

CELEBRATING SUSTAINABILITY

Our 2040 Journey

EXPLORE OUR 2024 / 25 ESG REPORT











Alexan 1.000

A Message from our Directors

We are incredibly proud to be reducing our environmental output, creating long-lasting social value and ensuring we are minimising risk to ultimately deliver a comprehensive and quality cleaning solution.

Through our internal ESG 'brand' and Environmental Management System, we clean GREEN we are continually developing new ways to meet the evolving needs of our clients, while also seeking to sustainably grow our organisation and safeguard our service delivery.

The cleaning industry has typically relied heavily on frontline labour however now more than ever, technology and innovation play a vital role in our business as we strive to enhance our position as an ESG industry leader, and elevate the roles of our 675 frontline cleaning staff.

We are fortunate to be profitable, and operating with the utmost social integrity but we recognise that we are on a long-term journey and there is a vast way to go.

We have benchmarked our Scope 1, 2 and 3 Emissions and are clearly aligned with the Government Framework's - Sustainable Development Goals.

Throughout this report we provide a detailed picture of how we are approaching ESG, how we are reducing our footprint as well as supply chain management, community engagement and governance.

Paul Concannon & David Harker

we clean Directors



we clean

we clean **ESG** Strategy

Our ESG strategy clearly sets out a point-by-point plan highlighting how we will achieve our goals.



Environmental

Our road map to Net Zero commits our organisation to a short term target of Net Zero Scope 1 and 2 emissions by 2035 and Net Zero Scope 3 by 2040.

Our commitments:

1. Reduce Scope 1 and 2 carbon emissions

Drive down energy consumption, eliminate all fossil fuel emissions and adopt natural renewable sources for electricity.

2. Reduce Scope 3 carbon emissions

Measure, report and influence emissions in the value chain to align with our Scope I and 2 commitments and promote science-based targets.

3. Circular economy

Reduce water and waste at source and adopt a circular economy. Take all measures to eliminate virgin products from our operations.

Biodiversity

Biodiversity net gain must be significantly increased throughout our operations.

5. Deliver sustainability

Embed environmental sustainability into all aspects of every contract and project delivery, not just green projects.

6. Sustainable procurement

Create a procurement process that delivers a longer-term value beyond cost savings, promotes safe and fair working conditions, human rights balanced portfolio of social and nature-based projects to offset hard-to-abate residual carbon



As an Investors in People accredited organisation we are focused on the creation of quality jobs, equality, diversion and inclusion.

Our commitments:

7. Develop talent

Through a skills-based learning strategy for all, create and retain quality jobs, improve social mobility and help develop the green skills for the future.

8. Diverse workforce

Attract and retain a diverse workforce and foster a truly inclusive culture where everyone can bring their true selves to work.

9. Health and wellbeing

Focus on a preventative approach, improving the health and wellbeing of our people, supply chains and local communities. Foster a positive work environment, recognising the interdependent relationship of physical, mental and financial health.

10. Tackling inequality

Consider underrepresented groups for employment, improve disabled access to the workplace, and promote volunteering to meet all stakeholder goals.



Governance

We have created and continue to evolve robust structures and processes to ensure we are wholly compliant.

Our commitments:

11. Senior-level oversight

Senior managers have oversight of the whole ESG programme and set the strategy, measure, report and incorporate transparent and public disclosure of material impacts, progress and targets.

12. Act responsibly

Show the highest levels of ethical and moral stewardship regarding tax evasion, lobbying, bribery and corruption, and ensure appropriate whistleblowing schemes are in place.

13. Risks and opportunities

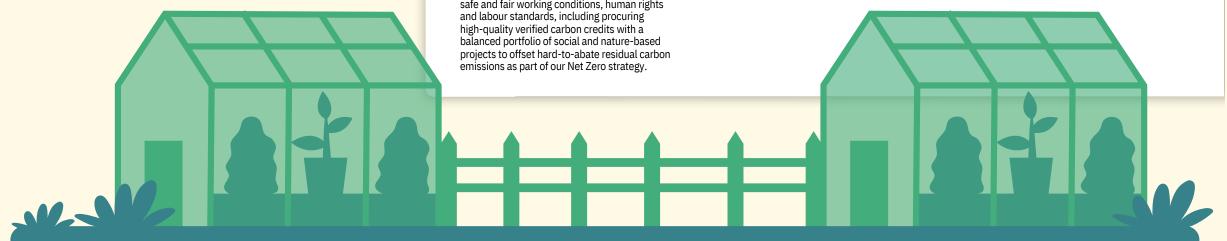
Finance and Risk teams drive sustainable investment and transparent disclosure throughout the business.

14. Environmental management systems

Sustainability frameworks will be established. maintained and improved to fulfil our moral, legal and contractual obligations.

15. Collaboration

Collaboration with all stakeholders is encouraged, fostered and embedded throughout the business.



Benchmarking Our ESG

Commitment to the 'Race to Zero' Campaign

We are supporting the 'Race to Zero' campaign, a global initiative to halve greenhouse gas (GHG) emissions by 2030 and achieve net zero by 2050. However, we are taking a more ambitious approach by targeting net zero by 2040, with intermediate milestones to monitor and drive our progress.

To ensure transparency, accuracy, and accountability in carbon reporting, we adhere to globally recognized standards, including:

- GHG Protocol: We align with the Greenhouse Gas Protocol Corporate Standard to categorize and quantify our Scope 1, 2, and 3 emissions.
- Science-Based Targets (SBTi): Our emissions reduction targets are being developed in line with SBTi criteria to ensure they are consistent with climate science and aligned with the Paris Agreement.
- Planet Mark Certification: We are in the process of being certified by Planet Mark, an independent sustainability certification body, which benchmarks and verifies our emissions data annually. This collaboration helps us monitor performance, drive improvements, and engage our stakeholders effectively.

Alignment with Sustainable Development Goals (SDGs)

Our operations align closely with the following SDGs:

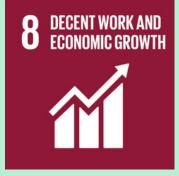
- 1. Gender Equality (SDG 5): 71.5% of our workforce are women, and 1/8th of our board members are women. Our recruitment practices prioritize diversity and inclusion, ensuring equitable opportunities across all levels.
- 2. Clean Water and Sanitation (SDG 6): Through our partnership with Made Blue, we have provided 1 million litres of clean drinking water to communities in need.
- 3. Affordable and Clean Energy (SDG 7): We are transitioning to renewable energy sources, investing in electric fleet technology, and continuously improving energy efficiency in our operations.
- 4. Decent Work and Economic Growth (SDG 8): Our 'People First' ethos promotes fair wages, extensive training, and personal development, ensuring safe and dignified working conditions.
- 5. Reduced Inequalities (SDG 10): Our workforce represents over 45 nations worldwide, fostering a culture of inclusivity and respect.
- 6. Climate Action (SDG 13): Our fleet electrification efforts, sustainable procurement practices, and commitment to net zero by 2040 demonstrate our proactive stance on climate action.

















Scope 1, 2, and 3 Overview

We maintain a rigorous and transparent carbon reporting process to ensure that our environmental impact is accurately measured and communicated. Our reporting approach includes:

1. Annual Carbon Assessments

Each year, we conduct a comprehensive carbon assessment in line with GHG Protocol standards, covering all Scope 1, 2, and 3 emissions. This process includes:

- Collecting and verifying data from multiple sources, including fleet mileage, office energy consumption, procurement records, and employee commuting data.
- Converting activity data into carbon dioxide equivalent (CO₂e) using industry-standard emission factors.
- Reviewing data accuracy through internal checks and third-party validation.

2. Planet Mark Certification and Benchmarking

Our carbon data is in the process of being independently verified by Planet Mark, ensuring that our reporting remains robust and credible. Planet Mark will benchmark our performance against industry standards and provides an annual certification that validates our progress toward emissions reduction. This third-party certification reinforces our accountability and demonstrates continuous improvement.

3. Scope 3 Data Collection and Expansion

We are expanding the depth and accuracy of our Scope 3 emissions reporting by collaborating with suppliers and partners to gather more granular data.

4. Sustainability Impact Reports

We produce annual sustainability impact reports that capture the broader environmental and social impact of our operations.

5. Internal Reviews and Continuous Improvement

We conduct quarterly internal reviews to assess progress toward our carbon reduction goals and identify areas for improvement.

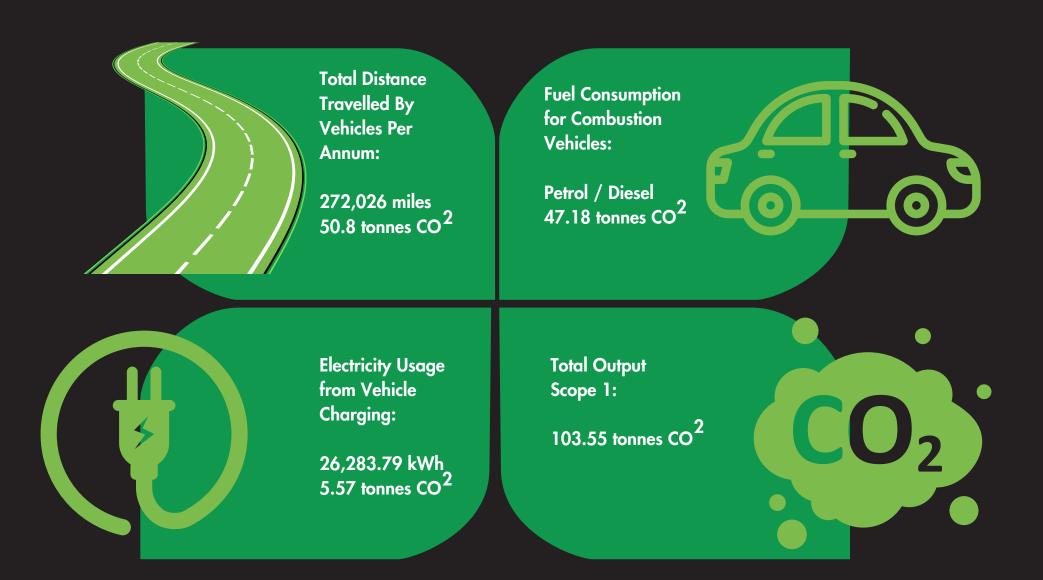
6. Public Disclosure and Stakeholder Engagement

We are committed to transparent communication with our stakeholders, including clients, suppliers, and employees. Our verified carbon reports and impact assessments can be requested, ensuring that our progress is accessible and accountable.



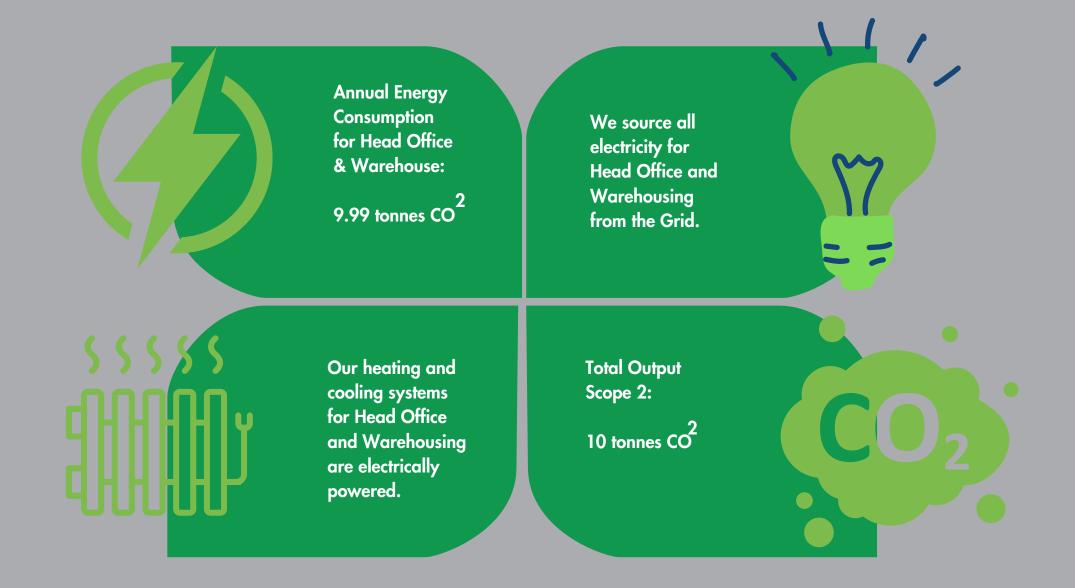


Scope l Output - 2024





Scope 2 Output - 2024





Scope 3 Output - 2024

Supply Chain & Materials (Consumables Purchased)

Paper - 10 Tonnes CO2
Refuse Sacks - 26.94 tonnes of CO2
Chemicals - 39.44 tonnes of CO2
Cloths - 0.69 tonnes of CO2
Nitrile Free Gloves & PPE - 0.24 tonnes of CO2

Total: 77.31 tonnes of CO²

Waste Management
Waste Generated Indirectly / Directly

Total: 22.7 tonnes of CO²

Percentage of recycled or diverted from landfills: 80%

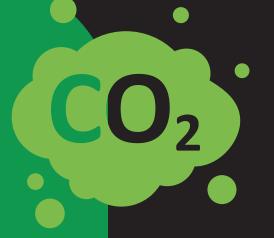
Employee Commuting and Travel

Car - 51.79 Tonnes CO2
Bus - 46.47 tonnes of CO2
Tram - 0.97 tonnes of CO2
Bicycles - 0 tonnes of CO2
Walking - 0 tonnes of CO2

Total: 199.23 tonnes of CO²

Total Output Scope 3:

299.04 tonnes CO²



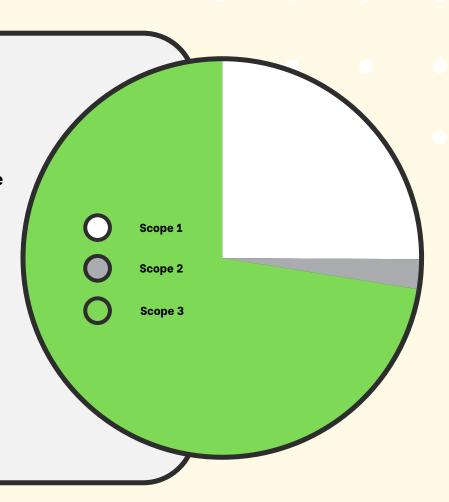


Our Footprint

Scope 3, our largest emissions contributor, includes supply chain, employee commuting, and waste.

To reduce this, we are enhancing sustainable procurement with suppliers like Chespack Hygiene, promoting lowemission commuting options, and improving waste management.

Additionally, we are electrifying 75% of our fleet by 2028, transitioning to 100% renewable energy by 2026, and optimizing office energy use. Our net zero by 2040 target will be certified through Planet Mark, ensuring measurable progress across all scopes.





Minimising Waste and Promoting Recycling

Waste Reduction and Prevention

We prioritize minimising waste generation at the source by implementing proactive measures across our operations:

Through **Chemical Free Cleaning** and our EU EcoLabelled **Greensense** Range we have slashed packaging waste by 75%.

Reduction of Single Use Plastics – We have eliminated single use plastics and instead opt for bio-degradable alternatives, refillable bottles and bulk dispensers.

Employee and Client Engagement – Educating our staff and clients alike on waste reduction practices encourages behavioral changes.

Recycling & a Circular Economy

We have established robust waste segregation and recycling systems in line with new government legislation.

Waste Segregation Protocols - Clear signage and designated bins ensure the effective separation of recyclables, general waste, glass and hazardous matter.

Our **uniforms** are made from **recycled fabrics** and sourced ethically.

Partnerships with Recycling Specialists –
We have chosen to work closely with
strategic waste management partners, Biffa
to ensure that zero waste goes to landfill

and that all waste is processed responsibly.

Monitoring, Auditing & Reporting

To continually evolve and improve we have implemented a structured system of monitoring and reporting.

We are establishing measurable **waste** reduction targets in line with our net zero commitment by 2040.

These targets focus on **improving recycling rates** and reducing waste both directly and indirectly.

By embedding waste reduction, recycling and monitoring into our core operations, we ensure measurable progress towards a more **sustainable future**.



Clean today. Cleaner tomorrow

15 Years of Safe Use in Commercial Settings

No Biocides, chlorine bleach, formaldehydes, phosphates or quats

Friendly

Completely Biodegradable

3 Days of Continuous Cleaning

clean and longlasting absorption

of odours.

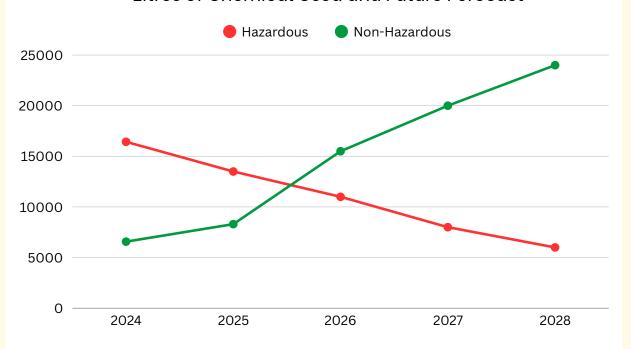
Probiotics and Enzymes

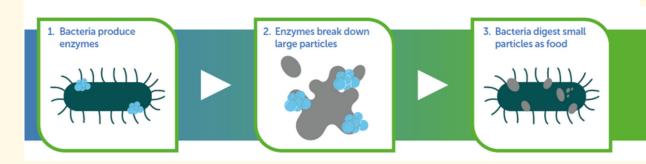
Provides a microscopic deep

Non-Hazardous and Aligned with our Net Zero Goals

No COSHH Required We are rolling out Vireo3 - an exciting new chemical free cleaning agent that has been created using a unique synthesis of probiotics and friendly bacteria.

Litres of Chemical Used and Future Forecast







Minimising Water Usage

We actively manage water usage across our operations by implementing innovative practices and setting clear targets to promote conservation and efficiency. Our use of probiotic-based, chemical-free cleaning solutions significantly reduces water consumption while maintaining high cleaning standards and minimising wastewater contamination. Additionally, we employ innovative machinery such as water-efficient scrubber-dryers like the i-Mop and Dryft Scrubber which minimise water usage during large-scale cleaning operations while still achieving excellent results.

Within Paradise Birmingham, a high-profile mixed use venue in the centre of Birmingham we have partnered with Avison Young to install a water recovery system on our pressure washing units that captures and filters the water used during cleaning. The filtered water is then reused during subsequent cleaning sessions, dramatically reducing the need for fresh water. This system ensures that water is used efficiently, without compromising the quality of the service. We can also then re-distribute the recycled water to water plants, trees and the herb garden.

By using recycled water for the pressure washing services at Paradise Birmingham, we have reduced water consumption by over 40% compared to traditional pressure washing methods. The use of a water recovery system has allowed us to minimise the need for fresh water, significantly reducing the site's environmental impact.

Our partnership with Made Blue further strengthens our water conservation efforts by offsetting our water footprint. Through this collaboration, we have provided 1 million liters of clean drinking water to communities in need, ensuring that our water use is contributing positively to global water sustainability.

To ensure accountability and continuous improvement, we conduct regular water usage audits across our operations to assess consumption patterns and identify areas for further reduction. These reports provide transparency to our stakeholders, showcasing the tangible impact of our initiatives. Through these combined efforts, we strive to minimise water waste and contribute to both local and global water sustainability goals.







Enhanced Cleaning Efficiency

The i-mop scrubber drier offers superior cleaning performance, allowing for faster and more thorough cleaning compared to traditional methods. It is designed to clean large areas quickly and effectively.

Water and Chemical Efficiency

The i-mop uses less water and cleaning solution than traditional cleaning equipment and Its advanced water recovery system ensures that the used water is efficiently recycled.

Compact and Versatile Design

The i-mop is lightweight and compact, making it ideal for cleaning areas with tight spaces or complex layouts, such as offices, retail spaces, and public venues.

Improved Health and Safety

By minimising the need for traditional mopping, the i-mop reduces the risk of slips and falls, as it dries the floors immediately after cleaning.

Sustainability and Cost Savings

The i-mop's efficiency in terms of water, chemicals, and energy consumption contributes to a reduced environmental footprint.



Cutting-Edge Technology for Unmatched Performance

The Dryft leverages S-motion technology, offering an innovative cleaning action that adapts to every curve and corner, ensuring flawless cleaning results even in the most challenging spaces.

This unique S-motion provides an optimized cleaning path that maximizes coverage whilst minimising water usage.

The dynamic motion of the machine allows for continuous cleaning in both forward and reverse.





Renewable Energy and Energy Efficiency

We have limited impact within our clients facilities, however whether it be equipment or our Head Office facility we are striving to adopt renewable energy where possible and minimise taking any power from the grid when operating on clients sites.

One of our core strategies involves the adoption of battery-powered machinery for cleaning operations. For example, we've integrated battery-operated scrubbers and vacuums into our cleaning processes, which not only reduce emissions but also eliminate the need for fuel consumption in our day-to-day operations.

These machines are more efficient, provide longer operational hours on a single charge, and help us reduce our dependency on fossil fuels, contributing significantly to our energy efficiency efforts.

A key aspect of our sustainability approach is our ESOS (Energy Savings Opportunity Scheme) report, which ensures that all energy used within our operations is 75% renewable. In line with this, we've transitioned to renewable energy providers for both our offices and operational facilities and are in the process of installing solar panels. This transition supports our ongoing commitment to reducing our Scope 2 emissions and achieving greater energy independence.

By sourcing our electricity from wind, solar, and hydro power, we ensure that our energy usage is aligned with our net-zero targets, significantly reducing our environmental footprint and supporting the global transition to sustainable energy.

In addition to these efforts, we are also focused on building energy efficiency in our facilities. We have invested in energy-saving technologies, including smart lighting LED systems, high-efficiency HVAC units, and automated temperature controls, all of which help to reduce unnecessary energy consumption. These upgrades have led to a noticeable decrease in our overall energy usage and operating costs.

By integrating energy-efficient practices and technologies across our operations, we ensure that our energy consumption is minimised while maintaining optimal functionality. These combined efforts underscore our commitment to reducing energy use, lowering costs, and achieving our long-term sustainability goals.



Minimising the Impact of Transportation and Logistics

Transforming cleaning through innovation

We are committed to minimising the environmental impact of our transportation and logistics activities by adopting fuel-efficient practices and embracing alternative transportation methods.

A prime example of this is our **Chesterford Research Park** operation, where we have implemented a carsharing initiative to reduce the number of individual vehicles on the road. Our staff at this site travel together in **our electric van**, which is fully charged using renewable energy sources, ensuring that the entire journey is net zero. This approach not only **reduces carbon emissions** but also helps alleviate traffic congestion and promotes a more sustainable commuting culture.

In addition to our car-sharing and electric vehicle initiatives, we continually assess our fleet management strategy to identify opportunities for further reducing emissions. We have already begun transitioning to electric vehicles (EVs) as part of our long-term goal to achieve a 75% electric fleet by 2028. Our EVs are powered using energy from renewable sources where feasible, ensuring that our fleet operates with minimal environmental impact. To further optimize our logistics operations, we use route optimization technology to reduce unnecessary mileage and fuel consumption, improving overall efficiency while lowering our carbon footprint.

Furthermore, we encourage our employees across all locations to explore sustainable commuting options, such as public transport, cycling, or carpooling, as part of our broader sustainability strategy. Through a combination of net zero commuting practices such as at Chesterford Research Park, fleet electrification, and continuous improvements in transportation efficiency, we are driving significant reductions in our Scope 1 and Scope 3 emissions, helping us move closer to achieving net zero emissions by 2040.

We are committed to ethical and responsible sourcing by selecting sustainable equipment, materials, and consumables that not only reduce environmental impact but also uphold the highest standards of ethical business practices. Our extensive procurement department works diligently to vet and collaborate with long-term supply partners who share our commitment to sustainability and ethical sourcing.

We maintain strong relationships with Chespack Hygiene, Merton Group UK and LA Safety, ensuring that all products, machinery and uniform we procure meet stringent environmental, social, and governance criteria. Our suppliers are assessed regularly to ensure compliance with ethical labor practices, fair wages, and safe working conditions across their supply chains.

We work closely with Chespack Hygiene, a supplier certified under ISO 9001 and ISO 14001, to source eco-friendly cleaning chemicals and biodegradable consumables. Chespack is also a proud supporter of the Made Blue initiative, which provides clean drinking water to communities in developing countries, reinforcing our commitment to making a positive global impact.

Merton Group UK supplies us with recycled paper products and sustainably sourced consumables, reducing waste and supporting circular economy principles.

LA Safety ensures that all uniform and personal protective equipment (PPE) we use is ethically sourced and meets the highest safety standards.

Our procurement team follows a rigorous and transparent process to ensure that we maintain best value and high standards from our supply chain partners. To achieve this, we periodically tender our supplier contracts, inviting proposals from both existing partners and potential new suppliers. This process allows us to assess the quality, sustainability credentials, pricing, and innovation of the services offered, ensuring they align with our ESG objectives.

By conducting regular tendering exercises, we promote healthy competition among our suppliers, driving improvements in product quality, innovation, and cost efficiency.

During the tendering process, our procurement team evaluates suppliers based on several key criteria, including their commitment to sustainability, ethical sourcing practices, and certifications such as ISO 9001 and ISO 14001. We also assess their ability to provide innovative, eco-friendly solutions, such as chemical-free cleaning products, recycled materials, and energy-efficient machinery.

Ethical and Responsible Sourcing



We take a proactive and ethical approach to sourcing and procurement, ensuring that all equipment, materials, and consumables used across our operations meet the highest standards of sustainability and social responsibility.

Employee Training, Development & Career Advancement

People Development at the Core of Our Success

'People development' is not just a priority at we clean – it's embedded in our culture and forms the backbone of our Investors in People accreditation. We are committed to nurturing talent at every level, providing our employees with the tools, knowledge, and confidence to thrive in their roles and progress within the company. This ethos drives our commitment to delivering exceptional training and career development opportunities, ensuring that our workforce feels empowered, valued, and motivated.

Expert-Led Training Through Our Trusted Partner

A key pillar of our development strategy is our partnership with 3 EEE's, an esteemed training provider based in Oldbury, led by Delia Cannings, a leading spokesperson for the UK cleaning industry. This collaboration ensures that our staff receive cutting-edge, industry-specific training that equips them with the latest knowledge and best practices. Delia's expertise, combined with the resources of 3 EEE's, ensures that our employees are not only competent but also confident in delivering exceptional service to our clients.

In-House Training and Contract Management Excellence

Our internal training program, spearheaded by our Training Manager, Duncan Thomson, works in tandem with 3 EEE's to provide bespoke, hands-on training that meets the unique needs of our workforce. Our contract management team further reinforces this by offering ongoing support, mentoring, and performance reviews, ensuring that every employee has a clear pathway to career progression. This dual approach enables us to cultivate a high-performing team that is fully equipped to meet the demands of our dynamic industry.

Investing in Continuous Learning and Upskilling

We believe that ongoing learning and upskilling are essential for maintaining excellence in service delivery. To this end, we provide a comprehensive range of training opportunities, from Toolbox Talks on industry standards to advanced training in specialised areas such as eco-friendly machinery and technological innovations. Our structured approach to continuous learning ensures that employees stay ahead of industry trends and are prepared to take on new responsibilities as they advance in their careers.

A Strong Platform for Career Progression

Our commitment to people development creates a thriving ecosystem where employees are continuously encouraged to upskill, develop, and take on new challenges. By blending expert-led training, in-house mentorship, and wellbeing support, we provide a clear and rewarding pathway for career advancement. This unwavering focus on people development has been instrumental in securing our Investors in People accreditation – a testament to our dedication to empowering our workforce and driving long-term success.





Community Engagement, Development, Education & Empowerment

Driving Positive Impact Through Community Engagement

Our organisation is deeply committed to making a meaningful difference in the communities where we operate. We believe that businesses have a responsibility to contribute to the social fabric of their local areas, and we take deliberate steps to engage with, support, and empower our communities. Through a combination of charitable partnerships, volunteering initiatives, and educational outreach, we aim to create lasting positive impact beyond our core business operations.

Supporting Children's Health Through Our Partnership with Birmingham Children's Hospital

One of our flagship community partnerships is with Birmingham Children's Hospital, where we are proud to support the vital work they do for young patients and their families. Our contributions go beyond financial donations – we actively engage in fundraising efforts and volunteer activities that help enhance the hospital's services and create a more supportive environment for children undergoing treatment. This partnership reflects our unwavering commitment to improving the lives of vulnerable members of our community.

Empowering Communities Through Our Work with the Albion Foundation

We also work closely with the Albion Foundation, the charitable arm of West Bromwich Albion Football Club, which uses the power of sport to inspire and educate young people, particularly in some of the most challenged areas of Sandwell. Our partnership with the Albion Foundation supports a range of community development initiatives that promote education, social inclusion, and physical wellbeing. By aligning with the Foundation's mission, we are helping to create opportunities for young people to unlock their potential and build brighter futures.





Community Engagement, Development, Education & Empowerment

Championing Local Talent Through Motorsport Sponsorship

In addition to supporting charitable causes, we are also passionate about nurturing local talent and helping individuals pursue their dreams. We are proud to sponsor Noah Checkley, an aspiring young racing driver from the local area, as he pursues a career in motorsport. Our sponsorship not only helps Noah gain valuable experience and exposure but also serves as an inspiration to other young people in our community, demonstrating that with dedication and support, extraordinary goals can be achieved.

Encouraging Employee Volunteering and Community Involvement

We actively encourage our employees to get involved in community initiatives by offering opportunities to volunteer their time and skills. Each year, our team contributes 50 hours of volunteering to support local charities and community projects, strengthening our connection to the communities we serve. This hands-on approach allows our employees to engage directly with causes they are passionate about while reinforcing our company's values of social responsibility and compassion.

Promoting Education and Skills Development

We are also committed to supporting education and skills development within the local community. Through initiatives such as offering work experience placements and engaging with local schools, we provide young people with valuable insights into the cleaning industry and equip them with practical skills that can help shape their future careers. This focus on education and empowerment aligns with our broader mission to nurture talent and foster growth in the communities we serve.

Diversity, Equity & Inclusion

Fostering a Culture of Diversity, Equity, and Inclusion

At the core of our organisation is a deep commitment to diversity, equity, and inclusion (DEI), ensuring that every employee feels valued, respected, and empowered to succeed. We recognise that a diverse workforce drives innovation, enhances problem-solving, and reflects the rich variety of perspectives in the communities we serve. Our approach to DEI is embedded in our recruitment practices, training programs, and company culture, creating an environment where differences are celebrated and equality is championed.

A Truly Global Workforce

Our workforce is a reflection of the global community, with employees representing over 45 nations across all continents except Antarctica. This rich cultural diversity strengthens our organisation by bringing together a wide range of experiences, perspectives, and skills that drive excellence in service delivery. We are proud that 71.5% of our workforce are women, and we actively promote gender balance across all levels of the company, ensuring that opportunities for growth and leadership are accessible to everyone.

Commitment to Inclusive Leadership

Our leadership team is dedicated to fostering an inclusive workplace where diversity is embraced at all levels. We are proud that 33% of our Directors are women, with 1/8th of our board members also being women, and we continue to take proactive steps to increase representation and ensure that leadership pathways remain open to individuals from all backgrounds. Our commitment to inclusive leadership not only strengthens our decision-making processes but also ensures that diverse voices shape the future of our organisation.

Recruitment Practices That Promote Equity

We have built a robust recruitment process that prioritises attitude and skillset while embracing diversity.

Our two-stage interview process is designed to identify candidates who align with our values and bring a variety of perspectives to the organisation. Additionally, we conduct DBS and credit checks where necessary, particularly for roles that involve working in sensitive client environments, ensuring that fairness and transparency remain central to our hiring practices.







Diversity, Equity & Inclusion

Training and Development to Support Inclusivity

Our extensive in-house training, overseen by Training Manager Duncan Thomson, along with external expertise from 3 EEE's, equips our employees with the skills and knowledge to excel while fostering an environment of respect and inclusion. Our training programs include Toolbox Talks on unconscious bias, cultural sensitivity, and creating inclusive work environments, ensuring that DEI principles are ingrained at every level of the organisation.

Empowering Voices Through Employee Engagement

We believe that fostering an inclusive culture requires active listening and meaningful engagement with our employees. Through regular feedback channels, staff forums, and open-door policies, we create opportunities for employees to share their experiences, voice concerns, and contribute ideas on how we can further strengthen our DEI practices. This collaborative approach ensures that our DEI initiatives remain relevant, impactful, and aligned with the needs of our workforce.

Celebrating Differences and Promoting Respect

We celebrate the diversity of our workforce through initiatives that highlight different cultures, traditions, and perspectives. Whether it's marking cultural awareness days or recognising the contributions of diverse groups within our team, we actively promote an environment where everyone feels a sense of belonging. Our 'People First' ethos underpins all our DEI initiatives, reinforcing our unwavering commitment to respect, fairness, and inclusion.

A Long-Term Commitment to Equality

Our dedication to DEI extends beyond compliance – it's about creating a workplace where every individual has the opportunity to thrive. Through continuous improvement, ongoing training, and a culture that values diversity, we are fostering an environment where everyone can contribute to our shared success.





Initiatives and Policies for Diversity, Equity and a Safe, Healthy Working Environment

Prioritising Health, Safety, and Well-Being

The safety and well-being of our employees are at the forefront of our operations. Our Health and Safety Policy is regularly reviewed and aligned with industry best practices to ensure a secure working environment. We conduct frequent risk assessments, site inspections, and safety audits to proactively identify and mitigate potential hazards. Comprehensive health and safety training is provided to all employees as part of their induction and ongoing development, empowering them to maintain high safety standards across all client sites. Our approach is further strengthened through the oversight of our experienced contract management team, who ensure that safety protocols are consistently upheld. We encourage a culture of shared responsibility, where employees are actively encouraged to report potential risks and suggest improvements, fostering a proactive approach to safety.

Supporting Mental Health and Employee Well-Being

We recognise that a healthy workforce extends beyond physical safety, which is why we have implemented a range of initiatives to promote mental health and overall well-being. Our Employee Assistance Programme (EAP) offers confidential support and counselling to employees, addressing concerns related to mental health, stress, and personal challenges. In addition, we promote a healthy work-life balance by encouraging flexible working practices where possible and fostering a culture that values employee engagement and open communication. Through regular feedback channels and staff forums, we create opportunities for employees to voice concerns, share ideas, and actively shape their work environment. We also provide managers with training on recognising signs of stress and mental health challenges, ensuring they can offer timely support and guidance to their teams.

Embedding a Culture of Care and Support

Our commitment to creating a positive and supportive workplace is reflected in our 'People First' ethos, which is embedded into every aspect of our operations. Through ongoing training, strong contract management, and continuous engagement with our workforce, we cultivate a culture where employees feel empowered, valued, and supported. This holistic approach not only enhances employee well-being but also ensures that we maintain a motivated and high-performing team that is dedicated to delivering excellence across all our client sites. By regularly reviewing and enhancing our well-being and safety practices, we remain committed to creating an environment where employees can thrive both personally and professionally. Our focus on care and support ensures that every team member feels respected, with equal opportunities for growth and a genuine sense of belonging within the organisation.



A Fair Wage For All

We are proud to pay Living Wage for all staff within our Cushman & Wakefield / Aviva portfolio.

Ensuring Fair Wages for All Colleagues

At **we clean** are deeply committed to ensuring that all employees receive a fair and competitive wage for their work. We regularly benchmark our compensation packages against industry standards and ensure that wages are aligned with market rates, taking into account the skills, experience, and responsibilities of each role. We strongly believe in paying a living wage and always strive, where economically feasible, to offer our staff the best possible wages to reflect their contributions and ensure financial security. This focus on fair compensation is part of our wider commitment to fostering an environment where employees feel valued and adequately rewarded for their hard work and dedication.

Commitment to Pay Equity

We maintain a transparent and equitable pay structure that ensures all employees, regardless of gender, background, or role, receive equal pay for equal work. Our approach is underpinned by a comprehensive review process that evaluates compensation across the organisation to identify and address any potential disparities. Regular internal audits and checks ensure that our pay practices are fair, and we actively encourage open communication about pay matters to build trust and transparency. By fostering a culture of fairness and transparency, we aim to create an environment where employees feel confident that their remuneration is a true reflection of their work and value to the company.

A Focus on Employee Well-Being and Satisfaction

In addition to offering competitive wages, we are committed to supporting the financial well-being of our employees through various benefits, including access to savings schemes, bonus opportunities, and other financial support initiatives where applicable. We also provide a range of non-financial benefits, such as professional development opportunities and employee recognition programs, that contribute to overall satisfaction and career growth. Our goal is not just to offer fair wages but to ensure that our employees feel valued and supported in every aspect of their working life, which in turn enhances job satisfaction, loyalty, and long-term engagement. This holistic approach to employee well-being is integral to building a positive, motivated workforce that thrives within our organisation.



Governance - Transparency & Accountability

Commitment to Transparency & Accountability

Our company is dedicated to upholding the highest standards of transparency and accountability in all aspects of governance. We have established clear policies and procedures that guide decision-making processes, ensuring that all actions are aligned with our values and objectives.

These are regularly reviewed and updated to reflect changes in legislation, best practices, and stakeholder expectations.

Our leadership team is committed to open communication, with key decisions and performance metrics shared transparently with both internal and external stakeholders.

Structured Oversight & Compliance

We maintain robust oversight mechanisms to ensure adherence to legal and regulatory requirements. This includes regular internal audits, compliance checks, and risk assessments, which help identify and address any potential areas of concern.

Our governance structure includes clearly defined roles and responsibilities across all levels, ensuring that accountability is maintained at every stage of our operations. Additionally, we are committed to maintaining ethical standards and ensuring that our business practices are in full compliance with relevant regulations.

Engagement with Stakeholders

We prioritise engaging with our stakeholders, including employees, clients, and investors, to ensure that our governance practices are aligned with their expectations. Regular feedback is encouraged through employee forums, stakeholder meetings, and surveys, allowing us to continuously improve and refine our governance strategies.

This proactive approach fosters trust and ensures that our business decisions reflect the interests of all parties, maintaining a strong foundation of accountability and transparency throughout the organisation.



Risk Management

Comprehensive and Proactive Risk Identification

Our company adopts a best-in-class, proactive approach to risk management, ensuring that potential risks are identified, assessed, and mitigated before they can impact operations. We have embedded a Risk Management Framework across all levels of the organisation, empowering our leadership team, contract managers, and frontline staff to play an active role in identifying and reporting risks. Our structured process includes regular risk audits, site inspections, supply chain evaluations, and ongoing data analysis to assess potential threats across financial, operational, environmental, and reputational areas. Using a risk matrix and probability-impact model from our IT partner, MFM, we classify risks by severity and likelihood, allowing us to prioritise critical areas and allocate resources effectively. This meticulous, multi-layered approach ensures that no risk goes unnoticed, reinforcing our reputation for maintaining operational excellence.

Strategic Mitigation and Control Mechanisms

Risks are managed through a robust suite of measures that combine preventative actions with contingency planning. Our policies, standard operating procedures and industry-leading programmes equip employees with the knowledge and tools to mitigate potential threats. In high-risk environments, we implement scenario-based risk planning and can conduct real-time simulations to test response protocols, ensuring that our teams are fully prepared to manage any unexpected incidents. Our business continuity and disaster recovery plans are regularly reviewed and tested to guarantee resilience under challenging circumstances. We also collaborate closely with suppliers and partners to assess and address potential risks within our supply chain, ensuring consistency and compliance across our operations.

Continuous Monitoring and Dynamic Improvement

Risk management is not a static process within our organisation—it is a continuous cycle of monitoring, evaluation, and refinement. We utilise analytics, performance tracking, and audit results to monitor our mitigation strategies and identify risks. Our senior leadership team conducts quarterly risk reviews to assess ongoing risk exposure and implement corrective measures where necessary. Additionally, we actively engage with employees, clients, and stakeholders through regular feedback loops, enabling us to refine our processes and adapt to changing industry landscapes. Our commitment to continuous improvement ensures that our risk management framework remains agile, resilient, and capable of safeguarding the long-term sustainability and success of our business.





Compliance with Laws, Regulations & Industry Standards

Unwavering Commitment to Compliance and Excellence

Our company operates under a comprehensive compliance framework that ensures full adherence to all relevant laws, regulations, and industry standards. This framework is embedded into our governance structure and overseen by senior leadership during monthly Board Meetings, ensuring that compliance remains a core focus at every level of the organisation. Our policies and procedures are meticulously aligned with industry best practices, ISO standards, and regulatory requirements, including ISO 9001, 14001 & 45001. Regular internal audits, compliance reviews, and external certifications provide independent verification that our practices remain compliant and effective.

We are committed to maintaining an agile compliance approach that evolves with changing regulatory landscapes. Our compliance team conducts continuous monitoring of legislative updates and industry developments, ensuring that we remain ahead of any changes that may impact our operations. Any updates to regulations or best practices are swiftly integrated into our policies and communicated across the organisation.

Regular training sessions and compliance workshops keep our workforce informed of their responsibilities, ensuring consistent application of compliance standards across all client sites. Our strong emphasis on data protection and GDPR compliance also guarantees that sensitive information is handled with the utmost care and diligence.

Compliance is not treated as a one-time obligation within our organisation but as an ongoing commitment that is deeply embedded in our company culture. Through regular staff training, toolbox talks, and compliance awareness programmes, we cultivate a culture where employees understand the importance of regulatory adherence and ethical conduct. Clear reporting channels and a whistleblowing policy empower employees to raise concerns, ensuring that any potential compliance issues are identified and addressed swiftly. By fostering a culture of accountability and transparency, we ensure that our commitment to compliance is not just a policy on paper but a guiding principle that drives operational excellence across our organisation.



Codes of
Conduct, Ethics
Policies &
Whistle-Blower
Mechanisms

Upholding Ethical Standards Through Robust Policies

Our company is built on a foundation of integrity, transparency, and ethical conduct, reinforced by a

comprehensive Code of Conduct that governs the behaviour of all employees, suppliers, and partners.

This Code outlines clear expectations for professionalism, respect, and compliance with all applicable laws and regulations. It is regularly reviewed and updated to reflect evolving industry standards and

Promoting Ethical Culture with Strong Governance

emerging ethical challenges, ensuring that our team operates with the highest levels of integrity in all aspects of their work.

We foster a culture of accountability and ethical responsibility through regular ethics training, toolbox talks, and leadership-led initiatives that promote awareness of ethical practices. Our Ethics and Compliance Policy reinforces our zero-tolerance stance on bribery, corruption, and misconduct, providing employees with clear guidelines on recognising and preventing unethical behaviour.

Our senior leadership team actively promotes a culture where ethical decision-making is prioritised, and employees are empowered to act in the best interests of the company and its stakeholders.

Whistle-Blower Mechanisms for Transparency and Protection

To safeguard ethical standards, we have implemented a confidential and secure whistle-blower mechanism that allows employees to report any concerns regarding unethical behaviour or misconduct without fear of retaliation.

Reports can be submitted anonymously through multiple channels, ensuring that all concerns are thoroughly investigated and addressed. Our commitment to protecting whistle-blowers fosters an environment where employees feel confident in raising issues, reinforcing our dedication to maintaining a transparent and ethical workplace.



Contributing to a greener, brighter world.

