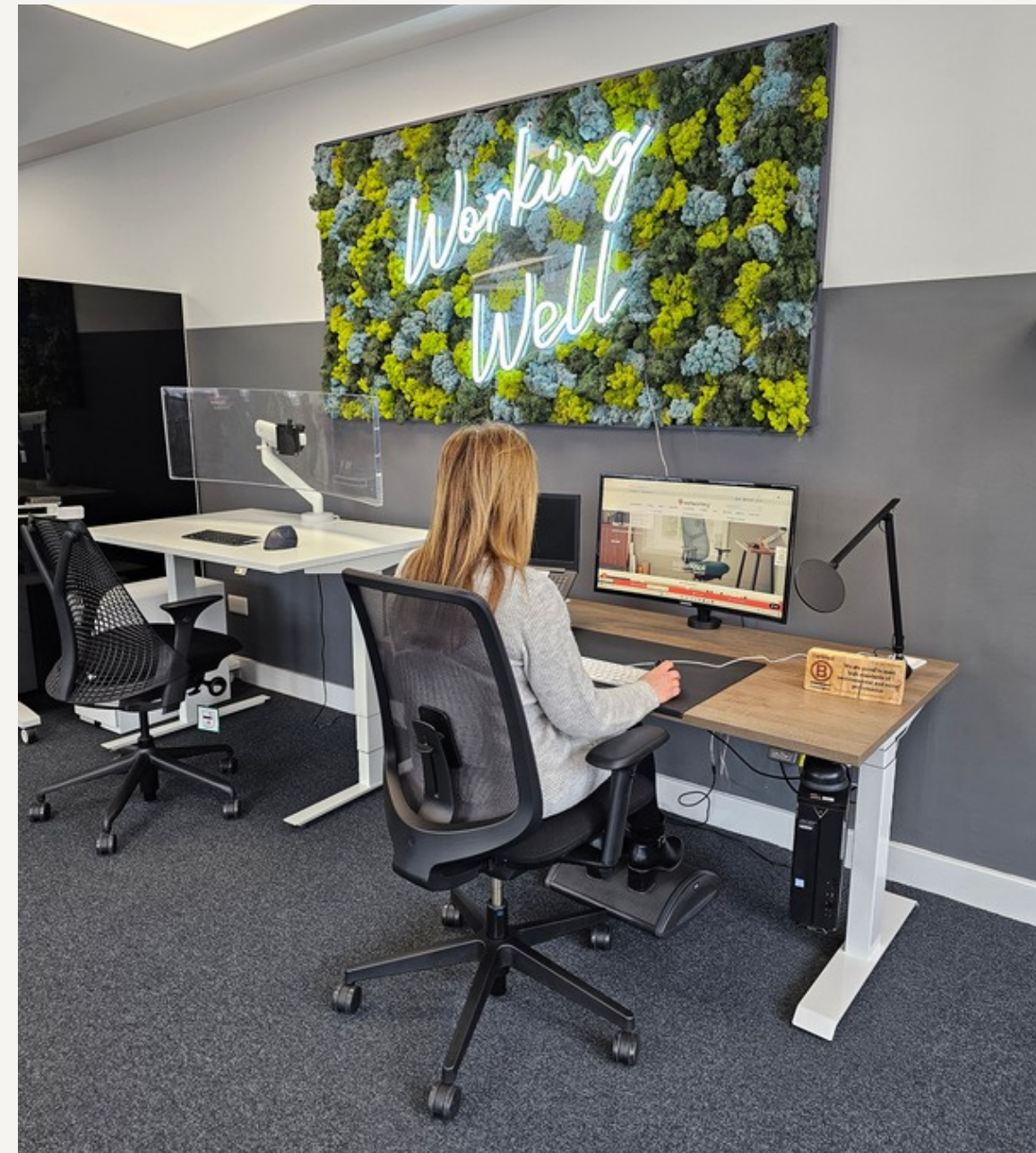
It's always been about people working well.

”

Today, helping people work well isn't just about providing outstanding furniture or exceptional service. It's about creating workplaces that improve wellbeing, strengthen human connections and contribute positively to the planet.

Perhaps the biggest shift over the last five years has been recognising that sustainability and circularity are no longer additional considerations. They are now fundamental to how we think, plan and make decisions, influencing everything from the suppliers we work with to the solutions we recommend and the services we develop.

That thinking is reflected in our new Mission. This report is our first opportunity to measure our progress against that ambition.



“

OUR MISSION

We create sustainable workspaces which drive performance, support wellbeing and spark creative, human connections.

”

02 | IMPACT

A Year in Moments

Six moments that helped shape Wellworking in 2025/26.



Progress isn't measured by one initiative or one achievement. It's measured by the small decisions we make every day that bring us closer to the business we want to become.



02 | IMPACT

A Year in Numbers

The numbers behind our impact in 2025/26



20%

of all products sold online were **Re-Lived**

Rising to **29%** in Q4

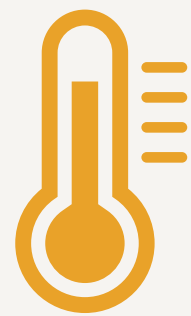
76%



of staff agree
"Wellworking is a **great**
place to work"

4.9/5★

average **Trustpilot** score



£4,241

raised for our **Charity of the Year**



34,194

products sold



30

people at
Wellworking



16

refuse lorries' worth of
cardboard and plastic
recycled

03 | CUSTOMERS

Helping People Work Well

Every organisation is different, but one thing remains the same. People are better able to do their best work when they're supported by a workplace designed around their needs.

At Wellworking, helping people work well has always been at the heart of what we do. Today, that means much more than supplying high-quality furniture. It means understanding how people work, listening to the challenges they face and creating workplace solutions that support comfort, wellbeing and performance.

Whether we're supporting an individual working from home or delivering a large-scale workplace project, our focus is always on creating environments where people can do their best work.

01

Advice Before Products

The best workplace solutions begin with understanding the people who will use them.

We listen to how people work and what they need, combining ergonomics, workplace design, sustainability and long-term value to help customers make informed decisions.

02

Sustainability Without Compromise

A more sustainable workplace shouldn't mean compromising on quality, design or performance.

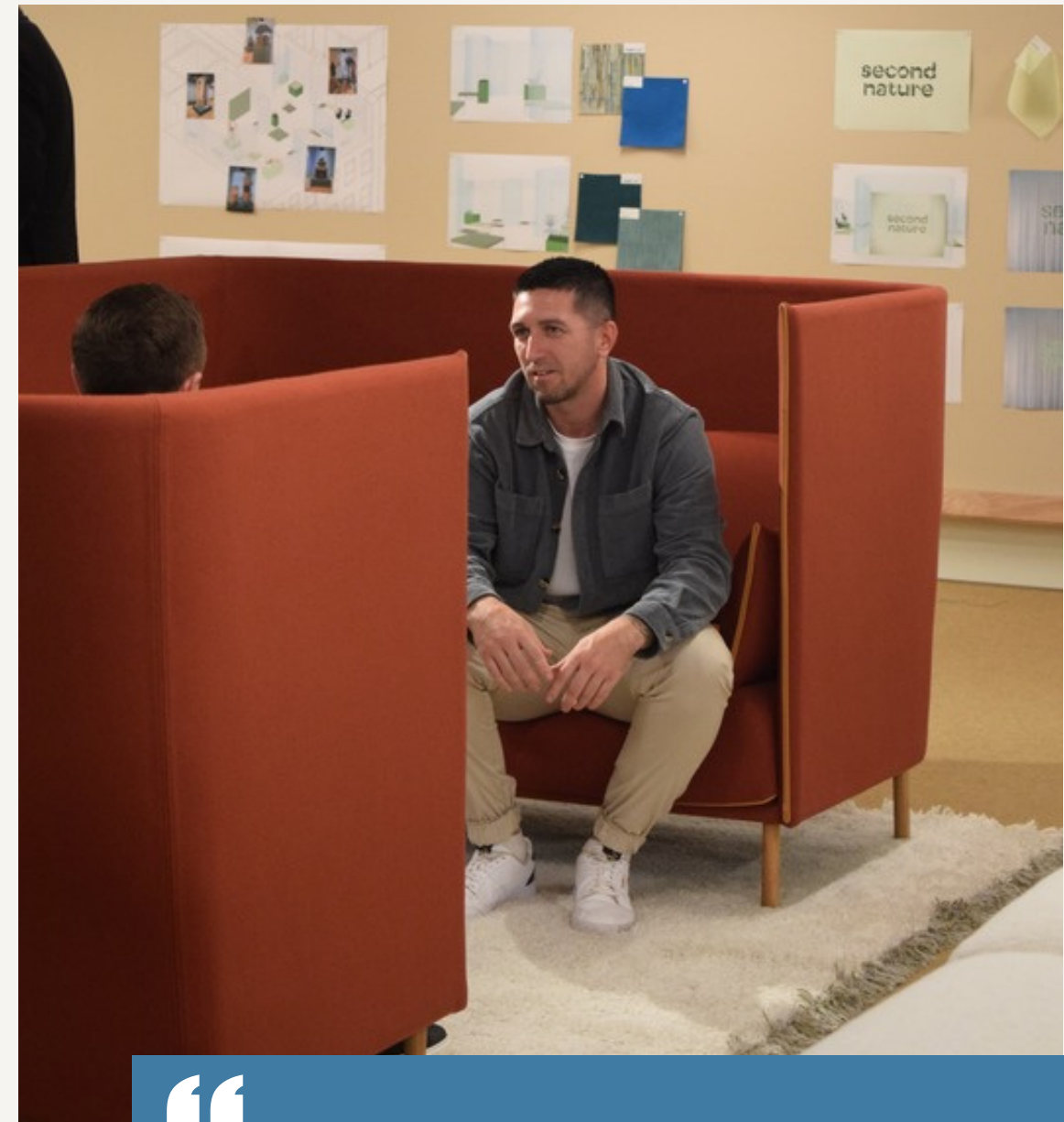
By integrating Re-Lived® furniture alongside new products, we're helping customers make circular choices that work practically, financially and aesthetically.

03

Relationships That Last

Our work doesn't end when the furniture is delivered.

From planning and installation to ongoing support, we build long-term partnerships, listen to feedback and continually improve our service.



Wellworking delivered a truly excellent service from start to finish. The team were highly professional, flexible and a pleasure to work with.

Project Lead, Cervus



03 | CUSTOMERS

WORKING WELL IN PRACTICE / 01

Creating a Circular Workplace Without Compromise

HONEST BURGERS | LONDON HQ

When Honest Burgers set out to create its new headquarters, it wanted a workplace that reflected its values while providing an inspiring environment for its growing team. The answer wasn't simply to buy everything new.

The Approach

Working closely with Honest Burgers, we combined carefully selected new furniture with high-quality pieces from our Re-Lived® collection.

By integrating refurbished furniture alongside new products, we created a cohesive workplace that met the client's design ambitions while supporting its sustainability goals.

Why it Matters

Honest Burgers demonstrates how circularity can become part of everyday workplace design. Combining Re-Lived and new furniture keeps quality products in use for longer, makes better use of existing resources and creates a workplace that looks and performs exactly as it needs to.



“ Wellworking supported us in meeting our sustainability goals by sourcing high-quality pre-loved furniture from their wide-ranging Re-Lived offer. Their service and delivery were exceptional and our team are delighted with the results. ”

Tom Barton
Co-Founder, Honest Burgers

04 | CIRCULARITY

Designing Workplaces for a More Circular Future

Sustainability used to be something considered alongside cost, aesthetics and functionality. Today, it influences how we think from the very beginning.

At Wellworking, sustainability and circularity shape the products we recommend, the suppliers we work with, the services we develop and the advice we give our customers.

Rather than asking how sustainability can be added to a project, we're increasingly asking how a workplace can deliver lasting value for both people and the planet.

Making Circularity Part of Everyday Business

One of our ambitions is to make circular workplace design a practical choice rather than a niche alternative.

Over the past year, we've continued to grow Re-Lived®, building new supplier relationships, expanding the products available and integrating high-quality pre-loved furniture into commercial projects alongside new products.

This helps organisations reduce waste and extend the life of quality furniture without compromising design, performance or employee experience.



20% of all products sold online were **Re-Lived®**

 **Rising to 29% in Q4**

04 | CIRCULARITY

Putting Circular Thinking into Practice

Circularity means thinking beyond the point of purchase. From extending the life of furniture to recovering materials and challenging unnecessary packaging, we're looking at the whole lifecycle of the products we work with.



01 | EXTEND

Keeping Furniture in Use



Re-Lived® is one way we extend the useful life of existing furniture, but we're also looking at what happens when customers no longer need the products they already have.

This year we introduced our chair take-back service, giving customers a responsible route for unwanted seating through reuse, recycling or appropriate disposal.

As a new service, we'll begin measuring and reporting its impact as it develops.

02 | RECOVER

Turning Waste Back into Resource



Furniture needs to be protected during storage and transportation, which means some packaging waste is unavoidable.

Across our operations, we separate materials for recycling wherever possible, helping recover resources and reduce the amount of waste sent to landfill.

03 | REDUCE

Stopping Waste Before it Starts



The best waste is the waste we don't create in the first place.

We're working with suppliers to identify unnecessary packaging and materials that are difficult to reuse or recycle, and encouraging better alternatives wherever we can.

Sometimes a relatively small observation can lead to a much bigger change.

04 | CIRCULARITY

WORKING WELL IN PRACTICE / 02

Challenging Waste at Source

FLOKK | PACKAGING CHANGE

When HÅG Capisco chairs from Flokk arrived with us, we noticed that polystyrene was being used to protect the chair mechanisms during transportation.

Polystyrene is difficult to recycle through conventional waste streams, which meant an otherwise high-quality product was arriving with packaging that was difficult to deal with responsibly.

Rather than simply accepting the material as an unavoidable part of the delivery process, we raised it with Flokk.

From Observation to Action

The conversation highlighted something unexpected. Flokk's UK team wasn't aware that polystyrene was being used at the factory in Norway to package the chairs.

Once the issue had been identified, Flokk investigated and is removing the polystyrene from the packaging.

The polystyrene is now being replaced with packaging that can be recycled or reused.

Why it Matters

What began with one observation about unnecessary packaging is resulting in a change beyond Wellworking's own deliveries.

The packaging change applies to chairs leaving the factory, meaning the benefit extends to other customers too.

It's a simple example of the role we can play by looking beyond our own operations, asking questions and working with suppliers to reduce waste before it reaches us.

Sometimes reducing waste starts with simply asking: do we really need this?

BEFORE

Polystyrene used to protect the chair mechanism



AFTER

Alternative packaging that can be recycled or reused



05 | INNOVATION

Creating Workplaces that Work for People

The way we work continues to change. Technology, flexible working, changing employee expectations and environmental responsibility are all reshaping what organisations need from their workplaces.

For Wellworking, innovation isn't about following trends or introducing something new for the sake of it. It's about understanding those changes and finding practical ways to help people and organisations respond.

That might mean exploring a new product, rethinking how furniture is supplied, bringing together technology and ergonomics, or working with our partners to solve a challenge in a different way.

01

Look Beyond the Product

Start with the problem

Furniture is only one part of a successful workplace. By considering ergonomics, technology, sustainability and workplace design together, we can create solutions around what people actually need rather than simply what they need to buy.

02

Collaborate

Better ideas happen together

We work closely with customers, manufacturers and partners to share knowledge, explore new products and challenge established ways of doing things. Often the most useful innovation starts with a conversation.

03

Stay Adaptable

Design for what comes next

Workplaces need to respond to changing teams, technologies and ways of working. We're continuing to develop solutions that give customers greater choice and flexibility while supporting healthier, more sustainable workplaces.



Innovation doesn't always mean inventing something new. Sometimes it means finding a better way to solve an existing problem.



05 | INNOVATION

WORKING WELL IN PRACTICE / 03

Rethinking How Workplaces are Furnished

SUPERCCELL | FLEXIBLE FURNITURE RENTAL

As Supercell's workplace needs evolved, the gaming company wanted a flexible way to provide ergonomic furniture for colleagues working both in its London office and at home.

Buying everything outright wasn't necessarily the right answer. Team requirements could change and furniture needed to work across different locations, so Supercell required a solution that could adapt with the business.

A Different Way to Furnish

Working with Wellworking, Supercell adopted our furniture rental service, giving its team access to high-quality desks, chairs and meeting furniture on flexible terms.

The solution could adapt as the business changed, while selected pieces from our Re-Lived® collection provided another way to keep quality furniture in use for longer.

Why it Matters

Furniture rental challenges the traditional assumption that organisations need to own every product they use.

By shifting the focus from ownership to access, businesses can respond more easily to changing requirements while keeping quality workplace furniture in productive use for longer.



“ Wellworking offered excellent service alongside high-quality products, and their rental scheme made it easy for us to provide ergonomic chairs and desks for our team both in the office and at home. The flexible rental terms meant we avoided large upfront costs while also benefiting from a more sustainable option as our company grows.”

Supercell

06 | PEOPLE

Building a Workplace Where People Thrive

The workplaces we create for our customers are designed to help people perform at their best. We believe the same should be true for our own team.

Creating a positive workplace isn't about a single initiative or benefit. It's about building a culture where people feel trusted, supported and able to make a difference.

Over the past year, we've focused on strengthening how we communicate, collaborate and grow together.

76%



of staff agree
"Wellworking is a **great** place to work"

01 | HAVE A VOICE

Everyone Has a Part to Play



Alongside our monthly company meetings, we introduced a new staff forum, creating another space for colleagues to share ideas, give feedback and contribute to the direction of the business.

These conversations help ensure decisions are informed by experiences and perspectives from across Wellworking.

02 | SHAPE OUR PURPOSE

A Culture Shaped Together



Our refreshed Mission, Vision and Values were developed with input from colleagues across the business.

They've now been incorporated into annual performance reviews, helping turn our values into meaningful conversations around behaviours, goals and development.

03 | KEEP GROWING

Supporting Development



Throughout the year, we continued to support learning through training, professional development and regular feedback.

By making development part of ongoing performance conversations, we're helping colleagues build their skills, confidence and careers while contributing to Wellworking's future.

06 | PEOPLE

WORKING WELL IN PRACTICE / 04

A Cause Close to Home

GLASGOW CHILDREN'S HOSPITAL CHARITY

Sometimes the causes we support are chosen because they align with our values. Sometimes they're chosen because they touch our lives.

This year, our Charity of the Year was Glasgow Children's Hospital Charity, nominated by our After Sales Manager, Emma Hackney, following her family's experience at the Royal Hospital for Children in Glasgow.

When Emma's son Austin was born prematurely with serious health complications, he spent three weeks in the Neonatal Intensive Care Unit. Thanks to the care he received, Austin made a full recovery and is now a happy, thriving little boy.

For Emma and her family, supporting the charity was a way to give something back, and her story quickly became something the whole Wellworking team wanted to get behind.

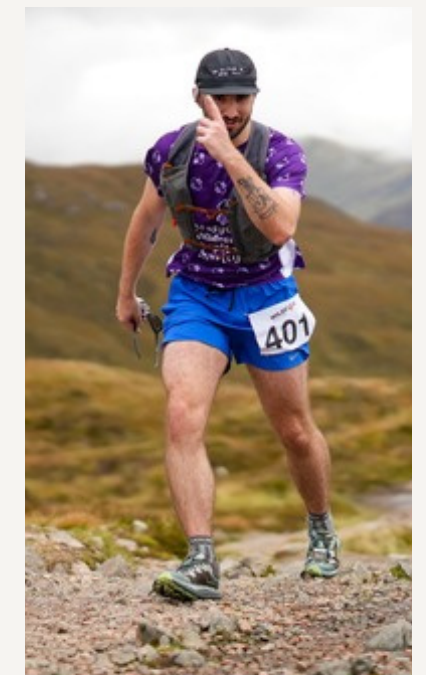
Coming Together

Throughout the year, colleagues organised fundraising activities, took on personal challenges and supported one another in raising money for a cause that had become deeply personal to our team.

£4,241 Raised for **Glasgow Children's Hospital Charity**

Why it Matters

Our impact isn't only measured by the workplaces we create. It's also reflected in the way our people come together to support one another and the communities around them.



“Thanks to the incredible medical team at Glasgow, Austin's life was saved. He's now a thriving, active little boy, and we are forever grateful for their expertise and care.”

Emma Hackney, After Sales Manager

07 | BUSINESS

Doing Business the Right Way

Creating positive impact isn't just about the products we sell or the projects we deliver. It's also about the decisions we make every day as a business.

At Wellworking, we believe trust is built through openness, accountability and doing the right thing. Our refreshed Mission, Vision and Values have reinforced that commitment, helping ensure responsible decision-making sits alongside commercial success.



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How we achieve matters just as much as what we achieve.

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Make Better Decisions

Considering the wider impact

Whether we're selecting suppliers, developing services or advising customers, we increasingly consider the wider impact our decisions can have on people, communities and the environment.

Environmental and social responsibility aren't separate initiatives. They're becoming part of how we evaluate opportunities and define long-term success.

Build Stronger Partnerships

Progress through collaboration

We work with suppliers who share our ambition to reduce waste, extend product lifecycles and develop more sustainable workplace solutions.

Those relationships have helped us expand Re-Lived®, challenge unnecessary packaging and find new ways to introduce circular thinking throughout our supply chain.

Be Open & Accountable

Sharing progress and challenges

Being a responsible business means being open about both our progress and the work still to do.

This report is part of that commitment, helping us measure our impact, communicate it clearly and hold ourselves accountable for continued improvement.

07 | BUSINESS

Governance at a Glance

Good governance is about creating the structures that help us make better decisions, listen to our people and hold ourselves accountable.

01 | LEADERSHIP & OVERSIGHT

Quarterly review of business performance and impact

02 | OUR PEOPLE

Quarterly staff forum

Twice-yearly staff survey

Annual performance reviews incorporating our Mission, Vision and Values

03 | TRANSPARENCY

Quarterly financial information shared with colleagues

Annual Impact Report

04 | RESPONSIBLE SUPPLY CHAIN

ESG conversations with key suppliers

Collaborative action on packaging and waste

05 | FAIR RECRUITMENT

Inclusive recruitment practices

Published salary bands

08 | NEXT

Our Next Chapter

This report captures a year of change, progress and renewed purpose at Wellworking.

Over the past year, we've refreshed our purpose, strengthened our culture and made sustainability and circular thinking a bigger part of how we work. We're proud of the progress we've made, but there is much more we want to achieve.

Over the coming year, we'll build on those foundations by expanding our circular services, strengthening partnerships, investing in our people and finding better ways to help organisations create workplaces that work for people and the planet.



Our **Mission, Vision and Values** give us the **direction**,

this **report** shows how we're **progressing**,

and we're only **getting started**.



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