

Voluntary Withdrawal from B Corp.

B Lab Global

B Corporation Certification

bcorporation.net

Re: Voluntary Withdrawal from B Corporation Membership – And One Honest Question

Dear B Lab Global Leadership Team,

I am writing to formally withdraw SureCall Contact Centers Ltd. from B Corporation certification, effective upon receipt of this letter.

Before I do, I have a question. Just one. I promise it is friendly.

Your new Foundation Requirement FR1.2 disqualifies any professional services firm that earns more than 1% of its annual revenue from clients in the fossil fuel industry. Marketing firms. Consulting firms. Contact centers. If you serve them in any meaningful way, you are out.

That is the new rule. And I respect that you have rules.

So here is my question: How do your employees get to work?

I ask because I am genuinely curious whether the building B Lab operates from runs entirely on renewable energy. Whether the servers hosting your certification platform are powered by wind and solar. Whether the desks in your office were manufactured and shipped without a single drop of petroleum-based energy, or less than 1%. Whether the plastic in every keyboard, monitor, and coffee maker at B Lab headquarters came from a certified fossil-fuel-free supply chain.

Because if any of that involves fossil fuels, and I suspect, like most organizations on planet Earth in 2026, it does, then B Lab itself would not meet the standard you are now using to disqualify us and others.

We serve oil and gas companies. We answer their phones. We handle their customer inquiries. We do not drill wells. We do not set climate policy. We provide professional services to legally operating businesses, the same way your landlord, your internet provider, and your office supply company do.

But under FR1.2, we are out. And presumably, if your landlord obtains or provides services with a fossil fuel company, they should be too.

SureCall has operated for 44 years with a genuine commitment to our people, our communities, and our clients, all of them. We joined B Corp because we believed in what you were building. We are leaving because the version you are building now would disqualify companies for being honest about who they serve, while requiring a level of purity that no organization, including B Lab, actually lives by.

We wish you well. I mean that.

If you ever revisit the 1% rule with the same intellectual honesty you ask of your members, we would genuinely welcome that conversation.

Until then, consider this our exit. Warm, respectful, and only mildly sarcastic.

Sincerely yours,

Marc Bombenon

Chief Executive Officer & Founder

SureCall Contact Centers Ltd.

surecallcc.com