

OUR IMPACT REPORT

2024/2025



DRAGON
COWORKING

INTRODUCTION

BY THE FOUNDER



Dear Dragons,

You may or may not know that Dragon Coworking was born back in 2017 with one simple idea: to bring people together and make a real difference in our local community. When we started out, we didn't have everything figured out, but we had plenty of passion, a belief that business could be a force for good, and a spark of optimism that we could make something special happen. With that, we opened our doors on the 10th of July, 2017.

The three months before that were a whirlwind of dust, paint, and late nights as we transformed a cold, empty shell into a warm and welcoming workspace. We worked with a tiny budget and a big commitment to reusing and recycling wherever possible. Somehow, we managed to fit out our 6,500-square-foot space for less than some places spend on a fancy reception desk! I can still remember trawling through eBay listings, visiting second-hand furniture stores, and even pulling treasures out of skips to give them a new home at Dragon. Friends and family pitched in too; my dad even donated a sofa that was literally hours away from being taken away by the council.

When we couldn't find what we needed, we made it. Our first tables were built from offcuts of wood and old scaffold boards. And as the space evolved, anything we no longer needed was passed on, donated to local charities or resold online to keep it out of landfill.

As time went on, Dragon began to take on a life of its own. What started as a workspace quickly became a community. One driven by people who genuinely cared about each other, about the place we lived and about doing the right thing. When new team members joined, we made sure they felt part of that purpose and empowered them to make decisions that help everyone thrive.

I first heard about B Corp around five years ago and immediately thought, "Could we do that?" From then on, we started to look at everything through a new BCorp lens, how we made decisions, who we bought from, how we handled waste, and how we could do business in a way that made things better for people and the planet.

Hopefully, 2026 will be the year we become a B Corp, though it's not guaranteed.

Roland Stanley - Founder



OUR BCORP JOURNEY



Dragon Coworking approached the B Impact Assessment as a collaborative effort involving both internal and external perspectives. Founder Roland Stanley led the process with support from Kim Hawkins, Community Manager, who gathered operational details and community-related information.

To ensure accuracy and objectivity, Dragon Coworking engaged Rachael Carley, an external consultant, to guide the interpretation of the questions and alignment with best practices.

Dragon Coworking had already aligned its business with many of the B Corp ways of thinking and practices. The team referenced a range of internal documents, including employee handbooks, financial records, environmental policies, and community engagement reports, to support responses. We also introduced new policies and procedures as we progressed through the assessment over the last 18 months.

Our Mission

At Dragon Coworking, we are driven by a passion for community, experience, and hospitality. We strive to create a welcoming, inclusive space where individuals and teams connect, collaborate, and thrive.

Through thoughtful sustainability practices and a commitment to making a positive impact, we foster an environment that not only supports professional growth and the success of small local businesses in Kent and Medway but also contributes to the betterment of the world around us



GOVERNANCE

B Impact Assessment

The first step in our B Corp journey was to measure our current performance by completing the B Impact Assessment. After considerable work reviewing our practices, reflecting on what we had already achieved, and verifying the processes we had in place, we received a score of 48 points. This was significantly below the minimum threshold of 80 points required to submit our assessment, making it clear that meaningful changes would be needed to improve our impact and performance.

OUR FIRST SCORE 48



We updated our Articles of Association in March 2025, formally embedding our mission and reinforcing our commitment to delivering positive social and environmental impact.



Publicly available information regarding our sustainability performance will be disclosed from 2026 onwards through our annual impact report.



An open management culture where goals, targets, and finances are set and shared with the whole team, and reviewed at our monthly meetings.



Ethics Code and Whistleblower Policy, including mechanisms for reporting via the iTrust app, were implemented in March 2024.

WORKERS



Living Wage Foundation accredited since
January 2023



We conducted our first yearly team satisfaction
survey in September 2025



We commit to an open, empowering management
style that values employee voice, encourages
autonomy, and ensures transparent
communication in a safe, supportive
environment.



In 2025, we committed to a local hiring policy,
prioritising candidates within 15 miles of our
building.



Each employee is allocated 15 hours of paid volunteering
time annually. By the end of 2026, our objective is to ensure
full participation, with 100% of these hours utilised.



Other perks included for all the team are health
insurance, gym membership, free participation of
all social events, profit share and bonuses

COMMUNITY



Goal of 120 hours of free event space for local charities every year



Learn and Thrive



Discounts for charities, Blue light cards, Veterans, active armed forces and forces families



Policies and KPIs set to purchase at least 70% of our core products locally by 2029



Medway Lonely Laptop Club

In 2025, we launched the Lonely Laptop Club, offering free desk space to the community, with plans to support other coworking spaces in opening five more clubs nationwide by the end of 2026.



Free business support and advice



Supporting and assisting our suppliers to implement their own local and sustainability policies



We have signed the Armed Forces Covenant



ENVIRONMENT



Targets set to reduce electricity consumption to less than 100KWH per year /per member



Changed to Miniml products with refillable systems in 2025



Installed 65 solar panels for on-site generation in July 2024



Develop a net-zero and decarbonisation plan by 2029



Discounted membership for members who walk, cycle, or use public transport, with a target of 10 new members using the discount each year.



Changed waste supplier to ensure no waste goes to landfill.



Bathrooms fitted with water saving taps and cystems in 2024



Target set to reduce general waste by 25% in 2026 and 50% in 2027.



16 trees planted to offset the 15.25 tCO2e produced in 2024

ENVIRONMENT



We have added Food composting bins



Provide members with battery recycling drop off.
Recycling 16kg in 2025




Provide members with a drop-off location to upcycle computers from 2026

Computers 4Charity
for Climate and Community

Energy Summary 2024

 Electricity 23814 KWH 27.9%

 Gas 56287 KWH 65.9%

 Solar (6 months of generation) 5336 KWH 6.2%

Emissions Breakdown 2024

Scope 1 **10.29** tCO2e Scope 2 **4.93** tCO2e

TOTAL **15.25** tCO2e

CUSTOMERS

Our latest satisfaction survey said



97.3% say they would recommend Dragon to others



93% say the facilities met their needs



95.3% said they felt welcome and part of the community



88.4% said events and gatherings enhanced their experience at Dragon



86% said the booking system was easy to use



74.4% Were very satisfied overall
25.6% Were satisfied overall



Minimum of 75% of our Members are local



In September 2025 we conducted our first annual members survey



KPI's set to increase the number of women-led or owned, purpose-driven driven and underserved



Quarterly members' focus groups with action points set



Training around inclusion, neurodiversity, and mental health



Social, improvement and networking events are available to all members

Google rating of 4.8 out of 5



CUSTOMERS

How can we improve your experience?

OUR MEMBERS SUGGESTED

Facility Improvements: Suggestions include adding air conditioning, improving the lighting (especially in meeting rooms and for neurodiversity/accessibility), getting real plants instead of plastic ones, and refreshing the tuck shop/snack shop.

RESPONSE

- Air conditioning is certainly on the list, but we haven't gone ahead with it, as the workspace stays cool most of the time with a nice river breeze
- New lights have been supplied in meeting rooms and are available by the water cooler
- The dragon team have received training around Neuro and several changes are being made to the workspace in light of the training
- Real plants will be coming back in 2026 to be part of the workspace
- New healthier snacks are now available in the tuck shop, we will also work on our supply issues

OUR MEMBERS SUGGESTED

Gym and Shower Facilities: Multiple respondents suggested adding a gym and showering/changing facilities.

RESPONSE

Unfortunately, we don't have the space for a gym or shower facilities, however we have negotiated a discount with Chapter gym a 30 second walk from the work space. They have showers on site.

OUR MEMBERS SUGGESTED

Booking System: Several people mentioned issues with the Nexodus booking system, describing it as clunky, difficult for selecting/amending times, and needing clarification on the use of 'credits' versus 'time left'.

RESPONSE

We have reported this feedback to Nexodus. We have also ordered the enhanced white-labelled app from Nexodus that will be in use in early 2026. This will have a new version of the booking system that should shorten the process of booking resources. The booking hours will also be clearer but if you have any queries on hours please do ask us.

CUSTOMERS

How can we improve your experience?

OUR MEMBERS SUGGESTED

Parking and Accessibility: Improving the car park (painted lines, managing overcrowding from hotel guests) and enhancing accessibility for those with mobility issues (stair lift, parking on the same level as the office) were noted. The stairs to the car park were also mentioned as potentially dangerous.

RESPONSE

The lines have been repainted with a more robust method. If anyone has mobility issues, we will always ask the hotel if they can use the street-level car park; however, this is down to their goodwill. Some damage to the stairs has been identified and will be fixed in early 2026. Street parking is available opposite on Fort Pitt Hill .

OUR MEMBERS SUGGESTED

- Responses also included improving weekly cleaning,
- Offering nicer coffee/tea (Yorkshire tea),
- Providing laptop stands
- Creating a directory of members' services.

RESPONSE

- We are working with the cleaner to improve cleaning, especially in private offices (vacuuming in particular).
- The coffees are now rotated between different rosters (local roasters coming in 2026). The tea has always been Yorkshire Tea (a proper brew 😊)
- Laptop stands are now available
- We already have a members directory on our members portal; we are working on a way to promote this to encourage more members to use it.

CUSTOMERS

What members said they enjoyed about Dragon

- **Community and Social Environment:** The strongest theme is the positive community, friendly atmosphere, and camaraderie among members and staff, making work feel welcoming and supportive.
- **Flexibility and Accessibility:** Members value the flexibility, ease of use, 24/7 accessibility, and the convenience of having space available when needed, especially for those who need to get out of the house.
- **Facilities and Environment:** Appreciation was noted for the professional office facilities, cleanliness, welcoming setting, bright environment, coffee/slushies, and the availability of private offices for some.
- **Management and Engagement:** The management team was praised for curating the vibe, being helpful, friendly, and engaging members with events, treats, and continuous facility upgrades.
- **Specific Perks and Practices:** Appreciation for events, treats in the kitchen, attention to detail in maintenance (like managing noise), and efforts towards sustainability and healthier snack options were highlighted.