

SALES COLORING

IMPACT REPORT | 2024

Certified



A WORD FROM OUR MANAGING DIRECTOR...

Becoming a B Corp is one of the most important achievements in our company's history.

The work of our founder and my father Steve to get us this point cannot be understated. His determination to make us into a truly responsible business is something I will always admire greatly. The credit for this goes to him.

I'm incredibly proud of where we are today and I hope to continue what he started, building on changes we've already made. There are still plenty of things to do from improving our materials to building our new factory with the most sustainable method: available. We will continue on this journey.

Innovation and progress are always at the heart of what we do and Turnstyle will continue to be a leader and example within our industry.

I'm hugely grateful to the hard work of everyone at Turnstyle who all excel in what they do and without whom the business would not be what it is today.

Certified





OUR PURPOSE

Since our inception in 1992 Turnstyle has grown and adapted in a constant drive to stay ahead and always look forward.

Our approach to running a responsible company follows the same ethos. As our business has grown over the last 32 years, naturally so has our impact on the planet and environment around us.

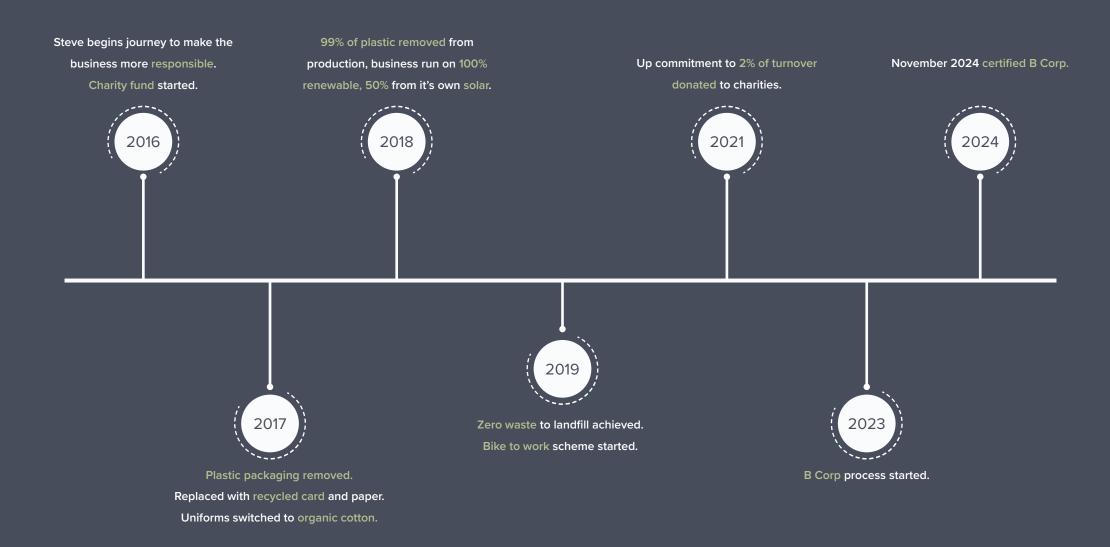
In the mid-2010s our founder Steve Roberts began to investigate how we could transform the business to operate as responsibly as possible. 10 years later our business has been transformed and we continue to push forward. Turnstyle strive to continue to set new standards for operating as a responsible business within our industry.

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WE EXIST TO DESIGN AND MANUFACTURE BEAUTIFUL, UNIQUE DOOR HARDWARE.

We use a percentage of the proceeds from these handles to support, restore and improve our local area of North Devon.

OUR B CORP JOURNEY SO FAR...





We are the **FIRST** hardware manufacturer **IN THE WORLD** to become a certified B Corporation.



B CORP SCORE

99.1

Based on the B Impact assessment, Turnstyle Designs earned an overall score of 99.1. The median score for ordinary businesses who complete the assessment is currently 50.9.

99.1 Overall B Impact Score

80 Qualifies for B Corp Certification

50.9 Median Score for Ordinary

GOVERNANCE

Governance evaluates a company's overall mission, engagement around its social/environmental impact, ethics, and transparency.

WORKERS

15.8

25.1

36.6

19.2

Z

Workers evaluates a company's contributions to its employees' financial security, health & safety, wellness, career development, and engagement & satisfaction.

COMMUNITY

Community evaluates a company's engagement with and impact on the communities in which it operates, hires from, and sources from.

ENVIRONMENT

Environment evaluates a company's overall environmental management practices as well as its impact on the air, climate, water, land, and biodiversity.

CUSTOMERS

Customers evaluates a company's stewardship of its customers through the quality of its products and services, ethical marketing, data privacy and security, and feedback channels.



HANDMADE HARDWARE IN THE HEART OF NORTH DEVON

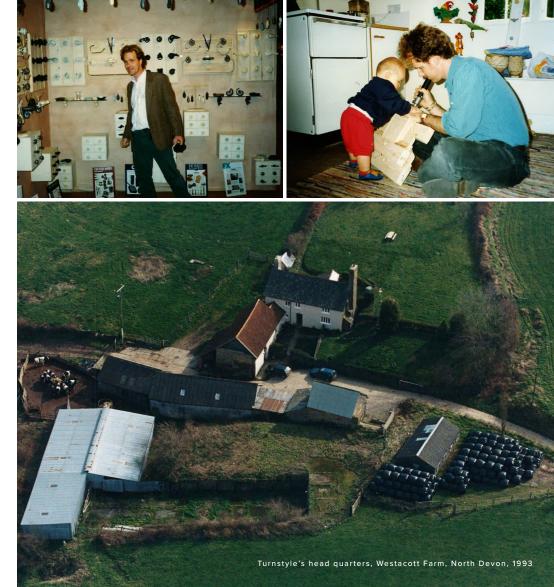
Turnstyle Designs was established in 1992, at a time when door hardware was considered to be primarily functional and lacked any real innovation. Turnstyle Designs was created with a vision to shake up the market and introduce innovative design, processes, and new materials.

Founded by Steve and Christina Roberts, the company is still privately owned by the Roberts family, Steve and Christina's eldest son Oscar now runs the business.

We are extremely proud of our long standing, dedicated crew of staff, manufacturing our products with a blend of craftsmanship and engineering to the very highest of standards and our sales and support team who pride themselves on offering outstanding service.

Over 30 years on, Turnstyle Designs is considered one of the foremost producers of luxury, design led, door hardware in the world, supplying some of the most prestigious and interesting building and superyacht projects in over 50 countries worldwide.

What once started out in a makeshift workshop at the end of the garden, has now become an award winning, renowned global business, operating out of purpose-built factory and offices, in beautiful North Devon, England.





FEARLESS DESIGN

Turnstyle's guiding principal has always been to not be afraid to try something new. Our first slogan was "Bored of Brass", since then we have worked with every practical material you can imagine, from Perspex to Concrete, and will continue to push the boundaries of design.

This allows us to be bold in pushing the boundaries of new material development in the hardware industry.

Over the last few years we have focused on developing new ranges to work with more responsible materials.

We have carried out case studies to test new materials for both durability, sustainability and their viability in the market.

CORK FABRIC

After a cork oak has been stripped, it proceeds to capture carbon dioxide from the atmosphere to aid with the bark regeneration process. Amazingly, a cork oak tree will absorb more CO_2 each time it is harvested. A regularly harvested cork tree will absorb and retain five times more CO_2 than those that aren't.

APPEAL

- 100% natural plant tissue, with an organic cotton backing.
- 100% biodegradable
- Cork is harvested by hand. Cork harvesters are among the highest paid agricultural workers in the world.
- Regenerative Carbon Sink

MARKET TEST

Great feedback from our shows and clients.

DURABILITY

After extensive testing the cork was not able to stand up to the heavy use that a door lever receives. Any handle throughout it's lifetime receives hundreds of thousands of uses which we have to ensure our products can stand up to.

OUTCOME

Investigating alternative available cork options to increase durability of the cork fabric.



BURNT OAK

In 2022 we previewed a range of handles with Burnt Oak grips, utilizing an ancient Japanese technique call Shou Sugi Ban. By burning the top surface of the wood it creates a natural sealed layer which protects it while creating a striking final finish.

APPEAL

Using FSC sourced European Oak makes for a bio-degradable and low impact material.

MARKET TEST

Though the material was received well in some markets it did not have the overall appeal that we would look for in a viable product.

RESULT

Though it wasn't strong enough to add to our core range it still remains an option for custom projects.



PAPERSTONE®

PaperStone[®] is a paper composite material made from paper and a natural resin.

It is primarily made with FSC certified recycled paper and cardboard combined with a patented phenolic resin, PetroFree[®] Paper and old cardboard is recyclyed to obtain stacked layers of paper.

APPEAL

The paper is saturated with a pigmented, petroleum free, natural resin and pressed under heat and pressure. Not only is PaperStone[®] made from a recycling process, it is also recyclable at the end of its life cycle. Inherently sustainable, surprisingly tough, beautifully unique and incredibly versatile. Hard as stone yet made from paper.

MARKET TEST

PaperStone[®] was received well in market and people were keen to learn more about the unique material.

PRODUCTION

We are still working on the possibility of implementing PaperStone[®] into product but currently it is available as a semi-custom option.



OLIVE LEATHER

Olive leather is made using waste from the olive industry that would otherwise go to landfill which is turned into a solvent free pomace and backed with organic cotton.

APPEAL

- Disrupt the olive industry cycle by taking their waste product and feeding it back into the manufacturing cycle.
- Solvent free
- Recyclable
- No water usage, all olive waste collected within 100km of the manufacturer.

MARKET TEST

We have not tested this product in the market yet. It is due to be previewed at our shows this year.



EVERY MATERIAL HAS A FOOTPRINT

As a manufacturer that mostly makes things by hand our direct footprint is very low. The impact is in the materials we use. We are constantly researching and developing new techniques and materials to incorporate them into our products in a bid to reduce this.

CORE MATERIALS

WHAT WE ARE DOING WELL



Brass is infinitely recyclable without diminishing its key properties.

Our leather is sourced only from European cows that are a biproduct of the meat industry so their hides would otherwise go to waste. It is naturally tanned using natural vegetable dyes. There is no Chromium in our leathers.

The acids we use to patinate our brass are neutralised after use returning them to water.



Our signature Amalfine material is made up for around 80% biproducts such as marble and bronze dust left over from manufacturing.

CORE MATERIALS

CHALLENGES WE WANT TO IMPROVE

Hexavalent chrome plating has the potential to emit toxic gases. Our tanks are monitored constantly to keep them at a safe level. However, we are actively pushing to convert to Trivalent Chrome which is a much cleaner process.

Amalfine[™] – Our Amalfine[™] is made using resin. Though the percentage is very low compared to the marble, or bronze dust that makes up the majority of the product, around 15-20% resin. We would like to remove this all together though we are currently limited by technology that exists. Bio-resins are still in their infancy and are not commercially viable to use. We are constantly working with our supplier to change this.

LOCAL SUPPLIERS

Made in England is written into the DNA of Turnstyle Designs. It is part of our logo and something we are immensely proud of. With the wealth of talent that abounds the UK, why would we go anywhere else to make a product of this quality.

Over 60% of our supply chain is within the UK and the balance are in Europe. This helps us to maintain a lower footprint rather than shipping products from the far side of the globe. We do not use air freight when receiving goods from suppliers.





OUR FACTORY

We operate out of a purpose built factory in Barnstaple, North Devon. The building has been insulated with double the normal building regulations requirements.



All our factory heating is infra-red designed to heat the person not the air around them. This is much more efficient. This all ensures we create as little emissions as possible during the colder months.



The energy we use is mostly sourced from solar panels. The balance is 100% renewable.



We operate as zero waste to landfill and have done since 2019.



90% of all staff live within 15 miles of factory. We offer a bike to work scheme, over 50% of our staff cycle or car share to work.



All Turnstyle uniforms are made from 100% organic cotton, making them excellent quality, comfortable to wear and long lasting.



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MANUFACTURING RESPONSIBLY

We have removed **999.9%** OF PLASTIC from our production process.

Our packaging is **100%** RECYCLED and RECYCLABLE

TUR DESIGNS TUR DESIGNS MADE IN ENGLAND

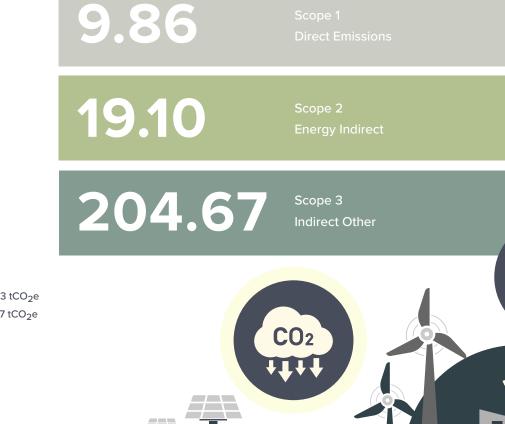
WE ARE CARBON NEUTRAL

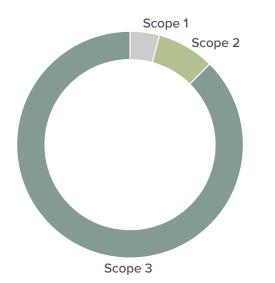
We measure all our carbon to Scope 3 levels, whilst trying to reduce our carbon output as much as we can, we recognize how difficult it is to get to zero. Working with a number of organisations, our offset proceeds go towards tree preservation and planting.

5.1 SUMMARY

TURNSTYLE DESIGNS LTD Carbon (GHG) Emissions

Reporting Period - 01/01/23 - 31/12/13





Total Carbon Footprint

233.63 tCO2e

GHG Emissions 2023 - 233.63 tCO₂e GHG Emissions per FTE - 4.67 tCO₂e

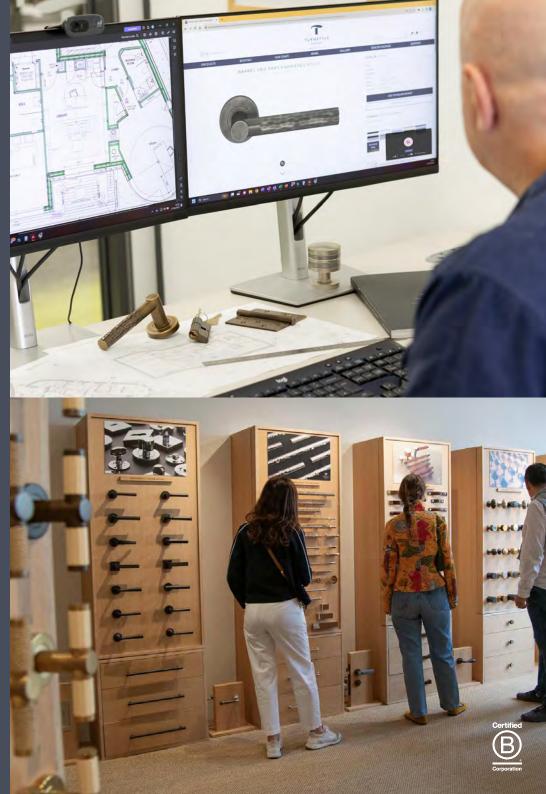
Completed June 2024

OFFICE & GLOBAL FOOTPRINT

- Our team prioritise virtual meetings to cut down on air travel, while also utilising train travel as much as possible too.
- All our printing is done on recycled paper with water-based inks.
- Our London showroom and tradeshows are all built with longevity in mind so the displays can be utilised over multiple years.



They are all made from FSC certified woods.



OUR HOME

We are fortunate enough to live and work in North Devon, a designated **UNESCO Biosphere.** The North Devon coastline is also a protected Area of Outstanding Natural Beauty (AONB) and the only World Surfing Reserve in the Northern Hemisphere. Alongside other iconic locations like Malibu, Santa Crus and Australia's Gold Coast.

Living in an area so connected to the local environment makes it impossible to ignore the impact of humans on the natural world.

Over 90% of our staff live and work in North Devon.

The culmination of this is our program to SUPPORT, restore and improve the local environment and social aid services.



CHARITIES

In 2019 we formally committed to donate 1% of our turnover each year to local environmental charities through 1% for the Planet.

We have supported local mental health and social support charities since 2016 and formally committed to donate 0.5% of our yearly turnover to them.

Since 2022 we have been formally committed to donating a total **2%** of our turnover to local charities, **1.5%** to environmental causes and **0.5%** to supporting mental health organisations.





ENVIRONMENTAL CHARITY PARTNERS



Devon Wildlife Trust

Nature is in trouble and **Devon Wildlife Trust's** mission stems from the need for urgent change and our belief that, if enough people care and act, we can bring nature back and do it on a grand scale.

RLASTIC FREE NORTH DEVON

Plastic Free North Devon, is a grassroots community organisation that aims to inspire North Devon residents, tourists and businesses to drastically reduce their consumption of single-use plastic, remove it from the environment and dispose of it properly.

REWILDING

Rewilding Britain is the first and only country-wide organisation in Britain focusing on rewilding and the amazing benefits it can bring for people, nature and climate.

Guided by the best scientific evidence and technical expertise, Rewilding Britain use real life experiences and stories to support and inform their approach.



For almost half a century SWCP have been championing the South West Coast Path to make it one of the world's greatest trails. Since its designation as a National Trail in 1973, they have been working to establish, improve and protect the 630 mile route to make your experience on the path the best it can be.



From a handful of activists to a nationwide movement, over the last 30 years **Surfers Against Sewage** has grown into one of the UK's most successful marine conservation and campaigning charities. And they are still growing.



The Rivers Trust is an umbrella organisation for 65 Rivers Trust members in the UK and Ireland. They are river and catchment conservation experts with a wealth of data and expertise at their fingertips.

SOCIAL SUPPORT CHARITY PARTNERS



Clarity is a registered charity which offers therapeutic counselling, group support and group therapy to anyone experiencing mental health or emotional issues. Their counselling services are delivered by qualified counsellors or final year counselling students led by the Head of Therapy who has over 20 years' experience .

harbeur community

Habour Community, Bideford began to promote social inclusion for the public benefit in the Bideford area of Torridge. To relieve the needs of at risk people who are socially excluded and to assist them to integrate into society.



The Wave Project work with young people who are referred from across the all of Devon by running sessions on both the North and South coast. Current beach locations for Surf Therapy are Bigbury, Croyde, Goodrington, Sidmouth and Westward Ho!

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YOUNG DEVON

Young Devon's Supported Housing service supports young people at risk of homelessness; placing them in safe accommodation, from shared, fully-staffed houses, to semi-independent apartments with floating support, and helping them develop the skills needed to live independently in the future.

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SOCIAL SUPPORT CHARITY PARTNERS

YOUNG DEVON

CASE STUDY:

Bringing young people out of the cold this winter.

Turnstyle Designs donated to the local charity Young Devon to help aid a renovation project. This project is to help house young, venerable people in North Devon and avoid them being out in the cold.

A young people's charity in Devon; Young Devon offer services to local vulnerable young people, to help them thrive in their future. Every day, in towns and communities across the county; Young Devon provide counselling and wellbeing support, skills training and employment advice, and accommodation placements for young people at risk of homelessness.

Each night, Young Devon provide over 100 safe beds to young people who have nowhere else to turn, through their Accommodation services. With donations towards the project, Young Devon have been able to complete one more property that two young people can call home.







Purchased by the charity, and renovated by Doug Bolton Painters and Decorators to ensure that it is purposefully configured to safely and comfortably support young people; this apartment is now complete, and ready for Young Devon's Supported Housing service to fill this cold winter season.

We are so grateful to Turnstyle Designs for donating such a large amount of money, to help us renovate our newest apartment in North Devon. Their generosity means two vulnerable young people will not be homeless this winter. Their gift has changed two lives, not just this Christmas, but completely.
 Andy Moreman, Young Devon Chief Executive.

Just down the road from our head office in Barnstaple, this newly renovated flat has now become a clean, modern space ready for use. Wayne Dymond, Sales & Marketing Director and Jay Maurice, Financial Director, were invited by the charity to cut the ribbon and officially open the new apartment.

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Read more: Click here for the full blog

2024 | IMPACT REPORT

VOLUNTEERING

Last year, we successfully launched our staff volunteer program, designed to further support the charities and organisations we partner with in North Devon.

The program was created to give Turnstyle employees the opportunity to step out of their day to day roles and dedicate time to these charities. This not only provides additional resources but also allows our team to gain a deeper understanding of the important work these organisations do.

There are three key benefits:

Support – Charities benefit from extra people to help achieve their goals. For example, projects like re-routing the SW Coastal Path require physical help to lay the path, and we're proud to lend a hand.

Learning – Our team get the chance to spend time with their 'boots on the ground' learning firsthand the difference these organisations make.

Connection with Nature - The value of spending time in green and blue spaces is huge. We are very fortunate to have such easy access to them here in North Devon and need to take every chance we get to spend time outdoors.

We've seen a fantastic response from Turnstyle employees who have now been part of some brilliant projects over the last 12 months.





VOLUNTEERING HIGHLIGHTS



Creating a safer South West Coast Path

The South West Coastal Path is a multi-award-winning coast path known for its stunning views and coastal walks. The path spans across 630 miles of countryside, beginning in Minehead, Somerset and ending in Poole Harbour. The South West Coast Path is maintained by a number of people, including the National Trust's South West rangers and more than a thousand volunteers.

Earlier this year, two members of our TD team put on their walking shoes and joined the South West Coast Path Association (SWCPA) on one of their many Trailblazing events. Our team TD are committed to the cause and preservation of the local area.

A select few from team TD set out for the day as part of the National Trust volunteer program. The programme gives volunteers the opportunity to help support and preserve the local area, accomplishing worthwhile tasks while getting out doors and meeting new people.

The TD team worked alongside the South West ranger and dedicated volunteers to reroute a section of the South West Coast Path. Due to coastal erosion and the immense amount of wet











weather we have had so far this year, the path had to be relocated further inland, making it safer for everyone to enjoy.

The path was dug using mattocks and spades and then covered in a layer of stones. Stones had to be transported in buckets due to the remote location of the path, really putting the group of volunteers to work. Throughout the day, many walkers passed by and expressed their gratitude to all of the volunteers for their hard work.

The path is now looking and functioning much better than before, making it safer for visitors to the area to enjoy the views of Bideford Bay. There are over 50 miles of coastal paths that the organisation manages, which is why volunteer groups like this coming together in force means everything to them.

I was delighted to take part in the National Trust's project to create a new path in one of North Devon's most beautiful and popular hiking spots. The path-building experience was fantastic, with a really pleasant group of National Trust members and an incredible way to give back to our unique mother nature.
Ilaha Guliyeva, Warehouse Assitant, Turnstyle Designs

Read more: Click here for the full blog

VOLUNTEERING HIGHLIGHTS



Planting the future at Yeo Valley community woodland

Based in the heart of North Devon, the Yeo Valley Community Woodland is a testament to one of the many community-driven, environmental projects based in the South West. On a fresh January morning, some members of the Turnstyle team wrapped up and joined Richard Irvine, a local teacher in outdoor learning and experiences, volunteering to help with the expansion of this area and plant new tree saplings.

The team embarked on a mission to plant a section of Douglas Fir trees which will help to play a small but impactful role in the woodland's on going growth.

Before delving into the tree planting mission, the team took a moment to learn about the area, take in their surroundings including some stunning views over Barnstaple.

This wild green landscape serves as a haven for both nature and the local community. Now, thanks to the efforts of the North Devon District Council (NDDC), the woodland is expanding, with plans to plant 5,500 trees this winter.









I found our day with Richard very interesting. Discovering how the trees we planted will grow for 80 years, after this they are cut down which locks the carbon inside. The wood will go on to be used in eco-friendly construction.
 A much more carbon efficient process which is great for the planet. Although it was only a little step forward, I left feeling proud myself and the team had helped contribute to improving the environment. Not just because of the carbon offset but to know the woodlands created will be home to an array of animals and wildlife for years to come.
 Steve Snellgrove, Production Supervisor, Turnstyle Designs

One of the distinctive features of this tree planting initiative is the diversity of trees being introduced throughout different seasons. This strategic approach aims to create a rich habitat mix, enhancing the overall biodiversity of the woodland. School groups and enthusiastic public volunteers, including team Turnstyle, are all grabbing their shovels to in aid of the environment and a greener future.

Read more: Click here for the full blog



VOLUNTEERING HIGHLIGHTS



Northam Burrows Spring Fencing Project



Known for its coastal landscape, Northam Burrows Country Park is a popular destination for both locals and visitors. Torridge District Council are responsible for managing the surrounding area and ensuring the preservation of the landscape. Some members from team Turnstyle recently lent their support, alongside other volunteers and the Torridge District Council, for a day dedicated to fence building and restoration.

The day started with a tour of the surrounding area, followed by an explanation of the Torridge District Council's current projects. These projects include the development of sand dunes to combat high coastal tides and erosion over time. This is done using natural materials to build the dunes and protect the land, as well as offer shelter and habitat to the plants and wildlife.

The team then began installing and replacing the fence that surrounds the front of the dunes. The purpose of the fence is to create a perimeter surrounding a section of the burrows, this allows wildflowers and ground nesting birds to thrive without being disturbed by livestock or visitors.







66 A great day spent with Rose, Jarrah and the other volunteers. It was great to see an impressive turnout of people keen to help. It was really interesting to see the sand dunes they are trying to develop and grow, similar to what they have installed at Instow. As a local myself, I regularly walk the dogs across the burrows, it was great to get hands on and help give something back. It is such a wonderful place, very much my happy place!

Shana Smale, Sales Executive, Turnstyle Designs

The group were divided into two teams, working on opposite ends of the fence. Another team were tasked with striking the posts and filling up the gaps. A large amount of the fencing was rolled out, connected, and nailed to the posts. The fencing is then taken down every winter to avoid potential damage caused by winter winds. With the arrival of spring and improved weather, the fence is reinstalled and repaired where needed by a team of volunteers.

The pebble ridge moves approximately one metre inland a year, exposing the dune edge to erosion by high tides. This year, only a few lines from the post needed to be moved. Most of the fence line was moved back to its original position from the previous year.

Read more: Click here for the full blog

OUR TEAM

We take great pride in our team of longstanding, skilled team of artisans who come from all walks of life. There are now 55 of us at Turnstyle, some of whom have been here over 20 years.

Below is a collection of thoughts from some of the team on our new B Corp certification for 2024.



By investing in people and their wellbeing, supporting the local community and looking after the environment, we can affect a positive impact that will hopefully grow and enable us to have the best possible effect on our future, the future of our planet and all who call her home.

Claire Chapple, Leathering



A large part of my job as a salesman is talking with customers face to face – telling the story of Turnstyle Designs, who we are, where we are and not just what we make. Our product stands for itself, design, materials, quality and customer service, it's really exciting being able to talk about the other elements of our DNA that makes us cool. In our brochure we talk about this before we get to the actual hardware – where we are based really sets the stage. From the 4-day working week, to 1% for the planet and the local charities we support (mental health, beach clean, rewilding) there is something that everyone can get behind. B Corp offers an umbrella over all this, reflects our values from location, product, staff and social responsibility.

Alex Foster, Senior Sales Manager



I believe that becoming B Corp is important for brand awareness. The measures taken to become a B Corporation, such as employee volunteering, which I participated in, are one of the many necessary steps that Turnstyle take to be a responsible manufacturer. Taking time out of the office to volunteer for local charities is not only beneficial for the environment but also for the staff.

Hannah Parkin, Marketing



BUILDING FOR THE FUTURE

As a growing business we have decided to expand our manufacturing and office space. To do this we have purchased a new site 100m up the road from our current location and plan to double our existing footprint there.

As part of this we will need to build an extra 11,000 sq/ft of factory space which will inevitably have a large footprint. By using regenerative materials and focusing on site bio-diversity we plan to limit this impact as much as possible and create a modern sustainable building.

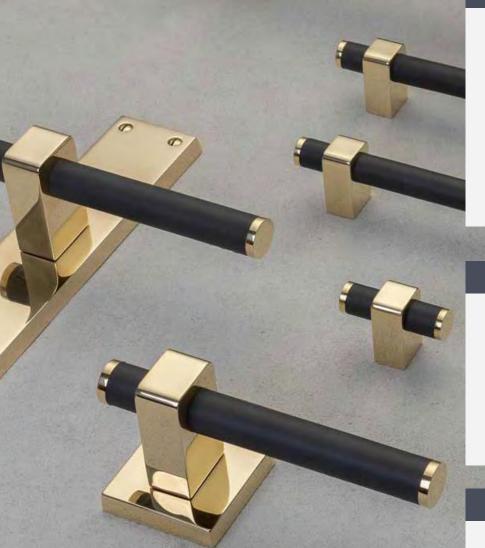
Regenerative materials – by working with responsibly sourced wood as much as possible for areas like the building cladding we can cut down the amount of carbon intensive materials like steel and concrete.

Harnessing the elements – utilising glass to provide lots of natural light into the building cuts down the need for artificial lighting. Using natural ventilation to keep the building cool during the summer reduces the need for air conditioning.

Biodiversity – creating new areas of green space around the site not only helps wildlife to thrive in what is usually an industrial environment but also creates peaceful spaces for our staff to spend their breaks.



WHAT'S NEXT FOR 2025?



In- House Carbon Offsetting

After being a carbon neutral business for a number of years now we've grown frustrated with the lack of options to offset more locally to us or even in the UK.

Our plan to is offset our own carbon as a team in North Devon by planting trees locally and creating more green space that can go on to be a communal space for our staff to use and care for. Adding more tress each year as needed.

Appledore School Seaweed Project

By working with Blue Forest, a local seaweed farming project we plan to bring more education around blue farming to local children. By setting up a program at a local primary school, the children can plant and grow their own seaweed. This will allow the children to learn what this process looks like, de-mystifing it for them, creating budding seaweed farmers for the future!

Materials

We will continue to trial new material and have a number of exciting ongoing development projects in the works. Follow our B-Corp journey:

O Instagram

in LinkedIn

 $oldsymbol{p}$ Pinterest

Facebook

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