



Our purpose is to create better places for everyone, every day. To do this we need to address social, economic and environmental issues together. Better Places is our strategy that will enable us to take action where it matters most.

Our vision is to continually create better places where people choose to be every day while creating value for our business, clients, society and the planet.

PUTTING PEOPLE FIRST

We put our people at the heart of our business by nurturing an inclusive culture and investing in the quality of life of the communities we work serve.

PARTNERING FOR CHANGE

We build strong relationships with others, so we can join forces and realise our mutual ambitions.

PLANNING FOR SUCCESS

We inspire others to create a better world by transforming our business and delivering sustainable solutions to our clients.

PROTECTING OUR WORLD

We are dedicated to taking urgent climate action across our entire business and encouraging everyone we work with to do the same.

OUR MATERIAL ISSUES & 2025 GOALS

PUTTING PEOPLE FIRST

COMMUNITY INVESTMENT & CHARITY PARTNERSHIP

- Develop a volunteering programme and achieve a year on year increase in staff volunteering annually
- Increase our social value year on year with Planet Mark
- Establish strategic charity partners

EMPLOYEE HEALTH, WELLBEING & SAFETY

- Achieve minimum 80% health & wellbeing ratings on our colleague survey
- Develop robust training for all colleagues in health and safety throughout the whole business
- Report and achieve 0 reportable accidents across all sites
- Ensure 75% of cleaning colleagues have received financial education

EMPLOYEE DEVELOPMENT & TRAINING

- Ensure 100% of staff have a tracked development process with embedded goals and targets from our sustainability strategy
- All staff have received sustainability training, bespoke for each department
- Develop a structured cross-departmental mentoring programme to create a one-team ethos

EQUALITY, INCLUSION & DIVERSITY

- Achieve 70% inclusion average rating on our employee survey
- Measure and map the demographic make-up of our employees at every level across the business and set goals to represent the London population

WORK CULTURE

- Demonstrate how company values are embedded into every part of the business
- Be a recognised employer of choice in our industry

ACCESS TO THE PROFESSION

- Widen the access to our profession by improving our recruitment process and participating in external collaborative programmes

PARTNERING FOR CHANGE

SERVICE PARTNER ENGAGEMENT & RESPONSIBLE PRODUCTS

- Create and implement a sustainable procurement policy with associated action plans
- Minimise the environmental impact of our top (10 products) – metric TBC

MODERN SLAVERY

- Ensure zero slavery and exploitation in our supply chain

INDUSTRY COLLABORATION & THOUGHT LEADERSHIP

- Deliver 1 thought leadership pieces on sustainable cleaning for our industries
- Participate in collaborative initiatives to improve the sustainability of the cleaning sector

PLANNING FOR SUCCESS

RISK MANAGEMENT & CORPORATE GOVERNANCE

- Conduct a full sustainability risk management review and develop a plan to target priority areas with named individuals responsible
- Achieve the highest data quality score (20 points) with The Planet Mark Certification

CLIENT SUSTAINABILITY JOURNEY

- Create a customer journey map to contribute to our client's sustainability goals

COMMUNICATIONS & TRANSPARENCY

- Map the stakeholder engagements needed to achieve our sustainability goals and implement a communication plan within 3 months of launching our sustainability strategy
- Publicly report on our sustainability strategy progress on an annual basis

TECHNOLOGY & INNOVATION

- Research and evaluate the requirements of a cleaning consultancy service for the property sector
- Review and evaluate technology improvements against each of our sustainability issues on an annual basis

PROTECTING OUR WORLD

CLIMATE ACTION: ENERGY & CARBON

- Become a net zero carbon business by 2030
- Receive external sustainability recognition for our office refurbishment

WASTE & POLLUTION MANAGEMENT

- Eliminate all single-use plastics from the business
- Achieve zero waste to landfill at our office

BIODIVERSITY

- Enhance positive biodiversity effects through all our sustainability goals while mitigating negative effects
- Set and achieve one annual local conservation project



BETTER PLACES WILL CONTRIBUTE TOWARDS THE UN SUSTAINABLE DEVELOPMENT GOALS. WE WILL SEEK TO REVIEW THIS ON AN ANNUAL BASIS.

STRATEGY DEVELOPMENT

Working closely with our sustainability consultants, JustOne, we undertook a robust process to understand the material issues we could create the most impact in, and the associated risks and opportunities. The resulting framework and long-term goals will hold us accountable to continuous progress and reporting.

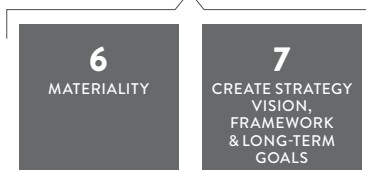


REGULAR
CLEANING

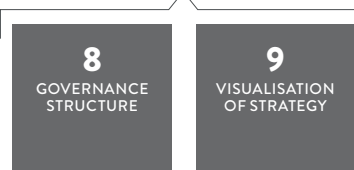
PHASE 1: INFO GATHERING



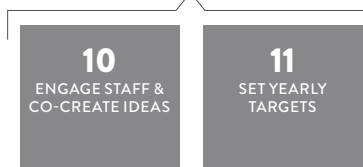
PHASE 2: DEVELOPMENT



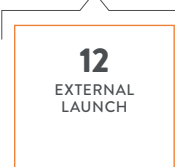
PHASE 3: PREPARATION



PHASE 4: INTERNAL ENGAGEMENT



PHASE 5: COMMUNICATE



PlanetMark

BUSINESS CERTIFICATION:

We have committed to measuring and reducing our carbon footprint year on year, and to measuring and reporting our social value contributions. This process includes business wide data collection and measurement which results in a full certification and report, detailed carbon footprint and targets.

NET ZERO CARBON:

We have committed a bold goal to become a Net Zero Carbon business by 2030. It is ambitious because we have set absolute reduction targets that will reduce our scope 1 and 2 direct emissions to zero carbon, and scope 3 indirect emissions to as close to zero as possible and then offset the remaining carbon to exceptional schemes.

GOVERNANCE STRUCTURE

Our governance structure for our sustainability strategy will ensure the best engagement across the business and that it will be implemented seamlessly at our client's sites.

