

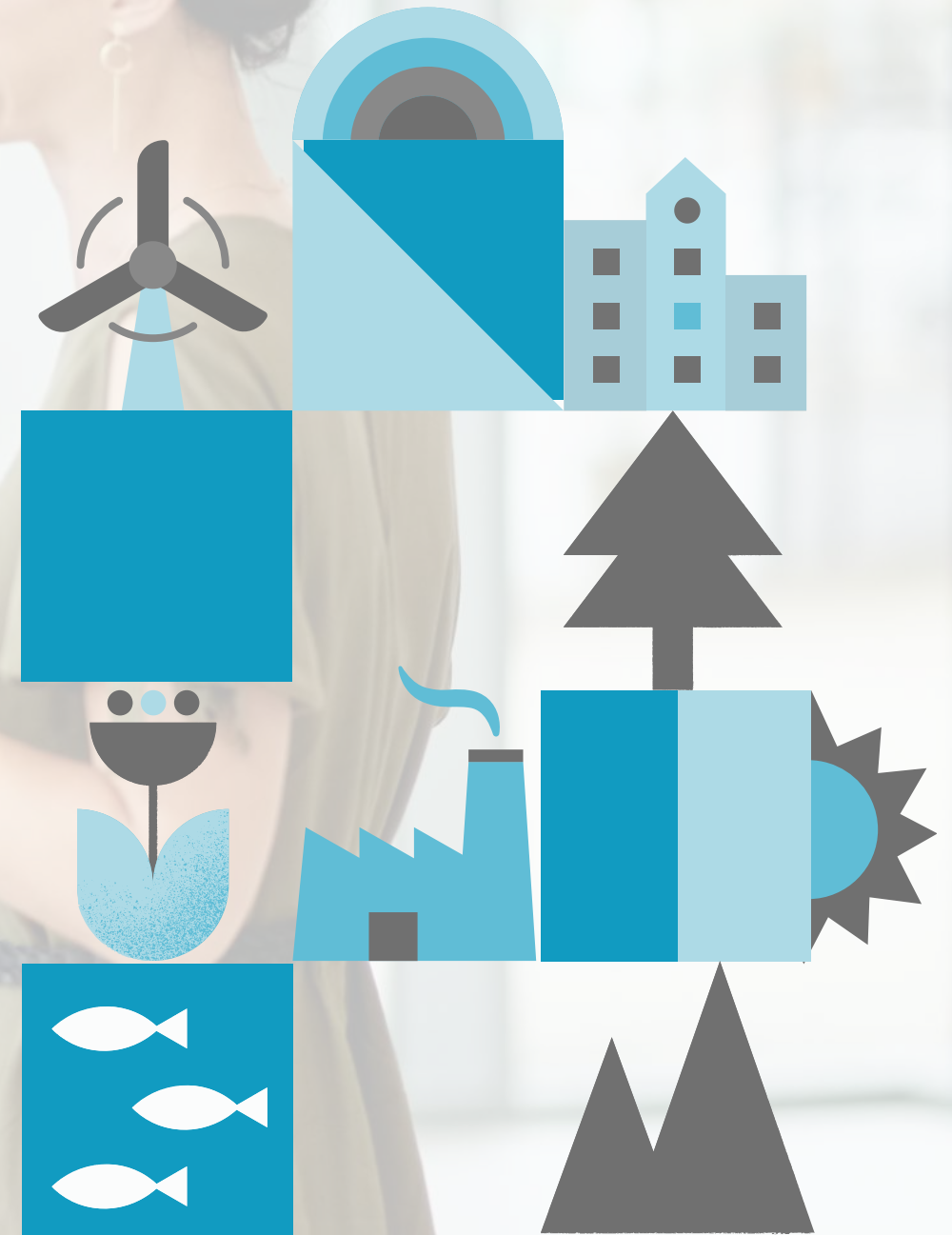


the
clean
space

Making the World a Better Place:

For our Customers, Our People, The
Environment and Communities we serve

The Clean Space | ESG Report 2024





Building a Cleaner Future: Our Journey Towards Sustainability and Social Responsibility Begins Here

We are proud to present our first-ever ESG Report 2024, marking a major milestone in our journey towards a more sustainable and socially responsible business. This year, we've embedded Environmental, Social, and Governance (ESG) principles into everything we do—from reducing our carbon footprint and promoting ethical practices to fostering inclusivity and supporting local communities. While 2024 has been a pivotal year of progress, this is just the beginning. We are committed to continuous improvement, ensuring our impact leaves a cleaner, greener legacy for the future.

Message from Our Leaders



Charlie Mowat
CEO and Founder

At The Clean Space, our mission goes beyond just cleaning; it's about making a meaningful impact on the world around us. In today's rapidly changing environment, the need for responsible, sustainable business practices has never been more urgent. Our commitment to Environmental, Social, and Governance (ESG) principles reflects this belief and shapes everything we do.

This report marks an important milestone for us, but more importantly, it represents our vision for the future. We are dedicated to reducing our environmental impact, ensuring ethical governance, and building a business that uplifts the communities we serve. In 2024 and beyond, we will continue to champion sustainable innovation, foster inclusivity, and lead by example within our industry.

Our direction is clear: we aim to not only meet but exceed the standards expected of us as a responsible business. We recognise that change doesn't happen overnight, but by taking actionable steps today, we can make a measurable difference for future generations.

This report is more than a reflection of our progress—it's a declaration of our ongoing commitment to creating a better, cleaner world. I invite you to join us on this journey as we move the needle forward and work towards a brighter, more sustainable future. - Charlie Mowat

2024 has been a transformative year for The Clean Space, and I am incredibly proud of the strides we've made as a team. The launch of our new Operations System has been a game-changer, allowing us to improve efficiency, transparency, and sustainability in ways we couldn't have imagined just a few years ago. It's empowering to see how this system has helped us better track our environmental impact, optimise resource use, and ensure that we meet our ESG goals with greater accountability.

On the social front, the creation of our Social Initiatives Committee has been particularly meaningful to me. This committee has given us the platform to further invest in the communities we serve, deepening our connection and creating opportunities to make a real difference. From charity work to community clean-ups, I've seen first hand how our team has come together with passion and purpose, reinforcing our commitment to social responsibility.

As we look ahead, I'm excited about what we can achieve together. We're not just building a better business—we're creating a lasting, positive impact in the world around us. Thank you for being part of this journey. - Stefano Cabras



Stefano Cabras
Managing Director



Introduction

A Commitment to Sustainability, Social Responsibility, and Ethical Leadership

At The Clean Space, we recognise that our role in creating healthier, cleaner spaces comes with the responsibility to also care for the planet, the people within our communities, and the ethical standards we uphold as a business. This report marks the release of our first comprehensive Environmental, Social, and Governance (ESG) Report, a reflection of our commitment to embedding sustainability and responsibility into the core of our operations.

Why ESG Matters to Us

The challenges facing the world today are significant—climate change, social inequality, and the demand for greater transparency in business practices. We believe that by taking proactive steps in these areas, we can play an essential role in driving positive change, not just for our clients but for society as a whole.

Our Journey in 2024 and Beyond

The Clean Space has made significant strides in 2024, but we know there is much more to be done. This report outlines both our achievements and the areas where we are working to improve. Looking ahead, we are committed to setting ambitious targets, tracking our progress, and sharing our journey with transparency. We believe that our continued success as a business depends on our ability to create lasting value for all our stakeholders—environmentally, socially, and ethically.

Our vision for the future is clear: to create clean spaces that support not just physical health but also the wellbeing of the planet and society. As we continue on this path, we are driven by our mission to leave a positive legacy and contribute to a more sustainable, equitable world.

We invite you to explore this report and join us in our commitment to making a difference. Together, we can lead the way to a cleaner, brighter future.





Our approach to ESG is rooted in three key pillars

Environment

We are committed to reducing our environmental footprint by implementing sustainable cleaning solutions, adopting energy-efficient technologies, and advancing towards a carbon-neutral future. This year, we've taken bold steps to lower emissions, reduce waste, and conserve resources across our operations

Social

People are at the heart of everything we do. From fostering a culture of inclusivity and wellbeing within our workforce to supporting local communities through charity partnerships and outreach initiatives, we aim to have a lasting positive impact. This report highlights the ways we are investing in our employees and our community, creating opportunities for growth, diversity, and engagement.

Governance

Ethical leadership is critical to maintaining trust with our clients, partners, and stakeholders. We are focused on implementing rigorous governance frameworks that ensure transparency, accountability, and integrity in all our business dealings. Our ESG governance strategy reflects our ongoing efforts to lead responsibly, act with purpose, and uphold the highest ethical standards.

Our ESG Journey





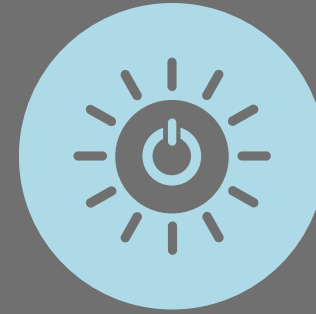
ENVIRONMENT

Cleaner Practices, Greener Planet: Reducing Our Footprint for a Sustainable Tomorrow.



2027 Environmental Goals and Achievements

As part of our commitment to sustainability, 2024 has been a year of focused action towards reducing our environmental footprint. We set ambitious goals at the start of the year, aiming to significantly advance our efforts in carbon reduction, waste management, and sustainable operations. Alongside are the key targets we established for 2027 and the progress we've made so far.



Energy Efficiency:

Implement energy-saving technologies across all office and operational sites to lower energy consumption by 15%.



Carbon Emission Reduction:

Reduce our overall carbon emissions by 20% compared to our 2020 baseline.



Water Conservation:

Introduce water-efficient cleaning methods, aiming to reduce water usage in our operations by 10%.



Sustainable Cleaning Practices:

Transition 80% of our cleaning products to eco-friendly alternatives that are biodegradable and non-toxic.



Waste Reduction:

Reduce the waste sent to landfill by 30% and increase recycling rates across all operations.



78%

**of our Operational Team
Using Public Transport:**

As of 2024, the vast majority of our operational staff now travel to client sites using public transport. This change represents a significant improvement from 2022, when only 55% of the team utilised public transport. This initiative alone has played a major role in reducing our overall transportation emissions.

Recycling Standard Achievement – A Key Milestone in Our Sustainability Journey

In 2023, The Clean Space was proud to receive Silver Status in the Recycling Standard 2023, certified by First Mile. This achievement reflects our ongoing dedication to sustainability and our commitment to reducing our environmental impact through effective waste management.

This recognition is not just an award but a testament to our commitment to environmental sustainability and waste reduction. It aligns with our broader ESG strategy and our journey towards achieving Net Zero by 2030. Moving forward, we will continue to innovate in our recycling and waste management processes, with the aim of increasing our recycling rate and further reducing our carbon footprint.

This achievement sets a strong foundation for future success as we strive to meet even more ambitious sustainability goals.



RECYCLING STANDARD 2023

The Clean Space



Recycling rate
50%



Tonnes of carbon avoided
388.79



Number of streams
11



Tonnes diverted from landfill
289.9



71%

Leading the Way with Green Cleaning:

71% of our products are now eco-friendly, biodegradable, and non-toxic, paired with recyclable plastic concentrate sachets to reduce waste and environmental impact



89%

Powering a Cleaner Future:

89% of our cleaning equipment is now energy-efficient, with increased use of battery-operated vacuums and machinery, reducing our energy consumption and environmental footprint.



Future Commitment: Achieving Ecovadis Accreditation

As part of our ongoing dedication to Environmental, Social, and Governance (ESG) excellence, The Clean Space is committed to obtaining Ecovadis accreditation in the near future. Ecovadis is the world's leading provider of business sustainability ratings, recognised for its rigorous assessment of corporate sustainability practices across global supply chains. Achieving this accreditation is a crucial step in our journey towards greater accountability, transparency, and responsible business practices.

Why Ecovadis?

Ecovadis provides a comprehensive framework to evaluate sustainability performance, covering four key areas:

- **Environment:** Evaluating how well we manage our environmental impact, from waste reduction and energy consumption to carbon footprint reduction.
- **Labour & Human Rights:** Ensuring we provide fair working conditions, respect human rights, and foster an inclusive workplace culture.
- **Ethics:** Upholding the highest standards of ethical behaviour in all our business dealings, from procurement to customer relationships.
- **Sustainable Procurement:** Assessing our supply chain to ensure the partners we work with share our commitment to sustainable and responsible practices.

Our Roadmap to Accreditation

Our commitment to Ecovadis accreditation is more than just a certification—it's a commitment to continual improvement across our operations.

To prepare for accreditation, we have already begun several key initiatives:

- **Strengthening Data Collection and Reporting:** We are enhancing our ability to track and report on key sustainability metrics, ensuring greater transparency in areas such as carbon emissions, waste management, and social responsibility.
- **Supplier Engagement:** We are working closely with our suppliers to ensure they meet high sustainability standards, integrating responsible procurement into our core operations.
- **Employee Engagement and Training:** To foster a culture of sustainability, we are implementing training and engagement programmes for our staff, ensuring that every member of the team contributes to our ESG goals.

Looking Forward

Achieving Ecovadis accreditation will formalise our commitment to responsible and sustainable business practices. It will also provide a clear benchmark to assess our progress and identify areas for improvement. This accreditation will not only enhance our credibility with clients and partners but also demonstrate that The Clean Space is fully aligned with the highest global standards of sustainability.

As we continue our journey towards Ecovadis accreditation, we remain dedicated to embedding these principles into every aspect of our business—ensuring that our operations are not just efficient, but also ethical, sustainable, and transparent. Our goal is to complete the Ecovadis assessment process by 2025, marking a significant milestone in our ESG journey and reinforcing our commitment to a cleaner, more responsible future.

ecovadis





SOCIAL

Empowering People,
Strengthening
Communities: Our
Commitment to Inclusivity
and Wellbeing.



the
trussell
trust

Stop UK Homelessness

www.trusselltrust.org

Social Responsibility: Uplifting Communities and Supporting Charities

At The Clean Space, our commitment to creating a positive social impact extends far beyond our operations. In 2024, we took several meaningful actions to uplift the communities we serve, participating in a range of charity and volunteer initiatives. These efforts reflect our dedication to making a tangible difference, supporting causes that foster inclusivity, mental health awareness, and community wellbeing.

Supporting Livability: Lucy's London Marathon Event



Lucy, our EA and Acquisitions Manager, took on the incredible challenge of running the London Marathon in support of Livability, a charity dedicated to building inclusive communities. Livability provides residential care, support services, and advocates for accessibility, ensuring that everyone has the opportunity to thrive. Lucy's efforts helped raise awareness and funds to further this vital mission.

Mental Health Awareness: Mayur and Romeo's Ford UK London Bike Ride



Mayur and Romeo from our Finance & Accounting team participated in the Ford UK London Bike Ride, cycling 100 miles to raise awareness for mental health. Their dedication helped highlight the importance of mental health support, an issue that resonates deeply with us as we continue to prioritise employee wellbeing and mental health initiatives within our company.

Feeding Local Communities: Support for Trussell Southwark Food Bank



Our commitment to supporting local communities was embodied by Ricardo and his team, who delivered essential food items, including rice, pasta sauces, and tinned goods, to the Trussell Southwark Food Bank. Southwark, one of the boroughs hardest hit by the recent recession, is a key focus area for us as we work to address food insecurity and provide support to those in need.

Social Responsibility: Uplifting Communities and Supporting Charities

Empowering L&Q Communities: A Commitment to ESG and Positive Impact

Simeon, Richard, Aby, and Ayo from The Clean Space took part in a significant clean-up at the L&Q site, spending hours removing waste and restoring the area. Their efforts went beyond environmental impact; with over 300 hours of community service completed and 29 L&Q residents placed in job roles, this initiative highlights our dedication to ESG principles and community upliftment. By rolling up our sleeves and leading by example, we continue to expand our positive influence, fostering cleaner environments and offering employment opportunities to those in need.



ESG Contribution: Ronald McDonald House Charities in Camberwell

The Clean Space proudly contributed to Ronald McDonald House Charities in Camberwell, which provides a vital home-away-from-home for families of children receiving life-saving treatments. Our dedicated operations team volunteered their time and expertise, delivering cleaning and support services to ensure a safe and comfortable environment for these families during difficult times.



44

Employee Net Promoter Score

Employee Wellbeing and Engagement

At The Clean Space, our employees are the cornerstone of our success, and their wellbeing is a top priority. We are committed to fostering a healthy, supportive, and engaging work environment where every team member feels valued. Our approach to employee wellbeing is holistic, focusing on mental, physical, and emotional health, alongside career development and open communication.

Mental Health Support: Employee Assistance Programme (EAP) and Spectrum Life Benefits Hub

In 2022, we launched our **Employee Assistance Programme (EAP)** and partnered with the **Spectrum Life Benefits Hub** to provide comprehensive mental health support and wellbeing resources for all staff. These programmes offer access to professional counselling, mental health support, and wellness resources to help employees manage stress, anxiety, and work-life balance.

Key Features:

- **24/7 Access** to mental health professionals and resources via the EAP.
- Personalised **wellbeing plans** and access to fitness, nutrition, and mental health programmes through the Spectrum Life platform.
- Ongoing education on mental health and resilience through workshops, webinars, and team engagement activities.

Engaging Employees Through Communication and Feedback

We believe that engaged employees are key to a thriving organisation. That's why we maintain an open-door policy and encourage continuous feedback through:

- **Quarterly employee surveys** to gauge satisfaction, collect feedback, and identify areas for improvement.
- Regular **town hall meetings** where senior leadership shares updates on business performance, strategies, and listens to employee concerns.
- **One-on-one** meetings between managers and team members to discuss individual progress, challenges, and career development opportunities.

Promoting Work-Life Balance

We understand that a healthy work-life balance is essential for employee wellbeing. To support this, we offer:

- **Flexible working hours** and **remote working options**, where possible, to accommodate employees' personal needs and family commitments.
- Encouragement for employees to take their full annual leave entitlement to ensure they are recharged and refreshed.

Building a Culture of Recognition

Recognising and rewarding our employees for their hard work and dedication is a central part of our culture. We regularly celebrate achievements through:

- **Employee of the Month** awards and team appreciation events to highlight standout contributions.
- **Long service awards** for those who have dedicated significant time to The Clean Space, reflecting their loyalty and commitment.

300 Hours

Empowering L&Q Communities: The Clean Space's Commitment to ESG and Positive Impact

With over 300 hours of community service and 29 L&Q residents successfully placed in job roles, we're proud to be expanding our positive influence where it truly matters. By rolling up our sleeves and leading by example, we continue to champion responsible practices within the commercial cleaning sector, making a lasting difference in the communities we serve.



Living Wage Commitment

At The Clean Space, we firmly believe that fair pay is a critical foundation for creating a thriving and supportive work environment. In 2013, we were proud to become an accredited **Living Wage Employer**, ensuring that all eligible employees are paid at least the **Real Living Wage**—a rate based on the true cost of living, rather than the government minimum wage.

What the Real Living Wage Means

The **Real Living Wage** is independently calculated each year, reflecting the cost of everyday essentials such as housing, food, and transportation. By paying this wage, we ensure that our employees can support themselves and their families without financial strain, promoting a higher quality of life both inside and outside the workplace.

Our Current Commitment




As of 2024, **71% of our staff** are paid the Real Living Wage or higher. This reflects our ongoing commitment to fair compensation, and we are continually working towards increasing this percentage, with the ultimate goal of reaching 100% of our workforce. By ensuring that our people are fairly compensated for their hard work, we not only enhance their wellbeing but also strengthen our retention, reduce turnover, and foster a more motivated and engaged workforce.

71%
of our staff are paid
RLW or Higher



Impact on Employees

Our commitment to the Real Living Wage is more than just a financial commitment; it's about respecting and valuing our team members. Paying a living wage:

-  • **Reduces financial stress for employees**, allowing them to focus more on their work and personal development.
-  • **Improves job satisfaction**, resulting in higher productivity and dedication.
-  • **Supports long-term employee retention**, creating a stable, experienced workforce that can deliver high-quality service to our clients.

Looking Ahead

We are committed to raising the bar even further. In the coming years, our goal is to ensure that 100% of our employees are paid at least the Real Living Wage or higher. We also aim to advocate for fair wages across our industry, setting an example for others to follow. By continuing to prioritise fair pay, we demonstrate our commitment to social responsibility and the wellbeing of our people.



GOVERNANCE

Ethical Leadership,
Transparent Operations:
Driving Accountability in
Everything We Do.

Governance: Leading with Integrity and Innovation

Board Oversight and Accountability

- The Clean Space's board plays an active role in guiding and overseeing our ESG strategy.
- **Regular ESG-focused meetings** are held to track progress and ensure we are meeting our targets.
- ESG-specific Key Performance Indicators (KPIs) are reviewed quarterly by the board.

Leadership and Ethical Practices

- We maintain a strong ethical culture, driven by our leadership team's commitment to transparency and integrity.
- All employees adhere to a comprehensive **Code of Conduct**, which includes anti-bribery and anti-corruption policies.
- Ethical decision-making is at the forefront of every business activity.

Supply Chain Responsibility and Ethical Procurement

- We are committed to **ethical sourcing** and responsible supply chain management.
- Our suppliers adhere to a **Supplier Code of Conduct**, which ensures sustainability, human rights protections, and ethical business practices.
- Regular audits and supplier evaluations ensure ongoing compliance with our ESG expectations.

Innovation and Operational Efficiency

- In 2024, we launched a **new Operations System** that has greatly improved how we track and manage sustainability metrics.
- This system optimises resource use, reduces waste, and increases operational transparency, ensuring we meet our ESG goals more effectively.
- The system allows for precise reporting on energy use, carbon emissions, and other key sustainability metrics.

Risk Management and Compliance

- We conduct regular risk assessments across environmental, social, and governance areas to identify potential risks and develop mitigation strategies.
- **Compliance with environmental regulations** is monitored closely, ensuring that we meet or exceed industry standards.
- Continuous improvement and training ensure that our workforce is prepared to handle emerging risks.

Our Board of Directors and ESG team, comprising

Stefano Cabras (MD), Richard Cowley (Ops Director), Wesley Smith (Sales and Marketing Director), Mayur Patel (Finance Manager), Lauren Kyrke-Smith (Head of Central Ops), Ricardo Ferreira (ESG Team Head), Lucy Johnston (ESG Team Head)

We are committed to upholding the highest standards of governance, ensuring that our Environmental, Social, and Governance (ESG) practices are integrated into every level of our organisation. Through transparency, accountability, and leadership, we aim to build trust with all stakeholders and drive sustainable success.

At The Clean Space, governance begins at the top, with our **Board of Directors** playing an active and engaged role in shaping and guiding our ESG strategy. The board provides oversight, ensuring that our actions align with our sustainability commitments and that we remain accountable to both our internal stakeholders and external partners.

Governance: Innovation and Operational Efficiency

In 2024, The Clean Space introduced a new Operations System that has become a critical tool for enhancing operational efficiency, transparency, and accountability across the business. This system plays a key role in supporting our Environmental, Social, and Governance (ESG) goals by embedding sustainability and innovation into the heart of our day-to-day operations.



Enhanced Reporting & Data Accuracy

A major benefit of the new Ops system is the ability to track and report on key ESG-related metrics with improved precision. This includes areas such as **energy consumption**, **waste management**, and **carbon emissions**.

By centralising and automating data collection, the system provides us with real-time insights into our sustainability performance, enabling us to make data-driven decisions. This transparency ensures that stakeholders can see our progress and understand the impact of our environmental initiatives.



Efficient Resource Management

The system also helps us optimise the use of our resources—such as water, energy, and cleaning materials—by offering better control over scheduling, inventory management, and supply allocation. Through automated scheduling, we can ensure that resources are used more efficiently, reducing waste and conserving essential materials. These improvements align with our **waste reduction** and **sustainable resource management** goals, supporting the environmental pillar of our ESG strategy.



Employee Wellbeing and Efficiency

Beyond environmental impact, the new Ops system contributes to the **social** aspect of our ESG efforts. By simplifying workflows, improving communication, and reducing operational inefficiencies, the system helps alleviate work-related stress for employees, leading to better job satisfaction and **overall wellbeing**. The real-time communication and streamlined processes allow our staff to focus more on meaningful work, enhancing both productivity and workplace morale.

These improvements align with our commitment to providing a healthy and supportive work environment.



Sustainability Integration

One of the most powerful features of the Ops system is its ability to integrate sustainability practices directly into our operations. We can now more effectively track fuel usage for our transportation, monitor the increased uptake of public transport by our operational teams, and streamline cleaning schedules to minimise travel and reduce emissions. By having these capabilities built into our core operations, we ensure that **sustainable practices are seamlessly implemented across the business**, helping us meet our **Net Zero** and **carbon reduction** goals.

Technology-Driven Sustainability

In 2024, we introduced a new Operations System that significantly improves our ability to track and manage sustainability metrics. By enhancing efficiency, resource use, and data accuracy, it strengthens our accountability in meeting ESG goals. Additionally, the system has boosted employee welfare through streamlined workflows and real-time communication.

– **Stefano Cabras, Managing Director**

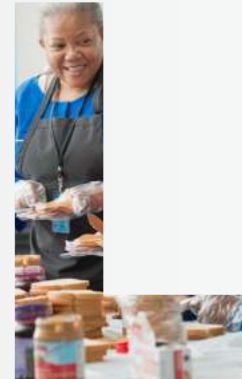
Looking Forward

Our new Operations System is an essential part of our ongoing governance strategy, ensuring that we not only meet but exceed our ESG commitments. As we continue to expand its capabilities, we are confident that it will further improve our ability to operate sustainably, support our employees, and maintain the high ethical standards that define The Clean Space.

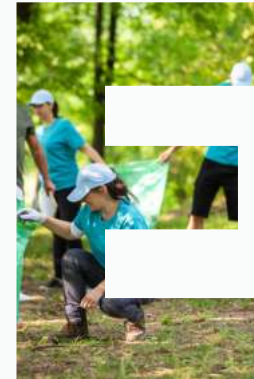
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Charity Partnerships



Local Engagement



Environmental Stewardship



Accessibility & Inclusion



Net Zero Targets



Social Reasonability



Partnerships for Sustainability



Active Community Involvement



Customer Collaboration



Ethical Standards





THANK YOU

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