The Keyholding Company

Impact Report

2024-2025

Certified B Corporation

Contents

Introduction

At The Keyholding Company (TKC), we've always believed that physical security should be delivered with care, intelligence and purpose.

Today, we're proud to be at the forefront of a more thoughtful approach to security. One that puts clients first, supports frontline officers, and embraces innovation without losing sight of responsibility.

In 2024, we became a certified B Corp – joining a global movement of companies committed to using business as a force for good. This is our first-ever Impact Report, and it marks the beginning of a new chapter: one where we hold ourselves publicly accountable for how we operate, the impact we have, and the standards we hold ourselves to.

It's also a chance to celebrate the progress we've made – from wellbeing programmes and inclusion initiatives to environmental commitments and community engagement.

We know there's more to do. But with every step, we're working towards a future where ethical, intelligent security becomes the norm, not the exception.

Thanks for being part of the journey.

The TKC Team
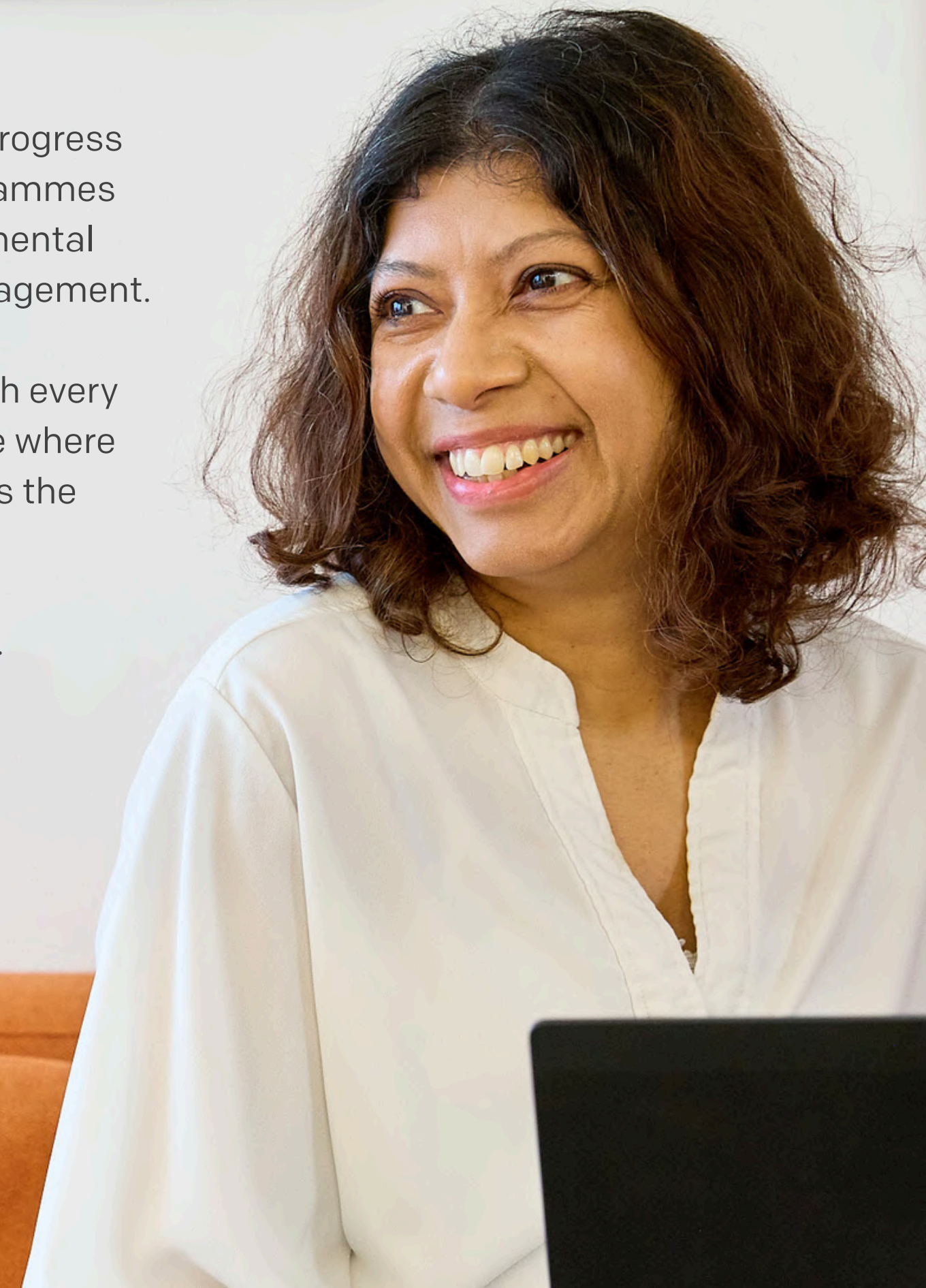
Who we are

Delivering security is what we do every day - but what defines us is *how* we do it. Behind the numbers is a dedicated team committed to protecting people and places responsibly, with innovation, care, and impact at the heart of everything they do.

50,000
properties protected

317,000
km completed using electric vehicles

1m+
security jobs delivered annually

48%
of our employees identify as being from a diverse background

Our B Impact Score

As a certified B Corp, we're part of a global community of over 10,000 businesses dedicated to meeting high standards of social and environmental impact, all working toward a common vision of 'business as a force for good'.

For us, pursuing certification wasn't just a business decision - it was about staying true to the values that have guided us for years.

The process is rigorous measuring our impact across five key areas. Our scores highlight where we're making strong progress - and where we have more work to do.

Key things to note

- 80.3 Our Overall B Impact Score
- 80 Qualifies for B Corp Certification
- 50.9 The Median Score for Ordinary Businesses

Customers
4.7

Governance
8.8

Environment
24.2

Our Overall Score
80.3

Community
18.6

People
23.9
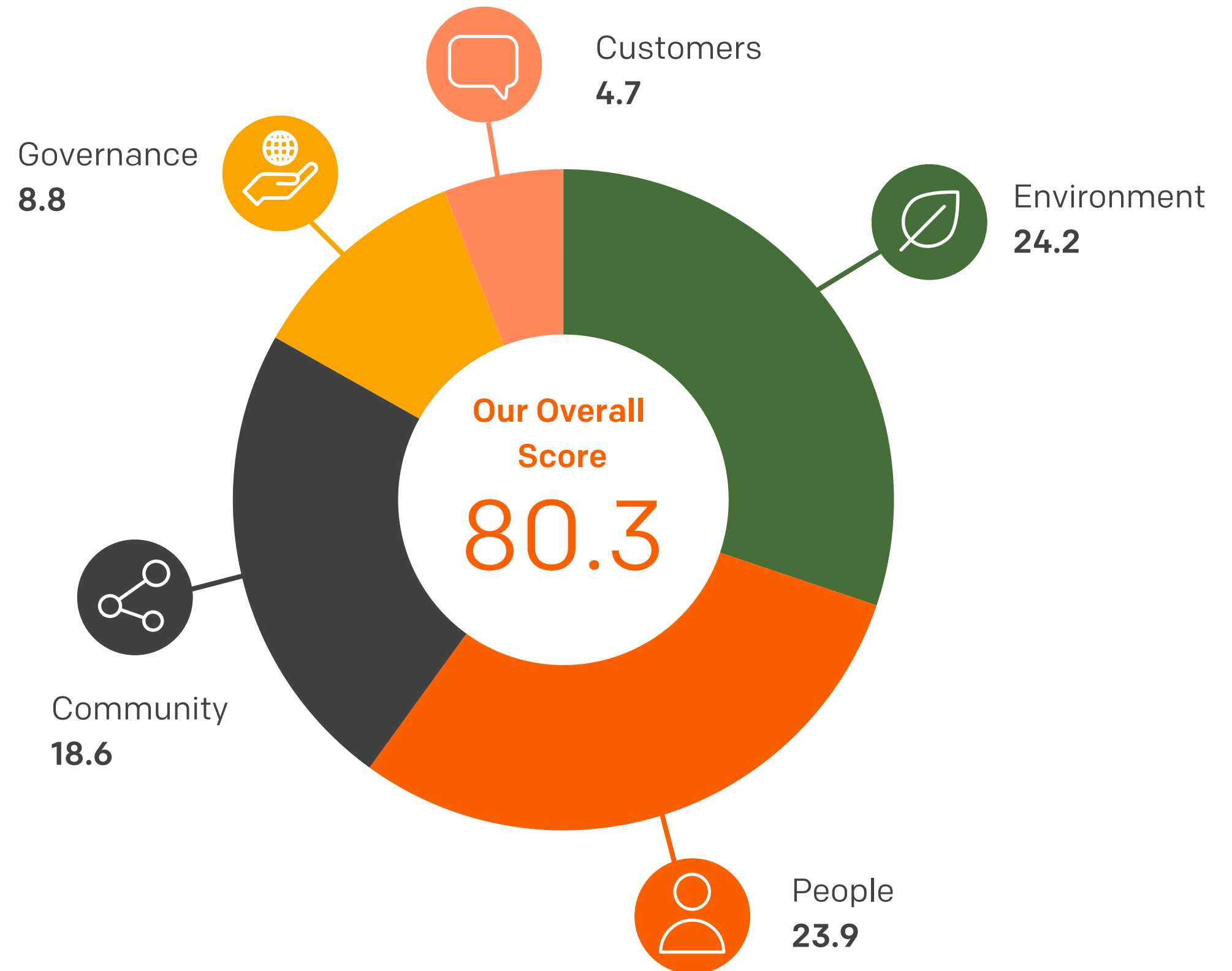
Environment

Accelerating to net zero with transparency at every turn

Our approach to environmental impact is grounded in two guiding principles: accountability and action. Since our certification, we've set ambitious targets for carbon reduction and continued our partnership with sustainability experts Alectro to track, refine and accelerate our sustainability journey.

Score

24.2
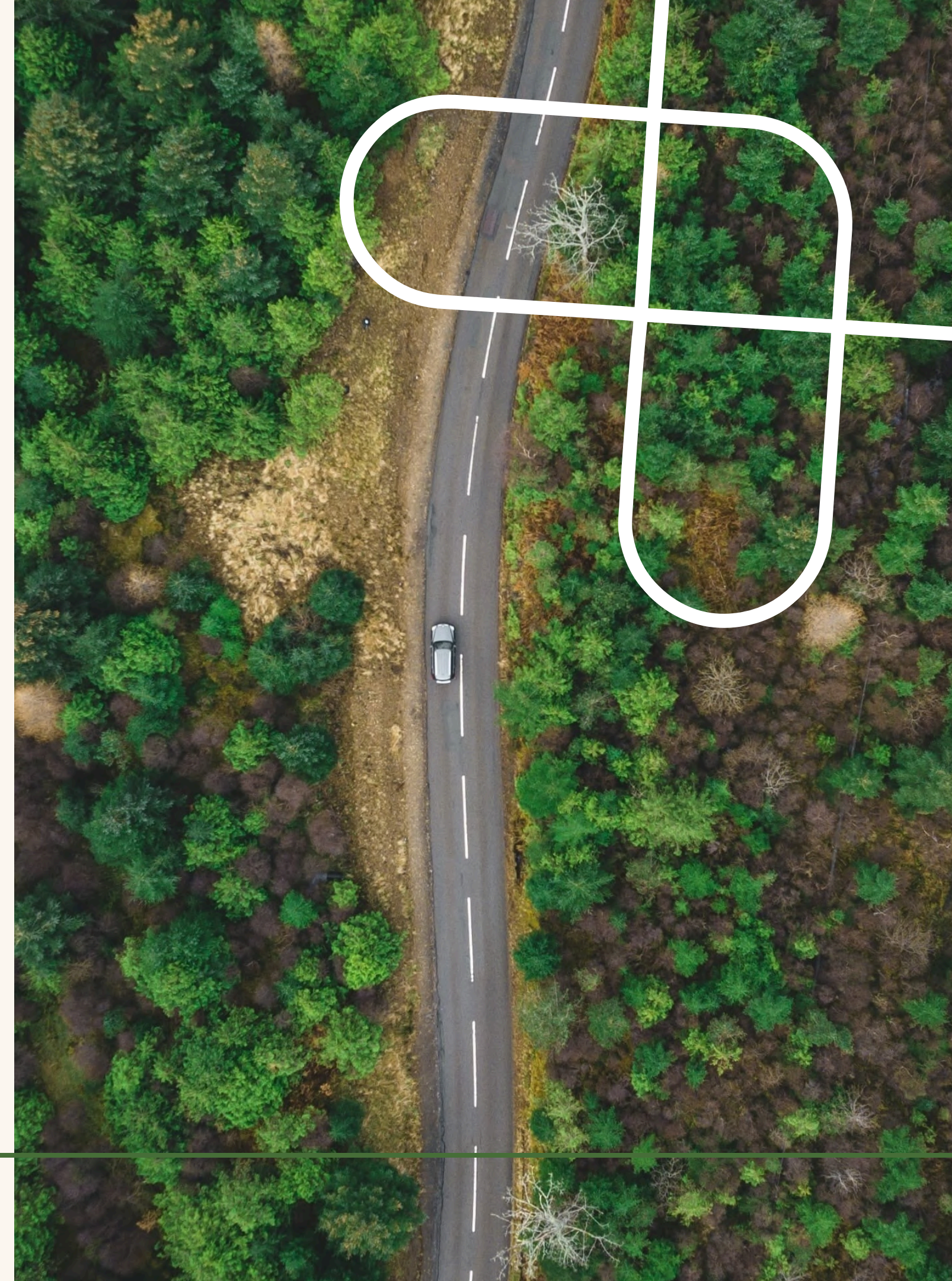
What we did

We focused on three key areas:

1. Accelerate the shift to electric vehicles (EVs) across our London Operations team, reducing emissions generated by our own transport model

2. Improve employee commuting patterns, recognising that commuting remains our single largest emissions category

3. Make smarter, more ethical purchasing decisions for tech, uniforms and office supplies

What we've learnt

- Tracking digital emissions is difficult due to inconsistent reporting from providers like AWS
- Scaling commuter impact requires stronger employee engagement and better data
- Limited scalable electric motorbike options continues to limit full EV fleet transition

2024 Emissions Overview

We reduced total carbon emissions by 17% and per-employee emissions by 23% – despite a growing team and increased operational mileage!

*see appendix for a more detailed breakdown

What's next

We've always committed to staying accountable – to ourselves, our clients and our community - and that won't change.

For 2025-2026, our priorities are:

- **Service Partner Engagement:** Supporting our network to lower their emissions

- **Sustainable Tech Roll-Out:** Rolling out Framework laptops for everyone - modular, repairable devices that dramatically reduce embodied carbon

- **Employee Commuting:** Looking at new initiatives to support sustainable travel and commuting patterns

- **Carbon Offsetting:** Continue to offset our emissions – including service partner mileage – through carefully selected projects voted by everyone

Our Net Zero Target

We've revised our net zero deadline from 2025 to 2030, to bring us into alignment with SBTi frameworks and give us flexibility to focus on long-term change, not short-term box-ticking.

If our current pace continues, we expect to hit net zero by 2028.

8

People

Empowering us all to take positive action and transform TKC into a place we all belong

We place people and their wellbeing at the heart of our business. Guided by our People vision, we've taken meaningful steps to ensure every initiative reflects this commitment, creating an environment where everyone feels supported, valued, and empowered.

Score

23.9

What we did

We focused on three key areas:

1. Increase representation at management level
2. Inspire 25 employees to spend one day volunteering
3. Increase our internal 'belonging score'

And prioritised the following initiatives:

- **Leaders of Tomorrow:** Launched an internal development programme equipping a diverse group with leadership skills, mentorship, and career growth opportunities

- **Matchable:** Partnered with a volunteering platform enabling everyone to donate time and skills to charitable projects

- **My TKC Journey:** Continued to offer a structured pathway to help everyone plan and progress their careers

- **Inclusive Apprenticeship Scheme:** Redesigned to welcome applicants from all roles, backgrounds, and education levels

- **Rider Safety Training:** Rolled out a road safety programme, plus enhanced protocols with dashcams and GPS tracking
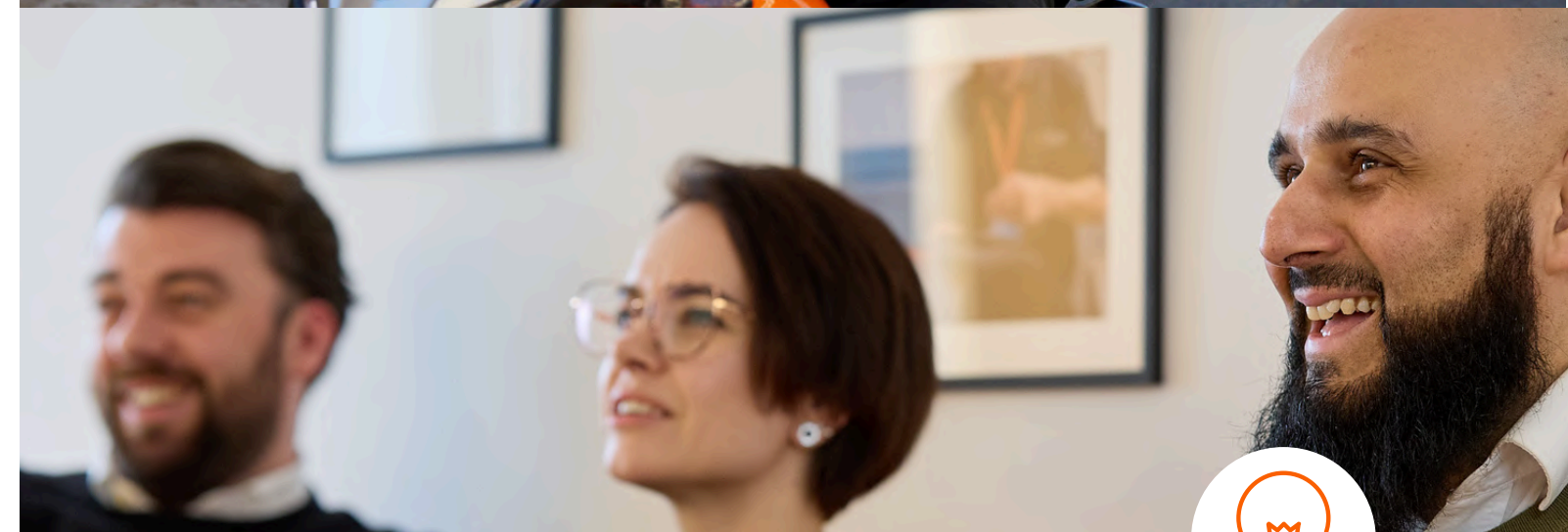
What we've learnt
- Well-defined programmes tailored to diverse learning needs accelerate career growth
- and leadership readiness
- Using tech-focused platforms make development and volunteering accessible to all

What we did

Numbers that speak for themselves

41%
of promotions were into leadership or management positions

5
percentage point increase for our belonging score

26
people volunteered their time for charitable projects

2
award nominations for My TKC Journey

4.7/5
Glassdoor Rating

What's next

In recent years, we've seen how important flexibility is in helping people do their best work.

Most of our HQ team works in a hybrid way - combining home working with coming together for team days, client workshops, and company-wide events.

Hybrid working isn't without its challenges, but we're committed to turning those into strengths. Our priority is to keep building an environment where everyone feels supported and able to thrive by:

- **Enhancing technology to better support those working remotely,** from Slack and other collaboration tools to HR platforms that simplify performance tracking

- **Training managers** to balance honest conversations about performance with recognising and rewarding great work

- **Enabling digital nomadism** for the most adventurous amongst us

"It was truly special to spend 3 months working and travelling around Italy with my partner and our dog."
Lily, Project Director

"Working abroad allowed me to spend time with family and explore - discovering beaches, spotting wildlife and going on hikes"
Aisha, QA Engineer

Customers

Delivering peace of mind with empathy, clarity, and integrity

Our customer service teams are committed to going beyond meeting needs – they aim to exceed them. Available 24/7, they support our customers every step of the way, delivering consistently high standards.

Score

4.7

What we did

We focused on two key areas:

1. Driving and Monitoring CSAT
Client satisfaction is a key measure of our impact. We track and improve CSAT scores through platforms like Trustpilot and Google, reviewing results weekly to ensure feedback is timely and actionable

2. Continuing to use our Kudos Channel
Through Slack, we celebrate outstanding customer service, spotlighting team members who go above and beyond to keep our customers happy

What we've learnt

- Automation adds value, but a human touch is essential for authenticity and relevance
- Engagement, rewards, and recognition matter - especially in departments that can often be overlooked
- The wellbeing of our people directly drives the quality of customer service

★★★★★ 4/5
Google Reviews
up from 3.8 in 2024

★★★★⯪ 4.1/5
Trustpilot
up from 3.2 in 2024

"We can't fault the service we get from TKC. They are always really responsive to our requirements which are usually last minute. Their online portal makes ordering service support really efficient and their controllers and client services team are always professional and courteous. A really valued partner."

★★★★★ ★ Trustpilot

"Shoutout to @ysa! The client has praised the quick thinking and proactive approach taken to handling this emergency when their own helpdesk could not assist. The end client is also extremely grateful for how this incident was handled. Thank you!"

#kudos channel   slack

Customers

What's next

As we grow, so must our understanding of our customers.

That's why we plan on taking three key actions:

- **Stakeholder mapping** to better understand and prioritise customer needs

- **Expanding our community lens** to include the full spectrum of platform users - from customers to frontline operators

- **Collaborative workshops** to engage our community in shaping the next generation of our platform
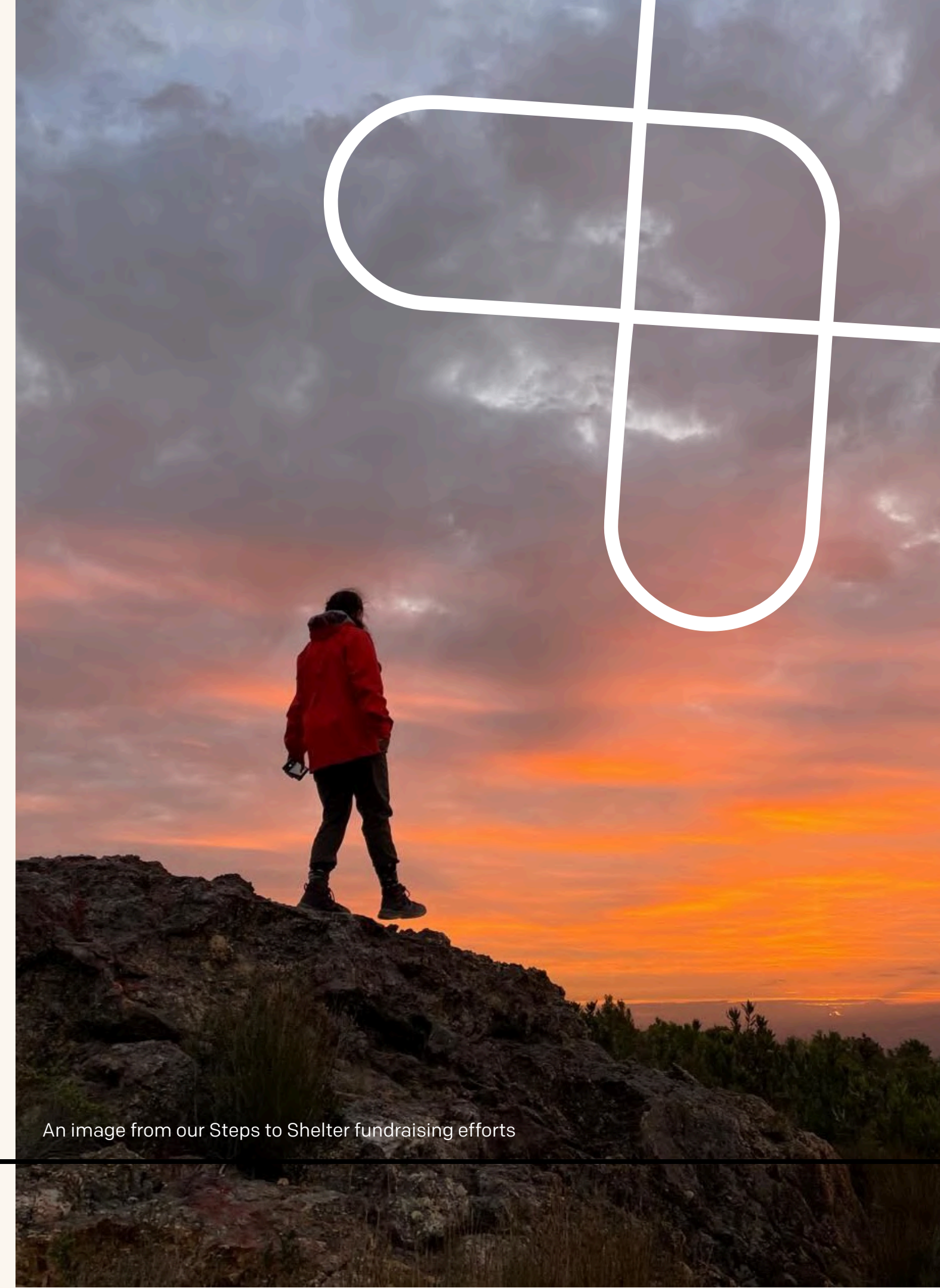
15
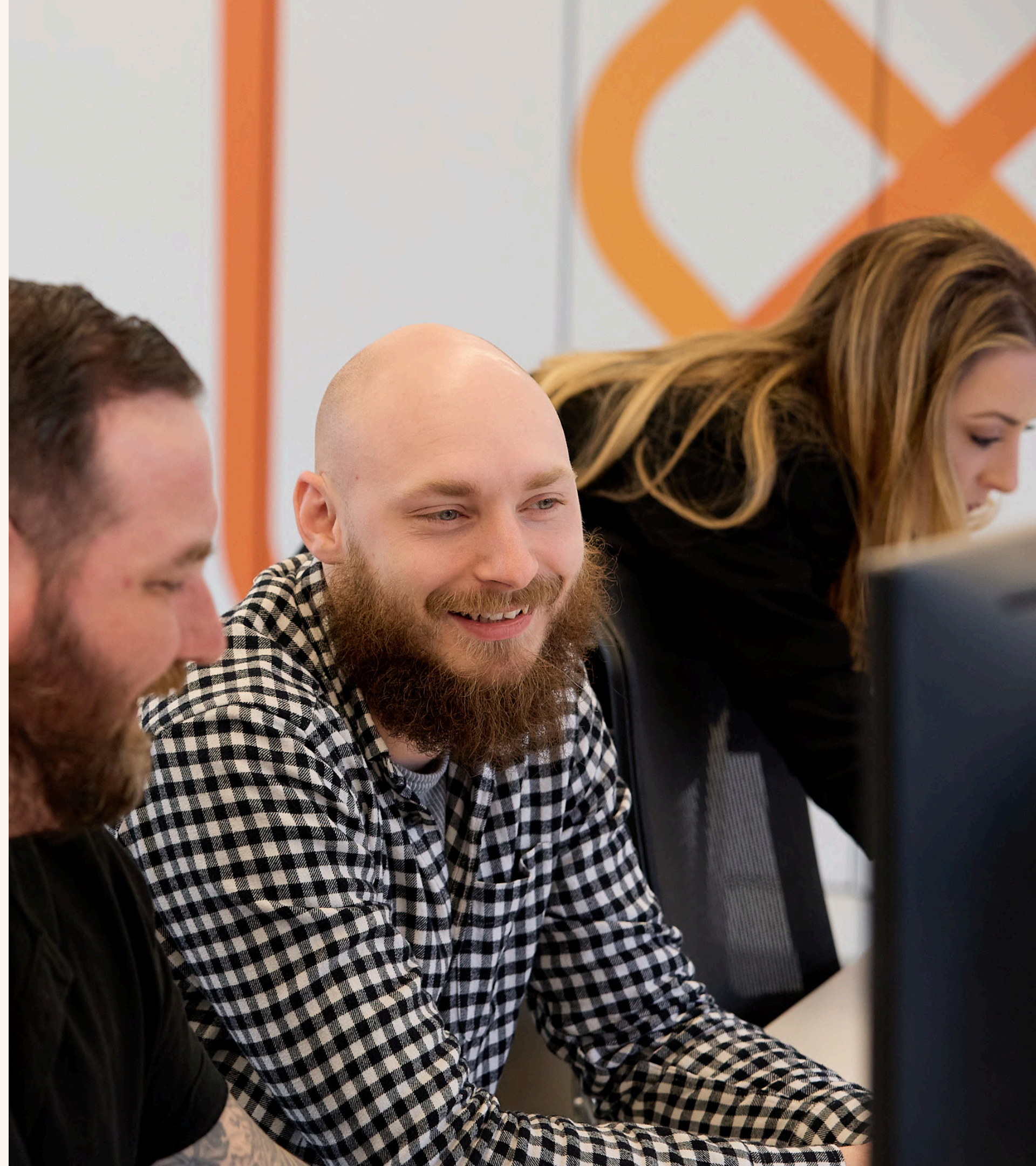
Community

Stronger communities and shared responsibility

As a nationwide security provider, our responsibility goes beyond the services we deliver. In 2024, we began shaping a more structured and inclusive approach to community engagement – one that connects our team, reflects our shared values, and supports the communities we live and work in.

Score

18.6

An image from our Steps to Shelter fundraising efforts

What we did

In 2024, we launched our first-ever Charity of the Year initiative, supporting Shelter, a UK charity fighting homelessness and unsafe housing. Their mission – to help people facing homelessness – resonated with our own as a physical security provider.

Teams across TKC ran fundraising activities, from bake sales to office raffles – even hosting a TKC Olympics and conquering the Three Peaks Challenge. But one initiative brought our entire community together: Steps for Shelter.

This was a six-month challenge to walk the circumference of the planet – 60 million steps. Colleagues, clients, service partners, friends and families all got involved!

Together we:

Completed
60m
steps

Raised
£3,800
of our £5,000 goal

What we've learnt
- Early engagement for Steps to Shelter was slow until we tied it into internal events like a group walk on Values Day
- Our step-tracking app did the job, but lacked universal accessibility
- We need to be careful in future events that we are not asking too much of our employees to use personal networks to raise sponsorship

What's next

We're launching a new employee volunteering programme with The Early Careers Foundation, encouraging employees to sign up for 1 hour/month mentoring 16–18 year olds from low-income backgrounds. Our aim is to get 10% of employees signed up by October 2025.

We'll also support clients with their charity partnerships and fundraising efforts for great causes such as LOROS Hospice, Mencap, Down Syndrome Group Northampton, Survivors against Terror and Control the Bleed – The Daniel Baird Foundation.

Governance

Building greater transparency and accountability into how we operate

For us, governance isn't just about rules and processes.
From setting clear social and environmental objectives,
to clearly communicating with our people and shareholders,
we're ensuring that accountability is built into every level of
decision-making. This year, we strengthened that foundation
with new commitments, clearer ownership, and a big
investment to build a more sustainable future.

Score

8.8

What we did

Strong governance is essential - and it must evolve as we do. This year, we focused on five key areas:

1. Embedding social and environmental objectives into our OKRs to guide decision making across the company

2. Sharing our financial performance with our employees at quarterly Values Days so everyone stays informed

3. Publishing our annual environmental performance and carbon reporting for visibility

4. Convening shareholders to embed B Corp commitments into our Company Articles, making them part of our legal governance

5. Committing our largest CAPEX investment to date into EVs, accelerating the shift to electric

What we've learnt
- Dedicated time to cover ESG in quarterly board meetings is essential amid competing priorities
- Having ESG on our company OKR board keeps it front of mind across the business
- Clear ownership of key results is needed to drive accountability and delivery

20

What's next

Looking ahead, we'll focus on adopting the new B Corp Purpose, Stakeholder, and Governance guidelines - preparing well in advance for our 2027 certification so they become fully embedded in our DNA.

We will:

- **Create a new purpose statement** to sit alongside our company vision

- **Begin reporting to the shareholder board using the new B Corp framework,** highlighting the gaps and driving accountability on purpose, impact, and stakeholder considerations

- **Give our employees' Think Tank direct, regular access to the executive team** to ensure employee voices shape decision-making

Final thoughts

Writing our first ever Impact Report has been a chance to take stock – not just of our achievements, but of the responsibilities we carry as a security provider, an employer, and a partner.

Becoming a B Corp isn't the end goal. It's a marker – one that reminds us to keep asking tough questions, listening, and holding ourselves to a higher standard.

We're proud of the progress we've made. But more importantly, we're committed to keep building on it, one step at a time.

Thank you for following
our journey

The Keyholding
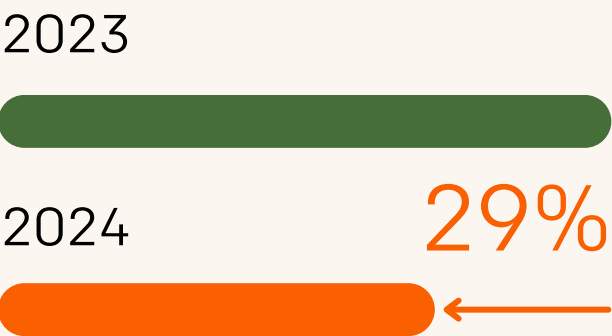Company

keyholding.com

Certified
B Corporation

Appendix - Environment

At the start of each year, we conduct a report with sustainability experts Alectro, to understand our carbon expenditure for the previous year.

Our latest report was published in April 2025, covering our environmental performance in 2024.

We made fantastic strides and reduced our emissions across a number of areas. Here are some areas we cut carbon - and a key driver behind that reduction.

Purchased Goods

2023

2024　　　　29%

A more ethical approach to tech procurement with equipment lifespans extended

Company vehicle transport

2023

2024　　　　10%

317,000km completed by our London Operations team using EVs

Electricity

2023

2024　　　　58%

Tariffs optimised and stronger engagement with building managers

Employee Commute

2023

2024　　　　13%

Hybrid working and flexible attendance changing employee behaviour

24